

Table of Contents

Simon XT FAQ

My Alarm is going off! What can I do?..... 2

My alarm will not stop beeping, how can I stop it?..... 2

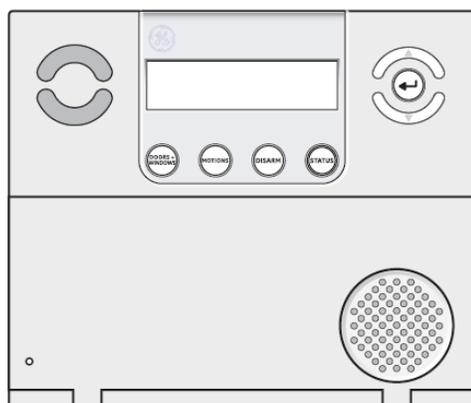
I cannot arm my system. Why? 3

Why doesn't my system work? 3

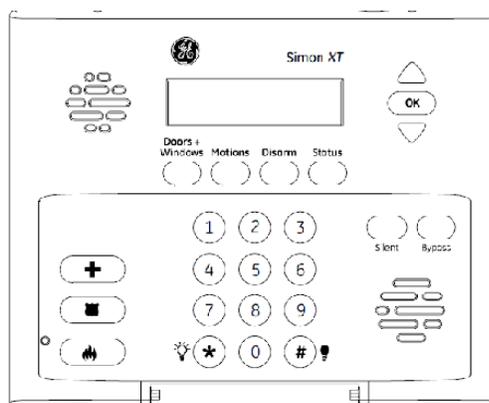
Powering Down your Simon XT panel 3

How to Arm and Disarm..... 4

Changing/Adding your Master/User codes 5



Version 1.2



Version 1.3

Simon XT 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 or keychain remote. (Note: if the alarm was set off by using a keychain panic, then the panel must be disarmed using the 4 digit master code.)
 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 unlock 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** (see *Powering down your Simon XT Panel, page 3*). After powering down the panel, leave it powered down and call Technical Support during our available hours for further assistance.

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

- **Is your alarm screen showing "alarm alarm alarm, press status"?**
 - The system is in "alarm state" and needs to be disarmed using your 4 digit master code or keychain remote. (Note: if the alarm was set off by using a keychain panic, then the panel must be disarmed using the 4 digit master code.)
 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 unlock 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 you must **power down the system** (Refer to "powering down your panel") to stop the beeping. After powering down the panel, leave it powered down and call Technical Support during available hours for further assistance.
- **Does your panel show "Disarmed" on the screen?**
 - Press the **STATUS** button. Does the panel report any trouble conditions (low battery, failure, etc)? (Note: status reports an alarm history as well. These are **NOT** trouble conditions and will not cause the panel to beep. Example: "SN1 Back door, Alarm")
 1. Your panel's "Trouble Beeps" setting may be turned on. This setting will make the panel beep to alert you of any trouble conditions (low battery, failure, etc).
 2. The only way to turn off "Trouble Beeps" is to call into Technical Support and we can turn that setting off for you. Otherwise if Technical Support is closed, the only way to stop it from beeping is to **power down the panel**. (Refer to "powering down your panel")
 - If there are no trouble conditions and the system is disarmed there is a good chance that it is not the panel. Often smoke detectors or other electronic devices (not connected with the system) can emit a high pitch beep that can be hard to locate the origin of the noise.
 1. Check local smoke detectors. Usually most have a high pitch beep every few minutes. This indicates a low battery in the Smoke Detector. Remove battery to stop beeping and replace.
 2. Check any other electronic devices that are nearby (carbon monoxide detectors, microwaves, etc.)
- **Is your Touch screen beeping?**
 - There may be a trouble condition (low battery, failure, etc). You can check this on your main panel by pressing the **STATUS** button.
 1. To stop the touch screen from beeping, go into the **SETTINGS** menu and turn the **VOLUME** all the way down. This should stop it from beeping and then call Technical Support during available hours for further assistance.

I cannot arm my system.

- **Press the STATUS button. Does the panel report a zone as open, tampered or failure? Example: “Front door, Open” or “Front door, Tampered” or “Front door, Failure”.**
 - Call into Technical Support during our available hours for further assistance. If the Technical Support Department is closed you will need to bypass the sensor.
 1. While the system is reporting the problem (*Front door, Open. Front door, Open. Front door, Open.*) Press the **BYPASS** button once. The panel should then report “*Front door, bypassed*” and continue to arm the rest of your system normally.

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 available hours.

Powering down your Simon XT 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:**
 - You will need to unplug the Transformer (plug in).
 1. The plug in is about a 2x2x2 inch box attached to an outlet usually nearby (plug may be screwed into outlet). Unplug and leave unplugged.
- **System Backup battery:**
 - The backup battery is located inside the main Simon XT panel.
 1. To access this battery you must open the panel by removing the security screw at the top of the panel if there is one (there may not be).
 2. After the screw is removed, 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 fold down towards you.
 3. Off to the left hand side of the panel there will be a large black backup battery about 2x4 inches.
 4. Remove the battery and disconnect both red and black wires from the battery.
 5. At this point your panel should be powered down completely. Check the screen and see if it is blank. Also try pressing the **STATUS** button 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 Simon XT panel –

- Arming:
 - Use the **DOORS + WINDOWS** button to arm all the doors, windows, glass breaks, etc.
 - Use the **MOTIONS** button to arm any motions detectors you might have.
 - Press one after the other to arm *Doors + Windows* and *Motions*.
 - Press **DOORS + WINDOWS** 2 times to arm *doors + windows* with no entry delay.

- Disarming:
 - Use a 4 digit Master Code or User code. Enter in the 4 numbers and the panel will report “disarmed”

Keyfob-

- Arming:
 - Press the **LOCK** button once to arm *Doors + Windows*.
 - Press the **LOCK** button twice for *Doors + Windows* and *Motions*
- Disarming:
 - Press the **UNLOCK** button once to disarm the system.

Touchscreen-

- Arming:
 - Press the **ARM** button. Then choose your desired arming level-
 - **STAY** = *Doors + Windows*
 - **AWAY** = *Doors + Windows and Motions*
- Disarming
 - Press the **DISARM** button, and then enter in a 4 digit master/user code.

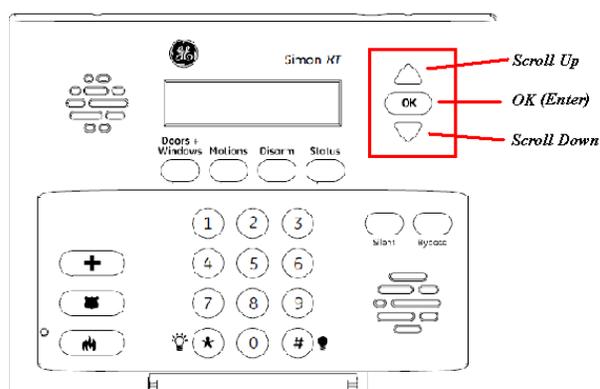
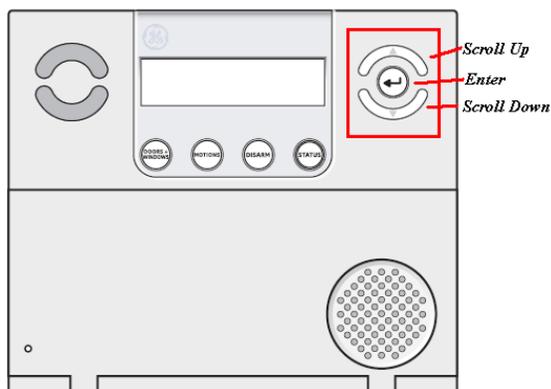
Adding/Deleting Master and User Codes

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 8 **User Codes**, which can be used for many user operations, but not sub disarming, programming, or bypassing sensors.
- 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)

To add/delete you must first enter system programming. Using these buttons below you can navigate through programming. (Note: If you do not know your 4 digit master code, call into Technical support during our available hours for further assistance.)



To enter the System Programming Menu:

1. Scroll up/down to *System Programming*, then press **ENTER**
2. The panel displays *Enter Code*
3. Enter your master code, and then press **ENTER**.

At this point it should show *Access Codes* on the screen. If not, start back at step 1.

To change Master/User Codes/Duress:

1. Once at Access Codes press **ENTER**.
2. Scroll up/down to Master Code/User Code/Duress, then press **ENTER**.
3. The current value of the code now flashes.
4. Enter new code (4 digits), then press **ENTER**.
5. Press **STATUS** repeatedly to exit.