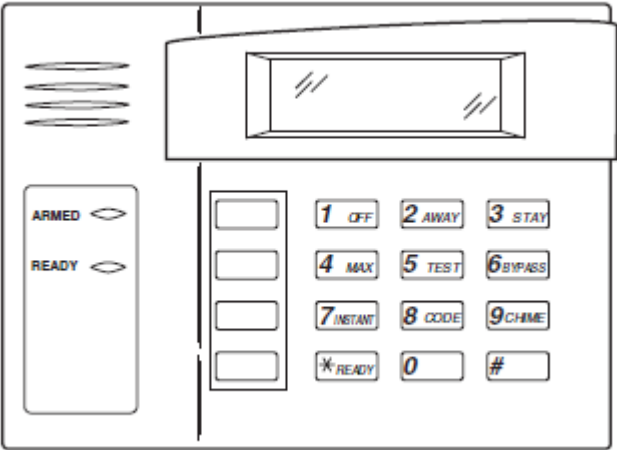


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# Vista FAQ

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

***The system needs to be disarmed.***

- Enter your 4 digit master code + off (1) OR use your 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 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** *(Refer to "powering down your panel")*. 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?***

Press the "\*" button twice, and read the display on the screen it will say what the error is. If it reports a number like 01-20 it is referring to a zone with your system *(front door, back door, etc)*. If it says 26-42 It could be one of your key chains. If you do not have a zone list, call into tech support during our available hours. Below is a list of common error codes:

- ***Check Zone ##***
  1. If you have a zone list of what numbers your sensors are assigned to check that for the location of the problem sensor.
  2. Check your doors and windows make sure they are properly closed. Make sure all covers are attached properly.
- ***Low Battery Zone ##***
  1. Compare the zone ## to your zone list to find which zone has a low battery, and then replace that battery. If it says any number between 26 and 42 then it is a Keyfob battery may need to be replaced.
- ***FC, BF, 94,CA, or EA***
  1. You can try clearing the fault by disarming your system Master code + off (1) two times in a row. If that does not clear issue please contact Technical Support.
- ***SYSTEM Low battery, OC, or 70***
  1. Please contact Technical Support during available hours for further assistance.

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

Check your doors and windows for anything open. Press the “\*” button twice and the panel will display any error codes. Refer to “*My system is beeping, what can I do to stop it*” above for list of error codes. Also make sure you are arming your system correctly (*refer to the “How to Arm and Disarm your system” section*).

## ***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 wiring running from the panel, but it should be plugged into an electrical outlet nearby. The plug in is about a 2x2x2 inch tan block shaped plug.*)
  1. Check and make sure the outlet is producing power by unplugging the system (*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 looks ok and the outlet has power call into Technical Support during our available hours for further assistance.

## ***Powering down your Vista 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 electrical outlet usually nearby (*but can be anywhere within the home*) to the metal control box. (*Plug may be screwed into outlet*). Unplug and leave unplugged.

### ***System Backup battery:***

- The backup battery is located inside the main Control Panel, which is a metal box that could be in a basement, closet storage room etc.
  1. To access this battery you must open the panel. Sometimes it is held shut by screws on the right side or a lock that requires a key that should be near by. *Check on top of control panel box.*
  2. Open the Panel up and locate the battery that should be on the bottom of the panel box, it is typically black in color and also is typically on the lower left hand side.
  3. Disconnect both red and black wires from the battery.
  4. At this point your panel should be powered down completely. Check the screen and see if it is blank. Also try pressing the “\*” button twice 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***

### ***Using your Keypads***

- **Disarm:** To disarm your system enter your code + Off (1) Example 1234+1
- **Arm Away:** To Fully arm your system to away enter your code + Away (3) example 1234+3
- **Arm Stay:** To arm your system to Stay mode enter your code + Stay (2) example 1234+2
- **Arm Instant:** To Arm your system to Instantly go off as soon as a door opens instead of having a Entry Delay enter your code + 7. (Note this will only arm in Stay mode)

### ***Using your remotes***

- Disarm: Press the OFF button
- Arm Away: Press the ON button (it could say away)
- Arm Stay: Press the Stay button

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

### ***Changing your master code***

- To change your master code you need to enter your **current code** + 802 + **the new code TWICE**.  
(Example if your code is 1234 and you wanted to change it to 5555 you would press:  
1234+802+5555+5555)

### ***User codes:***

- To change a user code enter your Master code+8+03 (codes can be from 03-32 depending on how many codes are needed) + new code

### ***Delete user codes:***

- Master code+8+03 (or desired code to delete) + (#) + 0