

Table of Contents

Concord 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?	4
Powering Down your Concord panel	4
How to Arm and Disarm	5
Changing/Adding your Master/User codes	5



Alphanumeric



Fixed Display



Wireless Handheld



Keychain

My alarm is going off! What can I do?

- **Your system needs to be disarmed.**
 - Use the “disarm” button + 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. Press and hold down the “unlock” button on your key fob/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 alarm you must **power down the system (see Powering down your Concord)**. After powering down the panel, leave it powered down and call Technical Support during our available hours for further assistance.

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

- **Check the Status of the system.**
 - By pressing the “*” button the system will display on the screen the reason why it is beeping. In most cases it will display a 2 digit “zone” number and what is wrong with it. (Example: “Zone Open 01”) This zone number corresponds with a security device attached to the system (Zone 01 could be your “Front Door”). You can find a list of your personal zones on the equipment list with your contract.

What does the screen show after pressing “*”?

- **“Alarm Zone 01”**
That zone caused an alarm recently. In this case, the system just wants to report to you that there was an alarm. If the system is disarmed, pressing the status button should clear the alarm history and stop the beeping. Press “*” again and see if it reports “system ok.
- **“Zone Open 01”**
The zone is either *open* or *tampered*. Check to see if that zone is open. If all of your zones are closed you can press the “*” button and it will stop the beeping temporarily (4-8 hours). Then call into Technical Support during available hours for further assistance.
- **“Low Battery”**
Remove the cover/cap of the sensor associated with the zone reporting a low battery, put in a new battery (pay close attention to the direction the + and – ends need to be facing), put cover/cap back on the sensor, disarm the system with your 4 digit master code, and open and close the door once or twice to clear the low battery.
- **“Supervisory Zone 01”**
A zone is failing. By pressing “*” it will stop the beeping temporarily (4-8 hours) and call into Technical Support during available hours for further assistance.
- **“Communication failure” or “Phone Failure”**
Connection to the phone line has been lost. This could have just been caused by an attempt by the system to send a signal being interrupted. This does not necessarily mean your system is not communicating. If it does not clear after pressing “*” then the beeping will

temporarily stop(4-8 hours) and you will need to call Technical Support for further assistance during available hours.

- **“Bus Failure ##”**

Your keypad or “cell unit” is failing.

1. Check your keypads and make sure all of them are working properly by arming and disarming from each. If one is not working call into Technical Support during available hours.
2. Sometimes the system’s cellular unit loses signal temporarily and then regains it (just like a cell phone does sometimes). Your communication is probably just fine, the system should stop beeping now that you’ve pressed the “* “button. If it does not stop beeping, the signal might be lost completely or your cellular unit might be malfunctioning. Call Technical Support to do a system test during available hours.

- **“System low battery (CPU Low Battery)”**

System lost power (either by power outage or getting disconnected somehow) and the battery just needs time to recharge. By pressing the * button it will temporarily stop the beeping (4-8 hours) and call into tech support during our available hours. If the system is also reading “AC Power Failure”, the system is still not getting power. See “AC Power Failure” below:

- **“AC Power Failure”**

System is disconnected from the Power, a circuit tripped in the breaker, or the power is completely out.

1. If the power is not out, check your circuit breaker and reset any tripped circuits.
2. If your circuit breaker is fine, go to the outlet that the system is plugged into (it will have a tan, black, or white power box about the size of your fist plugged into the outlet with a wire attached to its back side) and make sure it hasn’t come unplugged or wires detached from the screws on the back of the plug.
3. If everything is plugged in and connected correctly, plug something else into that same outlet to verify it is still working. If it does not supply power than your outlet may need to be fixed/replaced.
4. If the outlet is still working fine, you will need to call into Technical Support during available hours for further assistance.

I cannot arm my system. Why?

- The system may already be armed, in alarm state, or you may not be arming the system correctly. If the system is armed or in alarm state, disarm it and try arming the system again. If the system is disarmed and the green “Ready” light is on, make sure you are pressing either the “Stay” button or “Away” button followed by your 4 digit master code. If you are using a keyfob/remote, make sure you are holding the “lock” button down for at least 3 seconds.
 - A door or window may be open somewhere. Check your home and make sure everything is closed. If everything is closed and press the “*” button and see if it reports anything open still. If everything seems ok but something is still reporting open you will need to call into Technical Support for assistance.

- If none of these things help you arm your system, you will need to call Technical Support for assistance. If it is after our regular business hours, you can BYPASS the zones reporting problems by following the directions below:
 - Arm system to desired state (Stay or Away), press the “#” button, enter in your 4 digit master code, and enter the 2 digit zone number (i.e. Front Door is zone 1, enter in “01”)

Why doesn't my system work (No power to panel)?

- The system either got disconnected from the power somehow, a circuit tripped in the breaker, or the power is completely out.
 - If the power is not out, check your circuit breaker and reset any tripped circuits.
 - If your circuit breaker is fine, go to the outlet that the system is plugged into (it will have a tan, black, or white power supply box about the size of your fist plugged into the outlet with a wire attached to its back side) and make sure it hasn't come unplugged.
 - If everything is plugged in and connected correctly, plug something else into that same outlet to verify it is still working. Sometimes outlets get blown or just stop working and need to be fixed/replaced.
 - If the outlet is still working fine, you will need to call into Technical Support for assistance.

Powering down your Concord 4 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).
 - The plug in is about a 2x2x2 inch box attached to an outlet usually nearby the metal box or “can” inside a closet (plug may be screwed into outlet). Unplug and leave unplugged.
- **System Backup battery:**
 - Disconnect the backup battery
 - This is inside the metal box or “can” of the system, typically located in a closet, utility area/room, or basement. There will be a red wire and a black wire clipped onto the battery, only one wire needs to be pulled off in order to completely disconnect the battery from the system. Once this is done and the transformer is unplugged, the system should be completely powered off.

How to arm and disarm your Concord System

Arming:

- Panel: Press the desired arming state button (“Stay” for when you’re in the home, “Away” for when you’re leaving the home), followed by your 4 digit master code. You will have 1 minute to leave the home while the system arms.
- Keychain: Press the “lock” button on your keyfob/remote and hold for at least 3 seconds to arm to “Stay”, hold the same button a second time to arm system to “Away”. You can be inside or outside your home when you do this. You will have 1 minute to leave the home while the system arms if you’re still inside when you do this.

Disarming

- Panel: Once you enter the home, you will have only 30 seconds to get to the keypad to disarm the system. To disarm, press the “Disarm” button, followed by your 4 digit master code.
- Keychain: You may also use your keyfob/remote to disarm the system. You can do this outside your home before you come in, or after you enter your home. If you do it after you enter, you will have only 30 seconds to disarm the system. To disarm using your keyfob/remote, press the “unlock” button and hold for at least 3 seconds.

Changing your master code

Press the number 9 and then enter in your current 4 digit master code. If done correctly, the screen should display “TIME-DATE”

- Use the up and down buttons (“A” is up, “B” is down) to navigate through the menu options
 1. Press the down button until you see “USER CODES” on the screen. Press the “#” button.
 2. Press the up button until you see “SYS MASTER” on the screen. Press the “#” button.
 3. Enter in a new 4 digit code of your choice and press the “#” button.
 4. Press the “ * “ button two times, the screen should display “USER CODES”
 5. Press the down button until the screen displays “END PROGRAM”, and press the “#” button.
You should now be back to the main display screen and ready to use your system again.

Changing/adding a user code

Press the number 9 and then enter in your current 4 digit master code. If done correctly, the screen should display “TIME-DATE”

- Use the up and down buttons (“A” is up, “B” is down) to navigate through the menu options
 1. Press the down button until you see “USER CODES” on the screen. Press the “#” button TWO TIMES.
 2. The screen should display “REG CODE 000”. Enter in a new 4 digit code of your choice and press the “#” button. *(Note: If you’d like to add more user codes, use the up and down buttons to navigate to a different user code (i.e. REG CODE 001, REG CODE 002, etc.) and repeat the previous step.)*
 3. Press the “ * “ button two times, the screen should display “USER CODES”
 4. Press the down button until the screen displays “END PROGRAM”, and press the “#” button.
You should now be back to the main display screen and ready to use your system again.