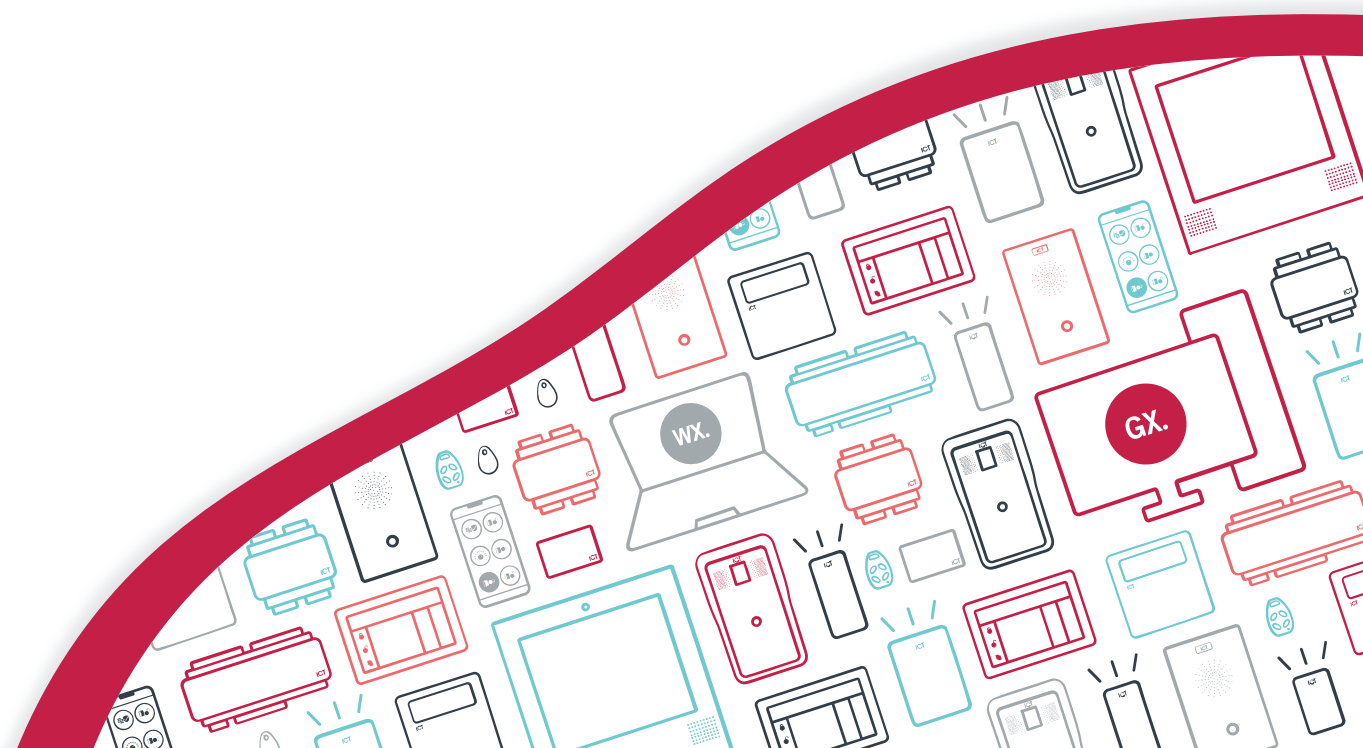
ELT-KLCS

EliteSuite Touch Sense LCD Keypad

User Manual



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Introduction

Your building has been equipped with the EliteSuite security system to give you peace of mind by providing reliable security protection.

The EliteSuite system is an advanced technology security system specifically designed to enhance the functionality of condominium and apartment security with flexible local monitoring and offsite communication.

The elegant and user-friendly EliteSuite keypad maintains complete control of your residence and provides easy to understand information. Before using your EliteSuite system we highly recommend you read this manual carefully and have your security professional or property manager explain basic system operation to you.

Operation

The following instructions provide information on how to use the EliteSuite keypad.

Certain features and options must be enabled by the installation company or property manager. If the feature is not programmed or an option is not enabled the system will generate a rejection tone. Refer to the Your EliteSuite System section for details on the options that have been enabled.

Visual Display

The EliteSuite LCD keypad features a 32 character LCD (Liquid Crystal Display) which displays all messages.

Indicator Lights

Power/Trouble Indicator

- When the power/trouble indicator is **ON**, the system is powered and operating normally.
- When **FLASHING**, it shows that a trouble condition is present.
- If there is a complete power failure this indicator will be **OFF**.

Disarmed Indicator

When the disarmed indicator is **ON**, the system is disarmed and ready to arm.

Armed/Alarm Indicator

When the armed/alarm indicator is **ON**, the system is armed. When **FLASHING** the system is in alarm and your user code needs to be entered to silence the alarm.

Indication of the system status and the operation of the indicators are programmable and may not function as above. Verify the operation with your installer.

Audible Tone

When a key is pressed, a short audible tone is generated. Other tones are generated when certain functions are performed.

Confirmation Tone

When an operation (arming/disarming) has been successfully entered on the keypad, or when the system switches to a new status/mode, the keypad generates a sequence of four audible tones.

Rejection Tone

When the system times out or when an operation is incorrectly entered, the keypad generates an audible tone for three seconds.

If required, audible tones can be silenced by pressing and holding the **[CLEAR]** key for 3 seconds.

Keypad Functions

Key	Function
0-9	The numeric keys are used to enter user codes and select menus.
	The **[ARM]** key is used to start the arming process for an area (see page 11).
	The **[DISARM]** key is used to silence alarms, disarm the area, and cancel an arming sequence (see page 11).
	The **[MENU]** key is used to access the menu and can be followed by menu shortcut selection key(s) that represent a menu item.
	The **[STAY]** key is used to initiate the stay arming process for an area (see page 12).
	The **[FORCE]** key is used to force arm an area (see page 12).
	The **[MEMORY]** key will take a user directly to the memory view menu (see page 14).
	The **[BYPASS]** key can be pressed when a zone is breached during an arming process to bypass the displayed zone (see page 13).
	The **[CLEAR]** key will log off the user currently logged in to the keypad. When pressed while not logged in the display will be refreshed.

Key	Function
	The **[ENTER]** key is used to confirm an action on the keypad, acknowledge memory and alarm information, and move to the next programming screen.
ARROW KEYS	The arrow keys are used to scroll the menu, move the focus of a program window to the next screen, and move the cursor when programming or editing values.

User Codes

User codes are personal identification numbers that allow you to enter certain programming modes, arm or disarm your EliteSuite system, access the menu, and activate or deactivate home automation functions. The EliteSuite system supports up to eight user codes.

The default master code to gain access to your system is **[1234]**. For security reasons, this code must be changed. Refer to Programming User Codes for details on changing codes.

Master Code

By default, User 01 has the master code for your system. A user with the master code can perform the arm and disarm functions, modify and delete any user code, change user options, and modify user card numbers.

Other users may be given a master code by enabling **User Option 2** for each new master user. For more information, see User Options (page 16).

Duress Code

If you are forced to arm or disarm your system, entering the user code assigned to User 08 will arm or disarm the system and immediately transmit a silent message (duress code) to the property management system or monitoring station.

This option must be enabled by your property manager or security installation company.

Programming User Codes

Your EliteSuite system uses four-digit user codes, where each digit can be any value from 0 to 9. Avoid simple or obvious user codes, such as part of your telephone number or address, and codes such as 1234, 1111 or 1212.

The master user can add, edit and delete user codes through the user setup menu.

Updating User Codes

1. Press the **[MENU]** key, then enter your current user code.
2. Use the up and down keys to scroll to the **User Setup** menu and press **[ENTER]**, or press **[5]** to access the menu directly. The display will show:

   ```
   Select user
   To modify [01]
   ```

3. Select the user whose code you wish to update. You can use the table at the end of this manual to record the name of each user (see page 23).
4. Scroll the menus to select the **Modify Code** option and press **[ENTER]**, or press **[1]** to access the option directly.
5. Enter the new four-digit code for the user and then press the **[ENTER]** key.

   ```
   Select PIN
   [****]
   ```

6. When prompted, repeat the user code and press the **[ENTER]** key to confirm.

Deleting User Codes

To delete a user code, follow the same procedure to program the user code, but when the old user code is displayed press the **[FORCE]** key to clear the code. This user will no longer be able to log in to the keypad.

Arming/Disarming

To take full advantage of your system, familiarize yourself with the different arming methods.

Some arming methods must be enabled by your property manager or installation company. Confirm which options are available in your system.

Arming

Arming the system activates monitoring of all zones, such as motion detectors, door contacts and window contacts. If a zone is breached the system will activate the alarm and send a message to the monitoring station.

After entering a valid arming sequence the exit delay time will provide you with enough time to exit the protected area before the system arms. The keypad will generate a beep-beep tone repeatedly during the exit delay period. The tone will increase in frequency to indicate when only ten seconds remain.

If any zones are triggered after the end of the exit delay, the alarm will be activated.

Arming your System

1. Check the system is ready to arm and all zones are closed (the Disarmed indicator is green).
2. Enter your user code.
3. The exit delay will start and you can now leave the premises.

Alternatively, you can fast arm the system without a user code by pressing and holding the **[ARM]** key.

This option must be enabled by your property manager or installation company.

Disarming

To disarm an armed system, enter your user code. This deactivates monitoring on all of the sensors so that you can move around the area.

An entry point, like the front door, will be programmed with an entry delay time. When an entry point is opened the keypad will emit a continuous audible tone until you disarm the system. If the timer elapses without the system being disarmed, the alarm will be activated.

Disarming your System

1. When you open the front door or other entry point, the entry delay time will start. The keypad will emit a continuous audible tone.
2. Enter your user code to disarm the system.

Deactivating an Alarm

Alarms can occur when someone enters the building through an unexpected entry path (e.g. through the window), if the area is not disarmed during the entry delay, or if there is still someone in the area after the exit delay. Your system may also have panic, medical and fire alarms available (see page 21).

To deactivate an alarm, enter your user code. This will also disarm the system.

Stay Arming

This method allows you to remain in the protected area while partially arming the system. Stay zones are ignored when the system is stay armed. For example, when you go to sleep at night you can arm doors and windows without arming internal motion detectors.

Stay Arming your System

1. Check that all zones that are not stay zones are closed and ready to arm.
2. Press the **[STAY]** key then enter your user code.
3. The exit delay will start.

To disarm the system, enter your user code as normal.

To fast stay arm the system without a user code, press and hold the **[STAY]** key for two seconds.

Switching From Stay to Regular/Force Armed

If you need to leave your premises and want to arm the system fully, use the fast exit arming method. Press and hold the **[ARM]** or **[FORCE]** key for two seconds to activate the exit delay. When this finishes, all zones will be armed.

Instant Arming

Instant arming is similar to stay arming, but if any monitored zone is opened the alarm will be activated immediately (with no entry delay).

Instant Arming your System

1. Check that all zones that are not stay zones are closed and ready to arm.
2. Press the **[STAY]** key then enter your user code. The exit delay will start.
3. Press and hold the **[STAY]** key for two seconds.

Force Arming

Force arming allows you to rapidly arm the system without waiting for all zones in the system to close. When the system is force armed any zone that is currently open is ignored. The zone will be armed when it is next closed.

Force arming is commonly used when a motion detector is protecting the area occupied by a keypad. This allows you to arm the area even when that zone is open.

Force Arming your System

1. Check that all zones that are not force zones are closed and ready to arm.
2. Press the **[FORCE]** key, then enter your user code.
3. The exit delay will start.

To fast force arm your system without a user code, press and hold the **[FORCE]** key for two seconds.

Bypassing Zones

Bypassing zones instructs the alarm system to ignore specified zones so that they will not cause alarms while system is armed. For example, you may wish to bypass certain zones when workers are renovating part of your establishment. Once the system is disarmed, the bypass settings are erased.

Bypassing Zones

1. Press the **[BYPASS]** key, then enter your user code.
2. Use the **[UP]** and **[DOWN]** keys to scroll to the zone you want to bypass.
3. Press the **[BYPASS]** key to change the bypass status of the selected zone.
4. Bypass as many zones as necessary.
5. Press the **[ENTER]** key to store the bypass settings and exit.
6. Press the **[CLEAR]** key to exit without making changes.
7. Arm the area as normal.

To remove the bypass setting, select the zone again and press the **[BYPASS]** key. To remove all bypassed zones, press the **[FORCE]** key.

Bypass Zone Recall

After disarming the system, the bypass entries are erased. The bypass recall feature reinstates the previous bypass entries saved in memory. This eliminates the need to manually program the same bypass entries every time you arm the system.

Recalling Bypasses

1. Press the **[BYPASS]** key, then enter your user code.
2. Press and hold the **[BYPASS]** key for two seconds to load the previous settings. You may change these settings if required.
3. Press the **[ENTER]** key to store the bypass settings and exit.
4. Press the **[CLEAR]** key to exit without making changes.
5. Arm the system as normal.

Fast Arming

You can fast arm the system in regular, force, stay or instant modes by holding the appropriate arming key for two seconds. This arms the system without the need to enter a user code.

You can use the feature to allow service staff (e.g. cleaners) to arm the system without giving them access to any other alarm system operations.

This feature must be enabled by your property manager or installation company.

Alarm Memory

All zones that generate an alarm will be stored in the memory of the keypad. If an alarm has occurred on your system, the display will scroll between the default display and the following screen:

```
Alarm Memory
[MEMORY] To view
```

The alarm memory is cleared automatically next time you arm your system. It is recommended that you view all alarms before they are cleared.

Viewing Alarm Memory

1. Press and hold the **[MEMORY]** key for 2 seconds, or press **[MEMORY]** and enter your user code. The alarm memory can also be accessed from the main menu.
2. Use the **[UP]** and **[DOWN]** keys to scroll the alarm memory messages.
3. Press the **[CLEAR]** key to exit.

Trouble Display

The EliteSuite keypad continually monitors five trouble conditions that can occur on your system.

When a trouble condition occurs, the keypad will display this screen:

```
System trouble
[MENU] to view
```

It will also beep every 120 seconds (unless programmed otherwise). The trouble tone is canceled when the trouble condition is viewed or the condition is returned to normal. You can choose to silence the keypad completely by disabling the audio output (see page 7).

All trouble conditions are cleared automatically by the system when the fault is rectified.

It is recommended that you inform your property manager or security company if a trouble condition occurs.

Viewing System Troubles

1. Press the **[MENU]** key, then enter your user code.
2. Use the **[UP]** and **[DOWN]** keys to scroll to the **Trouble** menu, or press **[4]**.
3. Use the **[UP]** and **[DOWN]** keys to view the troubles currently present in the system.
4. To choose another menu option press **[MENU]**, or to exit press the **[CLEAR]** key.

Trouble Conditions

There are five trouble conditions that can occur in your system:

- **Host Comms**: Communication with the host system is currently offline. This may be due to maintenance or a system fault. Contact the property manager or security installation company if the problem persists.
- **Zone Fault**: A zone in the system is faulty, or the wiring has been damaged. Contact the property manager or security installation company to arrange for your system to be serviced.
- **Cover Tamper**: The cover of the EliteSuite system is open and may have been damaged. Contact the property manager or security installation company to arrange for your system to be serviced.
- **Timer Loss**: A complete power failure of your system has occurred and the time has been lost. The time will be automatically updated.
- **Fire Loop**: The fire detection wiring or a fire detector has become faulty. Contact the property manager or security installation company to arrange for your system to be serviced.

  Fire zones and fire loop trouble detection must be enabled by your property manager or security installation company.

User Setup

The user setup menu enables you to program user codes and other settings. Only a master user can access this menu.

The building's security system can override the settings programmed in the EliteSuite keypad. If you lose access to your system, contact your property manager or security company to reset the system.

Accessing the User Setup Menu

1. Press the **[MENU]** key, then enter your user code.
2. Use the **[UP]** and **[DOWN]** keys to scroll to the **User Setup** menu and press **[ENTER]**, or press **[5]** to access the menu directly. The display will show:

```
Select user
To modify [01]
```

3. You can now use the **[UP]** and **[DOWN]** keys to scroll the users in the system. Press the **[ENTER]** key to enter the User Setup menu for the user number that is displayed.
4. You can now choose from the **Modify Code** option (see page 9), or the **Options** or **Add Card** menus explained below. To choose another menu option press the **[MENU]** key, or to exit press the **[CLEAR]** key.

User Options

From the User Setup Menu, use the **[UP]** and **[DOWN]** keys to scroll to the Options menu and press the **[ENTER]** key.

Use the **[UP]** and **[DOWN]** keys to scroll through the available options.

- Press **[1]** to enable the setting (**Y**)
- Press **[2]** to disable the setting (**N**)

Once the options have been set press the **[ENTER]** key to save and return to the user setup menu. The available options are described below.

Some settings are only relevant to systems which have EliteSuite card readers connected to the keypad. If your building has no card readers, or if the card readers are connected to the central security system instead of the keypad, these settings have no effect. Confirm with your property manager or security installation company what type of access control is installed in your building.

Option 1 – Arm Only Code

```
Code Can Arm
System Only: N
```

- **Enabled**: Allows the user code to be used only for arming the system.
- **Disabled**: Allows the user code to arm and disarm the system.

Option 2 – Master User

```
User Can Modify
Other Users: N
```

- **Enabled**: Allows the selected user to access the user setup menu and modify codes, card numbers and options of all other users.
- **Disabled**: Prevents access to the user setup menu.

Option 3 – Single Badge Disarming

Applies to EliteSuite systems with card readers.

```
Disarm On Single
Badge Enabled: N
```

- **Enabled**: Allows the selected user to disarm the system by presenting their card at the card reader.
- **Disabled**: The system is not disarmed when the user presents their card. The user must disarm the system by entering their code at the keypad.

Option 4 – Triple Badge Arming

Applies to EliteSuite systems with card readers. Only one triple badge option can be enabled at a time.

```
Arm on 3
Badge Enabled: N
```

- **Enabled**: Allows the selected user to arm the system by presenting their card at the card reader three times in quick succession.
- **Disabled**: Does not allow arming by presenting a card three times.

Option 5 – Triple Badge Door Latching

Applies to EliteSuite systems with card readers. Only one triple badge option can be enabled at a time.

```
3 Badge Latch
Door Toggle: N
```

- **Enabled**: Allows the selected user to unlock or lock the door by presenting their card at the card reader three times in quick succession.
- **Disabled**: Does not allow toggling the door by presenting a card three times.

Option 6 – Triple Badge Latch 2 Hours

Applies to EliteSuite systems with card readers. Only one triple badge option can be enabled at a time.

```
3 Badge Latch
Door 2 Hours: N
```

- **Enabled**: Allows the selected user to unlock the door for two hours by presenting their card at the card reader three times in quick succession. If the door is already unlocked, presenting a card three times will immediately relock the door.
- **Disabled**: Does not allow unlocking the door by presenting a card three times.

Option 7 – Triple Badge Latch 4 Hours

Applies to EliteSuite systems with card readers. Only one triple badge option can be enabled at a time.

```
3 Badge Latch
Door 4 Hours: N
```

- **Enabled**: Allows the selected user to unlock the door for four hours by presenting their card at the card reader three times in quick succession. If the door is already unlocked, presenting a card three times will immediately relock the door.
- **Disabled**: Does not allow unlocking the door by presenting a card three times.

Option 8 – Triple Badge Latch 8 Hours

Applies to EliteSuite systems with card readers. Only one triple badge option can be enabled at a time.

```
3 Badge Latch
Door 8 Hours: N
```

- **Enabled**: Allows the selected user to unlock the door for eight hours by presenting their card at the card reader three times in quick succession. If the door is already unlocked, presenting a card three times will immediately relock the door.
- **Disabled**: Does not allow unlocking the door by presenting a card three times.

User Card Numbers

The system may be interfaced with an EliteSuite card reader to provide proximity card access to your premises. If the card reader interface has been installed, each user can be assigned a unique card number that is stored on a proximity card or tag device.

These settings are only relevant to systems which have EliteSuite card readers connected to the keypad. If your building has no card readers, or if the card readers are connected to the central security system instead of the keypad, these settings have no effect. Confirm with your property manager or security installation company what type of access control is installed in your building.

Programming a User Card

1. From the user setup menu, press **[3]** or scroll to the **Add Card** option and press the **[ENTER]** key.
2. If you have the card available, present it to the card reader. The system will automatically update the facility number and card number. Press **[ENTER]** twice to confirm and save the new card.
3. If you cannot present the card to the card reader, you can enter the facility and card numbers manually.

- Use the numeric keys to enter the facility number, then press **[ENTER]**.

  ```
  Facility Number:
  0000001131
  ```

  If you make a mistake, press **[FORCE]** to clear the value.

- Use the numeric keys to enter the card number, then press **[ENTER]** to save.

  ```
  Card Number:
  0000000005
  ```

Deleting a User Card

To delete a user card, follow the same procedure as adding or changing a card number and press the **[FORCE]** key to clear the facility and card numbers.

Special Features

The EliteSuite system offers additional features for customizing your security requirements.

Chime Zones

A chime enabled zone will generate an audible tone every time the zone opens. The chime feature is ideal for a front door.

Enabling Chime Zones

1. Press the **[MENU]** key then enter your user code.
2. Use the **[UP]** and **[DOWN]** keys to scroll to the **Chime** menu and press **[ENTER]**, or press **[1]**.
3. You can now use the **[UP]** and **[DOWN]** keys to scroll the zones in the system. Press the **[ENTER]** key to toggle the chime setting for the selected zone.

To clear all chime zones, navigate to the **Chime** menu and press the **[FORCE]** key.

Disabling the Audible Output

You may choose to disable the audible tone on your keypad. This will silence the audible feedback when the buttons are pressed, as well as the entry delay, exit delay and alarm beeper.

1. Press and hold the **[CLEAR]** key.
2. The keypad will generate one long tone to signify that the audible output is disabled.

To enable the audible output again, repeat the steps above. The keypad will generate four audible tones to indicate that the audible output has been enabled.

Messages

The EliteSuite system enables property or facility managers to send messages to individual keypads. Up to four messages can be stored on the keypad.

Viewing Messages

When a new message has been sent to your system, you will hear an audible tone and the keypad will display the following:

```
New Message
[MENU] To View
```

To view your messages:

1. Press the **[MENU]** key, then enter your user code.
2. Use the **[UP]** and **[DOWN]** keys to scroll to the **Message** menu and press **[ENTER]**, or press **[2]**.
3. Use the **[UP]** and **[DOWN]** keys to scroll the available messages.
4. Press the **[ENTER]** key to acknowledge each message.

Any new messages will overwrite the oldest message that has not been acknowledged. Alternatively, you can press the **[FORCE]** key to delete a message.

Panic Alarm

The EliteSuite system can provide three panic alarms that immediately generate an alarm after simultaneously pressing and holding two specific buttons for three seconds. Based on your needs, these panic alarms can generate audible alarms (sirens or bells) or silent alarms. The system will communicate specific messages to your monitoring station or property manager.

- Press and hold keys **[1]** and **[3]** for the panic alarm.
- Press and hold keys **[4]** and **[6]** for a medical alarm.
- Press and hold keys **[7]** and **[9]** for a fire alarm.

All panic alarms must be enabled by your property manager or installation company.

Fire Alarm

The EliteSuite system has versatile fire monitoring capabilities which may be included in your installation.

When a fire alarm occurs, the keypad will emit three audible tones at two-second intervals and immediately contact the security monitoring station. It may also activate the alarm siren.

If the zone is a delayed fire zone, there is a delay of 30 seconds before the system contacts the security company or property manager. This prevents unnecessary reporting of false alarms, allowing you to reset the fire alarm before a report is sent. If there is no fire condition, contact your property manager or security company immediately to avoid an unnecessary response.

Resetting the Fire Alarm

There are two actions required to reset the system after a fire alarm:

1. Silence the alarm in the EliteSuite system by entering a **user code** at the keypad.
2. Physically reset the smoke alarm by holding the **[CLEAR]** and **[ENTER]** keys together until you hear a confirmation tone.

   This is only required for some types of smoke alarm. Confirm with your property manager or security installation company.

A delayed fire zone will be automatically canceled if the smoke detector is reset within 30 seconds. Pressing any key on the keypad during the first 30 seconds will silence the alarm for 90 seconds.

Your EliteSuite System

The EliteSuite system has many options that may be enabled by your installer. The following lists the options and how your system is configured. Use this location to write your user names and other information about your system.

Zone Description

The following lists the zones in your system and how each zone is configured. The number of zones available depends on how your system has been installed.

Zone	Description	Zone Type	Force?	Stay?	Bypass?
01					
02					
03					
04					
05					
06					
07					
08					
09					
10					
11					
12					
13					
14					
15					
16					

Fire Zone

The following lists the fire zone configuration for your system.

- Your fire zone is located on Zone _____ and operates with a delay of _____ seconds.
- To silence the fire alarm, log in to the keypad with your user code.
- (Cross out if not relevant) To reset the smoke detector, press and hold **[CLEAR]** and **[ENTER]** on the keypad.

One Key Arming

The following lists the one-key arming method(s) that are enabled on your system

	Enabled	Disabled
Regular Arming		
Stay Arming		
Force Arming		
Instant Arming		

Panic Keys

The following lists the panic key configurations that are enabled on your system.

	Enabled	Disabled
[1] + [3] Panic Alarm		
[4] + [6] Medical Alarm		
[7] + [9] Fire Alarm		

Timers

Your entry time is programmed to be _____ seconds. This is the time that you have before an alarm is generated if you enter through the zone _____.

Your exit time is programmed to be _____ seconds. This is the time that you have to exit before the system arms.

If an alarm occurs, the siren/beeper will activate for _____ minutes unless disarmed.

Users

The following table should be used to keep a record of the users programmed in your system.

Record the name of the user only. **Do not write the user code**.

User	Name	Arm Only	Master	Duress
01				
02				
03				
04				
05				
06				
07				
08				

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