

# PROBOX-EU SERIES SECURITY SYSTEMS

## Quick Guide to User Functions

**User Guide Available Online:** This Quick Guide describes the most frequently used features and functions of your system. For full details of all user functions, please see the system's User Reference Guide located online (**see User Reference Guide P/N R800-27316 or higher**). The User Reference Guide is also available from your installer upon request or by scanning the QR code in this document.

Congratulations on your ownership of Resideo Security System. This system provides:

- Three forms of detection: burglary, fire and emergency (see your installer for which forms of detection are installed)
- At least one keypad which provides control of system and displays system status
- Various sensors for perimeter and interior burglary detection
- Optional smoke or combustion detectors designed to provide early warning in case of smoke.

Your system may also be programmed to automatically send alarm and status messages to a Central Monitoring Station.

### SYSTEM BASICS

The following is a list of some of the most common features and functions of your system:

- Several modes of burglary detection: Home (Stay), Night-Stay, Away, Instant, Maximum.
- Bypass feature lets you bypass selected zones while leaving the rest of the system armed.
- Chime mode alerts you to the opening of protected doors and windows while the system is disarmed.
- Smoke and carbon monoxide detection are always active (if installed); an alarm sounds if a smoke or carbon monoxide condition is detected.
- Fire, Police and Personal Panic keys (if programmed) let you manually initiate fire and personal alarms using the keypad.
- 4/6-digit security codes or Prox Tags are used in conjunction with keypad commands to perform system functions.
- Each user can be assigned a different security code, each with different authority levels.
- The system sensors have been assigned to various "zones," which are specific areas of detection (e.g., front door, kitchen window, etc.).
- Zone numbers (points of detection) are displayed at the keypad when an alarm or trouble condition occurs.
- Partitions provide independent areas of detection with each partition containing a group of zones that can be armed and disarmed without affecting other zones or users.
- If Prox Tags have been programmed for use with the system, for most functions you can swipe the tag over the reader (Ⓢ) before a key sequence and do not need to enter the 4/6-digit user code.

### ENTRY/EXIT DELAYS

- **Entry Delays** give you time to disarm the system when you enter through the designated entrance door.
- You must disarm the system before the entry delay period ends, or an alarm will occur (Keypad beeps during the entry delay period, reminding you to disarm the system).
- **Exit delay** gives you time after arming the system to leave through the designated exit door(s) without setting off an alarm. If programmed, a slow beeping will sound during the exit delay period until the last 10 seconds, which then changes to fast beeping (alerting you to the end of exit delay). If you cannot leave within this delay time period, you should stop, disarm the system, and start over to avoid a false alarm.
- See your installer for your delay times. See the full User Guide for details on Exit Error alarms.

### NOTES ON BURGLARY DETECTION

- The system must be armed before the burglary detection can sense intrusions.
- To arm your system, enter your security code followed by the desired arming key.
- To disarm the system, enter your security code then press the OFF key.
- When an alarm occurs, the Keypad sounds. The external sounder may also sound.
- If your system is connected to a Central Monitoring Station, an alarm message is also sent.
- To stop the alarm sounding, simply disarm the system.
- **Memory of Alarm:** When an alarm condition occurs, the LCD Keypad displays the number(s) of the zone(s) that caused the alarm and displays the type of alarm. Clear the Memory of Alarm display by entering another "off" sequence.

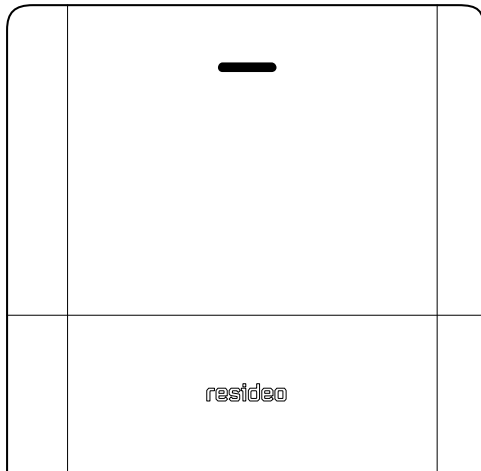
**IMPORTANT:** If you return to the premises and the main burglary sounder is on, or the Keypad beeps rapidly upon entering the premises, it indicates that an alarm has occurred during your absence and an intruder may still be on the premises. **LEAVE IMMEDIATELY and CONTACT THE POLICE** from a nearby safe location.

### NOTES ON CO DETECTION

- Your fire alarm system (if installed) is on 24 hours a day, for continuous detection. In the event of an emergency, the smoke and heat detectors sound their alarms, triggering a loud, interrupted pulsed sound from the Keypad(s) and any external sounders.
- The alarm can be silenced by entering a User Code + OFF key.
- Carbon monoxide (CO) detectors, if installed, provide continuous detection. If a high level of carbon monoxide is detected, an interrupted pulsed alarm sound occurs at the keypads, external sounders and the detector(s). Immediately move to a spot where fresh air is available, preferably outdoors. From a safe area, call your security service provider for further instructions. To silence the keypad sounding, press the OFF key. To silence the detector, see its instructions.

## PROBOX-EU CONTROL PANEL SYSTEM STATUS LED FUNCTIONS









A Blue LED, on the front of the PROBOX-EU Control Panel, indicates the system status, as noted below.



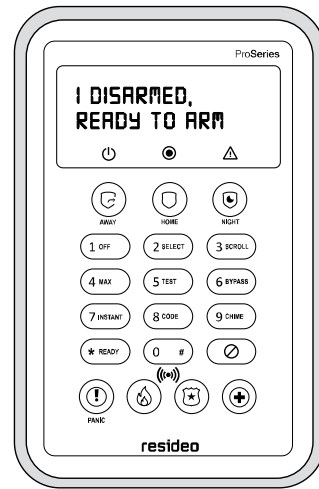
PROBOX-EU-cover2-V0

LED Status	Meaning
Steady	AC Connected, Panel ON, Battery Charged
Blinking	AC present, Panel ON, Battery Trouble (Low Battery, Battery malfunction, Battery not detected)
Off	No AC Power, Panel ON
Off	No AC Power, Panel OFF

## LED/KEY FUNCTIONS

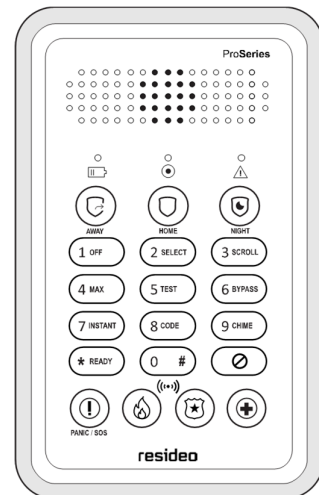
Item or Key	Function
Display Window (PROSIXLCDKP-EU)	Liquid Crystal Display (LCD) displays protection point identification, system status, and messages. (PROSIXLCDKP-EU)
 OR 	Power LED
	System Status LED
	System Trouble LED
 AWAY	Arm Away key
 HOME	Arm Home (Stay) key
 NIGHT	Arm Night (Stay) key
 1 OFF	OFF
 2 SELECT	SELECT
 3 SCROLL	Scroll/Local Programming key (PROSIXLCDKP-EU only)
 4 MAX	Arm (Away) Maximum key (No Entry Delay)
 5 TEST	System Test key
 6 BYPASS	Bypass Zone key
 7 INSTANT	Arm (Home) Instant key (No Entry Delay)
 8 CODE	Add Security Codes key
 9 CHIME	Chime Mode key
 * READY	Check Zones key
 0 (Disarm/Cancel)	Disarm/Cancel Key
	Prox Tag reader
	Panic Alarm key
	Fire Panic key
	Police Panic key
	Medical Panic key
Keys 0 - 9	Numeric keys used to enter security code(s).

**NOTE:** For additional information about the PROSIXLCDKP-EU OR PROSIXLEDKP-EU Wireless Keypad refer to the User Reference Guide P/N R800-27316 or higher.



0002A-103-V0





PROSIXLCDKP-EU



PROSIXLEDKP-EU-004-V1

PROSIXLEDKP-EU

## Keypad LED Indications

LED	Status	Meaning
POWER  OR 	Green – Steady	Battery Okay
	Red – Flashing	Battery Low
STATUS 	Off	System/Partition is Not Ready to Arm
	Red – Steady	System/Partition is Armed
	Green – Steady	System/Partition is Ready to Arm
	Red – Flashing	Alarm has been detected
TROUBLE 	Off	No troubles present
	Red - Steady	System trouble is present
	Red - Flashing	Device trouble is present


**Note:** When the system is in Programming Mode the Trouble and Status LEDs alternately flash Red and Green.



When entering codes and commands, sequential key depressions must be made within 10 seconds of one another. If 10 seconds elapse without a key depression, the entry will be aborted and must be repeated from its beginning. Be sure to observe this precaution when performing any of the procedures in this manual.


If a **mistake** occurs entering a security code, stop, press the [\*] key, and start over. If you stop in the middle while entering a code, and immediately start the entry over, an erroneous code might be entered.





## Keypad Wake / LCD Display Activation

Enter Code (or swipe prox tag) +  to wake keypad. LCD will remain active for 5 seconds.

## ARMING THE SYSTEM, CHIME MODE, AND CONTROLLING DEVICES



Before arming, close all perimeter doors and windows and make sure the Ready to Arm message is shown. After arming, leave the premises through an entry/exit door during the exit delay period and be sure the door is reclosed to avoid causing an alarm.

**NOTE:** Swipe the Prox Tag over the keypad reader () or enter the 4/6-digit code + 1.

Action	Press these keys...	When to use an arming mode and what happens
Away	4/6-digit code +  OR 4/6-digit code + 2 (two beeps confirm)	<ul style="list-style-type: none"> <li>Used when nobody is staying inside (including pets).</li> <li>Arms the entire system (interior and perimeter).</li> <li>An alarm sounds if a protected window or any non-entry/ exit door is opened, or if any movement is detected inside.</li> <li>An alarm sounds at the end of the Entry Delay if the system is not disarmed.</li> </ul>
Home	4/6-digit code +  OR 4/6-digit code + 3 (three beeps confirm)	<ul style="list-style-type: none"> <li>Used to arm the system with persons staying inside (or if pets that are moving throughout the premises).</li> <li>Arms perimeter zones; interior zones left disarmed.</li> <li>An alarm sounds if any protected window or non-entry/exit door is opened.</li> <li>An alarm sounds at the end of the Entry Delay if the system is not disarmed.</li> </ul>
Night	4/6-digit code +  OR 4/6-digit code + 3 + 3 (three beeps confirm)	<ul style="list-style-type: none"> <li>Provides increased security while staying inside.</li> <li>Arms same as Home mode, but also arms preselected interior sensors (set by your installer).</li> <li>An alarm sounds at the end of the Entry Delay if the system is not disarmed.</li> </ul>
Instant	4/6-digit code + 7 (three beeps confirm)	<ul style="list-style-type: none"> <li>If programmed, used when staying inside and no one is expected to use an entry/exit door.</li> <li>Same as Home mode, except there is no entry delay.</li> <li>An alarm sounds same as Home mode and sounds immediately upon opening entry/exit doors.</li> </ul>
Chime Mode	4/6-digit code + 9 (toggles Chime mode between on and off)	<ul style="list-style-type: none"> <li>Three tones sound at the keypad whenever a perimeter door or window is opened (interior zones do not produce a tone when they are faulted).</li> <li>Pressing the READY key displays the open zones.</li> </ul>
Home	4/6-digit code +  OR 4/6-digit code + 3 (three beeps confirm)	<ul style="list-style-type: none"> <li>If programmed, used when leaving the premises for extended periods (e.g., vacation).</li> <li>Same as Away mode, except there is no entry delay.</li> <li>An alarm sounds same as Away mode and sounds immediately upon opening entry/exit doors.</li> </ul>

## DISARMING THE SYSTEM AND SILENCING ALARMS

The 1 (OFF) key is used to disarm the system, silence alarm and trouble sounds, and clear memory of alarm displays.

Action	Press these keys...	What happens
Disarm and Silence Alarms	4/6-digit code +  OR 4/6-digit code + 1	<ul style="list-style-type: none"> <li>System is disarmed and alarm sounding is silenced.</li> <li>To clear the memory of alarm display (if present), enter 4/6-digit code +  again.</li> </ul>

## BYPASSING ZONES/SENSORS

The Bypass feature is used to arm the system with one or more zones left intentionally unprotected.

Action	Press these keys...	What happens
Bypass a Zone(s)	4/6-digit code + 6 + 3-digit zone number	<ul style="list-style-type: none"> <li>When the System is armed the selected zone will be bypassed.</li> <li>Repeat the command for each bypassed sensor (zone) number.</li> <li>To clear the memory of alarm display (if present), enter 4/6-digit code + 6 + 3-digit zone number again.</li> <li>Repeat the command the clear for each bypassed sensor (zone) number.</li> </ul> <p><b>Note:</b> If "Force Bypass" has been enabled by your Dealer and you attempt to arm with any of the arming commands, all faulted sensors are bypassed automatically, leaving the bypassed zones unprotected. Any zone(s) bypassed automatically via the Force Bypass function are automatically unbypassed when the system is disarmed from any armed state. Manually bypassed zones remain bypassed until they are manually unbypassed (disarming the system does not unbypass zones that were manually bypassed).</p>

## PANIC KEYS







Your system may have been programmed to use special keys to manually activate emergency (panic) functions as follows:

Function	Sends This Signal*	With This Sounding...
Silent Alarm	silent alarm	no audible alarm; displays, "Press [*] to show faults," indicating that a silent alarm has been initiated.
Audible Alarm	audible alarm	a loud, steady alarm at keypad(s) and at any external sounders that may be connected.
Personal Alarm	auxiliary alarm	steady alarm sound at keypad(s), but not at external bells or sirens.
Fire Alarm	fire alarm	temporal (pulsing) sound at external bells and sirens.

\* All panic functions send signals to the Central Monitoring Station, if connected.

### To activate a Panic Function

Press  + Desired panic function within 10 secs. The (programmed) panic keys will illuminate.

Keys	Zone	Function	Notes
 + 	995	Fire	The system features three Emergency Panics for 24-hour Fire, Medical / Personal, Police silent or audible, alarms. The Emergency Panic buttons can be used to manually initiate their respective alarms and send their reports to the Central Station. If silent Police alarm is programmed, the system will not broadcast an audible alarm or display the alarm. <b>Note:</b> The Silent Police alarm is not EN compliant for use as a holdup alarm.
 + 	996	Medical	
 + 	998 999	Silent Police Police	

## CHECKING STATUS & CHANGING PARTITIONS

Checking Zone Status: Before arming your system, all protected doors, windows and other detection zones must be closed or bypassed; otherwise, the keypad displays "Not Ready."

Changing Partitions: If the user is authorized, a keypad in one partition can be used to perform system functions in another partition.

Action	Press these keys...	What happens
Check Status	* (READY)	• Displays all faulted zones.
Change Partition	4/6-digit code + * + partition number (1, 2, 3 or 4 = go to partition) 0 = return to home partition)	• The keypad beeps confirming partition change. • Keypads automatically return to their original partition if no Keypad activity within 30 secs.

## SECURITY CODES

Your installer assigned a Master code that is used to perform all system functions. In addition, other security codes can be assigned for use by other users. The system supports up to 10,000 4-digit PIN combinations (with no limitations).



- Only the System Master and Master can assign security codes to users.
- Users are identified by 2-digit user numbers.
- Only the System Master can change user partitions.
- In addition to a security code, each user is assigned an authority level and various system attributes. See the full User Guide for definitions of each Authority Level.
- Security codes can be used interchangeably within a partition when performing system functions (a system armed with one security code can be disarmed by a different security code), except for the Guest and Arm Only codes.
- Security code programming involves these steps:
  1. Choose a user number from the set of users assigned to the partition in which the user will be operating and assign a 4/6-digit security code.
  2. Assign an authority level to that user.
  3. Assign other attributes as necessary.

### Assigning Security Codes and User Attributes and Adding Prox Tags

The following lists the various command strings for adding security codes and attributes.

#### Notes



- Master codes apply only to those user numbers previously assigned (by the system master/installer) to the master's partition.
- The User number is the 2-digit number assigned to the User (03 – 99)

Function	Commands
Change System Master Code	System Master code + 8 + 0 + 2 + new code + new code again
Add Security Code	Master code + 8 + 2-digit [user no.] + new user's security code The keypad beeps once to confirm that new user was added.
Delete Security Code	Master code + 8 + 2-digit [user no.] +  + 0 The security code and all attributes* set for this user number, including any associated RF keys, are erased from the system. (*except assigned partition)
Add Prox Tag to User	Master code + 8 + 2-digit [user no.] + read tag <0123456789>
Delete Tag from User	Master code + 8 + 2-digit [user no.] +  + 1
Change User Code	Master code + 8 + 2-digit [user no.] + [user code PIN]
Enable Remote configuration	Master code + 8 + 00 + 1
Disable Remote configuration	Master code + 8 + 00 + 0

## CANCELING ALARMS

In the event that an alarm has occurred entering the 4/6-digit code + 

#### Notes

- Entering the 4/6-digit code disarms the system and silences the sounder
- The timeout between entering the 4/6-digit code and  is 10 seconds.
- To clear alarm memory enter the 4/6-digit code + 

## TESTING THE SYSTEM

Using the Test mode allows each detection point to be checked for proper operation. **Testing should be conducted weekly to ensure proper operation.**

- The Keypad sounds a single beep about every 60 seconds as a reminder that the system is in the Test mode.
- Alarm messages are not sent to Central Station when Test mode is on.

If a problem is experienced with any detection point (no confirming sounds, no display), call for service immediately.

1. Close all protected windows, doors, etc. Disarm the system by entering a valid User Code + 1. The READY indicator light should come on if all zones are intact
2. Enter Master code + 5 + 1 (walk)
3. Listen. The external sounder should sound for about 1 second then turn off. If the sounder does not sound, CALL FOR SERVICE. The "Test in Progress" display appears only on the Keypad that started the test.
4. Fault zones. Open each protected door and window in turn and listen for three beeps from the Keypad. Each faulted detection point should appear on the display. The display clears when the door or window is closed.
5. Walk in front of any interior motion detectors (if used) and listen for three beeps. Each detector should appear on the display when it is activated. The display clears when no motion is detected. Note that if wireless motion detectors are used, there is a 3-minute delay between activations to conserve battery life.
6. Test all smoke detectors, following the manufacturer's instructions.
7. When all detection points have been checked and are intact (closed), there should be no zone numbers displayed.
8. Exit test mode by entering the Master code + 1

## TROUBLE CONDITIONS

The word CHECK on the keypad's display, accompanied by a "beeping" at the keypad, indicates a trouble condition in the system at the displayed zone number sensor and requires your attention. Determine if the zone(s) displayed are intact and make them so if they are not. If the display persists, CALL FOR SERVICE.

**To silence the beeping for these conditions, press any key.**

Typical Trouble conditions include the following:

Trouble Message	Meaning
SYSTEM LO BAT (or BAT with no zone No.)	Low system battery condition exists.
LO BAT+ zone descriptor (or BAT with zone No.)	Low battery condition in the wireless transmitter. Replace the battery yourself or CALL FOR SERVICE.
RF Jam (or CHECK 990)	RF interference in wireless system which may impede reception from wireless sensors.
ALARM 1xx (or 991) FAULT 1xx CHECK 1xx	A communication problem between the control and a connected device (e.g., RF receiver, zone expander) where the "xx" indicates the device address.
AC LOSS (or NO AC)	The system is operating on battery power only due to an AC power failure. If only some lights are out on the premises, check circuit breakers and fuses and reset or replace as needed.
Busy-Standby	If this message remains displayed for more than 1 minute, system is disabled. CALL FOR SERVICE. OR Panel is in programming mode (or updating)

**Note:** For a complete list of Trouble Conditions refer to the full User Guide.

## SHUTTING DOWN THE SYSTEM

To avoid corrupting the control's memory, before removing power from the system perform the following:

1. Disarm the system by entering a valid User Code + 1.
2. Wait 30-60 seconds before removing power
3. Unplug the power supply
4. Disconnect the battery

## HOME AUTOMATION

For Information regarding Home Automation features, refer to the User Reference Guide (p/n R800-27891).

**Note:** System Authentication is required in order to make any changes to Home Automation functions.

## WIRELESS KEY (KEY FOB) FUNCTIONS

Each wireless key button has a preprogrammed function. Ask your installer to identify the functions assigned for each button.

### NOTES:

- One or more buttons may have been programmed as a panic function.
- To activate a button function, press and hold the button for 1-2 seconds.

Button 1: <u>Arm Away (Default)</u>	<div style="text-align: center;"><b>PROSIXFOB-EU</b> <b>Wireless Key Fob</b></div> <div style="text-align: right; transform: rotate(90deg);">PROSIXFOB-EU-001-V0</div>
Button 2: <u>Disarm (Default)</u>	
Button 3: <u>Arm Stay (Default)</u>	
Button 4: <u>No Response (Default)</u>	
Button 5*: _____ (press and hold BOTH buttons to activate)	
Button 6*: _____ (press and hold BOTH buttons to activate)	
Button 7*: _____ (press and hold BOTH buttons to activate)	
Button 8*: _____ (press and hold BOTH buttons to activate)	

## DOCUMENTATION



## SERVICING INFORMATION

Your local Resideo Installer is the person best qualified to service your alarm system. Arranging some kind of regular service program with your installer is advisable.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

This product manufactured by Resideo Technologies, Inc. and its affiliates.



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