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## *Quick Guide to Using Your DSC NEO System*

\*Please refer to the Owner's Manual provided by the manufacturer for more detailed information regarding the use and function of your alarm system\*

### **I. Turning System On & Off**

1. To Disarm (turn off) - Type in your 4 digit user code
2. To Arm Stay (on with interior motions bypassed) - Press and hold "Stay" until you hear a beep
  - This can also be done by typing in your 4 digit user code and not opening any exit doors
3. To Arm Away (all zones on) - Press and hold "Away" until you hear a beep
  - This can also be done by typing in your 4 digit user code and opening any exit door to leave

### **II. Turning Down the Brightness of the Keypad**

1. Press "\*" and then "6" on the keypad and enter your master code
2. Using the arrow keys on the keypad, press the left arrow until you see "Bright Control" and press the "\*" key
3. Adjust the brightness to your liking using the arrow keys and then press the "#" key twice to exit programming

Note: Setting the brightness level to a "0" will turn the backlight off when the keypad is not in use, however, the keys and screen will light up for 1 minute if a key is pressed.

### **III. IF THERE ARE ZONES OPEN:**

The system will fail to arm if there are any open zones

1. Press "\*" and then "1"
2. Using the arrow keys, scroll until you see the zone you would like to bypass. Any open zones will be marked with an "O" in the bottom right of the screen.
3. To bypass the zone, press the "\*" key and a "B" will appear in the bottom right of the screen.
4. Keep scrolling to bypass additional zones or press the "#" key to exit programming

#### **IV. To Reset Smoke Detectors**

1. Smokes - Disarm the system, then press and hold the "Reset" Button until you hear a beep

*Please note smoke detectors can be triggered by common household elements like dust from drywall work or floors being refinished, steam from the shower if the detector is close to the bathroom door, spiders or other bugs getting inside the detector, and fumes from extermination, painting or floor refinishing.*

#### **V. To Turn Door/Window Chime ON/OFF**

1. Press and hold the "Chime" button until you hear a beep

#### **VI. Setting the Time/Date**

1. Press "\*" and then "6"
2. Using the arrow keys, scroll to the right until you see "Time and Date"
3. Press the "\*" key and then enter the time and date
4. After entering the entire time and date, press the "#" key to exit programming

*Note: The time must be entered in 24 hour format (e.g., 13:00 for 1:00 PM) but it will be displayed in 12 hour format.*

#### **VII. Programming/Deleting User Codes on an English Language Keypad**

1. Press "\*" and then "5" and enter your master code to enter "Access Code" programming

##### **2. To Enter new Master Code**

- a. Follow step 1 to get in to the access code programming
- b. Press the "\*" key when you see "User 1" on the screen
- c. Press the "\*" key again when you see "Access Code" on the screen
- d. Enter in a new master code
- e. To exit programming, press the "#" key twice

##### **3. To Enter New User Codes**

- a. Follow step 1 to get in to the access code programming
- b. Scroll to "User 2" or the next available user that does NOT have a "P" on the right hand side and press the "\*" key
- c. Press the "\*" key again when you see "Access Code" on the screen
- d. Enter a new user code
- e. To exit programming, press the "#" key twice.

##### **4. To Delete User Codes**

- a. Follow step 1 to get in to the access code programming
- b. Scroll to the user you would like to delete and press the "\*" key

- c. Press the "\*" key again when you see "Access Code" on the screen
- d. When the access code is displayed on the screen, press the "\*" key and the code will be deleted.
- e. To exit programming, press the "#" key twice.

## Troubleshooting

1. If your panel is in trouble/beeping - Press "\*" and then "2". This should give you a system status report that should indicate what the trouble is, and **will also silence the trouble beeps**

The following error messages in quotations are common error types and their solutions:

2. **"AC Power Loss"** - The panel may beep or show a trouble condition when the power has gone out. Pressing "\*" and then "2" should stop the system from beeping and will display any other problems with the system
3. **"Sensor Supervisory"** or **"Not Networked"** - sensor may not be communicating with the system - call for service
4. **"Sensor Trouble - call for service"** - sensor may not have been reset or may be malfunctioning
5. **"Sensor (2 digit zone number) Tamper"** - A wireless zone cover is not properly secured or may be off completely - Secure cover and then trip the zone to clear the tamper
6. **"Sensor (2 digit zone number) Low Battery"** - a wireless device has a low battery - disarm system and remove the sensor cover - if the device has an "AA" or "AAA" battery you may change the battery yourself. Any other battery type must be changed by the dealer - call for service
7. **"Phone Line Failure"** or **"FTC Trouble"** - there is no dial tone on the phone line that the alarm panel uses to communicate with the central station
8. **"Low Battery"** - the main system backup battery is low. This is normal if there has been a power outage. If the power has not been off - please contact the dealer to discuss battery replacement.
9. Resetting the system to clear alarm memory: Arm and then Disarm the system
10. Review the event buffer - Press "\*" and then "6" and then "\*" again when you see "Event Buffer". Use the arrow keys to scroll through the different events and press the "\*" key to get more information.