TS50131-3:2003
EN50131-1
PD6662
Security Grade 3
Environmental Class 2

EURO 46 User Manual

For use with the EURO 46

www.castle-caretech.com

RINS1339-1

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Note the specification of EURO panels may vary between models, and some facilities in the manual may not be available. Check with your installer for full details. This equipment may be used in systems installed to a lower grade, which will be agreed with your installation company. There are no user serviceable parts contained in this product. This manual is for use with panels fitted with version 7 software.

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The Euro Keypad

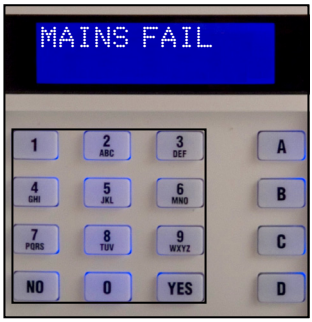
Note:

For your security, the keypad becomes disabled for 90 seconds after 30 incorrect key-presses. It will subsequently be disabled again after 7 further incorrect key-presses. Once a correct code has been registered, the keypad is returned to normal operation.

*Please note that Keypad design may differ from that shown.

Using your EURO Alarm System just couldn't be easier!

This is the Keypad from where you control your Alarm System*



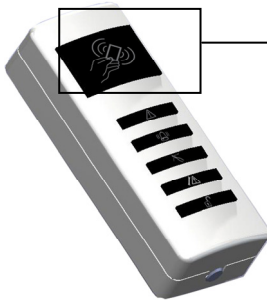
The LCD display guides you through user menus and gives you any important messages regarding the status of the system.

The 10 digit numeric keypad is where you use your PIN code.

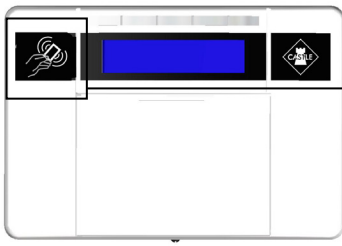
The **A B C D** keys allow you to choose which level of security you wish to apply when you leave the building, or to part-set the system.

Using Proximity Tags

Your EURO system may have been enabled for use with proximity tokens, or 'Tags'.*



If you have Tag Readers installed then simply hold your Tag against the 'Tag' logo.



When using the keypads, hold your Tag to the area shown left.

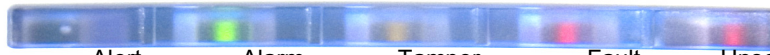
When your Tag has been accepted there will be an acknowledgement 'beep'.

You can use your Tag in place of a pin code for all operations of the alarm system, i.e. setting, unsetting, and entering the Manager and User Menus.

The tag contains NO batteries and is completely maintenance free.

Warning Indications

All setting points (Keypads or Tag Readers) have LEDs to clearly indicate what is happening.



The **'Alert'** LED will flash if there is information available to you. Enter your code to see the information. After a code has been entered, one of the following LEDs will light: Alarm, tamper or fault. The relevant detail of the problem will be shown on the display. To clear the display, press the 'Yes' key (or the display will clear automatically after 3 minutes.)

The **'Alarm'** LED will flash after code entry if an alarm occurs.

The **'Tamper'** LED will flash after code entry if the wiring or equipment is tampered with.

The **'Fault'** LED will light after code entry to indicate if a technical fault occurs.

The **'Unset'** LED will light for 5 seconds if the panel is completely Unset (steady) or if some areas remain Set (flashing). It will also illuminate during the setting procedure, turning off once set.

Security Checks

Before you set your system:
You must ensure all doors and windows are securely closed and any pets or people are excluded from areas protected by movement sensors.

Close Doors & Windows

Exclude Pets and People

Leaving the Building

If you are leaving the building, go to your keypad and key in your PIN code, or present your tag.

The Exit Tone Starts

The appropriate area (ABCD) keys will illuminate.
(If flexi-set is enabled you will be able to choose which areas you set, see page 12)

Leave by agreed Exit Route

If your exit is timed, you will see the above screen.

If you use a Push-to-Set button, or final-door-set, you will see the screen below.

Close and Lock the Final Exit Door

Finally, press the 'Push to Set' button (if fitted) that is mounted externally by the final exit door.

The Exit Tone will cease

EURO is now SET

Simple Setting

It is also possible to set the EURO without using your PIN code or Tag.

When your system is unset, press the '**YES**' key, and then select the area you wish to set.

For example, to set area C:
Press '**YES**', then Press '**C**'

The exit procedure will start.

"beep – beep – beep – "

EURO is now Set

This function needs enabling by your installing company

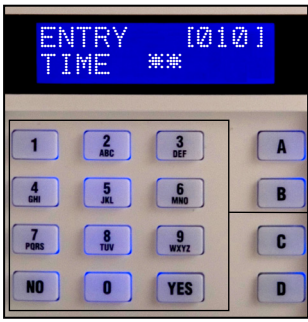
Please note that when using the 'simple set' facility, the user who initiated the set cannot be logged.

Entering the Building

To enter the building you **must** use the agreed entry route and go straight to the keypad.

The Entry Tone will be sounding

"beep – beep – beep –"



Key in your PIN code, or present your tag.

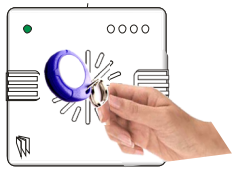
The Entry Tone will cease

To indicate that the system has unset, the unset LED will illuminate for five seconds.

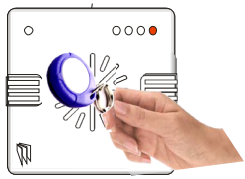
EURO is now UNSET

Using an External Proximity Reader

Setting your EURO panel with the External Proximity Reader

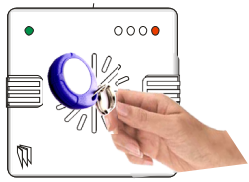


Present a valid tag to the reader and then remove it.
The **GREEN** LED will come on

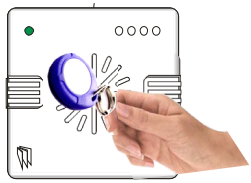


Present the same tag to the reader, and then remove it. The exit time will start on the control panel.
The **RED** LED may be programmed to illuminate under certain actions (for example when the system is set).

Unsetting your EURO panel with the External Proximity Reader



Present a valid tag to the reader and then remove it.
The **GREEN** LED or **RED** LED (if programmed) will be displayed.



Present the same tag to the reader, and then remove it. The exit time will start on the control panel.
The **RED** LED will extinguish, and after 25 seconds the **GREEN** LED will extinguish.

Intelligent Set

This function needs enabling by your installing company

If you wish to set your EURO panel and stay in the building (e.g. set the alarm at night), the EURO's intelligent operating system will realise which level of security you require and will set only part of the system.

You will NOT need to press a Push-to-Set button if you set only part of a system.

If intelligent set is not installed on your system, you may part set the system as described on pages 11-12.

To Part Set EURO go to the keypad and enter your PIN code or present your Tag.

The appropriate **A B C D** keys will illuminate

Exit tone will start

Leave the protected area and retire to the un-protected area (e.g. upstairs).

EURO will detect you have gone upstairs and set the appropriate areas accordingly.

After a pre-set time the exit tone will cease.

Your EURO panel is now Part Set

Codes with Flexi-Set

Sometimes your security needs will be a little more complex and you will need to use the **A B C D** keys.

Your installer can also give names to all four of the **A B C D** areas, so that you can easily identify them.

For example:

A=Reception	*or*	**A**ll Set
B=Warehouse		**B**edtime Set
C=Office		**C**at in Lounge
D=Storeroom		**D**og in Study

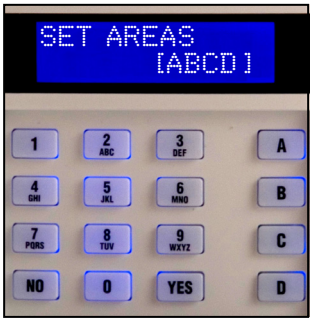
In addition, names can be given to the whole system

'ALL AREAS'

These will be displayed when setting the system.

Note: The Euro 46 has six available areas, labelled as **ABCD01**.

Codes with Flexi-Set



For greater flexibility in setting parts of your system, you can make a choice at the keypad.

Key in your PIN code or present your Tag.

If you do not wish to set all the areas assigned to your PIN code/tag, simply select the areas you wish to Set by pressing the relevant
A B C D key(s).

To change your mind, press the relevant A B C D key(s) again.

Press the Yes key to accept

Setting areas will now be displayed, with the corresponding area keys being lit.

EURO will now set the selected areas.

Codes with Flexi-Set

When EURO is already set and you wish to unset:

Key in your PIN code or present your **tag.**

If entry timer has started:

All areas for which the tag or PIN code is valid will be unset. Any areas set for which the code is not valid will remain set, e.g. if A and B are set:

If a tag valid for area **'A'** only is presented, then area A will be unset, leaving B set.
If a tag valid for areas **'A B'** is presented, both A & B will be unset.
If a tag valid for areas **'A B C'** is presented, it will unset A & B, leaving C unset.

If entry timer is not running:

You will be asked if you wish to set any areas currently not set. Press '**YES**' to do so, or press '**NO**' to unset the system.

If there are NO areas set for which the code is valid, the system will SET as described on page 12.

Note: Your alarm installing company may have programmed keypads to set and unset certain areas only.

Flexi-UnSet

This function needs enabling by your installing company

If your codes have been set up with Flexi-Unset enabled, you will always have a choice of what areas you would like to set or unset, regardless of whether the entry timer is running or not – providing you have a code valid for the relevant areas.

This function can only be enabled by your alarm installing company, and will not be permitted if your system is designed to comply with clause 6.4.5 of DD243:2004. Ask your installer for further details.

Deliberately omitting an Input when leaving the Building

In a domestic setting you may wish to ignore a window you have deliberately left open in the summer time. There may be another fault on the system which you want to ignore when you set the system.

Enter your PIN code or present your tag.

The display will ask if you wish to set with the fault.

To omit the fault, Press '**YES**' (or '**NO**' if you do not wish to omit).

The system will then set as normal.

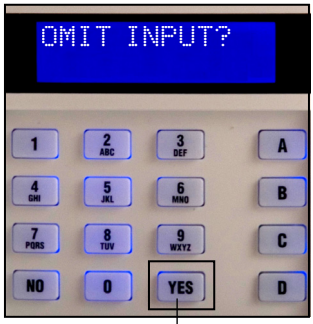
The fault will be omitted for this one arming period only.

This function needs enabling by your installing company

NOTE

Only doors or windows already open can be omitted in this way.
The system may be programmed to be able to set with certain types of fault (e.g. mains fail) but not others (e.g. telephone line fault).

Deliberately omitting an Input when leaving the Building



At some time you may wish to isolate a detector if a room is occupied.

Enter your PIN code or **tag**.

While the exit tone is sounding press the **'YES'** key.

When the **'OMIT INPUT'** menu is displayed:

Key in the number of the input you wish to omit and press **'YES'**.
(Always use a leading zero, eg 02 is input 2. On larger systems 002 is input 2)

This function needs enabling by your installing company

If it has been accepted it will be displayed on the screen.

Repeat for any other inputs that need to be omitted.

After 10 seconds EURO will begin to set

These inputs will be omitted for this one period only.

Silencing Alarms

If an alarm tone sounds, the alert LED will flash:

Just key in your PIN code or Present your tag.

The Alarm will stop sounding

The display will indicate the why the alarm has activated.

Press the **'YES'** Key

EURO will advise you on any action that is needed. If the 'Alert' LED indication remains lit, there is additional information available. Enter your PIN or present your tag to view.

Engineer Reset

When an alarm has been cancelled and the Police have been notified by the Alarm Receiving Centre (ARC), you will see the screen shown left when you try to use the system.

It is usually necessary for an engineer from your installation company to check the installation and reset the system for further use. **But if you have caused the alarm in error** your Alarm Receiving Centre or Alarm Installation Company may permit you to reset the system without an engineer present.

You will be required to quote a 6-digit code by telephone (advise them that the system is a Castle Euro ONE). You will then be given a special code which will reset the system **for that one occasion only.**

Press 'NO'

Enter the anti-code given to you by your installation company.

You alarm in now restored and ready to use.

This 6-digit code is also displayed in the 'user menu' – see page 36.

The Chime Facility

The **'C'** key can be used to select the **'chime'** facility while the system is Unset.

For example, you may wish to be alerted if someone enters through a particular door during the day.

Simply press the **'C'** key.

The display will show a **'C'**

Now if the door opens you will be alerted by the **'chime'** tone.

To cancel the 'Chime' function, simply press **'C'** again.

This function needs enabling by your installing company

Note: This is only operative on detectors programmed for this purpose. If multiple detectors are programmed to permit this, the sounder will not distinguish between them.

Keypad Hold-Up

If you need to summon personal assistance in an emergency, EURO allows you to do so.

Simply press the **'1'** and **'7'** keys at the same time.

To reset:
Enter you PIN code or present your **Tag**.

This function needs enabling by your installing company

Note

This facility is only available if it has been enabled by your alarm installer. 2-Key PA and any duress codes programmed on the system by your engineer are not permitted to send a signal to the Alarm Receiving Centre under police regulations in England, Wales or Northern Ireland.

Manager Menu

The manager menu is accessed by **pressing 'D'** and then keying in your **Manager** PIN code.

You then have a choice of:

Set Date & Time? (see page 22)
Omit Inputs? (see page 23)
Change Code(s)? * (see page 24)
Review Logs? * (see page 29)
Phone Book? (see page 30)
Walk Test? * (see page 31)
Siren Test? * (see page 35)
Test CHC Communications? (see page 32)
Dial Out Menu? * (see page 33)
Allow Engineer Menu? * (see page 35)
Block Remote Set? (see page 36)
Block UDL? (see page 36)
Exit Manager Menu? (see page 37)

* These features can also be accessed with a standard user code.

Pressing the **'NO'** key will take you from one Menu to the next (as well as **'Escaping'** from within a menu). Pressing the **'YES'** key will take you into a menu (as well as **'Accepting'** a choice within a menu).
It is recommended that the system is fully unset when using Manager Menu functions.

Set Date and Time

Press **'NO'** to move to next menu.

Press **'YES'**
*(Press **'NO'** to move to the next menu)*

Enter Year (eg 06=2006)

Press **'YES'**

Enter Month

Press **'YES'**

Enter Day

Press **'YES'**

Enter Hours (24 hour clock)

Press **'YES'**

Enter Minutes

Press **'YES'**

To go to the next menu, press **'NO'** again.

Press **'YES'**
(Press 'NO' to move to the next Menu)

Omit Inputs

Some of your doors may rarely be used (e.g fire doors) and your system may be designed such that if they are opened your panel will generate an alarm, even if the panel is unset. If you need to open these doors you can omit them from the system as shown below.
(Only inputs of 'tamper' and 'day alarm' type can be omitted this way, as set up by your alarm installing company).

Enter the input number you wish to omit.

Press '**YES**'

To reinstate inputs simply key in the number again.

Press '**No**' when your selection is complete

Note

Inputs omitted while **'UNSET'** will NOT be omitted when you **'SET'** the system.

See page 16 for more information on omitting inputs.

Changing or Adding PIN Codes or Tags

A record should be kept as shown on Page 41

Press **'YES'**

(Press 'NO' to move to the next Menu)

Press **'YES'**

*(Press 'NO' to program the **Master Manager Code**)*

Turn to the next page to continue to program user codes.

Press **'YES'**

(Press 'NO' to move to the next menu)

The Master Manager Code can only be changed by the Master Manager.

Turn to the next page to continue to program the Master Manager Code.

Changing or Adding PIN Codes or Tags

EURO identifies each user by a different **'User Number'**. Eg 'John' would be user **01** – 'Jane' would be user **02** etc.

Now key in the **'User Number'** whose PIN code/Tag you wish to add or change.

Press **'YES'**

Key in the new **4,5 or 6 digit PIN code** you require *or* **present the new Tag.**

To delete a code or Tag press **'C'**.

Press **'YES'**

EURO will **not** allow you to programme in codes that are already in use by the system. Standard users can only edit their own code.
Managers can only programme new users with access to the same areas as he/she has access.

Note: European Grade 3' alarm systems will only accept 5 or 6 digit codes, or tags

Changing or Adding PIN Codes or Tags

Choose the level of authority the user is allowed.

User – **cannot** access Manager Menu.
Manager – **can** use Manager Menu.
(Use **'B & D'** keys to make your choice).

Press **'YES'**

Using the **A B C D** keys, choose the areas you wish to be controlled by the user.
(Managers may not give other users access to areas he himself cannot access)

Press **'YES'**

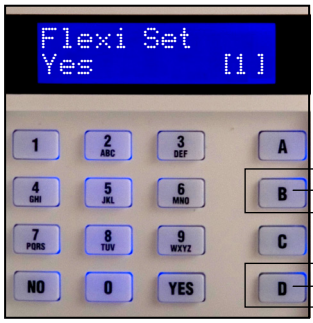
Choose the limits you wish to place on the user's actions. Set & Unset, Set only, Unset only, choose 'None' if the Tag is **only** for Access or Ward control.
(Use **'B & D'** keys to make your choice)

Press **'YES'**

Changing or Adding PIN Codes or Tags

Flexi-Set gives you the opportunity to choose the areas you require to set when you use your PIN code or Tag.

If you do not choose Flexi-Set your Code/Tag will simply set the areas assigned without offering you the opportunity to choose.



For simplicity of use, choose **'NO'**

(Make your choice with the 'B' and 'D' keys)

Press **'YES'**

Systems installed to European Grade 2 requirements must have 10,000 code differs.

Systems installed to European Grade 3 requirements have must 100,000 code differs.

Tags have 2.8 thousand billion differs (16^{12}).

There are no disallowed codes.

Changing or Adding PIN Codes or Tags

Using the numeric keys, you can enter a user name, similar to typing a text message on a mobile phone. Use '0' key for space.

The **A B C D** keys on the keypad are used as follows:

'A' – capital letters
'B' – moves cursor left
'C' – Clears Character, creates a space
'D' – Cursor moves right

e.g. to write 'John' simply press the
'5' key once
'D' move cursor right
'6' key three times

The predictive text library selects John, press '**YES**' to accept.

If the word you require is not in the predictive text database, key in the letter using the individual keys and press '**YES**'

When you have finished and wish to go to the next menu, press **'NO'**.

Review History Log

Press **'YES'**

(Press 'NO' to move to the next menu)

Press **'YES'**

To advance through the logs:

Press **'D'**

For added information:

Press **'C'**

To move backward to previous events:

Press **'B'**

To stop review:

Press **'NO'**

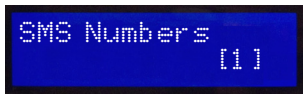
To move to the next menu, press **'NO'** again.

Note: If an access control facility is in use, a separate dedicated access control event log is recorded.

SMS Phone Book

Press **'YES'**

(Press 'NO' to move to the next Menu)

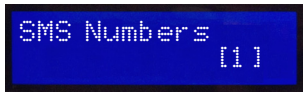


Use the '**D**' key to scroll to which SMS telephone number you wish to change (1-4).

Press **'YES'**

Using the numeric keys, type in the new telephone number (do not leave any spaces). You can move the cursor back with the '**B**' key and forward with the '**D**' key. Use the '*C*' key to delete a character.

Press **'YES'**



Select the next mobile telephone number you wish to change, or Press '**NO**' to move to the next menu.

Testing your System

Press **'YES'**

(Press 'NO' to move to the next Menu)

Choose the area(s) you wish to test by pressing the appropriate **ABCD** keys.

Press **'YES'**

All detectors waiting to be tested will scroll in the display.

Walk around the building and activate all of the detectors.

The system will **'chime'** each time a detector responds.

When all detectors have been activated and are working, the display will show **'Walk Test Completed'.**

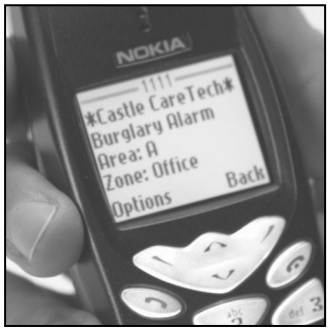
To move to the next menu, press **'No'.**

Test CHC Communications

This function needs enabling by your installing company

Your system may have been configured to send messages to a mobile telephone.

If so, the system will call the appropriate messaging bureau and forward the message to your mobile telephone whenever an event occurs that is important to you.



Message calls are charged at the normal network rate current at the time of the call.
The fee for routine checking is collected automatically via a premium rate number when the EURO panel makes its regular authorisation and routing call to the Castle Host Computer (CHC).

Should this call fail, the display will show 'CHC Test Fail' until the next time that the call is made successfully (see next page for making test calls to the CHC). This acts as a reminder that SMS Message signalling ***may*** not be operational, but will not interfere with this, or any other aspect of the alarm system.

If you wish to change the information sent to your mobile telephone, please contact your alarm system installation company.

Please note that all CHC calls are 50p per call.

Test CHC Communications

It is recommended that this test is *only* undertaken under the supervision of your alarm installation engineer.

Press **'NO'** to move to the next menu

(Press 'YES' to make the test (under the direction of an alarm engineer), the test call will be via a premium rate number)

If your alarm panel is connected to an internal telephone network (PABX system) which requires a '9' for an outside line, press **'YES'**, otherwise press **'NO'**.

Once test is complete, press **'YES'**.

Please note that all CHC calls are 50p per call.

Dial Out Menu

Your alarm system may be configured so that you can control the system via a PC. If you wish to continue…

Press **'YES'**

(Press 'NO' to move to the next menu)

Use the '**D**' key to select the required PC from the list (1-4) and Press 'Yes'.

Use the '**D**' key to select the operation you require:

Data to PC: View the system history on your PC, where it can be searched and printed.

Diagnostics: Sends electrical and diagnostic data to your PC where it can be printed if required.

Press **'YES'**

Allow Engineer Menu

When your alarm installation engineer comes to your premises for a maintenance visit or to correct a fault after an alarm he will require access to the programming of the system.

Press **'YES'**

Use **'B & D'** keys to make your choice.

Press **'YES'**

After the engineer has finished on site, you may return this setting to '**NO**'.

Testing your Sounders

Press **'YES'**
(Press 'NO' to move to the next Menu)

Press **'YES'**

Siren will sound, Strobe will flash

Press **'NO'** to move to next menu.

Block Remote Set

Your alarm system may be configured so that your alarm installation company or company manager can set or unset the system remotely via PC. Should you wish to block this access you can do so through this menu.

Press **'YES'**

Make your choice with the '**B**' and '**D**' keys.

Block UDL

If you wish that your alarm company can only dial into your system with their PC whilst their engineer is on site, this can be set up through the 'Block UDL' menu.

Menu Exit

To exit from Manager Menu and return to normal mode.

Press '**YES**'

If you wish to select any of the Manager Menu items again press the '**NO**' key until your choice is displayed (see page 21).

Manager/User Menu Options

Operators holding Euro **Manager codes** have access to the following programming options:

Set Date & Time (page 22)
Change User Codes (page 24)
Change Mobile Telephone Numbers (page 30)
Allow Engineer Access (page 35)
Inhibit (omit) Zones from the system (page 22)
Allow Remote Set (page 36)

To enter manager menu, press '**D**' and enter your Manager PIN code or tag.

Every **user** has access to the following programming options:

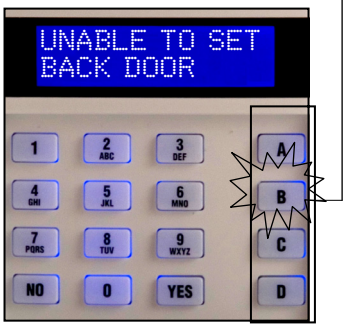
Change his/her own code (page 24)
Allow Remote Set (page 36)
Allow Engineer Access (page 35)

To enter your user menu, press '**D**' and enter your user PIN code or tag.

Troubleshooting

Help with Setting your System

If when you key in your PIN code (or present your Tag) a warning tone sounds and the **fault** LED comes on, the keypad display will show the nature of the problem.



An appropriate **A B C D** key will flash to indicate within which area the problem exists.

The tone will cease after about 10 seconds.

Press the **NO** key

The system will remain unset, so you can resolve the problem.

For example, you may have left a door open, if so, close the door.

You can now recommence the setting procedure.

Troubleshooting

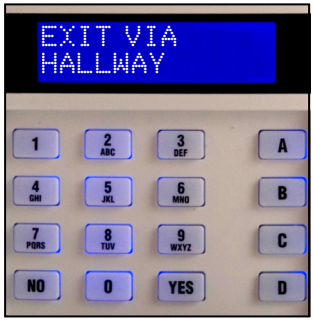
Problems when leaving the Building

If when you have closed the final exit door (and pushed the **'Push to Set'** button *if fitted*), the exit tone continues to sound an interrupted tone…

"beep – beep – beep – "

You have probably left a protected door on the exit route open.

Return to the keypad and note the message on the display.



Stop the setting procedure with your PIN code, or Tag.

Close the open door

Now commence the setting procedure again (see page 6).

Service Information

We are sure that you will be delighted with your Euro Alarm installation.

For your personal reference here is a record of the relevant service information.

Service Company			
Date of Installation	Day	Month	Year
Site Reference			
24hr Service Number	Tel:		
Keyholders	Name		Tel:
	Name		Tel:
Panel Type			
Software Version			
Installed to Grade			
Environmental Class	2		

External set/unset readers and access control readers meet the requirements of environmental class 4.

User Codes

Warning: This information should be removed from the manual and stored in a secure location.

Photocopy this page if you have more users.

No.	Name	Type	Areas	Attributes	FlexiSet	Access Reader
00	John	Manager	ABCD	Set/Unset	NO	1 2 8

Disclaimer

EURO includes the facility to send electronic signals to an Alarm Receiving Centre (ARC), and also to send SMS text messages to mobile telephones.

Alarm, etc. signals may be transmitted via a PSTN link, using a variety of formats, to suitable receiving equipment located at the premises of an independently operated Alarm Receiving Centre.

Provision is also made for the use of third-party device to transmit signals to an Alarm Receiving Centre by means of the PSTN, GSM, IP or other network.

The SMS facility uses a PSTN connection to a special SMS Centre (SMSC), where the information is transferred to the GSM network for delivery to the client's designated mobile telephone(s). The SMSC services are provided by GSM network operators or other reputable companies, whose operation is outside of the control or influence of Castle Care-Tech Ltd.

Castle Control Panels have an embedded premium rate telephone number that is used to contact a Castle host computer prior to commissioning, in order to download the SMSC details and appropriate call routing authorisation. The control panel will continue to contact this CHC at regular intervals, to verify the operation and update and confirm the routing information and authorisation as appropriate. The charge for this service is raised by the use of the "premium rate" telephone number. Please check with your installer for exact charges. In order for the SMS service to work, you must not have 09 or 07 numbers disabled on the telephone line.

Whilst we will use our best endeavours to resolve any issues relating to these uses of equipment manufactured by us, Castle Care-Tech are in no way responsible for the operation of the PSTN or other transmission media, the Alarm Receiving Centre (ARC) or the SMSC - or for the end-to-end security and delivery of information and messages involved.

EURO is designed to automatically disable certain functionality. The factory default settings are as shown below:

Intruder Alarm Signal	After 3* unconfirmed alarms in the same area or 1 confirmed alarm.
Tamper Alarm Signal	After 3* unconfirmed alarms in the same area or 1 confirmed alarm.
Keypad	After 30 keypresses without entering a valid code, keys are disabled for 90 seconds. After reinstatement, this will be repeated after each 7 keypresses until a valid code is entered.
Tag Reader (or Tag at a keypad)	After 6 presentations of an invalid tag, the reader will be disabled for 90 seconds. After reinstatement, this will be repeated for each invalid tag until a valid tag is used.

*This figure is programmable by the installing company

No	Areas								Descriptions
	A	B	C	D	0	1	2	3	
1									
2									
3									
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Website: www.castle-caretech.com

Castle Care Tech Ltd. reserves the right to adjust specifications of this system, at any time and without notice, in the interests of product improvement.

Castle Care Tech Ltd. is an independent British company specialising in the design and manufacture of high-quality security control equipment