

# CONCEPT 4000

Touchscreen Terminal

## USER MANUAL

# Concept 4000 Touchscreen Terminal

## User Manual

Revision 1.1

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## Introduction

The Touchscreen Terminal provides a friendly, intuitive way for users to operate and interact with the Concept 4000 Security, Access Control and Building Automation system using a touch sensitive colour display.

With the Touchscreen, you can:

- Arm/disarm the system, or sections (areas) of the system
- View and acknowledge alarms
- View area and system status, event messages and the historical event log
- Control building/home automation features and timing operations

The screens and menu layouts are customisable and can be tailored to your needs. Your Installer would have already configured your Touchscreen(s) for you, however, if you have additional requirements, do not hesitate to contact your Installer to make the necessary changes.\*

## Default Display



Illustrated on the left is the “home” screen shown on the Touchscreen. The Touchscreen will always revert to the home screen after a period of inactivity, or if a user ‘logs out’ after using the interface.

You will see that there are two buttons on the screen, Security and Control.

Selecting **Security** will allow you to access functions to arm and disarm areas of the security system, clear alarm messages, as well as viewing system Review Events. Normally, all users are prompted for a PIN code immediately after selecting the Security button.

Selecting **Control** will open a menu screen from which you can access and control any building automation features which have been enabled in your Concept 4000 system.

The backlight on the display will turn itself off after one minute to save power and extend the life of the backlight. Touching the top half of the display will ‘wake’ the Touchscreen and turn the backlight on.

The main screen is shown here in its default colour (“Fire”), although your Installer may have set it to one of the other 9 colours available, to better match your décor. See *the table on page 20 for the list of available colours.*

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\* If you do not know who your Installer is, you can find an Inner Range Accredited Dealer in your area at: <http://www.innerrange.com/HowToBuy.cfm>

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## The Main Buttons

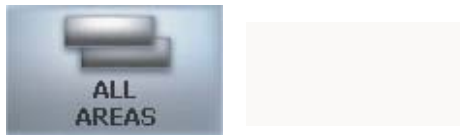
Each of the main buttons on the Touchscreen Terminal are described here:

### Area Control



Toggles the status of the Area named on the button when pressed.

### Area List Control

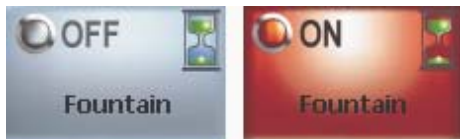


Allows you to arm or disarm a group of areas, such as the whole security system, at one time. Selecting <Area List> buttons will open a confirmation screen.

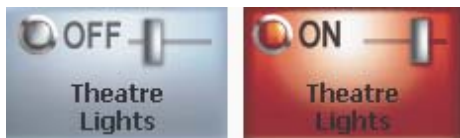
### Output Control



**Standard Switch:** Toggles the item named on the button from OFF to ON and vice-versa.

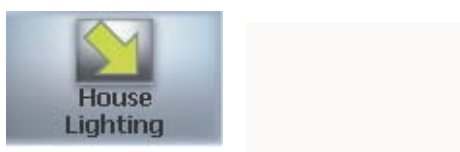


**Timed:** An hourglass means you can set a time for the controlled item to stay ON before it switches itself OFF. This is in addition to 'Standard' ON/OFF control.



**Variable:** A slider icon shows that you can set the level of the item being controlled. Typical examples where this control is used are dimmer switches and electrically controlled curtains. This is in addition to 'Standard' ON/OFF control.

### Go To Menu



Opens a menu screen showing more buttons.

### Back, Tools & Logout



**Back:** Go back one screen. (Logs the user off if Back takes you back to the home screen)

**Tools:** Opens the Tools menu where you can look at Review events history. You may also be able to isolate inputs.\*

**Logout:** Go back to the home screen and log out the currently logged in user.

\* The Isolate Inputs functionality may have been enabled by your Installer. You should only use this feature under instruction from your Installer.

## User Operations

### LOGON to a Touchscreen Terminal

Logging on is always the first step after selecting Security from the home screen. Some or all screens behind the Control button may also require you to log on, depending on how the Touchscreen is configured. When prompted to logon, you will be presented with a keypad.



Enter your secret PIN code using the digit keys, then press the <OK> key. Each digit pressed will be displayed as a green, "pea".



If you make an error while entering your PIN, you can press the display area where the peas appear to delete the last digit(s) entered.

Alternately, you press the <END> key. This will take you back to the screen you were on.

Once a correct PIN has been entered, the Touchscreen may greet and identify you. You will then be taken to the screen you selected.

Note: Greeting can be disabled, if necessary.

When opening the main Security screen, the Touchscreen may briefly indicate that Alarms are present and then show a message to acknowledge. In this case, refer to "Acknowledge an Alarm".



When your operations are complete, you should press the Log out button to go to the home screen and have the system log you out.

#### NOTES:

1. **Keypad Lockout.** If a valid PIN code is not entered after a number of successive tries (usually 5), the Touchscreen Terminal will display a "Pin not found" message and will be totally locked out for a pre-determined period. (Normally 60 seconds). A message "Module Lockout: Touch. #??" will be logged in the Review memory and an alarm message "Too Many Tries" may be reported.

2. **Duress.** If you are being forced to perform operations at an LCD Terminal against your will, your system may allow a Duress alarm to be activated by using a special PIN Code. See "Activating a Duress Alarm" in the Concept 4000 User Manual for details.

3. **Scrambling Keypad.** An option is available that causes the digit keys (0 to 9) to be randomly scrambled every time the keypad is displayed. This helps to prevent an onlooker from guessing a PIN code based on the key use pattern. The <END> and <OK> keys remain fixed.

This option is available in Touchscreen Terminal firmware V1.6 or later, and can only be enabled by the Installer.

e.g.



**Area Status and Control**

In most applications with the Touchscreen, Area arming and disarming functions are accessed from the Security menu.



From the home screen, select the Security button.



The keypad will appear. Logon to the Touchscreen as described earlier. (PIN code + <OK>)



After the greeting (if enabled), the display will show the first security screen. This will show the status of any areas configured to be displayed on this screen.

The example on the left has three Areas, all of which are currently ON. It also shows two Area List Control buttons, "ALL AREAS" and "House"

**NOTES:**

1. If there are Go To Menu buttons on the screen, then you may have to navigate to one of these further screens to view the status of and have control of some Areas.
2. If you do not have the required permissions to control an Area, the corresponding control will be greyed-out.

**Turning Area/s OFF**

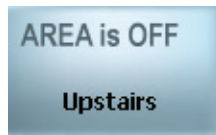


To turn an Area OFF, simply select the button for the desired area.

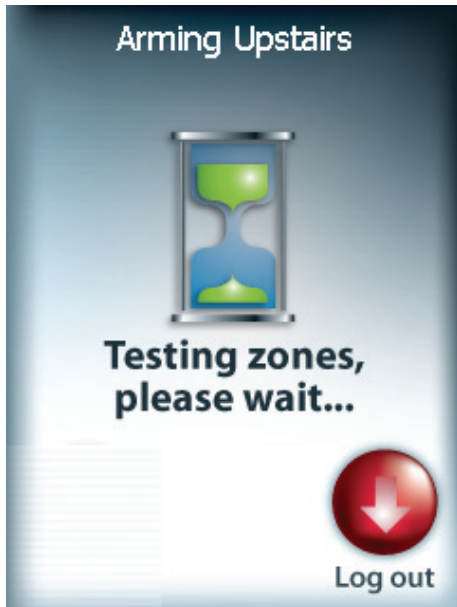


After a short delay, the Touchscreen will update the status of the Area, as shown.

**Turning Area/s ON**



To “Arm” or turn an Area ON with the Touchscreen, simply select the button for the desired Area.



After the button has been pressed, the system will test the state of all the inputs allocated to the Area to ensure that they are in the Sealed condition and the Area is ready to be turned ON.



**THEN:**

If all Zones programmed to be tested are Sealed, the Area will turn ON and this display will indicate that the operation was successful.



OR:

If an Exit Delay time has been programmed for this Area, the Exit Delay timer display will appear. During the last 10 seconds of the timer, the pitch of the beeps will change to warn you that you have a limited time to Exit.

**Remember:** You have a limited time to exit the Area once you have turned it ON. (Usually 30-90 seconds). Ask the Installer for the Exit time used in your system.



OR:

After pressing the <ON> key, the display may show a message like this. It means that an item in the system is either faulty or in an alarm state, and the Area will not turn ON.

e.g. A detector or it's cabling have been damaged.

A door or window has been left open

Try to rectify the problem before trying again.

If this is not possible, you may be allowed to ISOLATE the item while the "Error – Unsealed zone(s)" message is displayed, by pressing the <ISOLATE> key.

NOTE: Inputs isolated in this way are automatically de-isolated when the Area is turned OFF.



The unsealed Zone input is presented. Select <ISOLATE> to isolate the zone and attempt to arm the Area(s).

The system will ignore this Zone input and test all other Zone inputs. If another input is found to be unsealed or tampered with, the process will be repeated.



### Area List Control

An Area List is a collection of Areas in your system that can be controlled as one block. In the simple example below, there are three Areas: Upstairs, Downstairs and the Garage. Two Area Lists have been set up by the Installer: ALL AREAS, which, not surprisingly contains all three Areas and House, which contains the Areas Upstairs and Downstairs.

Area Lists are typically displayed on the same menu screen as other areas. To control an Area List, you must first access the screen it is on.



From the home screen, select the Security button.



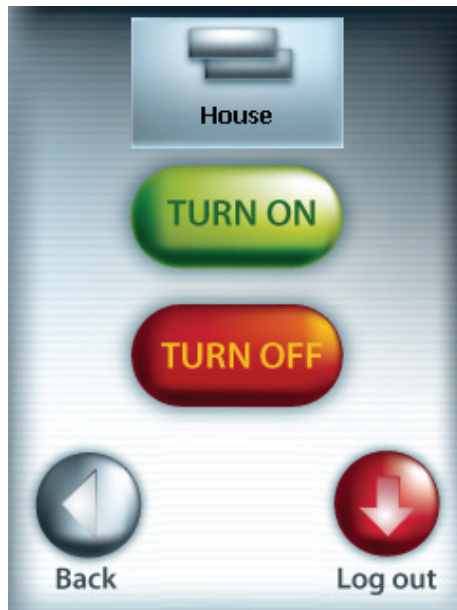
The keypad will appear. Logon to the Touchscreen as described earlier. (PIN code + <OK>)



Navigate to the screen on which the desired Area List is shown.



Select the button for the desired Area List

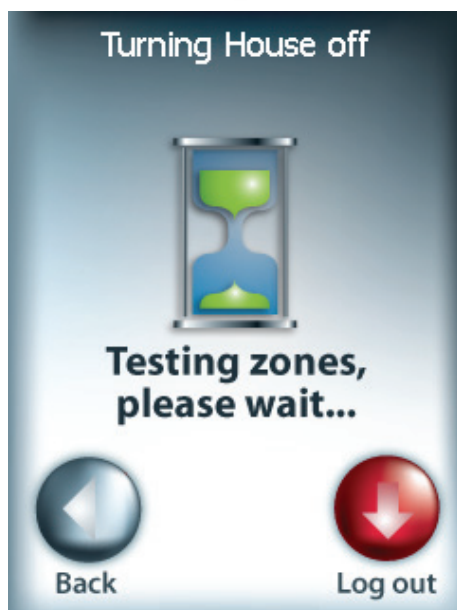


The display will show a control screen for the selected Area List.

### Turning an Area List OFF



Once you have opened the control screen for the desired Area List, select the <TURN OFF> button.



A brief message will appear whilst the Areas are being turned off.

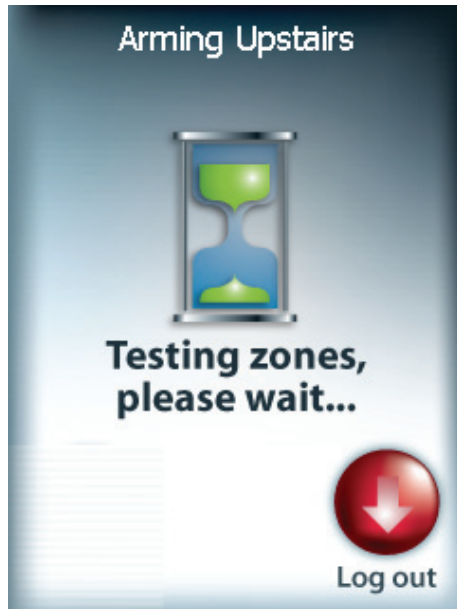
The hourglass will then disappear and the message will change to "<Area> off"

Once the Areas are disarmed, you will be returned to the screen containing the Area List button selected.

### Turning an Area List ON



Once you have opened the control screen for the desired Area List, select the <TURN ON> button.



After the button has been pressed, the system will test the state of all the inputs allocated to the Areas to ensure that they are in the Sealed condition and the Areas are ready to be turned ON.

If there are unsealed doors or zones in any of the Areas, you may get an "Error – Unsealed zone(s)" message. See *Turning Area/s ON for more information*.

The hourglass will then disappear and the message will change to "<Area> on"

Once the Areas are armed, you will be logged out of the Touchscreen and returned to the home screen.

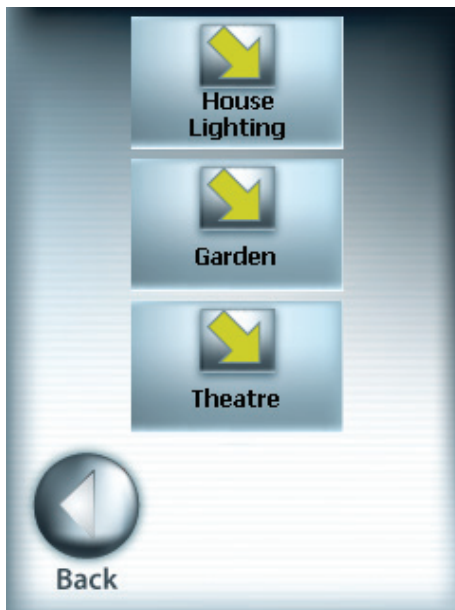
## Output Control

The Touchscreen Terminal has been designed for easy access and control of Outputs known in Concept 4000 systems as “Home Auxiliaries”. Refer “SYSTEM OVERVIEW” in the *Concept 4000 User Manual* for a detailed explanation of Auxiliaries.

Individual LCD and Touchscreen Terminals may be programmed to allow Users to control specified Home Auxiliaries without needing to Log on to the Terminal.



In order to view Outputs and functions in the system that you can control, select the <Control> button from the home screen



Depending on how many items your system has been set up to control, you may have to navigate to another menu screen to find the Output you wish to control.

In this example, the desired function is in the House Lighting, so the <House Lighting> Menu Screen button will be pressed.

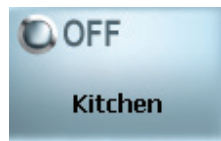


After the <House Lighting> menu screen button is selected, a screen containing more buttons appears. The screen shows the status of the Outputs available on this screen.

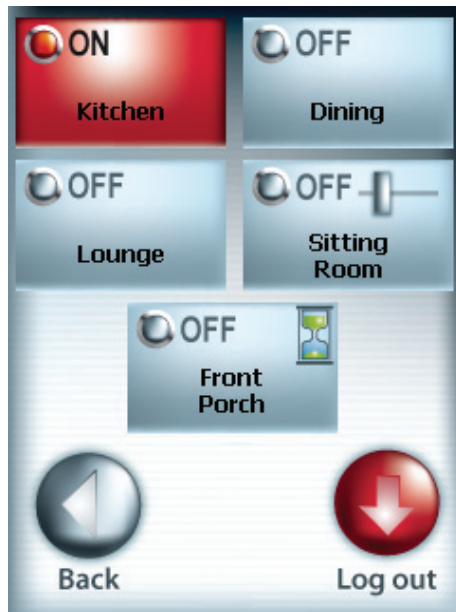
In the menu on the left, there are three ‘Standard’ Output controls, one ‘Variable’ control and one ‘Timed’ control.

### **Controlling 'Standard' Switch Outputs**

Each time one of the 'Standard' Switch controls is pressed (e.g. <Kitchen>), the state of the Output will toggle from OFF to ON or ON to OFF.



Right now, <Kitchen> is shown as OFF, so pressing it should turn it ON.



The display will change to indicate that <Kitchen> is now ON. In this example the, the physical item that is being controlled should also switch on. So, the Kitchen light(s) should now be on.

NOTE: Access to some Home Auxiliaries may be limited to particular User Types. Some screens with Output Control buttons may require a valid PIN in order to access them. Users without the required permissions may be able to see the Output Control buttons on the Touchscreen, but will see an error message if they try to interact with the output.

### Controlling 'Variable' Outputs

Output Control buttons with a slider in the top right hand side indicate that you can adjust the level of the item in addition to ON/OFF control. 'Variable' buttons will typically be used for light dimmer controls.

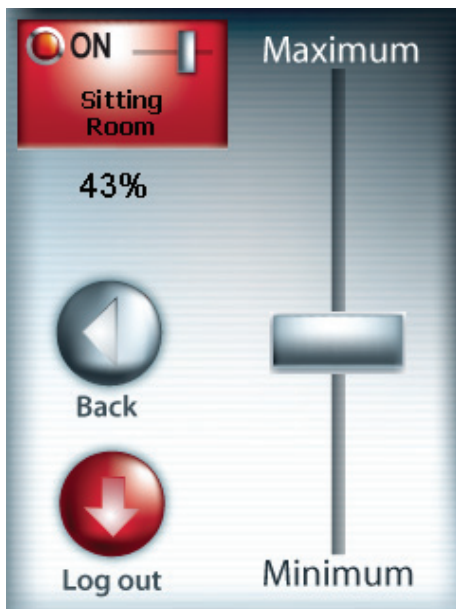


For 'Standard' ON/OFF control of an Output with a 'Variable' button, select the left half of the button to toggle the Output.



To control the level of a 'Variable' Output, select the right half of the button.

NOTE: Selecting the right half of the button will also turn the Output ON if it was OFF to start with.



A control screen for the 'Variable' Output will appear. The item being controlled and its current status are shown in the top left corner. Underneath this is the current level setting, in percent that the Output is set to.

By dragging the slider on the right hand side of the screen, you can adjust the level of the Output.

Selecting <Back> will take you back to the menu screen.

Selecting <Log out> will take you back to the home screen and log you out if you were logged in.

NOTE: Your Installer may have programmed the Concept 4000 to allow you to set a dimmer light to a maximum of 90% of its available power. In this case, 100% (Maximum) on the control screen is actually setting the physical device to 90%. This can be adjusted for you by your Installer.

### Controlling 'Timed' Outputs

Output Control buttons with an hourglass in the top right hand side indicate that you can set a time for how long an item stays on before switching itself off in addition to ON/OFF control.



For 'Standard' ON/OFF control of an Output with a 'Timed' button, select the left half of the button to toggle the Output.



To set the ON time of a 'Timed' Output, select the right half of the button.



A control screen for the 'Timed' Output will appear. The item being controlled, and its current status appear in the top left hand side.

The current 'ON time' setting is shown in the top right hand corner.

You can switch the timer between minutes or seconds by selecting the <MIN> or <SEC> buttons. This will update the ON time setting accordingly. The selected time increment button will turn orange.

You can set the time by adjusting the blue thumbwheels. A maximum of 255 seconds or 255 minutes can be set. The current setting of each wheel is the **white** number in the centre of the wheel.

To **increment** the number on a thumbwheel, touch the **bottom** part of the wheel.

To **decrement** the number on a thumbwheel, touch the **top** part of the wheel.

Select <OK> to accept changes, turn the Output on and go back to the previous screen. The Output will switch itself off after the timer has elapsed.

Selecting <Back> will cancel any changes made, and take you back to the previous screen.

Selecting <Log out> will cancel any changes made, take you back to the home screen and log you out if you were logged in.

## Alarm, Level & Custom Messages



Sometimes, the home screen looks like the illustration on the left. This is usually the result of a "Diary" event being triggered in the Concept 4000 system. The "Diaries" feature allows custom messages to be displayed on certain dates, date and time or on certain days. For instance, a diary message might appear every Monday night saying, "Put the bins out!".

Most Diary messages should disappear at 12:00AM on the next day.

Depending on how your Touchscreen was configured, Alarm messages may appear on top of the home screen as well. See, "*Acknowledging an Alarm*" for information on clearing these messages.

Another kind of message may also appear. These are called, "Level Messages". A "Level Message" will appear if certain conditions or problems arise in the system. Level messages will remain on the display until the condition is rectified, at which point the Level message will disappear.

See "*Level Messages*" in the *User Operations* section of the *Concept 4000 User Guide* for more information.



## Acknowledging an Alarm

Alarm messages can only be acknowledged by a User with the appropriate authority. These messages provide precise information of the type of alarm, the Area it has occurred in, as well as the Zone or System Input that generated the alarm.

Depending on how the Touchscreen has been configured, Alarm messages may appear on 'top' of the home screen, or they may only appear to authorised Users after they log in to a Touchscreen for any reason.



To acknowledge an Alarm, you must login to the Terminal as described before. (Usually after selecting <Security> from the home screen).



The display will show the specific details of the Alarm as well as some options.

Select <Clear> to acknowledge the Alarm and clear it from the display. Note that the Alarm event will still be present in the event Review memory. If there is another unacknowledged Alarm, another message will appear. Repeat this process for all Alarms you wish to acknowledge. After you have acknowledged all Alarms, you will be taken to the first Security menu screen to perform normal operations.

If <OK> is selected, you will be taken to the first Security menu screen, but any outstanding Alarms will NOT be acknowledged. This alarm message (any any others) will still appear when an authorised user logs into a Terminal, until such time as the alarm is acknowledged.

Selecting <Back> will take you back to the home screen and log you off the Terminal.

## Viewing Review Events

On the Touchscreen Terminal, the default method of accessing Review information is from the Tools button on screens behind the Security button.

### Accessing Review



From the home screen, select the Security button.

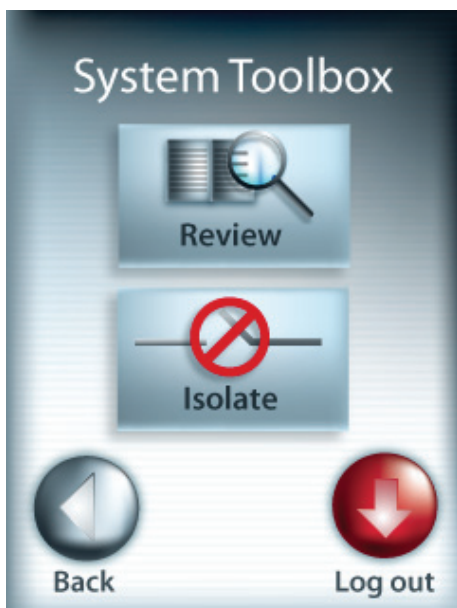


The keypad will appear. Logon to the Touchscreen as described earlier. (PIN code + <OK>)



If enabled by your Installer, there will be a <Tools> button on one, some, or all of the security screens, as highlighted here.

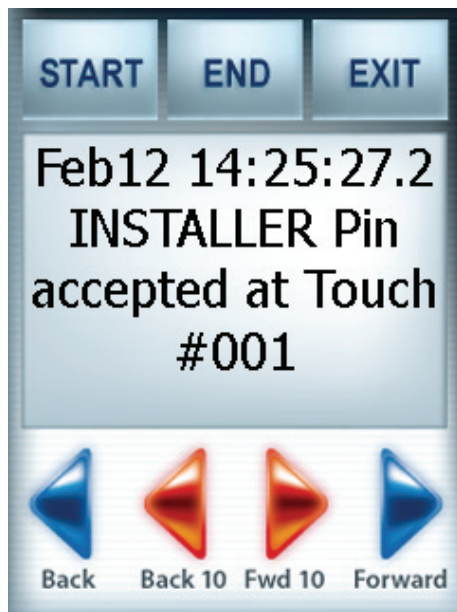
Select <Tools> to bring up the System Toolbox screen.



Select <Review> from the System Toolbox to open Review.

NOTE: The <Review> and/or <Isolate> buttons may not appear on the System Toolbox screen depending on your access permissions and how the Installer configured the Touchscreen.

## Viewing the Review Events



The display will show the last Review event, which, on the Touchscreen, will probably be a record of yourself logging into the Touchscreen Terminal.

The Touchscreen will always show each Review event on one screen and will adjust the size of the text to ensure that all text fits.



The <START> button is used to go to the start of Review (earliest event still stored) and the <END> key is used to go to the end of Review (last event saved).



The blue arrows, <Back> (left) and <Forward> (right) are used to search Review one event at a time. <Back> goes to the next oldest Review event, so <Forward> goes to the next newest Review event.



The red arrows, <Back 10> and <Fwd 10> are used to navigate Review in steps of 10 events.

NOTE: If you are at the first Review event and you try to use <Back> or <Back10>, you will see a message saying, "At start of review" and vice versa if <Forward> or <Fwd 10> are used



To leave the Review screen and go back to the System Toolbox screen, use the <EXIT> button.

## Appendix

### Available Home Screen Colours

There are 10 themes to choose from in the Touchscreen. The default theme is, "Fire". Your Installer can set/change your desired home screen theme for you.

*Chrome*



*Plum*



*Wheat*



*Straw*



*Ocean*



*Storm*



*Sunset*



*Ash*



*Mauve*



*Fire*

