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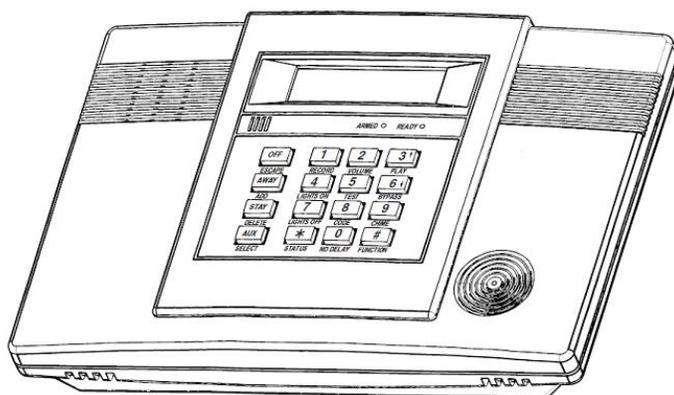
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## Lynx FAQ

### **My alarm is going off and I can't stop it! What can I do?**

- **The system needs to be disarmed.**
  - **Use your 4 digit master code followed by the OFF button or the OFF button on a keychain remote (if you have one).**
    1. If you do not remember your 4 digit master code try guessing any 4 numbers you may have used (last 4 of SSN, birth date, bank pin, etc).
    2. Use the **OFF** button on a keychain remote if you have one.
    3. If you still cannot disarm using a 4 digit code, and do not have a keychain remote, then to stop the beeping you must **power down the system** (link to "**powering down your Lynx panel**"). After powering down the panel, leave it powered down and call Technical Support during available hours for further assistance.

### **My system will not stop beeping, what can I do to stop it?**

- **Is your alarm screen showing " \_\_\_\_\_ Alarm"?**
  - The system is in "alarm state" and needs to be disarmed using your 4 digit master code or keychain.
    1. If you do not remember your 4 digit master code try guessing any 4 numbers you may have used (last 4 of SSN, birth date, bank pin, etc).
    2. Use the **OFF** button on a keychain remote if you have one.

If you still cannot disarm using a 4 digit code, and do not have a keychain remote, then to stop the beeping you must **power down the system** (Refer to "**powering down your Lynx panel**"). After powering down the panel, leave it powered down, and then contact Technical Support during available hours for further assistance.
- **Is your alarm showing the time and disarmed, but still beeping?**
  - Press the "\*" button 2 times. Does the panel report there is a "message"?
    1. Press "#" and then "3" (**NOT at the same time, this will trigger a panic alarm.**)
    2. This should play the message and then clear it.
    3. The panel will stop beeping after cleared.
    4. If it does not clear call into Technical Support during available hours.

### **I cannot arm my system.**

- **Press the "\*" button two times. Does the panel report a zone "fault"? (Example: "Fault, Front door")**
  - A *Fault* can occur for a number of reasons. It may be *tampered*, *open*, or *failing*.
    1. *Tampered*: Ensure the cover of the sensor is secure.
    2. *Open*: Make sure the sensor and magnet are close together.
    3. *Failing*: Check the battery on the sensor.
  - If you are unable to find what the fault is indicating, you can bypass the zone temporarily.
    1. Press the "\*" button 2 times. When the panel reports what zone is faulting ("*Fault, Front Door*") the screen will show the 2 digit zone number (example: "02").
    2. To bypass then enter your 4 digit master code followed by 6 (bypass) and the 2 digit zone number.(example: 1234 + 6 + 02)
    3. Bypass will then show on the screen and allow you to arm your system.
    4. Call into Technical Support during available hours for further assistance.

## ***My system does not work.***

- ***Does your panel have power?***

- If not, check the outlet that your panel is plugged into (*you may not be able to see the wire running from the panel, but it should be plugged into an electrical outlet nearby. The plug in is about a 2x2x2 inch white box*)
  1. Check and make sure the outlet is producing power by unplugging our plug (*plug may be screwed into outlet*) and plugging in another electrical device (*small lamp, alarm clock, etc*). If there is no power to your outlet check your circuit breakers.
  2. On the back of our plug there are 2 wires attached to 2 different screws. Ensure both wires are connected securely to the screws.
  3. If the wiring is ok and your outlet is producing power then call into Technical Support during our available hours.

## ***Powering down your Lynx panel***

Your panel has 2 sources of power: The **AC power** (where it is plugged into an outlet) and the **System backup battery**. To fully power down your panel you must disconnect both of these. (*Note: Powering down your panel should only be done if it is the last resort. Doing this will disable your system and you will not be monitored.*)

- **AC power:**

- *The plug in is about a 2x2x2 inch box attached to an outlet usually nearby.*
  1. *Unplug and leave unplugged. (Plug may be screwed into outlet).*

- **System Backup battery:**

- *The backup battery is located inside the main Lynx panel.*
  1. To access this battery you must open the panel by press down on both panel access buttons at the top of the panel and gently pull towards you. The front half of the panel should separate from the back plate.
  2. The battery should be connected to the back plate and has a red and black wire coming from it to the panel.
  3. Disconnect the battery wires from the panel.

At this point your panel should be powered down completely. Check the screen and see if it is blank. Also try pressing the “\*” button 2 times and see if the panel responds. If the panel still has power than you may have disconnected the wrong plug in.

## ***How to arm and disarm your system***

### **Main Lynx panel –**

- Arming:
  - Use your 4 digit Master Code and press the **STAY** button to arm all the doors, windows, glass breaks, etc.
  - Use your 4 digit Master Code and press the **AWAY** button to arm all of your sensors including any motions detectors.
  - If you have Quick Arm enabled, you can press and hold **STAY** or **AWAY** to quickly arm the system without having to enter your code.
- Disarming:
  - Use a 4 digit Master Code or User code and then the **OFF** button.

### **Key fob-**

- Arming:
  - Press the **STAY** button to arm doors, windows, glass breaks, etc.
  - Press the **AWAY** button to arm all of your sensors including any motions detectors.
- Disarming:
  - Press the **OFF** button once to disarm the system.

## ***Adding/Deleting Master and User Codes***

### **Access Codes**

There are three types of access codes: Master, User, and Duress.

- The **Master Code** is your most powerful code and can be used for all user operations including programming.
- There are **User Codes** which can arm and disarm the panel
- The **Duress Code**, when used in place of another user code, generates a silent duress alarm which is reported to the central monitoring station. (*Note: call Technical Support before testing Duress Code to avoid an accidental dispatch of authorities*)

### **Change the Master code**

- At the keypad enter: Current Master Code + [CODE key] + [02] + new Master Code + new Master Code again

### **Assign (or change) a User code**

- At the keypad enter: Master Code + [8] + User # (03–08) + desired Secondary Code  
The system will emit a single beep when each secondary code has been successfully entered.

**Delete a secondary security code.** At the keypad enter:

- Master Code + [CODE key] + User # (03–08)