

# CRIMEWATCH

SECURITY

Security License Number 731 376 51 S

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AUSTRALIAN SECURITY INDUSTRY  
ASSOCIATION LIMITED

GOLD  
MEMBER

Over 25 Years Member



**STAY D™**

Always Armed,  
Never Disarmed



K10LEDV/H



K32LCD+ Keypad Overview

## SP5500

### Customer User Guide V-241019



P ▲ R ▲ D O X™

## **Warranty**

For complete warranty information on this product please refer to the Limited Warranty Statement found on the website [www.paradox.com/terms](http://www.paradox.com/terms). Your use of the Paradox product signifies your acceptance of all warranty terms and conditions.

Warranty starts at time of handover from your builder.

## **Limitations of Alarm Systems**

We strongly advise that you review and take into consideration the "Limitations of Alarm Systems" document available on our website at <http://paradox.com/Terms/>.

## **Warning for Connections to Non-Traditional Telephony (e.g. VoIP)**

Paradox alarm equipment was designed to work effectively around traditional telephone systems. For those customers who are using a Paradox alarm panel connected to a non-traditional telephone system, such as "Voice Over Internet Protocol" (VoIP) that converts the voice signal from your telephone to a digital signal traveling over the Internet, you should be aware that your alarm system may not function as effectively as with traditional telephone systems. Example of this is if you have NBN installed to your site, you may require additional equipment.

For example, if your VoIP equipment has no battery back-up, during a power failure your system's ability to transmit signals to the central station may be compromised. Or, if your VoIP connection becomes disabled, your telephone line monitoring feature may also be compromised. Other concerns would include, without limitation, Internet connection failures which may be more frequent than regular telephone line outages.

We therefore strongly recommend that you discuss these and other limitations involved with operating an alarm system on a VoIP or other non-traditional telephone system with your installation company Crimewatch. They should be able to offer or recommend measures to reduce the risks involved and give you a better understanding.

## **Communicating Through the Internet (IP150)**

You can communicate with your security system via the internet by using a system accessory called the IP150 Internet Module (sold separately). The IP150 controls and monitors your security system remotely through any web browser. It allows for email notifications of important system events such as alarms, arm/ disarm events, and troubles. For example, receive an email at work when your kids get back from school, or if an alarm occurs in your system at home.

**To find out more Call your Crimewatch representative on 1300 928 241**

You can also view live status of your system and arm/disarm your system. For example, you have just left your office for the weekend but are not sure you remembered to arm it. Simply check the status of your system from a laptop and arm it remotely. There is no PC software to install, as the IP150 is web-based. It uses a user-friendly web-page that puts you in control. Consult your installer or refer to the IP150 User manual for more information.

# User Codes

User codes are personal identification numbers for each user that allow you to enter certain programming modes, arm or disarm your system, as well as activate or deactivate PGMs. The system supports the following:

- 1 System Master Code
- 2 Master Codes
- 29 User Codes

## System Master Code (Default: 123456)

The System Master Code can arm or disarm any partition, and can create, modify or delete any user code.

## Master Codes

Master Code 1 is permanently assigned to Partition 1 and can be used to create, modify or delete user codes that are assigned to Partition 1. Master Code 2 is permanently assigned to Partition 2 (exception: when partitioning is disabled, Master Code 2 will be assigned to Partition 1) and can be used to create, modify or delete user codes that are assigned to the same partition.

**NOTE:** Master Codes cannot modify or delete user codes assigned to both partitions. Only the System Master Code can modify or delete user codes assigned to both partitions.

## Duress Code

If you are forced to arm or disarm your system, entering the user code with the duress option enabled will arm or disarm the system and immediately transmit a silent alert (Duress Code) to the monitoring station. The duress code must be enabled by your installer.

## User Code Length

Your system can be programmed to use either 4- or 6-digit user codes, where each digit can be any value from 0 to 9. Six-digit codes are considered more difficult to “crack” and therefore, more secure. Avoid programming simple or obvious user codes, such as your telephone number, address, or codes such as 1234.

## Adding / Modifying a User

<i>How do I add / modify a user?</i>	<i>Visual Feedback</i>
1 Press the [⏏] key.	
2 Enter your [MASTER CODE].	[⏏] and [1] flash. When a number on the keypad is lit, the user is already programmed.
3 Select a user by entering a 2-digit user number (01 to 32).	“Arm” flashes.
4 Enter a 4- or 6-digit [USER CODE].	“Sleep” flashes.
5 Confirm the [USER CODE].	“Stay” flashes.
6 To register a remote, press and hold any remote button for 3 seconds. Release. Press and hold any remote button for 3 seconds. If you do not wish to assign a remote, press [ENTER].	“Off” flashes.
7 To program another user, go to step 3. To exit, press [CLEAR]. For partitioned systems, continue to step 8.	
8 Press [1] and/or [2] to assign the user to a partition. Press [ENTER].	
9 To program another user, go to step 3. To exit, press [CLEAR].	

## Deleting a User

<i>How do I delete a user?</i>
1 Press the [⏏] key.
2 Enter your [MASTER CODE].
3 Select a user by entering a 2-digit user number.
4 Press and hold the [SLEEP] key until you hear the confirmation beep.

# Setting the Time & Date

*How do I set the time & date?*

- 1 Press the [⏏] key.
- 2 Enter your [MASTER CODE].
- 3 Press [TBL].
- 4 Press [5].
- 5 Enter time\* in the [HH.MM] format. If HH = 13 or more, skip to step 7.
- 6 Select time format. [1] = 24hr; [2] = AM; [3] = PM.
- 7 Enter the date in the [YYYY/MM/DD] format. You have now set the time & date. Press [CLEAR] to exit.

\*For SP4000 / SP65 systems, time must be entered in 24hr format. Omit step 6 (time format).

## Trouble Display

Your alarm system continuously monitors several trouble conditions that can be reported directly to your monitoring station. When a trouble condition occurs, the [TBL] key will illuminate. Press the [TBL] key, and the keypad will illuminate a number corresponding to the trouble the system is experiencing. Except for the Timer Loss trouble, contact your monitoring station or installer to resolve the trouble condition.

**NOTE:** *If the keypad emits a BEEP every 5 seconds whenever a new trouble condition has occurred, press the [TBL] key to stop the "Trouble Beep".*

### Accessing the Trouble Display

	Key / LED Lit	Trouble Type	Trouble Details
Press [TBL]	[1]	Wireless Zone Low Battery	The batteries for one of the system's wireless devices needs to be replaced.
	[2]	Power Trouble	The control panel is experiencing power trouble.
	[3]	Bell Trouble	There is a bell disconnect/overload on the control panel.
	[4]	Communication Trouble	Your alarm system, if monitored, could not communicate with the monitoring station.
	[5]	Tamper/Zone Wiring Failure	A wiring problem is occurring on one or more devices.
	[6]	Module Tamper Trouble	A device's anti-tamper switch has been triggered.
	[7]	Fire Loop Trouble	One of the zones is in fire loop trouble.
	[8]	Timer Loss	Your alarm system's clock must be reprogrammed. See <i>Setting the Time and Date</i> on page 5 to set your system's time and date.
	[9]	Wireless Zone Supervision Loss	One or more wireless zones are no longer communicating with the system.
	[0 (10)]	Module Supervision Loss	One or more modules are no longer communicating with the system.
	[16] / [SLEEP]	Keypad Fault	There is a problem with one of your system's keypads

## Auditory Feedback

When you enter information on the keypad, it will guide you with beep tones that communicate confirmation or rejection of your entries. You should be familiar with these two keypad beep tones:

**Confirmation Beep:** When an operation (e.g. arming/disarming) is successfully entered on the keypad or when the system switches to a new status/mode, the keypad produces an intermittent beep tone (“BEEP-BEEP-BEEP-BEEP”).

**Rejection Beep:** When the system reverts to its previous status or when an operation is incorrectly entered on the keypad, it will emit a continuous beep tone (“BEEEEEEEEEP”).

The following are other types of auditory feedback, and will always be accompanied by the flashing of an arm key or LED ([**ARM**], [**STAY**], or [**SLEEP**]):

- Continuous beep = Alarm
- Variable beep = Fire alarm
- Intermittent beep = Beginning of exit delay
- Fast Intermittent beep = Last 10 seconds of exit delay

## Visual Feedback

The keypad includes colored lights which convey the current status of your system. The state of each light represents a specific condition in your system.

**NOTE:** *Many of the features in your system must be enabled by the installer. If the feature is not programmed, the keypad will emit a rejection beep and the action will be canceled. Refer to Zone Settings on page 3 for details.*

## Keypad Muting

When muted, the keypad will only emit the confirmation beep and rejection beep, and will beep when a key is pressed. Therefore, when muted, the keypad will not beep during an alarm and will not beep for chime enabled zones. Each keypad must be muted separately.

How do I mute the keypad?

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- **For K32, K32+, K32RF, K35, K37, K636, K10V and K10H:** Press & hold the [CLEAR] key for 6 seconds to enable or disable keypad muting. If the keypad emits a confirmation beep, Keypad Muting is enabled for that keypad. If the keypad emits a rejection beep, the feature is disabled.

**For the K32LCD+:** Press and hold the [  ] key for keypad settings. Press [4] for Mute Control. Press [arm] to enable or disable keypad muting.

## K10LEDV/H Keypad Overview

**[TBL]** Trouble display  
ON = Trouble(s) occurring (page 6)

**[MEM]** Alarm memory display  
ON = Alarm(s) occurred (page 17)

**[BYP]** Bypass programming  
ON = Zone(s) bypassed (page 17)

### Zone Display:

The keys **[1]** to **[0(10)]** correspond to zones 1 to 10 respectively:  
Key lit= Open or entry delay  
Key flash= In alarm

= Press once + **[MASTER CODE]** for Quick Menu Programming (see Master Quick Menus on page 24)

Partition 1 Status      Partition 2 Status



**[ARM]** (page 14)  
**[SLEEP]** (page 14)  
**[STAY]** (page 14)  
ON = System armed  
OFF = Zone disarmed  
Flash = Exit Delay  
Fast Flash = Exit Delay (final 10 sec.) / zone in alarm

**Off Key:**  
ON= Disarmed  
OFF = System armed

**StayD Light:**  
ON= StayD on  
OFF= StayD off (see StayD Mode on page 12)

**~ Light (AC):**  
ON = Power on  
OFF = Power off

## K32LCD+ Keypad Overview



**Off Key:**  
ON= Disarmed  
OFF = System armed

**StayD Light:**  
ON= StayD on  
OFF= StayD off (see StayD Mode on page 12)

**~ Light (AC):**  
ON = Power on  
OFF = Power off

**[TBL]** Trouble display  
ON = Trouble(s) occurring (page 6)

**[MEM]** Alarm memory display  
ON = Alarm(s) occurred (page 17)

**[BYP]** Bypass programming  
ON = Zone(s) bypassed (page 17)

= Press once + **[MASTER CODE]** for Quick Menu Programming (see Master Quick Menus on page 24)

= Press and hold to modify back light (see page 8)

= Press and hold for chime programming (see page 5)

## Bypassing a Zone

Bypassing a zone allows you to ignore (deactivate) specified zones the next time the system is armed. For example, you may wish to bypass certain zones when workers are renovating part of your home. Once the system is disarmed, the bypass entries are erased. When zones are bypassed, the **[BYP]** key will illuminate. Zone bypassing can also be activated by using One-Touch Bypass Programming (see page 15). If One-Touch Bypass Programming is enabled, press the **[BYP]** key for three seconds to enter bypass programming. To remove the Bypass feature from a zone, in step 3 enter the zone number again or press **[CLEAR]** to erase all current entries. Press **[CLEAR]** + **[ENTER]** to delete bypassed zones.

### *How do I bypass zones?*

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- 1 Press the **[BYP]** key.
- 2 Enter **[USER CODE]**. The **[BYP]** key will flash. Press **[ENTER]** to bypass all open zones or go to step 3.
- 3 Illuminate the number(s) corresponding to the zone(s) you want to bypass by entering the zone number. Solid on = Zone open, Flash = Zone bypass, Off = Zone closed, not bypassed.
- 4 Press the **[ENTER]** key to save and exit. Press **[CLEAR]** twice to exit without saving.

## Bypass Recall Feature

After disarming the system, bypass entries are erased. The Bypass Recall feature reinstates the previous bypass entries saved in memory. This eliminates the need to manually re-program the bypass entries every time you arm your system.

### *How do I recall bypass entries?*

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- 1 Press the **[BYP]** key.
- 2 Enter your **[USER CODE]**.
- 3 Press the **[BYP]** key.
- 4 Press the **[ENTER]** key.

# Alarms

## Alarm Display

If an alarm has occurred on a zone, the respective zone key will flash, the **[MEM]** key will light up, and the zones will be stored in memory. These respective keys will continue to flash until disarming even if the zones are restored. To exit this mode and switch to live display mode before disarming, press the **[CLEAR]** key. When the system is disarmed, the zone keys will turn off, while the **[MEM]** key remains lit. Press the **[MEM]** key to illuminate the key corresponding to the zones that were in alarm. The alarm memory will be erased when the next alarm occurs and after a valid code is entered or upon full-arming the system.

## Disarming & Deactivating an Alarm

To disarm an armed system or an alarm, press **[OFF]** and enter your **[USER CODE]**. An entry point, like the front door, will be programmed with one of two Entry Delay Timers. When an entry point is opened, the keypad will beep until you disarm the system. Your alarm system will not generate an alarm until this timer elapses. Any user can disarm a partition they have been assigned to, except users assigned with the Arm Only Option or PGM Only Option.

### *How do I disarm the system?*

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- Press **[OFF]** + enter **[USER CODE]**.

**Fire Safety Tips**

In the event of a fire, escape first, then call for help. Develop a home fire escape plan and designate a meeting place outside. Make sure everyone in the family knows two ways to escape from every room. Practice feeling your way out with your eyes closed. Never stand up in a fire, always crawl low under the smoke and try to keep your mouth covered. Never return to a burning building for any reason; it may cost you your life. Finally, having at least one working smoke alarm dramatically increases your chances of surviving a fire. And remember to practice a home escape plan frequently with your family.

**Providing a Fire Warning System**

Household fires are especially dangerous at night. Fires produce smoke and deadly gases that can overcome occupants while they sleep. To warn against fire, smoke detectors should be installed outside each separate sleeping area in the immediate vicinity of the bedrooms and on each additional story of the family living unit, including basements.

**Testing & Maintenance**

With the system disarmed and the "OFF" light illuminated, activate motion detectors by walking in the protected area. Open and close protected doors and verify that the corresponding lights illuminate. Your installer can advise you of the best way to test your particular system.

Do not use open flame or burning materials to test your fire detection devices. Contact your installer for safe methods of testing your system.

Under normal use, your system requires virtually no maintenance other than regular testing. It is recommended that the standby battery be changed every three years. Speak to your installer about the necessary tests and how often they should be performed.

**For more information please visit [www.crimewatch.com.au](http://www.crimewatch.com.au)**