POWERMAX

Fully Supervised Wireless Alarm Control System

Visonic Inc

Installer FAQ

A. Difference between “Tamper Open” and “Tamper Alarm”

Sometimes when scrolling through your troubles you might notice that you have a “Tamper Open” or a “Tamper Alarm.” There is a difference between the two. “Tamper Open” means that the tamper for that zone is open and needs to be closed. “Tamper Alarm” is a “Memory” event that indicates that the tamper for this device *was* open in the past.

B. I have a “CPU Tamper Open,” how do I fix it?

There are two tampers on the panel. One is on the back of the unit; the mounting bracket closes this tamper. If the mounting bracket is not attached correctly, then this tamper will be open. Make sure that when placing the unit on the mounting bracket, it snaps into place and the display shows “Ready.” The other tamper is on the front of the panel to the left of the keypad. The cover to the battery pack closes this tamper. If this cover is removed or not tighten all the way down, it will open this tamper.

C. How to clear "Memory" & view “Troubles”

Some alarm events such as emergency, burglary, or tampers create a "Memory" event. To clear this event you must make sure that the display reads “Ready,” then arm and disarm. To view what is causing your panel to display “Not Ready” you can scroll through your troubles by pressing the “Show/Ok.” Pressing the “Show/Ok” button will scroll through the troubles one at a time.

D. CPU Low-Battery troubles (when not using the Visonic battery pack)

When installing PowerMax panels always install the battery pack into the panel before applying AC power. This will ensure that the batteries are

inserted into the battery pack correctly. When fully charged each battery in the pack should read 1.2 volts. With all 6 of the batteries in the pack the pack should read over 7.2 volts. A CPU Low-Battery trouble is typically caused because of two reasons:

1) The rechargeable batteries are not making good contact in the battery pack. To ensure that the batteries are making good contact, push the batteries towards the positive side of the battery pack when installing them.
2) The 1 amp fuse on the back of the panel is either dislodged or blown. Gently press down on the fuse to make sure that it is fully seated. If that does not seem to be the problem test the fuse (an eye test is not always dependable, use your meter).

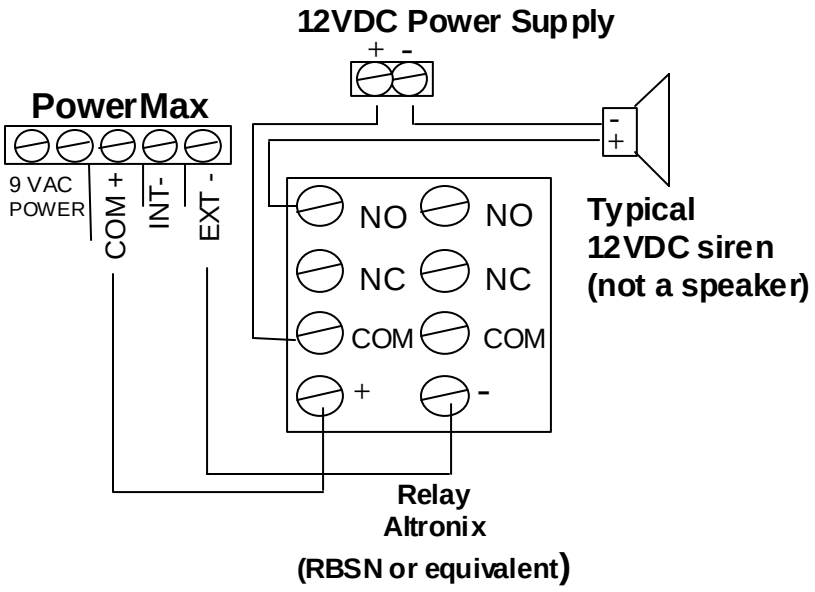
If you disconnect AC power from the panel and it loses power, then most likely your problem is one of the two mentioned above.

**When replacing CPU batteries make sure to use AA size 1.2V 1300mAH rechargeable Nickel Metal Hydride batteries (you can use batteries that have more than 1300mAH but not less). Also, make sure that the battery jumper is set to "Charge."*

E. Connecting External Siren

On the back of the PowerMax there are two terminals, COM (+) and EXT (-), these terminals are used to connect an external siren and provide 145ma @ 9VDC. A speaker ***can not*** be connected to this output, doing this may damage the output. The Z-PMSIREN sold by Visonic as well as other sirens that draw 145ma or less is recommended for use with this external siren output.

If you are using a siren that draws more than 145ma, use this drawing to help you connect the siren:



F. Diagnostic Testing

At the end of every installation you must run a "Diagnostic Test" with all of your transmitters. This test will provide the signal strength of the transmitters. To perform a "Diagnostic Test," enter Installer Mode, and proceed to 8. Diagnostics by pressing the NEXT button, then press the SHOW/OK button. When the panel display reads "Diag. Testing" activate a sensor, if the panel sounds the victory melody then you know the signal was strong. You can also go to the panel and review the signal strength. If the signal strength of the transmitter is "poor" then you want to relocate the transmitter or add an MCX-600 repeater to strengthen the signal. Make sure that all transmitters report a strong or good signal strength.

G. MCT-302 Enrolling

1. Enter Installer Mode.
2. Press "Next" until the display reads 2. Enrolling
3. Press "Show/Ok" until the display reads Zone No: __
4. Now enter the zone number you wish to enroll into.
5. Press "Show/Ok," the display will now read "Transmit Now"

Now you are ready to enroll the MCT-302 by either:

- Opening or closing a door **OR**
- Triggering the hardwire Aux input (enroll this way only if you using Aux input terminals)

**Be sure not to enroll the MCT-302 by pressing the tamper switch.*

H. MCT-302 dipswitch settings

If you are using the unit as a door contact the dipswitch setting should be left in the factory default position:

1 ON, 2 OFF, 3 ON, 4 OFF

When using only the Aux input, the dipswitch settings should be set this way:

1 OFF, 2 OFF, 3 ON, 4 OFF

If you are using both the built-in reed switch and the Aux input leave the dipswitches in the factory default position.

**Make sure to reset the tamper switch on the MCT-302 when putting the cover back on. You will know that the cover is on correctly if the LED blinks 6-7 times. This will indicate that the tamper has been reset.*

I. What transmitters will work with the MCX-600 Repeater?

The keyfob will not work with the repeater because it is a Code-Secure transmitter and has a rolling code. Any transmitter that has a 3 in the middle of its part number will not work with a repeater, ex: MCT-131. All other transmitters will work with the repeater.

J. How do I install an MCX-600 Repeater?

If it is impossible to get a strong signal from a transmitter you may need to add a repeater. The repeater should be positioned between the transmitter and the panel. This will allow the repeater to receive the signal from the

transmitter and resend it to the panel. Install repeaters in a vertical position, as high as possible, with the antennas pointing down. Apply power and install the rechargeable 9-volt battery. You do not have to learn the repeater into the panel, but make sure to do a range test with the unit before installing to make sure you get a strong signal. You can have up to 15 repeaters at one installation, make sure that the first repeater installed is set at level 0 (this is the way the repeater is defaulted).

K. K-940MCW can not be left in "Test Mode"

When installing the K-940MCW be sure not to leave it in "Test Mode." These motion detectors have a two-minute timeout, and will not trip unless they haven't seen motion for two whole minutes. This feature is used to extend the life of the battery. If the motion is left in "Test Mode" this turns off the two-minute timeout and causes the motion to transmit every time it sees motion. Leaving the motion in this mode will shorten the life of the battery and will cause the motion to continually transmit every time it sees motion; even at unwanted times (like when you are home). Also, when the motion is left in "Test Mode" and the battery in the unit goes low, the motion will transmit a low battery signal to the panel once every two minutes. This can cause your panel to send continuous low battery signals to the central station.

** Version 2.1 and above will automatically return to normal mode in 30 minutes, if the detector is left in the "Test" mode. The version number can be found on the chip located on the PC board of the unit.*

L. My motion detectors is not working.

The motion detectors have a two-minute timeout, and will not trip unless they haven't seen motion for two whole minutes. This feature is used to extend the life of the battery.

M. I have an inactivity on a zone, how do I fix it?

Every transmitter sends a check-in signal to the panel once every hour. If the panel does not receive one of these signals after 12 hours, then the panel will consider that transmitter inactive. If the transmitter is mounted on or near metal it is possible that the metal is absorbing the check-in signal and causing the trouble. Try relocating the transmitter, using the aux input if it is an MCT302, or adding a repeater.

N. What is Comm. Failure, how do I fix it?

Communication failure means that the panel tried to send a signal to the central station and it was unsuccessful. Check and make sure that there is not a problem with the phone line and that the number the unit is dialing is programmed correctly. If line seizure was not done during installation then this could be cause if a customer was on the phone when the unit tried to communicate with the central station.

O. Why do I keep getting line failures?

If line seizure was not done during installation then it is possible that the panel will report a line failure every time a customer uses his/her phone. The panel looks for voltage on the phone line to verify it has a phone line connected. Certain phones will pull this voltage down when they are used. To fix this problem, install the phone lines with line seizure. Please refer to the handout that was given to you.

P. How do I remotely arm and disarm my panel?

From a cell or landline telephone, call the phone number your system is connected to, let it ring twice then hang up. Wait 15 seconds but not more than 30 seconds and call back. When you hear a tone, push * (asterisk), the 4 digit User Code, then 3.

- For disarming - push *, your code, then 1.

Section 3.2 in the user manual explains this process in detail.

Q. How do I mount an MCT-302 door contact?

1. Never glue mount to a door or window, screw them in.
2. Try to mount the transmitter on a solid object that does not move.
3. Mount in a vertical position, this will provide better range.
4. Make sure that the gap between the transmitter and magnet are as close as possible (metal will effect the gap).
5. When closing the transmitter cover, make sure that the light blinks 8-9 times (this resets the tamper).
6. Do a diagnostic test and make sure you get a strong signal.

R. How do I mount a K-940MCW motion detector?

1. Be sure to always mount the motion in a corner, except in hallways.
2. Set the pulse count to 3, except for halls, which should be set to 1 (never set at 5).
3. Try to mount at 7 feet, if possible, and set the height adjustment scale at the correct height you mounted at.
4. NEVER mount a motion outside.
5. When mounting the unit on a wall, make sure to use two screws on the same side. DO NOT put one screw on the right and one on the left, this will cause the plastic housing to twist.
6. Try to mount the motion away from motors, TV, air conditioners, and vents.
7. Do a diagnostic test and make sure you get a strong signal.
8. Make sure to walk test the unit, DO NOT leave the unit in the TEST mode.

S. What is "Latchkey," how do I use it?

Latchkey is a term used for a child that comes home from school when their parents are still working. To enable this feature:

1. Enter Installer Mode.
2. Press NEXT until the display reads 4. Define Panel.
3. Press SHOW/OK.
4. Press NEXT until the display reads Latchkey.

5. Press SHOW/OK
6. Press NEXT until the display reads ON
7. Press SHOW/OK until the victory melody sounds

If your system is programmed for latchkey use, push your AWAY button twice when arming and your system will say "Arming Latchkey." Now when a Latchkey User (users 5-8 only, keyfob or code) disarms the system, the panel will call the telephone number that is programmed in User Settings. The panel will also dial any numbers programmed as private numbers, if report to private in 5. Define Comm is programmed for Alerts. At the time of the call, you may initiate a two-way conversation by pressing 3 or 1.

T. How do I bypass a zone?

If force arming is enabled, then you can arm your system with a door open. If this is done you will hear louder exit delay tones and the panel will say "Force Arming." To quiet the noise, push the ARM button again. You can not force arm with an entry door open. If manual bypass is programmed, you can go into "User Settings" and choose the zones you want to bypass. To program which bypass you want to use:

1. Enter the Installer Mode
2. Press NEXT until the display reads 4. Define Panel
3. Press SHOW/OK
4. Press NEXT until the display reads Bypass
5. Press SHOW/OK
6. Now press NEXT until the desired option is displayed on the screen
7. Press SHOW/OK until the victory melody sounds.

U. The panel shows "Ready" but doors are open, what is wrong?

If you enter the Installer Mode with any zones open, when you exit Installer Mode the system will display "Ready." Going in and out of the Installer Mode resets the system. Any doors that were open before entering the Installer Mode will now be recognized as closed. The panel must receive the opening transmission from a zone, after exiting the Installer Mode to display that a zone is open. To fix this, you must close and reopen all zones that

were open prior to entering the Installer Mode. Now the panel should display “Not Ready” when the doors are open.