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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</tbody>
</table>
1.0 Introduction

Your EVO 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.

Messages will be displayed differently depending on the keypad you have selected. The 32-character screen on LCD keypads will display messages and menus to guide you through the system’s operations. Your installer can even customize the messages on LCD keypads for your home or business. The LED display of the DGP2-648BL LED will let you assess the system status at a glance.

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

<table>
<thead>
<tr>
<th>LCD</th>
<th>LED</th>
</tr>
</thead>
</table>

⚠️ Indicates a warning or an important note.

三种职业 | Indicates useful information or a tip.

[TEXT] Indicates information that must be entered on the keypad.

LCD

Indicates an LCD Keypad instruction or information.

LED

Indicates a DGP2-648BL instruction or information.
2.0 Basic Operation

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

**Figure 1: LCD Keypad Basic Overview**

<table>
<thead>
<tr>
<th>AC Light:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ON</td>
<td>= AC power</td>
</tr>
<tr>
<td>OFF</td>
<td>= Power failure</td>
</tr>
</tbody>
</table>

**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 |

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.

**Figure 2: DGP2-648BL LED Keypad Overview**

<table>
<thead>
<tr>
<th>AC Light:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ON</td>
<td>= AC Power (OK)</td>
</tr>
<tr>
<td>OFF</td>
<td>= Power failure</td>
</tr>
</tbody>
</table>

**AREA Lights:** (A1, A2, A3 and A4)

| ON | = Area armed |
| OFF | = Area disarmed |
| FLASH | = Area in alarm |

**STATUS Light:**

*When green:*

| ON | = All zones closed |
| OFF | = One or more zones are open |
| FLASH | = Exit Delay in progress |

*When red:*

| ON | = Area(s) armed |
| OFF | = Area(s) disarmed |

**ACTION Lights:** (Access, Stay, Force, Byp, Mem, Trbl and Prg)

Lights will illuminate according to the status of the system.

**Numerical Lights:** (Zones)

| ON | = Zone is open |
| OFF | = Zone is closed (OK) |
| FLASHES | = Zone / fire loop |

The keypad will display the status of all its assigned areas.

*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 ("BEEEEEEEEEEP").

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 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.

3.1 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.

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 17) if a trouble has occurred.
- **ALARMS IN MEMORY**: (section 5.3 on page 8) 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.
4.0 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.

4.1 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.

4.2 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 3.1 on page 4).

4.3 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 3.1 on page 4).

4.4 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].
3. If you have access to more than one area, select the area(s) you wish to Instant arm (refer to section 3.1 on page 4).

4.5 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 3.1 on page 4).

4.6 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 BYPRESSED, 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. (LCD Keypads)

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.

4.6.1 Bypass Recall
Bypass Recall reinstates the zones that were bypassed the last time your system was armed.

To activate Bypass Recall:
1. Enter your [ACCESS CODE].
2. Press the [BYP] button.
3. Press the [MEM] button.
   Zones bypassed the last time your system was armed are bypassed.
4. Press the [ENTER] button to save and exit.

4.6.2 One-Touch Buttons
If enabled by your installer, you can access the following features without using your user access code by pressing and holding the desired One-Touch button.

<table>
<thead>
<tr>
<th>Button</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ARM]</td>
<td>Regular arm</td>
</tr>
<tr>
<td>[STAY]</td>
<td>Stay arm</td>
</tr>
<tr>
<td>[FORCE]</td>
<td>Force arm</td>
</tr>
<tr>
<td>[BYP]</td>
<td>Bypass Programming</td>
</tr>
<tr>
<td>[DISARM]</td>
<td>Disarm a Stay/Instant armed area</td>
</tr>
<tr>
<td>[5]</td>
<td>Instant arm</td>
</tr>
<tr>
<td>[6]</td>
<td>Change display settings</td>
</tr>
<tr>
<td>[7]</td>
<td>View Event Record display (LCD Keypads only)</td>
</tr>
</tbody>
</table>

4.7 Keyswitch Arming
A key can be used to arm and disarm your system using two forms of keyswitches. With a Maintained Keyswitch, place the key in the “ON” position to arm your system, and place the key in the “OFF” position to disarm your system. With a Momentary Keyswitch, place the key in the “ON” position briefly then place it back in the “OFF” position to arm the system. Repeat this process to disarm with a Momentary Keyswitch.
4.8 Auto-Arming
If enabled by your installer, you can set the time that an area will arm itself automatically.

4.8.1 Timed Auto-Arming
Your installer can set Timed Auto-Arming to function in either Force or Stay arming mode. A sixty-second (default value) Exit Delay sequence will begin prior to your system automatically arming itself at the programmed time.

To set the Auto-Arming timer:
1. Enter your [ACCESS CODE].
2. Press the [0] button.
3. Press the [MEM] button.
4. If you have access to more than one area, press the area’s number, or use the [▲] and [▼] buttons and press the [ACC] button when the area you want to program appears on the screen.
5. Enter the time you want the area to be armed according to the 24-hour clock (i.e. 9 a.m. is 09:00 and 9 p.m. is 21:00).
6. Press the [ENTER] button to save and exit.

If you are using the DGP2-648BL LED keypad, The MEM action light will flash if a time is not already programmed. The PRG action light, the area light of the chosen area, and the first number of the previous time set will illuminate (10 light = zero).

4.8.2 No Movement Auto-Arming
Your system can be programmed to send a report to your monitoring station and/or arm the system if there is no activity in the area during a specified period of time. Your installer can set No Movement Auto-Arming to function in either Regular or Stay arming mode.
5.0 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.

5.1 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.

5.2 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” (section 6.6 on page 13) option 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 5.2 on page 8).

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.

5.3 Alarm Memory Display

When an alarm occurs in a zone:

- The area and zone (i.e. Alarm Area 1 - Front Door) are displayed / zone’s LED flashes even when the system is armed. The notification continues until disarming, even if the zone is restored. (EVO641 / EVO641R only)
- The alarm memory will be erased after the next alarm occurs and a valid code has been entered.

To view the alarms that occurred the last time the system was armed:

1. When the system is disarmed, the LCD keypad’s screen will display Alarm in Memory: Press [MEM]. The DGP2-648BL LED’s MEM action light will illuminate.
2. Press the [MEM] button.

Each zone that was breached while armed will appear below Alarm in:

The MEM action light will flash and the numerical light(s) for each zone whose alarm was triggered will illuminate.

3. Press the [CLEAR] button to exit the Alarm Memory Display.
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.

6.1 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) to a user access code at any point during the “Programming User Access Code” process. Refer to section 6.3 on page 9 to assign a User Label.

6.2 Copy User Options
This feature allows you to copy the User Options, Access Control Options, and Area Assignments from one user access code to another. All User Options are copied except the User Code, Card Assignment, and User Label.

To copy user options:
1. Enter your [ACCESS CODE] (System Master Code or user access code with Master feature).
2. Press the [0] button, and then the [ACC] button.
3. Enter the 3-digit User number you wish to copy TO.
4. Press the [MEM] button.
5. Enter the 3-digit User number you wish to copy FROM.
6. Enter a user code. If the user code is of variable length, press the [ENTER] button after entering the user code. If necessary, assign an Access card (step 13 in section 6.5.1 on page 12) and User Label (section 6.3 on page 9).
7. Press [ENTER] to save and exit.

6.3 User Labels
User labels personalize user access codes and can be assigned by pressing [ENTER] at any point after step 4 during the programming of user access codes (refer to section 6.5.1 on page 12). For Example, LCD keypads can display JOHN SMITH SELECT ACTION.

To program a user label:
1. At any point after step 4 in section 6.5.1 on page 12:
2. Press the [ENTER] button.
3. Type the desired characters as detailed in section 6.3.1 on page 10 and section 6.3.2 on page 10.
4. Press the [▲] button to move the cursor to a new space.
5. Repeat steps 2 and 3 until the desired label is complete.
6. Press the [ENTER] button to save and exit.

6.3.1 Keypad Buttons
Every numeric button on the LCD keypads is assigned a set of letters. To obtain the desired letter using the numeric buttons on your keypad, press the button until the desired letter appears on the screen. For example, if you wanted to enter the letter “C” you would press the [1] button three times (refer to Table 2 on page 10).

If using a Hebrew keypad, refer to Table 6 in Appendix 1: Hebrew Special Characters on page 26. If using a Russian keypad, refer to Table 8 in Appendix 2: Russian Special Characters on page 27. If using a Greek keypad, refer to Table 10 in Appendix 3: Greek Special Characters on page 28.

<table>
<thead>
<tr>
<th>Key</th>
<th>Press Key Once</th>
<th>Press Key Twice</th>
<th>Press Key Three Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>[1]</td>
<td>A</td>
<td>B</td>
<td>C</td>
</tr>
<tr>
<td>[2]</td>
<td>D</td>
<td>E</td>
<td>F</td>
</tr>
<tr>
<td>[6]</td>
<td>P</td>
<td>Q</td>
<td>R</td>
</tr>
<tr>
<td>[7]</td>
<td>S</td>
<td>T</td>
<td>U</td>
</tr>
<tr>
<td>[8]</td>
<td>V</td>
<td>W</td>
<td>X</td>
</tr>
<tr>
<td>[9]</td>
<td>Y</td>
<td>Z</td>
<td></td>
</tr>
</tbody>
</table>

6.3.2 Special Function Keys

[STAY] = Insert Space
Pressing the [STAY] key inserts a blank space in the current cursor position.

[FORCE] = Delete
Pressing the [FORCE] key will delete the character or blank space found at the current cursor position.

[ARM] = Delete Until the End
Pressing the [ARM] key will delete all characters and spaces to the right of the cursor and at the cursor’s position.

[DISARM] = Numeric Keys / Alphanumeric Keys
Every time the [DISARM] key is pressed it will toggle from numeric keys to alphanumeric keys and vice versa. Numeric: Keys [0] to [9] represent numbers 0 to 9.

[BYP] = Lower Case / Upper Case
Every time the [BYP] key is pressed it will toggle the case setting from lower to upper case and vice versa.

[MEM] = Special Characters
After pressing the [MEM] key, the cursor will turn into a flashing black square. Using Table 3 on page 11, enter the 3-digit number that represents the desired symbol. If using a Hebrew keypad, refer to Table 7 in Appendix 1: Hebrew Special Characters on page 26. If using a Russian keypad, refer to Table 10 in Appendix 2: Russian Special Characters on page 27. If using a Greek keypad, refer to Table 12 in Appendix 3: Greek Special Characters on page 28.
6.4 Deleting User Access Codes

To delete user access codes, follow steps 1 to 5 in section 6.5.1 on page 12. Once the information is erased, press the [ENTER] button to save and exit.

6.5 Programming User Access Codes

The System Master and Users with the Master feature can program user access codes with User Options and Area Assignments. The section 6.5.1 on page 12 describes the steps you would follow to program user access codes. If you wish to program user access codes using the NEware Software, please contact your installer for information.

If the keypad emits a rejection beep at any point during the programming procedure, you may have chosen an existing user code or you do not have access to certain User Options (section 6.6) and Area Assignments (step 7 in section 6.5.1 on page 12). Users with the Master feature can only assign User Options and Area Assignments that they are assigned to. For example, if a User with the Master feature is assigned User Option 1 and Area 2, they can only assign Option 1 and Area 2 to a user access code.
6.5.1 Programming User Settings

1. Enter [Master Code]
2. Enter Programming Mode: Press [0] then [ACC]
3. Select User
4. Enter Desired User Code
5. User Options
   - Press the [▲] key
6. User Area Assignment
   - Press the [▲] key
7. Access Level and Schedule Assignment
   - Enter digits
   - Press the [▲] key
8. Access Control User Options
   - Press the [▲] key
9. Access Card Assignment
10. Remote Control Assignment
11. User Label
   - Press the [ENTER] or [▲] key to save and advance to next user

User Options (Bold = default setting)
- [1] [2] Master Feature
  - [1] off
  - [2] Disabled
- [3] on
  - [4] Master - can program user access codes only
  - [5] Full Master - can program user access codes, options & assignments
- [6] Durress
- [7] Bypass
- [8] Arm Only
- [9] Stay & Instant
- [10] Force
  - [12] access keypad's areas only
  - [13] on
  - [14] access any areas assigned to user

User Code Area Assignment
- [1] User Code Has Access to Area 1
- [4] User Code Has Access to Area 4
- [8] User Code Has Access to Area 8

Access Level and Schedule Assignment
- First brackets (00) (00)
  - Access Level = enter level from 00 (default) to 15 (00 = access to all doors)
- Second brackets (00) (00)
  - Schedule = enter schedule from 00 (default) to 15 (00 = access granted at all times)

Access Control User Options (default: all options Off)
- [1] Access Control
- [2] Can Disarm with Access Card
  - [4] Off
  - [5] Disabled
- [6] Add Tolerance Window to Schedule
- [7] Access code follows schedule
- [8] Off - Access Card unlocks door and disarms system

Access Card Assignment
Enter access card's serial number manually or present the card to the reader connected to the keypad.

Remote Control Assignment (System must include EVO641/EVO641R and MG-RTX3 Wireless Expansion Module)
Enter remote control's serial number manually or press a remote button twice.

User Label
Enter new user label.
For detailed instructions on creating user labels, see User Labels on page 9.

Notes:
1. Note: Each option is considered ON when the number appears within the brackets
2. - For a detailed description of the User Options, see section 6.6 on page 13.
   - By default, all users can regular arm the system.
3. - For a detailed description of the Access Control User Options, see section 6.7 on page 13.
6.6 User Options

Options [1] and [2]: Master Feature
When option [1] is OFF, the User cannot program other users into the system. When option [1] is ON and option [2] is OFF, the user can program and modify user access codes (P.I.N. only) and User Labels.

When both options [1] and [2] are ON, the user has Full Master rights. The user can create or modify user access codes, User Options, User Access Control Options, Access Card Numbers, User Labels and Area Assignments according to their own programming. For example, if the Full Master User has access to area #1 and option [4] (Bypass) only, the Full Master user can only assign area #1 and option [4] to other users in the system.

Option [3]: Duress
When option [3] is ON, the Duress feature is enabled. This feature is used when someone forces a user to arm or disarm an area(s). By entering a user access code (P.I.N.) reserved for the Duress feature, the system will arm or disarm the area(s), and then send a silent alarm to the monitoring station.

Option [4]: Bypass
When option [4] is ON, the Bypass feature is enabled. This feature allows the user to deactivate zones when arming the area(s).

Option [5]: Arm Only
When option [5] is ON, the Arm Only feature is enabled. The user can arm assigned areas with either a card or code, but cannot disarm. When the option is OFF, the user can either arm or disarm assigned areas.

Option [6]: Stay & Instant Arm
When option [6] is ON, the Stay and Instant arm features are enabled. The user can now Stay or Instant arm their assigned areas.

Option [7]: Force Arm
When option [7] is ON, the Force arm feature is enabled. The user can now Force arm their assigned areas.

Option [8]: Area Access
When option [8] is ON, the keypad will permit access to all the areas assigned to the user access code. When option [8] is OFF, the keypad will only permit access to the areas it controls. For example, the keypad is assigned area 1 only, and your user access code is assigned areas 1 to 8. If the option is ON, you can access all eight areas from the keypad. If the option is OFF, you can only access area 1.

By default all users can Regular arm the system.

6.7 Access Control User Options

Option [1]: Access Control
When option [1] is ON, the user can gain access to an access control door when Access Control is enabled in the system. A user that is not assigned to any partition, but has the Access Control option (Option [1]) enabled, can now gain access to an access control door by entering a code # (P.I.N.) and then pressing the [ACC] keypad key. When the option is OFF, the user cannot access an Access Control door.

Option [2]: Can Disarm with Access Card

Option [3]: Card with Extended Unlocked Period
When option [3] is ON, “Extended Unlocked Period” is enabled. “Extended Unlocked Period” refers to the time period programmed into each Access Control door by your installer that extends the unlocked time of the door. For example, if your installer sets the Unlocked period of the door to 30 seconds and the Extended Unlocked Period to 15 seconds, a user access code with “Extended Unlocked Period” enabled will have a total of 45 seconds to pass through the door.

Options [4] and [5]: Arming with Card
Options [4] and [5] define the type of arming when arming with an Access Control card (refer to section 7.2.1 on page 15). You can either Regular arm, Stay arm, Force arm, or Disable the Arming with Card feature.

- [4] and [5] OFF = Disable the Arming with Card feature

Option [6]: Add Tolerance Window to Schedule
When option [6] is ON, the Schedule Tolerance Window feature is enabled. This feature extends a user’s scheduled access period through an Access Control door by the amount programmed by your installer. For example, if the user’s assigned schedule for the door is Monday to Friday from 9:00 a.m. to 5:00 p.m., and your installer sets the “Tolerance Window” at one hour, the user with the “Schedule Tolerance Window” enabled will be able to enter and exit one hour before and after their scheduled time for that door.

Option [7]: Code Follows Schedule
When option [7] is ON, users can use their access codes only during their scheduled hours assigned in step 8 in section 6.5.1 on page 12. When the option is OFF, users can use their access codes at any time.

Option [8]: Card to Unlock and Code to Disarm
Option [8] functions only if option [2] in section 6.7 is OFF. When option [8] is ON, a user can use an Access Control card to unlock an armed Access Control door, however the user must enter a user access code to disarm the armed area. When option [8] is OFF, a user can gain access to an Access Control door only if the door’s area(s) is already disarmed.

⚠️ For option [8] to function in the ON position, option [5] “Arm Only” in the User Options must be disabled (refer to section 6.6 on page 13).
7.0 Using Access Control

7.1 Entering & Exiting
Depending on how your system is installed and on the type of keypad, there are various ways to enter and exit Access Control doors:

- Present your Access Control card to the reader or the EVO641R or DGP2-641RB keypad. The system will verify that the card is allowed access according to its assigned Access Level and Schedule. If it is accepted, the system will unlock the door. The reader’s light can be programmed by the installer to turn green or extinguish briefly to indicate that the door can be opened.
- When the motion detector detects movement (Request for Exit), it will unlock the door to permit passage from inside.
- Enter your user access code on the keypad and press [ACC].
- If the Access Control door is on a “Door Unlocked Schedule”, you may be able to open Access Control doors without using a user access code or an Access Control card. Depending on the door’s programming, the door can remain unlocked during the entire programmed schedule or the door can unlock once a valid Access Control card is presented to the reader during the schedule and then will remain unlocked for the remainder of the schedule.

7.2 Arming and Disarming with Card

7.2.1 Arming with Card
- presented to a door during its assigned Schedule (refer to step 8 in section 6.5.1 on page 12).
- presented to a door within its assigned Access Level (refer to step 8 in section 6.5.1 on page 12).
- assigned to all areas that are assigned to the Access Control door (refer to step 7 in section 6.5.1 on page 12), or assigned to at least one of the areas assigned to the Access Control door depending on how your installer has programmed the Access Control door.

7.2.2 Disarming with Card
To disarm and unlock an Access Control door when the area assigned to it is armed, present your Access Control card to the reader or EVO641R / DGP2-641RB keypad (door). The Access Control card must be:
- presented to a door during its assigned Schedule (refer to step 8 in section 6.5.1 on page 12).
- presented to a door within its assigned Access Level (refer to step 8 in section 6.5.1 on page 12).
- programmed to allow disarming (option [2] in section 6.7 on page 13).
- assigned to all areas that are assigned to the Access Control door (refer to step 7 in section 6.5.1 on page 12), or assigned to at least one of the areas assigned to the Access Control door depending on how your installer has programmed the Access Control door.
7.3 How Access Control Works

To illustrate how Access Control functions, we will use three simple Access Control System examples:

Figure 3: Example A

Bonnie’s Access Control card is programmed with Access Level 01 and Schedule 01. If she presents her card to the reader or the EVO641R / DGP2-641RB keypad on Door 02 on Tuesday, August 3 at 3:00 p.m., she will gain access to the room.

Figure 4: Example B

If Bonnie presents her card to the reader or the EVO641R / DGP2-641RB keypad on Door 02 on Saturday or on a Holiday at 3:00 p.m., she will be denied access.

Figure 5: Example C

If we change Bonnie’s Access Level to 02 and she presents her card to the reader or the EVO641R / DGP2-641RB keypad on Door 02 on Tuesday, August 3 at 3:00 p.m., she will be denied access.
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.

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 [4] key. Refer to section 9.4 on page 19 to set the time and date.

8.2 Event Record Display
The Event Record Display will record the user-initiated actions that occurred in your system as well as any alarms or troubles (i.e. “Access Granted”). You will only be able to view the events that occurred in the area(s) assigned to your user access code. -Only available on LCD keypads.

To view the Event Record:
1. Enter your [ACCESS CODE].
3. If you have access to more than one area, select the area(s) you wish to view.
4. Use the [▲] and [▼] buttons to scroll between the events.
5. Press the [CLEAR] button to exit.

Once you have entered Event Record Display mode, you can change the order that the Event Record screens appear by pressing the [7] button. If you already know the number of the event you want to view, press the [MEM] button after step 3 above, and then enter the event's number.
9.0 Additional Features

9.1 Programmable Outputs (PGMs)
Your system includes Programmable Outputs (PGMs) that can be programmed by your installer. A PGM triggers when a predetermined event or series of events occurs in your system. The PGMs can be programmed to reset smoke alarms, turn on light switches, open or close garage doors and much more. Ask your installer about this useful feature.

9.2 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 6: Modifying LCD screen settings on LCD Keypads

9.3 Modifying illumination settings on the DGP2-648BL LED
To modify illumination settings:
1. Enter your [ACCESS CODE]. Your keypad will emit a Confirmation Beep. The ACCESS action light will flash.
2. Press the [6] key. Your keypad will emit a Confirmation Beep, the Prg action light will illuminate and the numerical light for the current setting will illuminate.
3. Use the [▲] and [▼] keys to increase or decrease the illumination. The range is between numerical light 1 to 8 (1 being the lowest and 8, the brightest).
4. Press the [ENTER] key to save and exit.

9.4 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.

LCD
LED
†This feature cannot be accessed via One-Touch Buttons (see section 4.6.2 on page 6).
†When keypad mute is enabled, only confirmation, rejection, and key-press beeps are audible.
‡EVO641 / EVO641R only

LCD
LED
LCD
On the DGP2-648BL LED keypad, follow this procedure:
1. Enter your [ACCESS CODE] and press the [TRBL] button.
2. Press the [8] button.
3. Enter the hour and minutes according to the 24-hour clock (i.e. 9AM is 09:00 and 9PM is 21:00).
4. Enter the correct date according to yyyy/mm/dd.
5. Press [CLEAR].

9.5 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].
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).

9.6 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 4 on page 20. Your installer can program the alarm to be either silent or audible.

Table 4: Panic Buttons

<table>
<thead>
<tr>
<th>Panic Alarm Types</th>
<th>Buttons to be pressed and held simultaneously</th>
</tr>
</thead>
</table>

9.7 Quick Function Buttons
You will only need to use the Quick Function Buttons upon your installer’s or monitoring station’s request. Only the System Master Code or user access codes with the Master feature enabled will be able to access these functions.

To access the Quick Function Buttons:
1. Enter your [ACCESS CODE]
2. Press the [0] button.
3. Press the:
   [STAY] to send a test report to the monitoring station.
   [FORCE] to call the WinLoad software.
   [ARM] to answer the WinLoad software.
   [DISARM] to cancel communication with the WinLoad software.
10.0 VDMP3 Plug-In Voice Dialer

The VDMP3 is a voice-assisted module that can be programmed to call up to 8 telephone numbers in the event of an alarm. You can also call the VDMP3 from an outside line, enabling you to arm or disarm the system as well as activate up to 8 PGMs.

10.1 Calling the VDMP3 (outside line)

*Connected to an answering machine:*
1. From an outside line, dial the telephone number to which the VDMP3 is connected.
2. When the line rings, hang up the telephone.
3. Dial the telephone number again within the time limit set by your installer.
4. When the VDMP3 answers the line, you are prompted to enter your access code.
5. Options are given to arm/disarm (1) and control features (PGMs) (2).

*Not connected to an answering machine:*
1. From an outside line, dial the telephone number to which the VDMP3 is connected.
2. When the VDMP3 answers the line, you are prompted to enter your access code.
3. Options are given to arm/disarm (1) and control features (PGMs) (2).

10.2 Receiving a Call From the VDMP3 (alarm in system)

When the VDMP3 calls because of an alarm in the system, the option is given to disarm the system or disconnect (##). If you hang up without disarming or disconnecting, the VDMP3 calls the next telephone number on its list (see Telephone Numbers in VDMP3 Setup Instructions).
Calling the VDMP3

VDMP3 answers your call

"Please enter your access code." Same code you use for your security system

VDMP3 gives status of each area List of possible status messages: Area # disarmed armed not ready in alarm in fire alarm panic generated a silent alarm has been generated a duress code has been entered

"Press 1 to arm or disarm the system."
"Press 2 to control features."
"Press pound (#) to hang up."

Press 1

"Press 1 to arm / disarm Area 1."
"Press 2 to arm / disarm Area 2."
... "Press star (*) to exit."
"Press pound (#) to hang up"


Press #

End Call

Press 2

"Press 1 to activate / deactivate Feature 1."
"Press 2 to activate / deactivate Feature 2."
... "Press star (*) to exit."
"Press pound (#) to hang up"

Press # Press # [1] to [8]

Receiving a Call From the VDMP3

Answer the call from your VDMP3

"Area # in alarm. Zone #"
"Press 1 to disarm the system."
"Press pound twice (##) to hang up."

Hang up without pressing pound twice (###)

Press 1

VDMP3 calls the next number on the contact list

Press ##

End Call

* If multiple areas are in alarm, the VDMP3 hangs up and calls back to report other alarms.
11.0 Testing and Maintenance

11.1 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.

11.2 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.

11.3 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.

11.4 System Test
Speak to your installer before conducting a System Test since the system must be programmed to respond to the test instructions. It is normally recommended that you conduct the system test once a week, but contact your installer for instructions concerning your particular system.

To conduct the system test:
1. Call your monitoring station to advise them that you are testing your system.
2. Enter your [ACCESS CODE].

The system will test all its connections and can send a report to your monitoring station. If the system detects a problem, the Trouble Display will show on the screen (refer to section 8.0 on page 17). Call your installer for repairs if any troubles occur.
12.0 Fire and Burglar Alarms

12.1 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.

12.2 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 7 on page 25 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.

12.3 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.
12.4 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.

12.5 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.

12.6 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.
Appendix 1: Hebrew Special Characters

Refer to the following tables when programming the user labels of a Hebrew LCD keypad. Instead of using Table 2 on page 10 and Table 3 on page 11, use Tables 9 and 10 below. Refer to section 6.3 on page 9 for information on programming user labels.

Table 5: Hebrew Keypad Letter Assignment

<table>
<thead>
<tr>
<th>Key</th>
<th>Press key once</th>
<th>Press key twice</th>
<th>Press key three times</th>
</tr>
</thead>
<tbody>
<tr>
<td>[1]</td>
<td>נ</td>
<td>ב</td>
<td>ג</td>
</tr>
<tr>
<td>[2]</td>
<td>ד</td>
<td>ה</td>
<td>ו</td>
</tr>
<tr>
<td>[3]</td>
<td>ז</td>
<td>ח</td>
<td>י</td>
</tr>
<tr>
<td>[4]</td>
<td>ש</td>
<td>ט</td>
<td>י</td>
</tr>
<tr>
<td>[5]</td>
<td>ד</td>
<td>ה</td>
<td>ו</td>
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<tr>
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<td>[9]</td>
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Table 6: Hebrew Special Characters Catalogue

<table>
<thead>
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<th>042</th>
<th>049</th>
<th>056</th>
<th>063</th>
<th>070</th>
<th>077</th>
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</table>

26 User Guide
Appendix 2: Russian Special Characters

Refer to the following tables when programming the user labels of a Russian LCD keypad. Instead of using Table 2 on page 10 and Table 3 on page 11, use Tables 11 and 12 below. Refer to section 6.3 on page 9 for information on programming user labels.

Table 7: Russian Keypad Letter Assignment

<table>
<thead>
<tr>
<th>Key</th>
<th>Press key once</th>
<th>Press key twice</th>
<th>Press key three times</th>
<th>Press key four times</th>
</tr>
</thead>
<tbody>
<tr>
<td>[1]</td>
<td>A</td>
<td>Б</td>
<td>В</td>
<td>Г</td>
</tr>
<tr>
<td>[2]</td>
<td>Л</td>
<td>Е</td>
<td>Ё</td>
<td>Ж</td>
</tr>
<tr>
<td>[3]</td>
<td>З</td>
<td>Н</td>
<td>Й</td>
<td>К</td>
</tr>
<tr>
<td>[4]</td>
<td>А</td>
<td>М</td>
<td>Н</td>
<td>О</td>
</tr>
<tr>
<td>[5]</td>
<td>П</td>
<td>Р</td>
<td>С</td>
<td>Т</td>
</tr>
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<td>[6]</td>
<td>У</td>
<td>Ф</td>
<td>Х</td>
<td>Ц</td>
</tr>
<tr>
<td>[7]</td>
<td>Ч</td>
<td>Ш</td>
<td>Щ</td>
<td>Ъ</td>
</tr>
<tr>
<td>[8]</td>
<td>Ы</td>
<td>Ь</td>
<td>Э</td>
<td>Ю</td>
</tr>
<tr>
<td>[9]</td>
<td>Я</td>
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<td></td>
<td></td>
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Table 8: Russian Special Characters Catalogue

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<thead>
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<th>Code</th>
<th>Character</th>
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<tr>
<td>2</td>
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<td>9</td>
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<td>Ь</td>
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<tr>
<td>20</td>
<td>Э</td>
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<tr>
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<td>Ю</td>
</tr>
<tr>
<td>22</td>
<td>Я</td>
</tr>
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Appendix 3: Greek Special Characters

Refer to the following tables when programming the user labels of a Greek LCD keypad. Instead of using Table 2 on page 10 and Table 3 on page 11, use Tables 13 and 14 below. Refer to section 6.3 on page 9 for information on programming user labels.

Table 9: Greek Keypad Letter Assignment

<table>
<thead>
<tr>
<th>Key</th>
<th>Press key once</th>
<th>Press key twice</th>
<th>Press key three times</th>
</tr>
</thead>
<tbody>
<tr>
<td>[1]</td>
<td>A</td>
<td>B</td>
<td>Γ</td>
</tr>
<tr>
<td>[2]</td>
<td>Δ</td>
<td>E</td>
<td>Ζ</td>
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<tr>
<td>[3]</td>
<td>Η</td>
<td>Θ</td>
<td>Ι</td>
</tr>
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<td>[4]</td>
<td>Κ</td>
<td>Λ</td>
<td>Μ</td>
</tr>
<tr>
<td>[5]</td>
<td>Ν</td>
<td>Ο</td>
<td></td>
</tr>
<tr>
<td>[6]</td>
<td>Π</td>
<td>Ρ</td>
<td>Σ</td>
</tr>
<tr>
<td>[7]</td>
<td>Τ</td>
<td>Υ</td>
<td>Φ</td>
</tr>
<tr>
<td>[8]</td>
<td>Χ</td>
<td>Ψ</td>
<td>Ω</td>
</tr>
</tbody>
</table>

Table 10: Greek Special Characters Catalogue

<table>
<thead>
<tr>
<th>016 ±</th>
<th>032</th>
<th>048 0</th>
<th>064 @</th>
<th>080 P</th>
<th>096</th>
<th>112 p</th>
<th>128 Ç</th>
<th>144 Ε</th>
<th>160 å</th>
<th>176</th>
<th>192 Ù</th>
<th>208 %</th>
<th>224 b</th>
<th>240 t</th>
</tr>
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<tbody>
<tr>
<td>017 ½</td>
<td>033 1</td>
<td>049 1</td>
<td>050 2</td>
<td>066 B</td>
<td>082 R</td>
<td>098 b</td>
<td>114 r</td>
<td>130 ë</td>
<td>146 æ</td>
<td>162 ó</td>
<td>178 °</td>
<td>194 *</td>
<td>210 §</td>
<td>226 d</td>
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<tr>
<td>018 Æ</td>
<td>034 #</td>
<td>051 3</td>
<td>067 C</td>
<td>083 S</td>
<td>099 c</td>
<td>115 s</td>
<td>131 à</td>
<td>147 ñ</td>
<td>163 û</td>
<td>179 é</td>
<td>195 Õ</td>
<td>211 Š</td>
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<td>243 y</td>
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<td>019 Œ</td>
<td>036 $</td>
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<td>084 T</td>
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<td>116 t</td>
<td>132 á</td>
<td>148 ð</td>
<td>164 Ø</td>
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<td>196 Š</td>
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<td>244 w</td>
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<tr>
<td>020 Ò</td>
<td>037 /</td>
<td>053 5</td>
<td>069 E</td>
<td>085 U</td>
<td>101 e</td>
<td>117 u</td>
<td>133 à</td>
<td>149 ì</td>
<td>165 £</td>
<td>181 ½</td>
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<td>038 &amp;</td>
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<td>060 F</td>
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<td>118 v</td>
<td>134 ñ</td>
<td>150 ý</td>
<td>166 ã</td>
<td>182 Ñ</td>
<td>198 Õ</td>
<td>214 Q</td>
<td>230 q</td>
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<tr>
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<td>087 W</td>
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<td>119 w</td>
<td>135 ç</td>
<td>151 û</td>
<td>167 ð</td>
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<td>088 X</td>
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<td>136 ë</td>
<td>152 ñ</td>
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<td>139 ñ</td>
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<td>156 N</td>
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<td>173 ô</td>
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<td>142 Â</td>
<td>158 b</td>
<td>174 Ø</td>
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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.
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.