EliteSuite Touch Sense LCD Keypad

User Manual

ICTEliteSuite®

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Contents

Introduction

Your building has been equipped with the EliteSuite Security System to give you peace of mind by providing reliable security protection.

The EliteSuite system is an advanced technology security system specifically designed to enhance the functionality of condominium and apartment security with flexible local monitoring and offsite communication.

The elegant and user-friendly EliteSuite keypad maintains complete control of your residence providing easy to understand information.

All actions performed in your security system are executed and displayed through the keypad. Before using your EliteSuite system, we highly recommend you read this manual carefully and have your security professional or property manager explain basic system operation to you.

Operation

The following instructions provide information on how to use the EliteSuite keypad.

> ℹ️ When the text [USER CODE] is shown, enter your user code. The default Master Code to gain access to your system is [1234]. For security reasons, this code must be changed. Refer to Programming User Codes (see page 10) for details on changing codes.
>
> Certain features and options must be enabled by the installation company or property manager. If the feature is not programmed or an option is not enabled, the system will generate a rejection tone. Refer to the Configuration section (see page 19) for details on the options that have been enabled.

Visual Display

The EliteSuite LCD keypad features a rich 32 character LCD (Liquid Crystal Display) showing customized messages. All messages are shown on the LCD screen.

Indicator Lights

Power / Trouble Indicator

Armed / Alarm Indicator

Disarmed Indicator
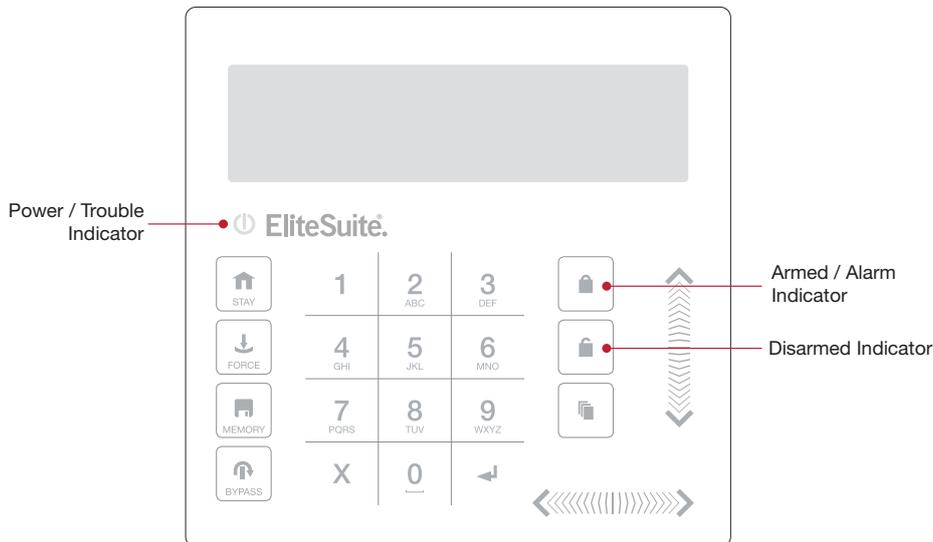
Power/Trouble Indicator
- When the Power/Trouble Indicator is **FLASHING**, it is showing that a trouble condition is present
- When **ON**, the system is powered and operating normally
- If there is a complete power failure this indicator will be **OFF**

Disarmed Indicator

When the Disarmed Indicator is **ON**, the system is disarmed.

Armed/Alarm Indicator

When the Armed/Alarm Indicator is **FLASHING** the system is in alarm and your user code needs to be entered to silence the alarm. When **ON**, the system is armed.

> ℹ️ Indication of the system status and the operation of the indicators are programmable and may not function as above. Verify the operation with your installer.

Audible Tone

When you press any key, a short audible tone is generated. Other tones are generated when certain functions are used. You should be familiar with the following audible tones.

Confirmation Tone

When an operation (arming/disarming) is successfully entered on the keypad, or when the system switches to a new status/mode, the keypad generates a series of four audible tones.

Rejection Tone

When the system times out or when an operation is incorrectly entered on the keypad, it generates a continuous audible tone for three seconds.

Alarm Memory

All zones that generate an alarm will be stored in the memory of the keypad. If an alarm has occurred on your system, the display will scroll between the default display and the following screen:
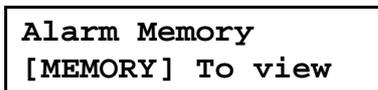
```
Alarm Memory
[MEMORY] To view
```

Viewing Alarm Memory

1. Press and hold the [MEMORY] key for 2 seconds, or press [MEMORY] and enter your [USER CODE].

2. Use the [UP] and [DOWN] keys to scroll the alarm memory message.

3. To choose another menu option press [MENU], or to exit press the [CLEAR] key.

The alarm memory can also be accessed from the main menu by pressing [3], or scrolling to the Memory option and pressing the [ENTER] key.

Clearing Alarm Memory

The alarm memory is cleared automatically next time you arm your system.

Trouble Display

The EliteSuite Security System continually monitors five system trouble conditions that can occur on your system.

> All trouble conditions are cleared automatically by the system when the fault is rectified. It is recommended that you inform your property manager or security company if a trouble condition occurs.

When a trouble condition occurs, the keypad can be programmed to generate an audible tone every 120 seconds. The trouble tone is canceled when the trouble condition is viewed or the condition is returned to normal. You can choose to silence the keypad completely by disabling the audio output (see page 17).

Viewing System Trouble Information

1. Press the [MENU] key, then enter your user code.

2. Use the [UP] and [DOWN] keys to scroll to the TROUBLE menu, or press [4].

3. Use the [UP] and [DOWN] keys to view the troubles currently present in the system.

4. To choose another menu option press [MENU], or to exit press the [CLEAR] key.

Trouble List

There are five troubles that can occur in your system.

Host Comms

Communication with the host system is currently offline. This may be due to maintenance or a system fault. Contact the property manager or security installation company if the problem persists.

Zone Fault

A zone in the system is faulty, or the wiring has been damaged. Contact the property manager or security installation company to arrange for your system to be serviced.

Cover Tamper

The cover of the EliteSuite system is open and may have been damaged. Contact the property manager or security installation company to arrange for your system to be serviced.

Timer Loss

A complete power failure of your system has occurred and the time has been lost. The time will automatically be updated.

Fire Loop

The fire detection wiring or a fire detector has become faulty. Contact the property manager or security installation company to arrange for your system to be serviced.

> Fire Zones and Fire Loop trouble detection must be enabled by your property manager or security installation company.

User Codes

User Codes are personal identification numbers that allow you to enter certain programming modes, arm or disarm your EliteSuite system, as well as activate or deactivate home automation functions. The EliteSuite system supports up to eight user codes.

Master Code

By default, User 01 has the master code for your system.

A user with the master code can perform the arm or disarm functions, modify and delete any user code, change user options, and modify user card numbers. Other users may be given a master code by enabling User Option 2 for each new master user. Refer to Modifying User Options (see page 11) for further details.

Duress Code

If you are forced to arm or disarm your system, entering the user code assigned to User 08 will arm or disarm the system and immediately transmit a silent message (Duress Code) to the Property Management System or Security Company.

User Setup

To Enter the User Setup Menu:

1. Press the [MENU] key, then enter your [USER CODE].

2. Use the [UP] and [DOWN] keys to scroll to the User Setup menu and press [ENTER], or press [5] to access the menu directly. The display will show:

```
Select user
To modify [01]
```

3. You can now use the [UP] and [DOWN] keys to scroll the user(s) in the system. Press the [ENTER] key to enter the User Setup menu for the user number that is displayed.

You can now choose from the Modify Code, Options or Add Card selections explained below. To choose another menu option press the [MENU] key, or to exit press the [CLEAR] key.

Programming User Codes

Your EliteSuite system uses four-digit user codes, where each digit can be any value from 0 to 9. Avoid programming simple or obvious user codes, such as part of your telephone number or address and codes such as 1234, 1111 or 1212.

Programming User Codes

1. From the User Setup Menu, press [1] or use the [UP] and [DOWN] keys to scroll to the Modify Code option and press the [ENTER] key.

```
Select PIN
[****]
```

2. Using the [1] – [9] keys, enter the new code for the user and then press the [ENTER] key. The EliteSuite keypad will then prompt for confirmation of the user code. Repeat the user code and press the [ENTER] key to confirm.

Deleting User Codes

To delete a user code, follow the same procedure to program the user code, and when the old user code is displayed, press the [FORCE] key to clear the user code.

Changing User Codes

To change a user code, overwrite the current user code with the new value and then press the [ENTER] key.

User Options

> The User Options menu contains options for arming, disarming and door latching for the optional Card Reader interface. If your system is not equipped with a Card Reader, changes to these options will have no effect.

From the User Setup Menu, press or use the [UP] and [DOWN] keys to scroll to the Options menu and press the [ENTER] key.

Modifying User Options

Use the [UP] and [DOWN] keys to scroll through the available options. Press the [1] key to turn the option **ON**, or the [2] key to turn the option **OFF** while viewing that option. Once the options have been set press the [ENTER] key to return to the User Menu. The available options are described below.

Option 1 – Arm Only Code

```
Code Can Arm
System Only: N
```

- Enabled allows the user code to be used only for arming the system.
- Disabled allows the user code to arm and disarm the system.

Option 2 – Master User

```
User Can Modify
Other Users: N
```

- Enabled allows the selected user to access the User Setup menu and modify codes, card numbers and options of all other users.
- Disabled prevents access to the User Setup menu.

Option 3 – Single Badge Disarming

For Card Reader Interface Equipped Systems Only

```
Disarm On Single
Badge Enabled: N
```

- Enabled allows the selected user to disarm the system by presenting the card programmed for that user at the Card Reader.
- Disabled will allow only unlocking of the door where the card is presented, and the system will remain armed until disarmed by PIN entry on the keypad or a card being presented by a Single Badge Disarm enabled user.

> Each user may have only one of the following Triple Badge options enabled at any time. Enabling one of the triple badge user options automatically disables all other Triple Badge user options.

Option 4 – Triple Badge Arming

For Card Reader Interface Equipped Systems Only

```
Arm on 3
Badge Enabled: N
```

- Enabled allows the selected user to regular arm the system by presenting the card programmed for that user at the Card Reader three times in quick succession.
- Disabled prevents triple card presenting from arming the system.

Option 5 – Triple Badge Door Latching

For Card Reader Interface Equipped Systems Only

```
3 Badge Latch
Door Toggle: N
```

- Enabled allows the selected user to toggle a door lock open or closed upon presenting their card 3 times in quick succession.
- Disabled prevents triple card presenting from toggling the door lock.

Option 6 – Triple Badge Latch 2 Hours

For Card Reader Interface Equipped Systems Only

```
3 Badge Latch
Door 2 Hours: N
```

- Enabled allows the selected user to hold a door open for 2 hours upon presenting their card 3 times in quick succession.
- Disabled prevents triple card presenting from latch opening the door.

Option 7 – Triple Badge Latch 4 Hours

For Card Reader Interface Equipped Systems Only

```
3 Badge Latch
Door 4 Hours: N
```

- Enabled allows the selected user to hold a door open for 4 hours upon presenting their card 3 times in quick succession.
- Disabled prevents triple card presenting from latching the door open.

Option 8 – Triple Badge Latch 8 Hours

For Card Reader Interface Equipped Systems Only

```
3 Badge Latch
Door 8 Hours: N
```

- Enabled allows the selected user to hold a door open for 8 hours upon presenting their card 3 times in quick succession.
- Disabled prevents triple card presenting from latching the door open.

Any user that has a Triple Badge Latch Option enabled may present their card three times while the door is latched open to cancel the latching and immediately lock the door.

User Card Numbers

ℹ These options only apply when using the optional Card Reader interface. If your system is not equipped with a Card Reader, changes to these options will have no effect.

The system may be interfaced with an EliteSuite Card Reader to provide proximity card access to your building. If the Card Reader interface has been installed, each user can be assigned a unique card number that is stored on a proximity card or tag device. If you wish to obtain these devices, please contact your property manager or security installation company.

Programming User Card Numbers

From the User Setup Menu, press [3], or use the up and down keys to scroll to the **Add Card** option and press the [ENTER] key. The card details can now be entered manually via the keypad or automatically by presenting the card at a reader interface.

Manually Programming a User Card

```
Facility Number:
0000000000
```

Using the [1] – [9] keys, enter the new Facility Number for the user and then press the [ENTER] key. The keypad will then prompt for the Card Number.

```
Card Number:
0000000000
```

Automatically Programming a User Card

```
Facility Number:
0000000000
```

When at the **Facility Number** entry screen, present the new user card at the installed Card Reader. The Facility and Card Numbers will be updated in your system and the new Facility Number will be displayed. Press the [ENTER] key to confirm. The keypad will then show the updated Card Number. Press the [ENTER] key again to confirm.

Deleting a User Card

To delete a user Card Number, follow the same procedure to program the Facility and Card Number, and when the old number is displayed, press the [FORCE] key to clear the Facility or Card Number.

Changing a User Card

To change a user code, overwrite the current Facility and Card Number with the new value, then press the [ENTER] key.

Arming/Disarming

To take full advantage of your system, familiarize yourself with the different arming methods.

Exit Delay

After entering a valid arming sequence, the exit delay time will provide you with enough time to exit the protected area before the system arms. The keypad will generate a beep-beep tone repeatedly during the exit delay period. The tone will increase in frequency to indicate that only ten seconds remain.

Disarming

To disarm an armed system or an alarm, enter your user code. An entry point, like the front door, will be programmed with an entry delay time. When an entry point is opened, the keypad will emit a continuous audible tone until you disarm the system. The system will not generate an alarm until this timer elapses. All user codes can be used to disarm the system.

Deactivating Alarm

To deactivate an alarm, enter your [USER CODE]. This will also disarm the system if it was armed.

Disarming Your System

1. If you enter through a designated entry point (Entry Door), the entry delay time will start and the keypad will emit a continuous audible tone.
2. Enter your [USER CODE].

Regular Arming

Regular arming arms your system.

Arming Your System

1. Check the system is ready to arm and all zones are closed (the Ready indicator is green).
2. Enter your [USER CODE].
3. The exit delay will start and you can now leave the premises.

Quick arming can be used by pressing and holding the ARM key. This option must be enabled by your property manager or installation company.

Stay Arming

This method allows you to remain in the protected area while partially arming the system. Stay zones are zones that are bypassed when the system is stay armed. For example, when you go to sleep at night, doors and windows can be armed without arming other zones like motion detectors.

Stay Arming Your System

1. Check that all zones that are not stay zones are closed and ready to arm.
2. Press the [STAY] key then enter your [USER CODE].
3. The exit delay will start.

Instant Arming Your System

During the EXIT DELAY press and hold the key for two seconds. The system will instant arm all zones, any zone will trigger the alarm immediately.

Fast Stay Arming

To fast stay arm your system, press and hold the [STAY] key for two seconds.

Switching from Stay to Regular/Force Armed

If you need to leave your premises and want to arm the system fully, use the fast exit arming method. Press and hold the [FORCE] key or [ARM] key to switch to exit delay, and arm in either force or regular arming.

Force Arming

Force Arming allows you to rapidly arm the system without waiting for all zones in the system to close. During force arming a forced zone is considered deactivated until it closes, then the system will arm that zone. Force arming is commonly used when a motion detector is protecting the area occupied by a keypad. For example, when arming and the motion detector is programmed as a force zone, the system will allow you to arm even if the zone is open.

Force Arming Your System

1. Check that all zones that are not force zones are closed and ready to arm.
2. Press the [FORCE] key, then enter your [USER CODE].
3. The exit delay will start.

To fast force arm your system, press and hold the [FORCE] key for two seconds. This option must be enabled by your property manager or installation company.

Bypassing Zones

Bypassing zones allows you to program the alarm system to ignore (deactivate) specified zones the next time the system is armed. For example, you may wish to bypass certain zones when workers are renovating part of your establishment. Once the system is disarmed, the bypass settings are erased.

Bypassing Zones

1. Press the [BYPASS] key, then enter your [USER CODE].

2. Use the [UP] and [DOWN] keys to scroll to the zone(s) you want to bypass.

3. Press the [BYPASS] key to change the bypass status of the selected zone.

4. Press the [ENTER] key to store the bypass settings and exit.

5. Press the [CLEAR] key to exit without making changes.

To remove the bypass setting, select the zone again and press the [BYPASS] key. To remove all bypassed zones, press the [FORCE] key.

Bypass Zone Recall

After disarming the system, the bypass entries are erased. The Bypass Recall Feature reinstates the previous bypass entries saved in memory. This eliminates the need to manually re-program the bypass entries every time you arm the system if you are always bypassing the same zone(s).

1. Press the [BYPASS] key, then enter your [USER CODE].

2. Press and hold the [BYPASS] key for two seconds the last settings will be loaded. You may change these settings if required.

3. Press the [ENTER] key to store the bypass settings and exit.

4. Press the [CLEAR] key to exit without making changes.

One Key Arming

One key arming can be used to arm the system in regular, force, stay and instant arming modes. You can use this feature to allow specific individuals like service personnel (i.e. cleaners) to arm without giving them access to any other alarm system operations.

One key arming must be enabled by your property manager or installation company.

Special Features

The EliteSuite System offers many unique features.

Chime Zones

A chime enabled zone will generate an audible tone every time that the zone opens. The chime feature is ideal for a front door.

Chiming Zones

1. Press the [MENU] key then enter your [USER CODE].

2. Use the [UP] and [DOWN] keys to scroll to the chime menu or press [1].

3. You can now use the [UP] and [DOWN] keys to scroll the zone(s) in the system. Press the [ENTER] key to toggle the chime option for the selected zone.

You can now select another Chime Zone to edit by following the instructions from step 2. To choose another menu option press the [MENU] key or to exit press the [CLEAR] key.

To clear all chimed zones at step 3 press the [FORCE] key.

Disabling the Audible Output

You may choose to disable the audible tone on your keypad. This will prevent the beeper from generating any notification of alarms, exit delay or entry delay. The keypad will continue to generate a tone when a key is pressed and to provide audible confirmation.

1. Press and hold the [CLEAR] key.

2. The keypad will generate one long audible (rejection) tone to signify that the audible output is disabled.

To enable the audible output again, repeat the steps above. The keypad will generate four audible tones to indicate that the audible output has been enabled.

Messages

The EliteSuite system provides powerful message handling capabilities enabling communication with a property or facility manager. Up to four messages can be stored by the EliteSuite system. A new message that has been sent to your system is announced by an audible tone and the text "New Message [MENU] To View".

Viewing Messages

1. Press the [MENU] key, then enter your [USER CODE].

2. Use the [UP] and [DOWN] keys to scroll to the message menu, or press [2].

3. Use the [UP] and [DOWN] keys to scroll the available messages(s). Pressing the [ENTER] key will acknowledge the message.
   To choose another menu option press the [MENU] key, or to exit press the [CLEAR] key.

Once all messages are acknowledged, the new message indication display will not be shown. Any new messages will overwrite the oldest message that is present.

Erasing Messages

To completely remove a message from memory, press the [FORCE] key while viewing the message.

Panic Alarm

The EliteSuite system can provide three panic alarms that immediately generate an alarm after simultaneously pressing and holding two specific buttons for three seconds. Based on your needs, these panic alarms can generate audible alarms (sirens or bells) or silent alarms and can communicate specific messages to your monitoring station or property manager.

- Press and hold keys [1] and [3] for the panic alarm.
- Press and hold keys [4] and [6] for a medical alarm.
- Press and hold keys [7] and [9] for a fire alarm.

ℹ All Panic Alarm activations must be enabled by your property manager or installation company.

Fire Alarm

When a fire alarm occurs, the keypad will emit three audible tones at two-second intervals until reset by entering a valid user code. If the zone is a delay fire zone, there is a delay of 30 seconds before the system contacts the security company or property manager.

A delayed fire zone will prevent unnecessary reporting of false alarms, allowing you to reset the fire alarm before a report is sent. If there is no fire condition, contact your property manager or security company immediately to avoid an unnecessary response.

A delayed fire zone will automatically cancel if the smoke detector is reset within 30 seconds. Pressing any key on the keypad during the first 30 seconds will silence the alarm for 90 seconds.

ℹ Fire Alarm functions must be enabled by your property manager or installation company.

Configuration

The EliteSuite system has many options that are enabled by your installer. The following lists the options and how your system is configured. Use this location to write your user names and any information about your system.

Zone Description

The following lists the zones in your system and how each zone is configured.

ZONE	ZONE NAME	FORCE	STAY	BYPASS
01	ZONE 1	☑	☑	☑
02	ZONE 2	☑	☑	☑
03		☐	☐	☐
04		☐	☐	☐

Fire Zone

The following lists the fire zone configuration for your system.

	Enabled	Disabled
Fire Zone	☐	☐
Delayed Fire Zone	☐	☐

Your fire zone is located on zone _____ and operates with a delay of _____ seconds.

One Key Arming

The following lists the one-key arming method(s) that are enabled on your system

	Enabled	Disabled
Regular Arming	☑	☐
Stay Arming	☑	☐
Force Arming	☑	☐
Instant Arming	☑	☐

Panic Keys

The following lists the panic key configurations that are enabled on your system

	Enabled	Disabled
[1] + [3] Panic Alarm	☐	☑
[4] + [6] Medical Alarm	☐	☑
[7] + [9] Fire Alarm	☐	☑

Timers

Your entry time is programmed to be ___30___ seconds. This is the time that you have before an alarm is generated if you enter through the zone ___ZONE 1___.

Your exit time is programmed to be ___30___ seconds. This is the time that you have to exit before the system arms.

If an alarm occurs, the siren/beeper will activate for ___05___ minutes unless disarmed.

Users

The following table should be used to keep a record of the users programmed in your system. Record the name of the user only. **Do not write the user code**. All users can arm and disarm the system.

USER	USER NAME	DURESS	ARM ONLY
01	MASTER	☐	☐
02		☐	☐
03		☐	☐
04		☐	☐
05		☐	☐
06		☐	☐
07		☐	☐
08		☐	☐

Regulatory Statements

Federal Communications Commission (FCC)

FCC Rules and Regulations CFR 47, Part 15, Class A.

This equipment complies with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; (2) This device must accept any interference received, including interference that may cause undesired operation.

Industry Canada

ICES-003

This is a Class A digital device that meets all requirements of the Canadian Interference-Causing Equipment Regulations.

CAN ICES-3 (A)/NMB-3(A)

RCM (Australian Communications and Media Authority (ACMA))

This equipment carries the RCM label and complies with EMC and radio communications regulations of the Australian Communications and Media Authority (ACMA) governing the Australian and New Zealand (AS/NZS) communities.

CE – Compliance with European Union (EU)

Conforms to European Union (EU) Low Voltage Directive (LVD) 2014/35/EC, Electro-Magnetic Compatibility (EMC) Directive 2014/30/EU and RoHS Recast (RoHS2) Directive: 2011/65/EU.

This equipment complies with the rules of the Official Journal of the European Union for governing the Self Declaration of the CE Marking for the European Union as specified in the above directive(s).

UL/ULC (Underwriters Laboratories)

E.g. UL 294 for Access Control System Units, CAN/ULC S319-05 for Electronic Access Control Systems etc. (depends on the standards tested what is included).

Contact

Integrated Control Technology welcomes all feedback.

Please visit our website (http://www.ict.co) or use the contact information below.

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