

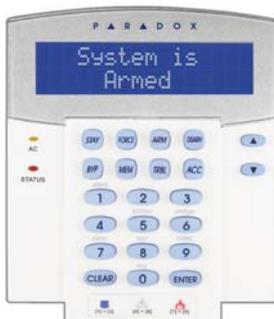


DRAFT

PARADOX™
IMPERIAL

V32

User Guide



We hope this product performs to your complete satisfaction. Should you have any questions or comments, please visit www.paradox.com and send us your comments.

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S E C U R I T Y S Y S T E M S

Warranty

For complete warranty information on this product please refer to the Limited Warranty Statement found on the website www.paradox.com/terms. Your use of the Paradox product signifies your acceptance of all warranty terms and conditions.

Limitations of Alarm Systems

It must be understood that while your Paradox alarm system is highly advanced and secure, it does not offer any guaranteed protection against burglary or other emergency (fire emergency options are only available on certain Paradox models). This is due to a number of reasons, including but not limited to inadequate or improper installation/positioning, sensor limitations, battery performance, inadequate maintenance or the potential for the system or telephone lines to be compromised or circumvented. As a result, Paradox does not represent that the alarm system will prevent personal injury or property damage, or in all cases provide adequate warning or protection.

Your security system should therefore be considered as one of many tools available to reduce risk and/or damage of burglary or other emergencies, such other tools include but are not limited to insurance coverage.

We also strongly recommend that you regularly maintain your security systems and stay aware of new and improved Paradox products and developments.

Warning for Connections to Non-Traditional Telephony (e.g. VoIP)

Paradox alarm equipment was designed to work effectively around traditional telephone systems. For those customers who are using a Paradox alarm panel connected to a non-traditional telephone system, such as "Voice Over Internet Protocol" (VoIP) that converts the voice signal from your telephone to a digital signal traveling over the Internet, you should be aware that your alarm system may not function as effectively as with traditional telephone systems.

For example, if your VoIP equipment has no battery back-up, during a power failure your system's ability to transmit signals to the central station may be compromised. Or, if your VoIP connection becomes disabled, your telephone line monitoring feature may also be compromised. Other concerns would include, without limitation, Internet connection failures which may be more frequent than regular telephone line outages.

We therefore strongly recommend that you discuss these and other limitations involved with operating an alarm system on a VoIP or other non-traditional telephone system with your installation company. They should be able to offer or recommend measures to reduce the risks involved and give you a better understanding.

TBR-21

In order to comply with TBR-21, standard force dialing must be enabled.

RECOMMENDED:

- EOL resistor part #2011002000
- All outputs are rated from 11.3Vdc to 12.7Vdc
- 12Vdc 4Ah rechargeable acid/lead or gel cell backup battery (YUASA model #NP7-12 recommended) for residential use.
- Wheelock 46T-12 siren

Legal

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1.0 Introduction

Your Imperial System is an advanced technology security system that will provide you with reliable security protection and powerful features that are easy to use. The elegant and user-friendly keypads will allow you easy access to your security system's functions and information at the touch of a button.

Your keypad will display messages and menus to guide you through the system's operations. Using BabyWare software, can even customize the messages on LCD keypads for your home or business.

Since you will communicate your instructions to your system through the keypad, please read this manual carefully and have your installer explain basic system operation.

1.1 Legend



Indicates a warning or an important note.



Indicates useful information or a tip.

2 User Guide

2.0 Basic Operation

The following sections will introduce you to the functions of the buttons, lights, and messages on your keypad.

Figure 1: LCD Keypad Basic Overview

AC Light:

ON = AC power
OFF = Power failure

STATUS Light:

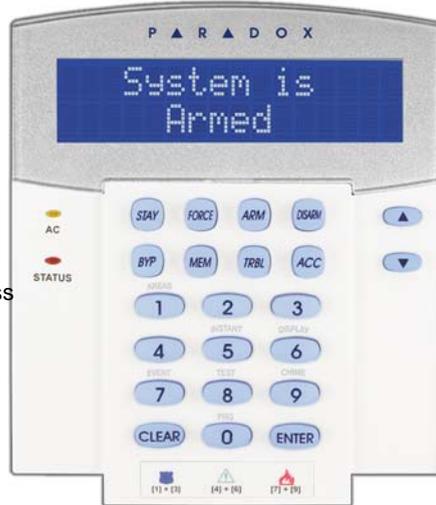
When Green:

ON = All zones are closed
OFF = One or more zones are open.

FLASH = Exit Delay in progress

When Red:

ON = Area(s) armed
OFF = Area(s) disarmed
FLASH = System in Alarm



The LCD screen will guide you with detailed messages.

Use the arrow buttons to scroll through the current menu when the arrows appear in the LCD screen.



For all keypads, the **[ENTER]** key will save and exit, and the **[CLEAR]** key will exit without saving. **[ENTER]** and **[CLEAR]** represent the LCD/LED keypads' enter and clear keys unless both keys are shown to have a different function.

2.1 Auditory Feedback (Beep Tones)

When you enter information on the keypad, the keypad will guide you with beep tones to communicate the acceptance or rejection of your entries.

Confirmation Beep: When an operation (i.e. arming/disarming) is successfully entered or when the system switches to a new status/mode, the keypad emits an intermittent beep tone ("BEEP-BEEP-BEEP-BEEP-BEEP").

Rejection Beep: When the system reverts to a previous status, or when an operation is incorrectly entered, the keypad emits a continuous beep tone ("BEEEEEEEEEEEP").

2.2 Confidential Mode

Your installer can program keypads to not display the status of your system automatically by changing the keypad to Confidential Mode.

In Confidential Mode:

- The zones and status messages will NOT be displayed
- The indicator lights will NOT illuminate
- Depending on how your keypad was programmed by your installer, you must either press a button or enter your user access code to illuminate the indicator lights and activate Normal Mode.

3.0 MG-REM2 Feedback

If your system includes the Wireless Zone Expansion module (MG-RTX3), it will be able to support the Two-Way Remote Control (MG-REM2). This remote allows you to change the status of the system, and it also provides visual and auditory feedback.

3.1 Full/Force Arming Indicators

Action	LED Sequence	Auditory Sequence
Disarming	Green on	Two beeps
Exit delay	Red / green slow flash	Confirmation beep
Arming / Entry Delay	Red on	Confirmation beep
Alarm	Red fast flash	Alarm beep

3.2 Stay/Sleep Arming Indicators

Action	LED Sequence	Auditory Sequence
Disarming	Green on	Two beeps
Exit delay	Yellow / green slow flash	Confirmation beep
Arming / Entry Delay	Yellow on	Confirmation beep
Alarm	Red fast flash	Alarm beep

3.3 Other Indicators

Action	LED Sequence	Auditory Sequence
PGM on/off	Yellow on	Confirmation beep

4.0 Partitioned System

Your installer can set your keypad to recognize separate protected areas. A separated system is called a partitioned system, which can be useful in situations where shared security systems are more practical. For example, a company that has both an office and a warehouse area, can arm and disarm each area separately while controlling access to each area. Therefore, one person may have access to only one area, whereas another person may have access to all areas. Access to the areas is determined by the User Access Code.

4.1 Area Display

The Area Status Display enables you to see the status of the individual areas within a partitioned system. Your installer can partition the system into separate areas.

To view the status of the areas:

1. Enter your **[ACCESS CODE]**, and then press the **[1]** button.
2. Press the button corresponding to the area (i.e. 1, 2,...8), or use the **[▲]** and **[▼]** buttons and press **[ENTER]** when the area you want to view appears on the screen.
3. Press **[CLEAR]** to exit.

In Area Status Display mode, the following information will scroll on the LCD screen:

- *READY*: if all zones in the selected area are closed.
- *NOT READY*: if zones in the selected area are open.
- *FRONT DOOR OPEN*: if there is an open zone within that area.
- *TROUBLE(S)*: (section 8.0 on page 11) if a trouble has occurred.
- *ALARMS IN MEMORY*: if an alarm has occurred.
- *ARMED; FORCE ARMED; INSTANT ARMED; STAY ARMED*: displays the arming status of the selected area.

In Area Status Display, the following will illuminate for the area selected:

- The area lights (A1, A2, A3, and A4) if the associated area is armed. For example, if you have selected area 3 and it is currently armed, A3 will illuminate.
- The numerical light(s) representing any open zone(s) in a corresponding area or areas.
- The *MEM* action light if any alarms have occurred.
- The *TRBL* action light if any troubles are occurring.
- The *STAY* action light if the area is Stay or Instant Armed.
- The *FORCE* action light if the area is Force Armed.
- The *BYP* action light if zones are bypassed.

5.0 Arming

When your system is armed, it can respond to any breach in the protected zones by causing an alarm and sending a report to your monitoring station.

5.1 Exit Delay Timer

When you arm your system, it will trigger the Exit Delay Timer to provide you with enough time to exit the protected area before the system is armed.

5.2 Regular Arming

This method is used for the everyday arming of your system. All zones within the protected area must be closed to Regular arm the system.

To Regular arm the system:

1. Enter your **[ACCESS CODE]**.
2. Press the **[ARM]** button.
3. If you have access to more than one area, select the area(s) you wish to Regular arm (refer to section 4.1 on page 6).

5.3 Stay Arming

Stay arming will partially arm your system to permit you to remain in your home or office by arming the outer zones (perimeter) of the protected area (i.e. doors and windows).

To Stay arm:

1. Enter your **[ACCESS CODE]**.
2. Press the **[STAY]** button.
3. If you have access to more than one area, select the area(s) you wish to Stay arm (refer to section 4.1 on page 6).

5.4 Instant Arming

This feature is the same as Stay arming except that there is no Entry Delay. Therefore, any armed zone that is breached will immediately generate an alarm.

To Instant arm:

1. Enter your **[ACCESS CODE]**.
2. Press the **[5]** button.
3. If you have access to more than one area, select the area(s) you wish to Instant arm (refer to section 4.1 on page 6).

5.5 Force Arming

Force arming allows you to quickly arm your system when zones are open. However,

once the open zone is closed, your system will then arm that zone as well.

To Force arm:

1. Enter your **[ACCESS CODE]**.
2. Press the **[FORCE]** button.
3. If you have access to more than one area, select the area(s) you wish to Force arm (refer to section 4.1 on page 6).

5.6 Bypass Programming

You can bypass certain zones when you arm the protected area(s). When a zone is bypassed, it will be ignored the next time your system is armed. Once your area is disarmed, the system will unbypass the zone.

To Bypass a zone:

1. Enter your **[ACCESS CODE]**.
2. Press the **[BYP]** button.
3. Enter the zone number (i.e. 01, 02,...96), or use the **[▲]** and **[▼]** buttons and press **[BYP]** once the zone you want to bypass appears on the screen. If *BYPASSED*, the *byp* light does not appear on the screen and the keypad emits a rejection beep, you may not have access to bypass that zone.
4. Repeat step 3 until all zones you want to bypass have been selected.
5. Press the **[ENTER]** button to save and exit.

To view all bypassed zones.

1. Enter your **[ACCESS CODE]**.
2. Press the **[BYP]** button.
3. Scroll through the zones using the **[▲]** and **[▼]** buttons to view zone status.



In order to bypass a zone, the following conditions must be met:

- The zone must have the Bypass option programmed by your installer.
- The Bypass option must be enabled in your User Options.
- Your user access code must have access to the zone's Area Assignment.
- The zone's area must be disarmed before the zone can be bypassed.



Fire Zones cannot be bypassed.

6.0 Disarming

When your system is disarmed, it deactivates any alarms in progress, and it deactivates the zones so the alarm will not be triggered if zones are breached.

6.1 Entry Delay Timer

Your installer will program designated entry points (i.e. the front door) with an Entry Delay Timer. This delay gives you time to enter the armed premises and enter your code to disarm your system before the alarm is triggered.

6.2 Disarming an Armed System

You can only disarm an area to which your user access code is assigned. User access codes with the “Arm Only” option (programmable in BabyWare) enabled cannot disarm an armed system.

How do I disarm the system?

1. Enter your **[ACCESS CODE]**.
2. Press the **[DISARM]** button. If you have access to more than one area, select the area(s) you wish to disarm (refer to section 6.2 on page 9).

To disarm a system in alarm:

1. Enter your **[ACCESS CODE]**.
2. In the case of a false alarm, call your monitoring station quickly to advise them of the false alarm.



In the case of a burglar alarm, leave the premises and call the Police from a safe location.

7.0 Access Codes

Access Codes allow access to the system. Your system supports up to 999 user access codes. Codes are given a User Number between 002 and 999 (User Number 001 is the System Master Code). Your installer will program user access codes to be four, six, or variables of one to six digits in length. Each digit can be any value between zero and nine. If your installer programmed your system to accept a variable code length, you have to press the [ENTER] button after entering your user access code.

7.1 System Master Code (Default 123456)

The System Master Code will give you access to all the features available on your system, as well as the ability to add, modify, or delete any user access codes. We suggest that you change this code to prevent others from accessing and changing options without authorization. Your installer can set the System Master Code to be either 4 or 6 digits in length.

To change the System Master Code:

1. Enter the current [SYSTEM MASTER CODE] (default: 123456).
2. Press the [0] button.
3. Press the [ACC] button.
4. Enter the numbers [0] [0] and [1].
5. Enter a [NEW CODE].
6. Press the [ENTER] button to save and exit.



The System Master Code has access to all Access Control doors and all Access Control features at all times. Only the card's serial number and the choice of arming method can be changed. If the other options are manually changed, the System Master Code will immediately revert to its original programming.



You can assign a label (name) using BabyWare.

8.0 Trouble Display

8.1 Trouble Display

If your system experiences any problems, *TROUBLE(S) (TRBL) TO VIEW* will appear on the screen, or the *TRBL* action light will illuminate. The Trouble Display will only display the troubles that occur in the area(s) to which the keypad has been assigned. Potential troubles have been sorted into eight groups. Only the troubles which are relevant to you are listed and described below. If a trouble that is not described or listed below appears, contact your installer. To view the Trouble Display:

1. Press the **[TRBL]** button.
The Group Heading with the trouble will appear on the screen. Press the **[▲]** and **[▼]** buttons to scroll between the Groups experiencing a trouble.
2. Press the **[NUMBER]** of the Trouble you wish to view.



We strongly suggest that if any troubles occur, contact your installer immediately to have your system serviced.

8.1.1 Group 1: System

[1] AC Failure

The control panel has detected a power failure. This means that your system is running on the backup battery. If this trouble occurs when your establishment is not experiencing a power failure, call your installer for repairs.

[2] Battery Trouble

The backup battery is disconnected, needs to be recharged, or replaced.

[5] Bell Absent

The system has detected that the bell or siren is not connected.

8.1.2 Group 2: Communicator

[1] TLM1

The control panel is unable to access the main telephone line.

[2] to [5] Fail to Communicate (1 to 4)

The control panel tried all assigned telephone numbers and failed to contact the monitoring station.

[6] Fail to Communicate PC

The control panel is unable to communicate with the WinLoad software.

8.1.3 Group 5: Zone Tamper

The zone(s) that was tampered with will be displayed on the LCD screen.

8.1.4 Group 6: Zone Low Battery

If a wireless device's battery needs to be replaced, the zone that is assigned to the device will be displayed on the LCD screen.

8.1.5 Group 7: Zone Fault

A wireless device is no longer communicating with its receiver, or a connection or CleanMe™ trouble is occurring with your smoke detectors.

8.1.6 Group 8: Clock Loss

The time and date have been reset to the default. This is the only trouble that we recommend that you correct. *CLOCK LOSS (8) TO SET* will appear on the LCD screen after you press the [TRBL] button or the [●] key. Refer to section 9.2 on page 13 to set the time and date.

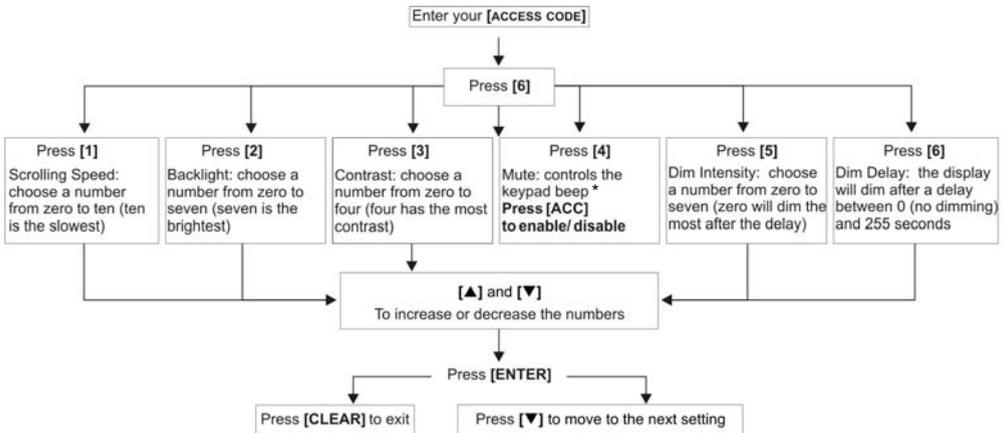
9.0 Additional Features

9.1 Keypad Settings

You can modify the keypad settings to suit your needs.

1. Scrolling Speed refers to the amount of time that a message will remain on the screen before moving to the next message.
2. Backlight refers to the illumination behind the buttons and LCD screen.
3. Contrast refers to how dark or pale characters will appear on the screen.

Figure 2: Modifying screen settings on LCD Keypads



*When keypad mute is enabled, only confirmation, rejection, and key-press beeps are audible

9.2 Setting Time & Date

To reset the time and date:

1. Enter your [ACCESS CODE] and press the [TRBL] button.
2. Press the [8] button.
3. To change the time, place the cursor under the number you want to change by using the [▲] button and enter the time according to a 24-hour clock (i.e. 9 a.m. is 09:00 and 9 p.m. is 21:00).
4. To change the date, place the cursor under the number you want to change and enter the correct date according to year/month/day.
5. Press the [ENTER] button to save and exit.

9.3 Programming Chime Zones

You can program the keypad to emit a rapid, intermittent beep tone whenever designated zones are opened or only when opened between certain hours. These zones are referred to as Chime Zones. Your installer can also program your Chime zones to beep upon closure.

How do I program chime zones?

1. Enter your **[ACCESS CODE]**.
2. Press the **[9]** key.
3. Press the **[1]** key to chime a zone. Enter the number corresponding to the zone to be chimed, or use the **[▲]** and **[▼]** buttons to scroll the list of zones. Press the **[ACC]** button to chime or unchime the zone that appears on the screen. Press **[ENTER]** to save.

OR

- Press the **[2]** button to set the time period a chimed zone will beep. Enter the time that the chimed zone(s) will start beeping when opened (HH:MM). Enter the time that the chimed zone(s) will stop beeping when opened (HH:MM).
4. Press **[CLEAR]** to exit chime programming.

9.4 Panic Alarms

Your system can be programmed to send an alarm to your monitoring station to request help from the police, a medical facility, the fire department, or anyone you wish when you press a predetermined combination of buttons. To generate a panic alarm, simultaneously press and hold the button combinations displayed in Table 1 on page 14. Your installer can program the alarm to be either silent or audible.

Table 1: Panic Buttons

Panic Alarm Types	Buttons to be pressed and held simultaneously
Emergency Panic	Press & hold the [1] and [3] buttons
Auxiliary Panic	Press & hold the [4] and [6] buttons
Fire Panic	Press & hold the [7] and [9] buttons

10.0 Testing and Maintenance

10.1 Burglar Alarm Testing

Two people are needed to complete this test. One person will watch the screen on the keypad while the other person walks around the protected areas and opens the zones (i.e. opens the doors and windows that are protected, walk in the path of the motion detectors, etc.). The screen will display the opened zones, but if a zone does not register, contact your installer.

10.2 Fire Alarm Testing

Do NOT use an open flame or burning materials to test your fire detection devices. Your installer will provide details on the best way to test your system.

10.3 System Maintenance

Under normal use your system requires no maintenance other than regular testing. We recommend that your installer change the battery every three years.

11.0 Fire and Burglar Alarms

11.1 Standard Fire Zone

During a fire alarm, the bell/siren emits an intermittent sound (BEEP-BEEP-BEEP) until silenced or reset. If the zone is a Standard Fire Zone, your system can immediately send an alert to your monitoring station.

To disarm a false alarm:

1. Enter your **[ACCESS CODE]** on the keypad.
2. Call your monitoring station quickly to advise them of the false alarm.



The Fire Zone may reset itself once the problem has cleared. If it does not, simultaneously press and hold the [CLEAR] and [ENTER] buttons for two seconds.

11.2 Delayed Fire Zone

If the zone is a Delayed Fire Zone, there is an automatic delay before your system contacts your monitoring station. Refer to Figure 3 on page 17 to prevent unnecessary reporting of false alarms.

If the fire alarm is accidentally triggered:

1. Press the **[CLEAR]** button within 30 seconds of the alarm.
2. Clear the problem from the area (i.e. clear the smoke from around the smoke detector).
3. If the problem remains after 90 seconds, the alarm will sound again. Press **[CLEAR]** again.
4. The system will delay reporting the alert for another 30 seconds.

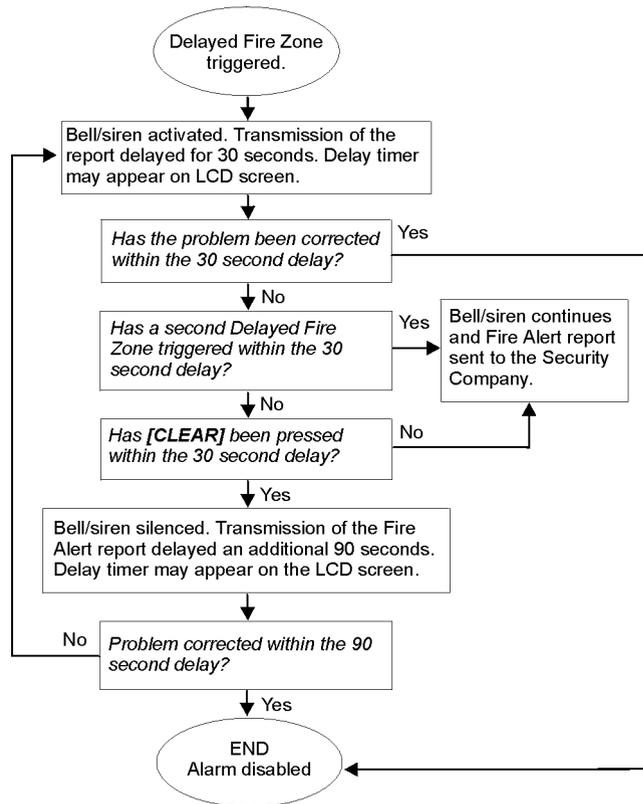


If you are unable to cancel the false alarm, your system will send an alert. Call your monitoring station to advise them of the false alarm.



The Fire Zone may reset itself once the smoke has cleared. If it does not, simultaneously press and hold the [CLEAR] and [ENTER] buttons for two seconds or speak to your installer.

Figure 3: Delayed Fire Zone



11.3 Fire Safety Tips

How should you prepare in case of a fire in your home or business?

- Remind everyone to escape first, and then call for help.
- Develop a fire escape plan and designate a meeting place outside.
- Practice the escape plan frequently.
- Plan two ways to escape from every room, if possible.
- Practice feeling the way out with eyes closed.
- Instruct everyone **never** to stand up during a fire, always crawl under the smoke and keep mouths covered.
- Instruct everyone **never** to return to a burning building for any reason; it may cost them their life.
- Check smoke alarms regularly. Working smoke alarms dramatically increase everyone's chances of surviving a fire.

11.4 Minimizing Home Fire Hazards

How can you avoid the three most common causes of fires at home?

- Never leave cooking food unattended. It's the leading cause of fire injuries. Cooking fires often result from unattended cooking and human error, rather than mechanical failure.
- Stay alert when smoking. Careless smoking is the leading cause of fire deaths. Smoke detectors and smoulder-resistant bedding and upholstered furniture are significant fire deterrents.
- Maintain your heating system. Faulty heating systems are the second leading cause of residential fires.

11.5 Home Fire Warning System

Household fires are especially dangerous at night. Fires produce smoke and deadly gases that can overcome occupants while they sleep. To warn against fire, install smoke detectors outside each separate sleeping area in the immediate vicinity of the bedrooms and on each additional story of the family living unit, including basements.

11.6 Burglar Alarm

If your armed system is breached, the burglar alarm devices specific to your system will be triggered. The feedback will vary depending on the type of keypad used. If your keypad is in *Normal Mode*:

- *IN ALARM* will appear on LCD screen.
- Bell or siren may be activated.
- The keypad may beep. The *MEM* action light will illuminate.



In case of a burglar alarm, leave the premises and call the police station from a safe place.

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For technical support in Canada or the U.S., call 1-800-791-1919, Monday to Friday from 8:00 a.m. to 8:00 p.m. EST.

For technical support outside Canada and the U.S., call 00-1-450-491-7444, Monday to Friday from 8:00 a.m. to 8:00 p.m. EST. Please feel free to visit our website at www.paradox.com.

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Printed In Canada - 9/2008

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IMPERIAL-EU00