

# USER GUIDE



## Control panel-siren 311-21W 312-21W

# User guide

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*You have just bought a DAITEM security system, designed to cover all your protection needs. We would like to thank you for your confidence.*

*With TwinBand®, and TwinPower®, you will benefit from the flexibility of a totally wire-free system based on dual band radio technology and a doubly secure power supply.*

## IMPORTANT ADVICE

Your security system is simple to use. We advise you to switch it on (arm) every time you leave your home.

Do not leave your remote control in view.

Keep a back-up remote control in a secret place.

If one of the devices in your system is lost, stolen or sabotaged, call your installer right away.

Keep the access codes to your remote control keypads secret.

## SOME PRECAUTIONS TO FOLLOW

### When you are at home

Do not leave entrances (doors and windows) open for no reason.

Switch your system to partial protection mode (Part Set) to protect unoccupied rooms.

### When you leave home

Close all the protected doors and windows.

Switch on (arm) your security system.

If necessary, check for any indications of faults or doors and windows left open.

### When you're going to be away for a while

Check that all doors and windows are closed.

Check your security system is operating properly by actually testing it.

Switch on (arm) your system

## IMPORTANT REMARK

The installer can access your system remotely in order to perform maintenance or uploading & downloading operations via a telephone and computer according to the conditions outlined in this guide. It is up to your installer to define with you the specific contractual conditions for accessing your system.

## WE WOULD APPRECIATE YOUR SUGGESTIONS

If you have any comments about how we might improve our guides and our products, we would be grateful if you could send them in writing to:

Daitem Technical Service,


Atral (UK) Ltd.,

Hortonwood 50,

Telford, TF1 7FT

01952 67 5566

info@atral.co.uk

 Correct programming is confirmed by a long beep or the green LED indicator lamp lighting up.

 Incorrect programming is indicated by 3 beeps or the red LED indicator lamp flashing.

## LÉGENDE

important points



press once



recommendations



press and hold



# Daitem security system

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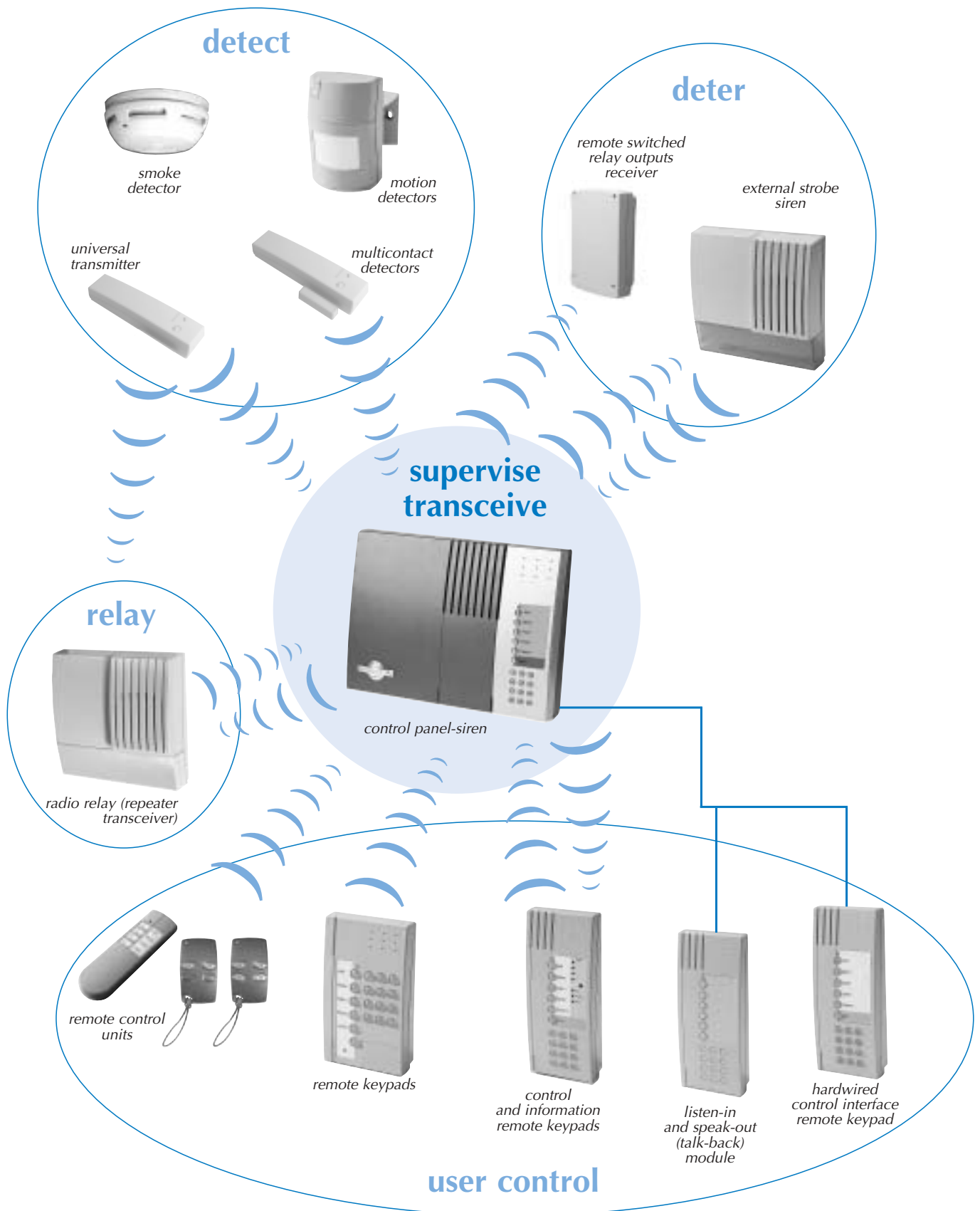
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*Your installer has provided you with a memo sheet to help you use your system on a daily basis.*

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# User guide

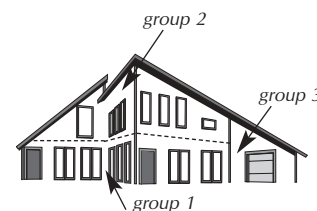
## YOUR DAITEM SECURITY SYSTEM



# Daitem security system

## OPERATING YOUR SECURITY SYSTEM

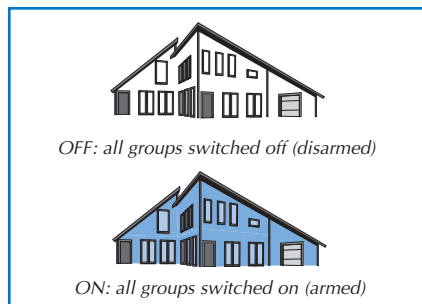
The control panel has up to 3 intrusion protection groups that can be operated separately or together.



### Switching your system ON or OFF

Remote control unit: press **ON** or **OFF**

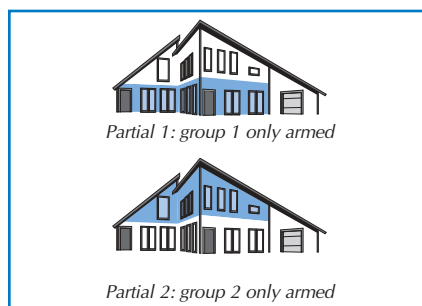
Control keypads or interface: "beep, OFF" / "beep, ARMED"



### Switching your system ON for PARTIAL (part set) operation

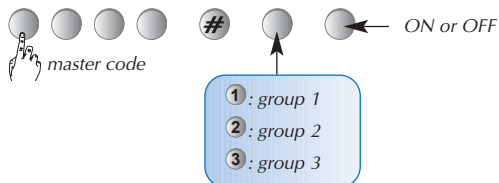
Remote control unit: appui sur la touche **Partiel 1** ou **Partiel 2**

Control keypad or interface: "beep, armed, partial 1" / "beep, armed, partial 2"



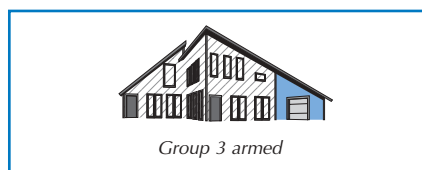
### Switching SEVERAL GROUPS ON and OFF\*

Using a control keypad or interface, press:



Examples:

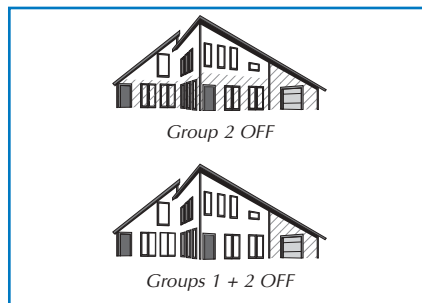
Arming group 3: "beep, armed, group 3"



Switching off group 2: "beep, OFF, group 2"



Switching off group 1 + group 2: "beep, OFF, group 1 - 2"



group OFF    group armed    group unchanged

# User guide

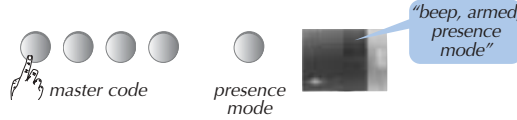
## OPERATING YOUR SECURITY SYSTEM (cont.)

### ARMED PRESENCE (stay) mode

The control panel has a protection mode that makes it possible to arm group 1 only and cause the system to generate a discrete response in case of intrusion: **Armed Presence mode or stay mode.**



Control keypad or interface:



There is no **entry or exit time delay** in presence mode.

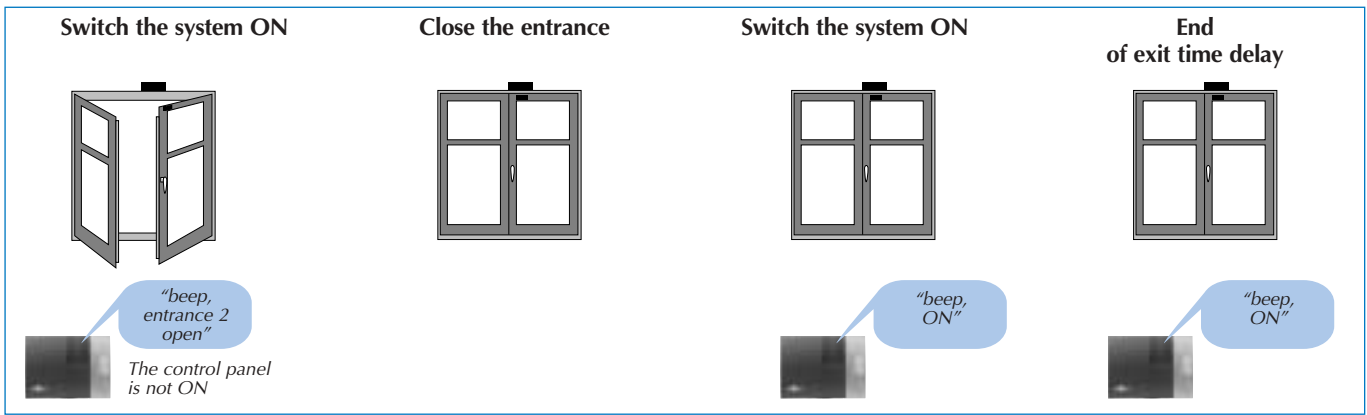
**Entry time delay:**  
The entry time delay is the time you have to disarm (turn OFF) the system from inside the building (using a keypad for example) without triggering the alarm system. With the help of your installer you can determine the time delay best suited to the way you wish to use the system.  
A **“protection active”** voice message and/or siren sounding can also tell you that your system is active and will trigger unless it is disarmed.

**Exit time delay:**  
The exit time delay is the time you have to leave the building without triggering the alarm devices. With the help of your installer you can determine the time delay best suited to the way you wish to use the system.  
The control panel indicates the end of the time delay by repeating the “system armed” voice message.

### Switching the system ON (Arming) when an ENTRANCE is OPEN or there is a FAULT

The control panel is factory configured to prevent the system from being armed when a protected entrance door fitted with a contact sensor point is open or there is a protection mechanism fault. This factory configuration can be modified by your installer.

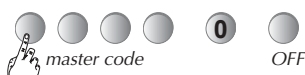
**Example:** system armed with (an) entrance(s) open



The system can be switched on and armed if there is no anti-tamper fault or entrance open.

### SWITCHING OFF YOUR SYSTEM UNDER DURESS (feature only accessible through remote monitoring)

This feature allows you to discretely send out a warning if you are forced to disarm your alarm system under threat. The system behaves in exactly the same way as if you were disarming it but it sends a specific alert message to the remote central station monitoring company via the telephone line.



This duress option needs to be selected by your installation company and with the agreement of the central station monitoring company.



# Daitem security system

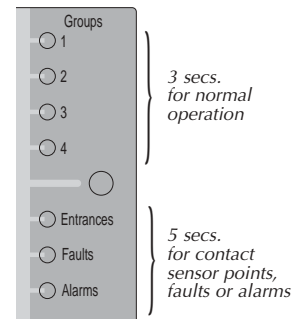
## THE INFORMATION KEYPADS PROVIDE INFORMATION ABOUT DEVICE STATUS AND MESSAGES FROM THE CONTROL PANEL

The information keypads allow you to:

- operate your system,
- check system status at any time.

The voice keypads provide all control panel messages and indicate:

- the status of the protection groups,
- the status of the doors and windows which have contact sensors fitted,
- alarms,
- faults.



### LED Indicator lamp and voice message indications:

System status	LED Indicator lamps lit						Voice message
	Group 1	Group 2	Group 3	Contacts	Faults	Alarms	
OFF	ⓐ	ⓐ	ⓐ				"Beep, OFF"
Armed*	Ⓡ	Ⓡ	Ⓡ				"Beep, Armed"
Partial 1	Ⓡ						"beep, armed, partial 1"
Partial 2		Ⓡ					"beep, armed, partial 2"
Armed group 1	Ⓡ	x	x				"Beep, armed, group 1"
Armed group 2	x	Ⓡ	x				"Beep, armed, group 2"
Armed group 3	x	x	Ⓡ				"Beep, armed, group 3"
OFF group 1	ⓐ	x	x				"Beep, OFF, group 1"
OFF group 2	x	ⓐ	x				"Beep, OFF, group 2"
OFF group 3	x	x	ⓐ				"Beep, OFF, group 3"
Presence (stay) mode	Ⓞ						"Beep, armed, presence mode"
Alarm memory						Ⓡ	"Beep, OFF, alarm system"
Fault memory					Ⓨ		"Beep, armed, fault, system"
Contact open				Ⓨ			"Beep, armed, contact X open"

\* without anti-tamper system fault or entrance open

ⓐ green LED indicator lamp for 3 secs.: group OFF

Ⓡ red LED indicator lamp for 3 or 5 secs.: group armed

x : status of groups unchanged

Ⓞ orange LED indicator lamp for 3 secs.: control panel in presence mode

Ⓡ red LED indicator lamp for 5 secs.: alarm indication

Ⓨ yellow LED indicator lamp for 5 secs.: faults or entrances open



Only the commands sent from the control and information keypad light the LED indicator lamps.  
Only the commands issued from the voice keypad generate the above voice messages.  
Commands issued by another control unit have no effect on the voice keypad.

# User guide

## MODIFYING YOUR ACCESS CODES


### Modifying your MASTER CODE

The master code provides the main user with access to all system controls.



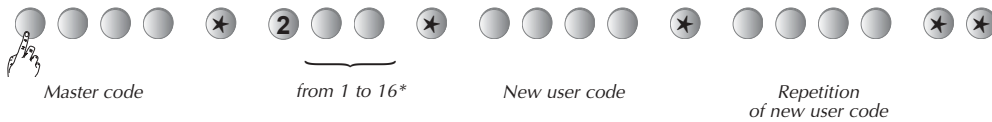
Example (do not copy):



 For reasons of security we recommend you change your keypad access codes regularly and keep the keys clean. To prevent any undesired calls to your remote monitoring company, do not end your master code with a "0".

### Modifying your USER CODES


The user codes limit access to specific functions. They are designed for occasional users.



Example (do not copy):

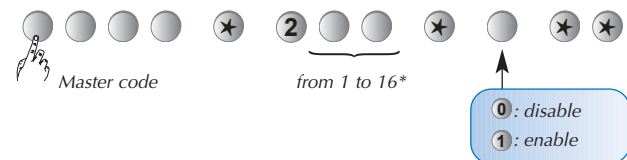
1456: user code 2



 When a user code is saved it is automatically authorised. The user code authorisation sequence does not need to be entered again.

### DISABLING or ENABLING your USER CODES

The following procedures enable or disable user codes without modifying their programming.



\* The control keypad and control and information keypad have 4 user codes. The control interface has 16 user codes.



# Daitem security system

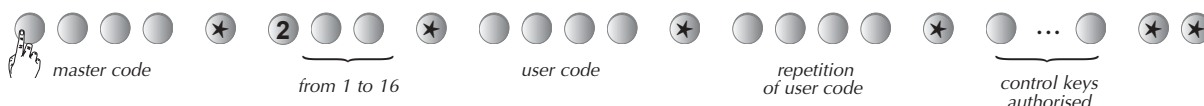
## RESTRICTING access to control functions

The user codes can provide separate restricted access to:

- certain keypad control keys,
- certain groups.

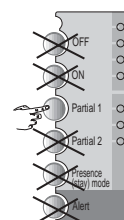
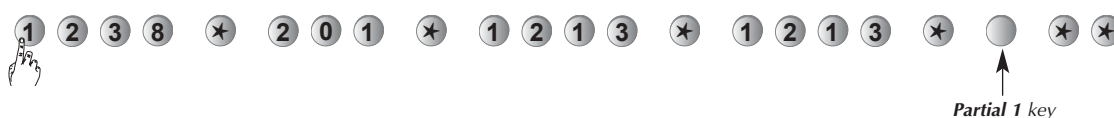
Only the control keys or groups selected during the master programming can be accessed when a user code is entered.

To **allocate** a user code to (a) **certain key(s)** only, press:

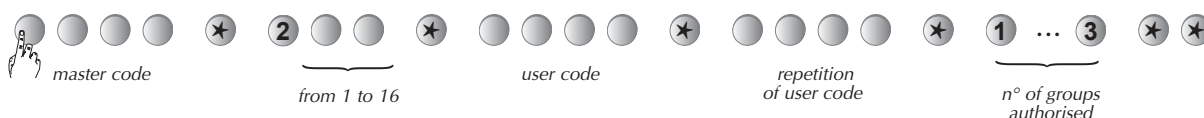


Example:

To **allocate user code 1** to **Partial 1** operation only, press:



To **allocate** a user code to (a) **certain group(s)** only, press:



In this way the user code only allows the authorised groups to be armed or switched off (disarmed).

## DEFINING ACCESS FOR REMOTE UPLOADING/DOWNLOADING OPERATIONS (if telephone transmission module board installed)

In compliance with current regulations, access to system uploading or downloading requires your explicit authorisation; this is why, by default, uploading/downloading operations are only authorised if your control panel is in Test mode (see page 13). Using the uploading/downloading software your installer can perform different operations remotely:

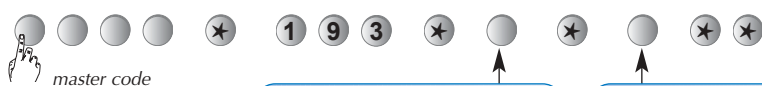
- remote configuration: to check or modify your system's configuration,
- remote inhibition: to activate or inhibit one or several system devices,
- events log reading: to check the list of time and date-stamped system events that have occurred.

You can modify your installer's uploading/downloading access rights and conditions. It is up to you to define the most suitable procedure to be adopted with your installer.

## FORBIDDING access to uploading/downloading operations



## AUTHORISING access to uploading/downloading according to the code used and the system status



- 1: uploading/downloading code
- 2: engineer installer code
- 3: uploading/downloading and engineer installer code
- 0: system in test mode
- 1: inhibited
- 2: 24 hour\* according to system status

\* In 24 hour mode, access to uploading/downloading via the engineer installer code is not authorised if your system is ARMED.

# User guide

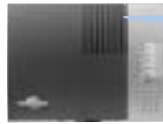
## REGULARLY TESTING YOUR SYSTEM: TEST MODE



Once a year or before going away for a long period, we advise you to test your security system. The **test mode** will allow you to test each system unit.

Loud siren sounding can cause hearing problems and the necessary precautions must therefore be taken when testing device triggering.

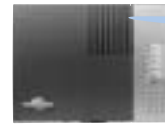
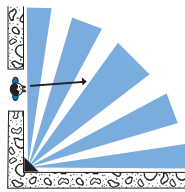
### 1 Switch the control panel to test mode



"beep, date, time, test mode"

### 2 Test each detector

- Move in front of each motion detector installed in rooms (offices, etc.).
- Check the system's voice message.

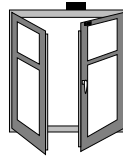


"beep, intrusion, detector n°"



Before moving in front of an infrared detector, wait for 90 secs before entering the room where the detector is fitted.

- Open and then close all the entrances protected by door and window or multicontact detectors.
- Check the system's voice message.



"beep, intrusion, detector n°"

### 3 Test each remote control unit

- Press the OFF button on each remote control.
- or**
- Enter your master code and press the OFF button on each keypad.



or



or



"beep, OFF, remote control n°"

### 4 Test the alarm siren units

Press the Alert key on a remote control for more than 2 seconds.



Press for more than 2 secs

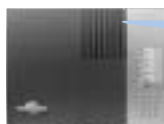


Gradual siren sounding for 3 secs



Gradual siren sounding and strobe for 5 secs

### 5 Put the control panel back to user mode



"beep, date, time, OFF"

# Daitem security system

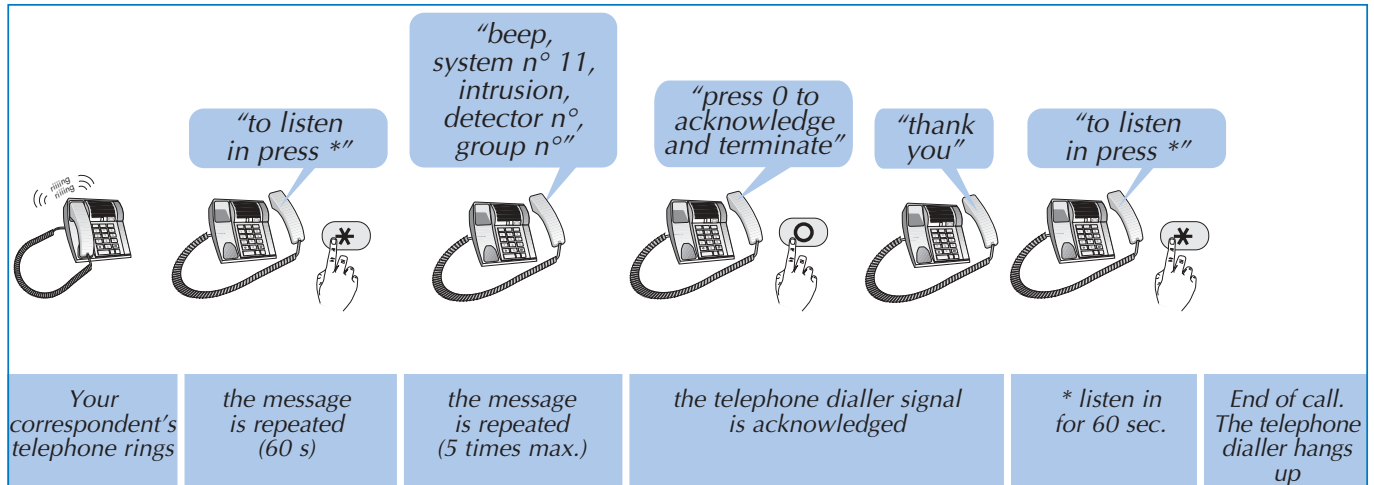
## YOUR TELEPHONE DIALLER WARNS YOUR CORRESPONDENTS OR KEYHOLDERS



The chapter on telephone transmission applies to your installation if your installer has installed the additional telephone transmission module. If this module has not been installed, go directly to page 14.



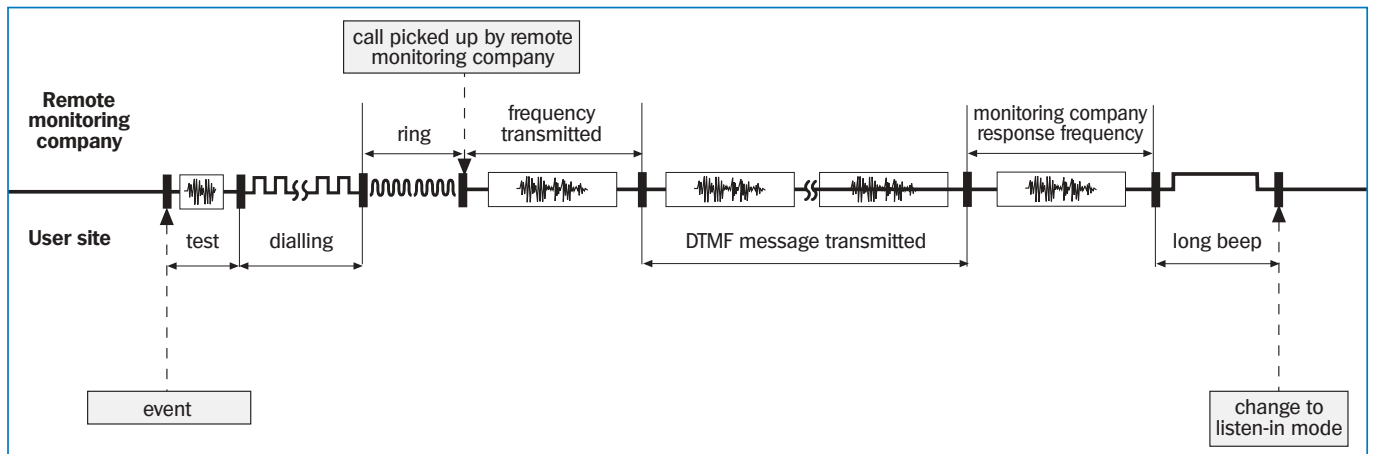
### Procedure for a voice call to an individual



\* To make it easier to listen in to the site, the control panel siren temporarily stops.



### Procedure for a call to a remote central station monitoring company



### List of commands possible during the listen-in period

Depending on the alarm transmitted, you have access to a listen-in mode. During this period, you can send commands using the keys on your telephone handset unit.

Type of command	Command n°
Command for all speak-out (talk-back) loud speakers	5 0
Command for all listen-in microphones	6 0
Repetition of listen-in period (1 min.)	#
Command to stop listen-in and terminate transmission	*

# User guide

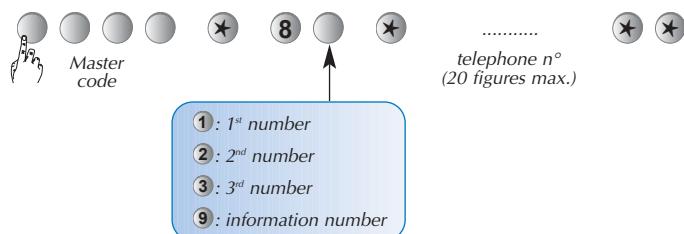
## YOUR TELEPHONE DIALLER WARNS YOUR CORRESPONDENTS OR KEYHOLDERS (cont.)

### SAVING or MODIFYING your correspondents' numbers

You can programme telephone numbers for your correspondents separately using the control panel keypad or a control interface.

Memories 81 to 83 are dedicated to your correspondents' numbers.

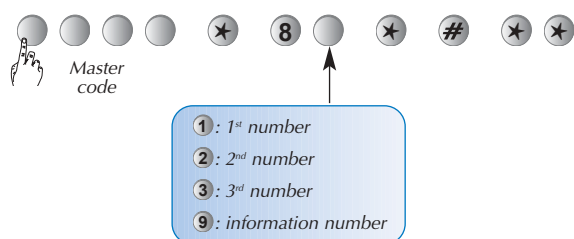
Memory 89 is dedicated to the information number.



The telephone numbers must be different.  
If the memory is empty, the control panel generates a long beep at the end of the reading.

### CHECKING and TESTING the numbers saved

You can check your correspondents' telephone numbers separately using the control panel keypad or the control interface.

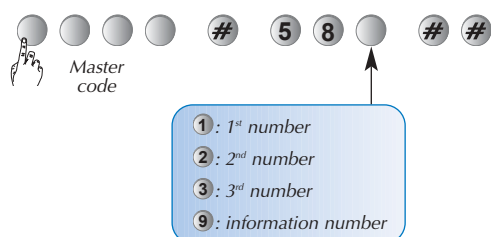


### TESTING the call to your correspondents

You can test your correspondents' telephone numbers separately.

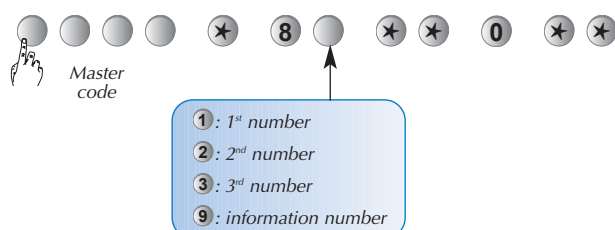


First let your correspondents know that you are going to perform a test call.  
We recommend that you systematically do this every time you save a new number.



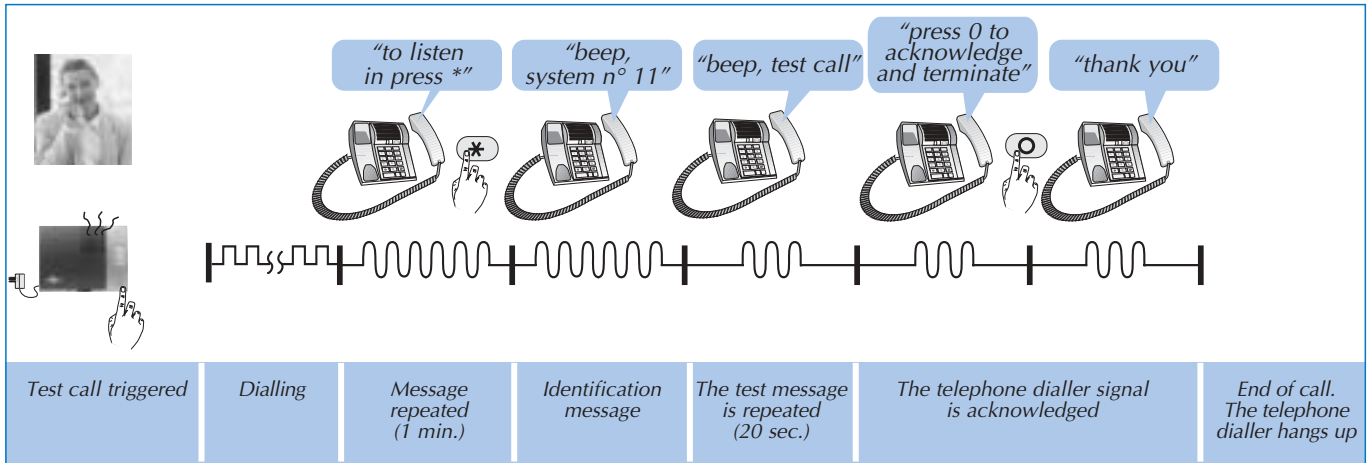
### DELETING a saved NUMBER


You can delete your correspondents' telephone numbers separately.



# Daitem security system

## Test call procedure

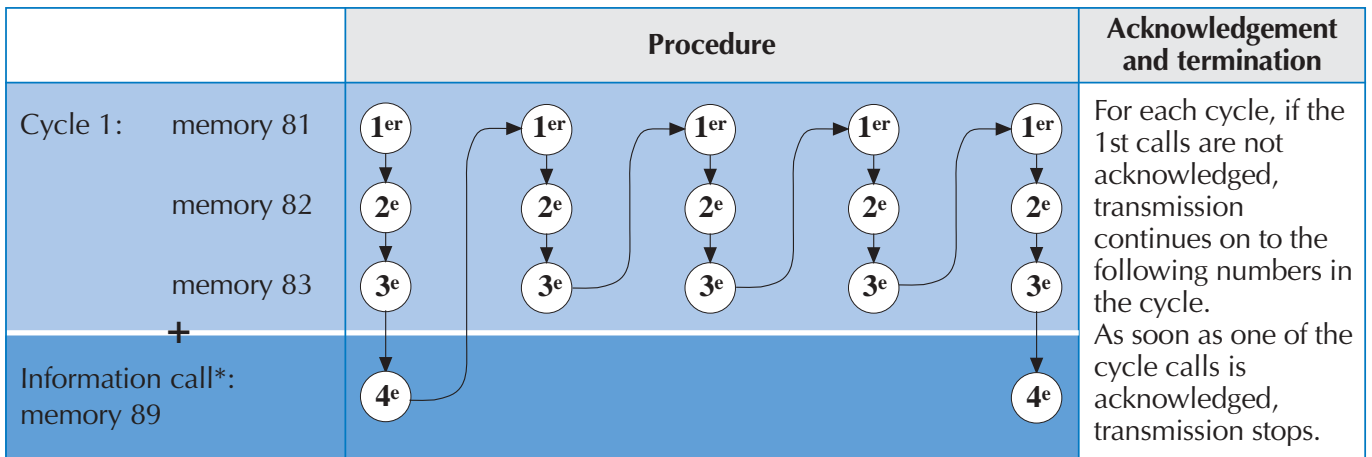


 : press on "0" on the telephone handset unit to acknowledge and terminate the telephone transmission.

## Telephone dialler call cycle procedure

**Your first correspondent does not answer as s/he is already on the phone or has not terminated the call cycle correctly:**

- the telephone dialler calls the number saved in the next memory,
- if none of the correspondents stop the call cycle, or they are all on the phone or not answering, the complete call sequence is carried out.





\* For voice transmission to an individual correspondent for information purposes (owner's mobile for example). This information call does not acknowledge and terminate the cycle.

# User guide


## THE CONTROL PANEL INDICATES ALARMS AND WARNS CORRESPONDENTS

- Alarms (intrusion, personal protection, technical problem, tampering or fire) are indicated:
  - when a Disarm command (switch OFF) is received,
  - when the system is remotely controlled.
- Voice indication specifies:
  - the date and time the alarm occurred,
  - the type of alarm,
  - the identity of the device generating the alarm.


### Protection against intrusion

Control panel voice message	Events	Message transmitted
 "beep, date, time, intrusion, detector n°, group n°"	Intruder on premises.	BEEP; INTRUSION; DETECTOR N°, GROUP N°
 "beep, date, time, intrusion confirmed, detector n°, group n°"	Intruder moving about on premises.	BEEP; INTRUSION CONFIRMED; DETECTOR N°, GROUP N°



### Personal Attack

Control panel voice message	Events	Message transmitted
 "beep, date, time, alert, remote control n°"	Alarm or silent alarm triggered by control unit.	BEEP; ALARM








### Technical protection

Control panel voice message	Events	Message transmitted
 "beep, beep, beep, beep, technical alarm, detector n°"	Technical protection triggered by sensor associated with the universal transmitter.	BEEP; TECHNICAL ALARM; DETECTOR N°

### Protection against fire

Control panel voice message	Events	Message transmitted
 "beep, date, time, fire alarm, detector n°"	Fire protection triggered by a detector.	BEEP; FIRE ALARM; DETECTOR N°
 "beep, date, time, fire alarm, remote control n°"	Fire protection triggered by a remote control unit.	BEEP; FIRE ALARM; REMOTE CONTROL N°

### Protection against system tampering

Control panel voice message	Events	Message transmitted
 "beep, date, time, tamper, remote control, control panel n°"	Attempt to open or remove a control interface.	BEEP; TAMPER; REMOTE CONTROL; CONTROL PANEL
 "beep, date, time, tamper, remote control n°"	Attempt to open or remove a keypad.	BEEP; TAMPER; REMOTE CONTROL N°
 "beep, date, time, tamper, control panel"	Attempt to remove or open the control panel.	BEEP; TAMPER; CONTROL PANEL
 "beep, date, time, tamper, siren n°, or, tamper, relay n°"	Attempt to remove a siren or radio repeater relay.	BEEP; TAMPER; SIREN N° or BEEP; TAMPER; RELAY N°
 "beep, date, time, tamper, detector n°, group n°"	Attempt to open or remove a detector.	BEEP; TAMPER; DETECTOR N°
 "beep, date, time, tamper, radio"	Radio jamming detected.	
 "beep, date, time, tamper, network"	Telephone line cut detected.	








The alarm memory is automatically deleted the next time the system is armed.

# Daitem security system





## THE CONTROL PANEL INDICATES FAULTS

- The control panel continuously monitors the state of system devices:
  - battery,
  - anti-tamper system,
  - telephone line availability,
  - radio link.
- The control panel indicates faults:
  - when an ARM or DISARM command is received,
  - by (remotely) checking system status.


### Device battery failure

Control panel voice message	Events	Message transmitted
 "Beep, fault, battery, control panel"	Control panel battery low.	BEEP; FAULT; BATTERY; CONTROL PANEL
 "Beep, fault, battery, detector n°"	Detector battery low.	BEEP; FAULT; BATTERY; DETECTOR N°
 "Beep, fault, battery, siren n°"	Siren battery low.	BEEP; FAULT; BATTERY; SIREN N°
 "Beep, fault, battery, relay n°"	Radio repeater relay battery low.	BEEP; FAULT; BATTERY; RELAY N°
 "Beep, fault, battery, remote control n° or remote control, control panel"	Keypad or control interface battery low.	BEEP; FAULT; BATTERY; REMOTE CONTROL N° or BEEP; FAULT; BATTERY; REMOTE CONTROL; CONTROL PANEL





### Device anti-tamper mechanism failure

Control panel voice message	Events	Message transmitted
 "beep, fault, tamper, control panel"	Control panel anti-tamper system fault.	BEEP; FAULT; TAMPER; CONTROL PANEL
 "beep, fault, tamper, detector n°, group n°"	Detector anti-tamper system fault.	BEEP; FAULT; TAMPER; DETECTOR N°; GROUP N°
 "beep, fault, tamper, siren n° or tamper, relay n°"	Siren or radio repeater relay anti-tamper system fault.	BEEP; FAULT; TAMPER; SIREN N° or BEEP; FAULT; TAMPER; RELAY N°
 "beep, fault, tamper, remote control n°"	Control unit anti-tamper system fault.	BEEP; FAULT; TAMPER; REMOTE CONTROL N°

### Telephone line fault

Control panel voice message	Events	Message transmitted
 "Beep, fault, network, control panel"	Connection fault or telephone line unavailable.	

### Device radio link fault

Control panel voice message	Events	Message transmitted
 "Beep, fault, radio link, control panel"	Loss of control panel radio link.	BEEP; FAULT; RADIO LINK; CONTROL PANEL
 "Beep, fault, radio link, detector n°, group n°"	Loss of radio link between a detector and the control panel.	BEEP; FAULT; RADIO LINK; DETECTOR N°, GROUP N°
 "Beep, fault, radio link, siren n° or relay n°"	Loss of radio link between a siren or a radio repeater relay.	BEEP; FAULT; RADIO LINK; SIREN N° or BEEP; FAULT; RADIO LINK; RELAY N°
 "Beep, fault, radio link, remote control n°"	Loss of radio link between a keypad and the control panel.	BEEP; FAULT; RADIO LINK; REMOTE CONTROL N°

# User guide

## PERFORMING A REAL TEST ON YOUR SECURITY SYSTEM



You are now going to perform a real test on your security system. This test will trigger the alarm units and transmit a message to your remote central station monitoring company or individual correspondents by phone (if a telephone transmission module has been installed by your installer).

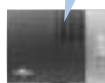
We recommend you warn the person(s) in charge of remotely monitoring your system beforehand.

**1** Close all the entrances and leave the protected areas  
for at least 90 secs to allow any movement detectors to set.

**2** Switch ON (ARM) the system



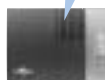
"beep, armed"



- when it receives the ON command, the control panel responds: "beep, armed"

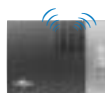
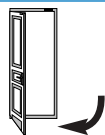
**3** Wait until the end of the Exit time delay

"armed"



- the control panel announces: "armed"

**4** After 90 secs enter a protected room

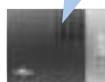


- the control panel and siren are triggered,
- the telephone dialler calls the programmed correspondents depending on the type of event transmitted.

**5** Let the sirens sound for 30 sec.  
and then switch OFF (disarm) the system.



"Beep, OFF, on 21 5 2004 at 7:30 PM, intrusion, detector 3, group 1".



- on receipt of the OFF command, the sirens stop and the control panel responds: "Beep, OFF, on 21 5 2004 at 7:30 PM, intrusion, detector 3, group 1".

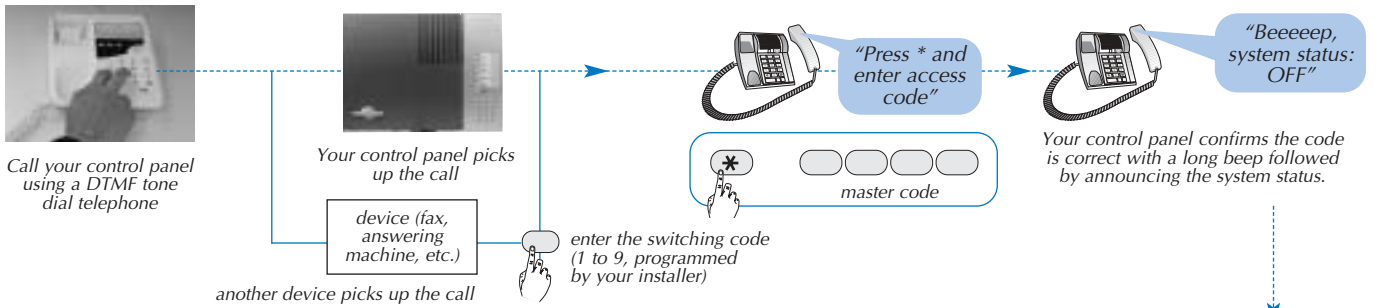
**6** Check the alarm was transmitted by phone  
to your programmed correspondents\*.

\* When the call is to an individual alone, the system OFF command stops the call transmission to the correspondents.

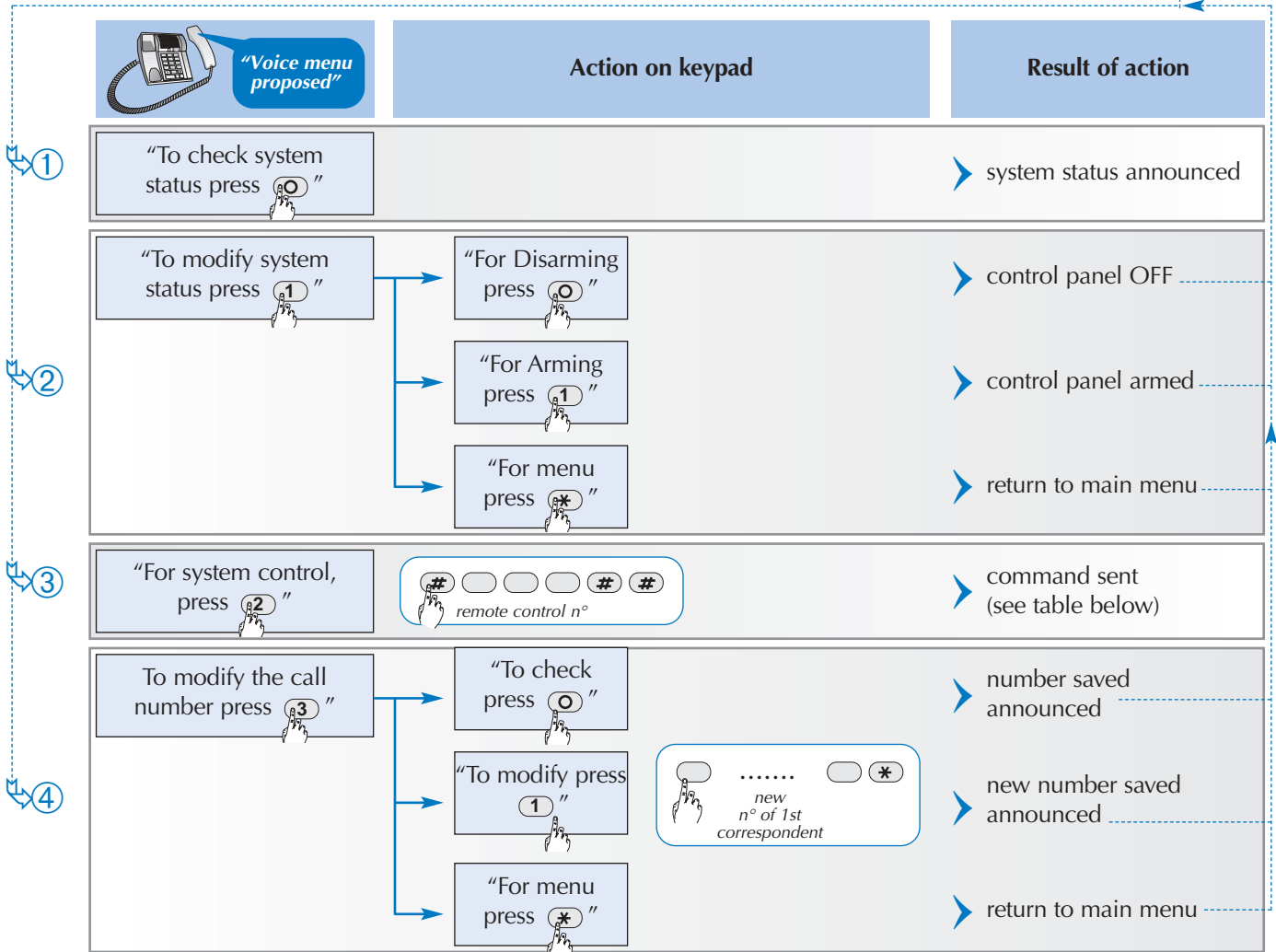


# Daitem security system

## REMOTELY OPERATING YOUR SECURITY SYSTEM (if telephone module board installed)



- After 20 secs. without receiving an order, your control panel stops and terminates the transmission.
- Pressing the \* key on your telephone handset unit takes you back at any time to the voice menu at the start.

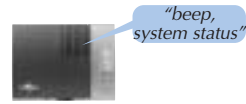


Command sent	Command n°	Command sent	Command n°	Command sent	Command n°	Command sent	Command n°
User mode	①	OFF; Group 1	① ③ ①	Armed; Group 1	① ⑥ ③	OFF; Relay 1	⑥ ②
Test mode	②	OFF; Group 2	① ③ ③	Armed; Group 2	① ⑥ ⑤	Armed; Relay 1	⑥ ④
OFF	② ①	OFF; Group 1 2	① ③ ⑤	Armed; Group 1 2	① ⑥ ⑦	OFF; Relay 2	⑦ ②
Armed	② ③	OFF; Group 3	① ③ ⑦	Armed; Group 3	① ⑥ ⑨	Armed; Relay 2	⑦ ④
Armed; partial 1	② ⑤	OFF; Group 1 3	① ③ ⑨	Armed; Group 1 3	① ⑦ ①		
Armed; partial 2	② ⑦	OFF; Group 2 3	① ④ ①	Armed; Group 2 3	① ⑦ ③		
Armed; presence mode	③ ③	OFF; Group 1 2 3	① ④ ③	Armed; Group 1 2 3	① ⑦ ⑤		

# User guide

## ADDITIONAL KEYPAD FUNCTIONS

### Checking system status



### Silently operating your system



### Triggering an alarm

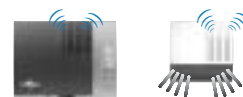


Loud siren sounding can cause hearing problems. The necessary precautions must therefore be taken when performing device triggering tests.

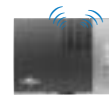
### Triggering a silent alarm (if a keypad key has been programmed)



### Triggering a fire alarm (if a keypad key has been programmed)

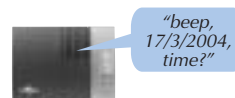


### Activating or de-activating the chime\*



\* These functions can only be accessed from the control panel interface.

### Changing your system to summer time or winter time\*



# Daitem security system

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