

M-Series

User's Guide



WILTON SECURITY SYSTEMS
Electronic Security Specialists

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Chapter 1: Introduction

About the Alarm System

M-Series alarm systems use state-of-the-art electronics to provide comprehensive but flexible protection for large domestic and commercial premises. Each system comprises components linked to a central control panel that is concealed but accessible for maintenance.

This guide describes how to set, unset and reset your alarm system.

The alarm system has two user menus, each of which contain several options. These menus are described in the *Manager's Manual*.

To ensure problem-free operation, discuss the system with your alarm company or system manager before operating it.

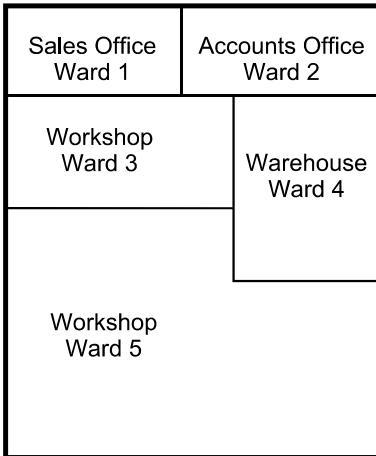
About Zones and Wards

Zones

Your alarm system has a number of “zones”. Each zone is a detection device, such as a movement sensor or magnetic contact, that is monitored by your alarm system. Each zone has a unique 4-digit number and an optional description of up to 16 characters to identify it.

Your alarm company has configured each zone to respond in a certain way when it is activated, depending whether the system is set or unset. For example, a zone that uses a Passive Infra-Red (PIR) detector may cause a full alarm when triggered when the alarm system is set.

Wards



Zones are grouped into wards, which can be set and unset independently. Each ward can consist of one or more zones.

Users may be given access to all wards or to selected wards. You can set and unset only the wards to which you have access.

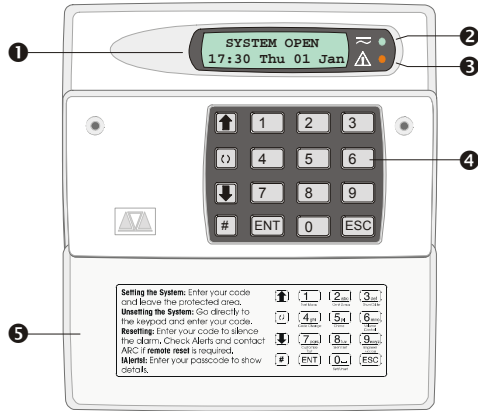
About the Keypad

You can operate your alarm system from one or more keypads located around the premises.

LCD Keypad

The keypad can be used to set and unset the alarm system, and also to program and test it. The information shown on the display is referred to throughout this guide.

The keypad may include a proximity tag reader.



Keypad Features

1. **Display:** Shows the date and time, a banner message (configured by your alarm company¹) and other system messages.
2. **Green power indicator:** Glows steadily when power is present.
3. **Function indicator:** By default, this indicates that there is more than one alert message to reset (page 14).

The indicator can also be programmed by an engineer² to show other conditions.

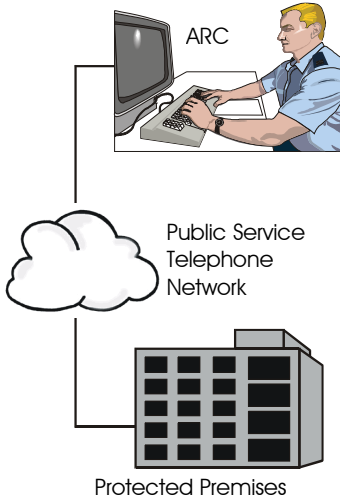
4. **Keys:** These are used to operate the system.
5. **Cover:** Folds down to reveal the keys.

¹ Engineer option 1-7 or User option 1-7

² Engineer option 1-4; by changing keypad output to follow an event other than "Pending"

Communication Devices

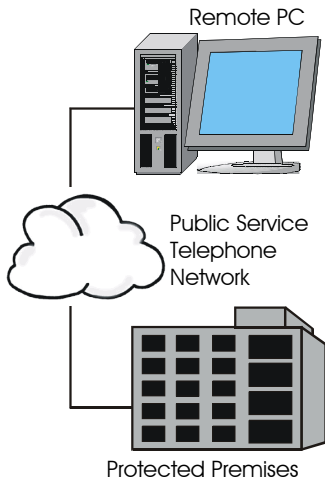
Remote Signalling



Some models in the M-Series range¹ are fitted with an on-board modem, which can be connected to a telephone line to signal alarms and other events to an Alarm Receiving Centre (ARC). Other advanced communicators can be connected to your alarm system for enhanced communications security, such as the ETHER800 series.

If your system has been fitted with a remote signalling device, it is important that you fully understand how to operate your alarm system. Misuse may result in a police response to a false alarm.

Downloading



If your alarm system has an on-board modem¹, a personal computer (PC) running the Downloader software can connect to your alarm system through a telephone line. This enables the system to be programmed and tested remotely.

This feature is known as downloading and is normally performed with your authorisation by either your alarm company or your ARC.

¹ All models except M750 and M550

Chapter 2: Operating your Alarm System

Getting Started

Accessing the System

Before you can set, unset or select other options, you must enter your unique user code or present your proximity tag (if used). The user code may be 4 or 6 digits, depending on how your system is set up¹.

👉 You have a user code or a proximity tag, not both.

Selecting Options

After entering your user code or presenting your proximity tag, the Set/Unset menu is displayed if there are no alerts to reset (page 14). For example:

```
0=Set Selection
[Ent]=User Level
```

After entering your user code or presenting your proximity tag, use the keypad to select the option you require:

- ⬆️ to scroll up through the options. Only relevant options are shown, e.g. "0=Set Selection" is not shown if all wards are set.
- ⬇️ to scroll down through the options.
- 0 to set/unset wards (page 7 or 10).
- (↵) to set/unset ward groups (page 8 or 12).
- ESC to exit without changes.

¹ Engineer option 1-9-3

Setting Your Alarm System

Use the following procedure to set your alarm system.

- ✋ Before setting, check that all relevant areas have been vacated and all doors and windows are securely closed. You cannot set the system while a zone is active (see page 22).

The First Step – Entering Your User Code

```
BANNER TEXT  
17:30 Sun 01 JAN
```

```
0=Set Selection  
[Ent]=User Level
```

Or

```
0=Set With Omits  
[Ent]=User Level
```

1. At the keypad, enter your user code or present your proximity tag.
2. You will see one of the screens shown opposite. Press:

- **0** – to set your system. Audible feedback is provided by the sounder, unless disabled¹.

If the system does not automatically set, continue from *Selecting the Wards to Set* (next page).




Pressing **0** when "Set With Omits" is displayed sets the system with selected zones omitted².


- **8** – as **0**, but sets your system silently³.
- **ENT** – to enter the User menus. See the *Manager's Manual*

¹ User option 1-8

² Defined by User option 1-2 or 1-3

³ Requires **P.Set Hotkey** in Engineer option 1-9-1 to be set to **NO**; not affected by User option 1-8


-  – to set a ward group. See *Selecting the Ward Groups to Set*.
-  or  – to display the next/previous option.

 The setting procedure continues automatically if you do not press a key within a specified period¹.

Selecting the Wards to Set (Part Setting)

```
Set Selection :-
Ward > **.....
```

Your user code settings² determine the wards you can set and whether they set automatically.

If you see the screen shown opposite, use the numeric keys to select the wards to set, then press . Any ward numbers shown will be set. (A "*" indicates that the ward will not be set, and "." Indicates that you have no access to the ward.)

Go to *Leaving the Protected Area* (page 9).

Selecting the Ward Groups to Set (Part Setting)

If wards have been allocated to groups³, you can set all wards in a group with one operation.

To set a ward group:

```
0=Set Selection
[Ent]=User Level
```

1. At the screen shown opposite, press .

¹ Select Menu timer in Engineer option 1-5-2

² User option 2-4-1

³ Engineer option 1-8-1 or User option 2-8

Setting Group 1
Press ENT To Set

Alternatively, press a ward group hot key¹.

2. Select the ward group you want to set by pressing a number key (or scrolling), then **ENT**. For example, press 2 then **ENT** to set ward group 2.

The top line of the display shows the group description².

3. Leave the protected area (see below).

Leaving the Protected Area

Exit Now
Arming System

When leaving the protected area:

1. Leave via the designated exit route. The internal sounder will sound if you have not set silently.
2. Close the final door and press the exit terminator button (if fitted).
3. When the internal sounder stops, the system is set.

17:31 Sun 01 JAN

 If the exit tone changes to an alarm tone, see page 13.

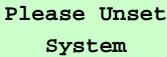
¹ Requires **P.Set Hotkey** in Engineer option 1-9-1 to be set to **YES**

² Customisable using User option 1-7-7

Unsetting Your Alarm System

To unset the alarms system, go directly to the keypad and follow the instructions in one of the two sections depending on whether the internal sounder is making a sound.

If the internal sounder is making a sound:



Please Unset
System

1. The internal sounder will sound and you will see the message shown opposite if you have started the entry timer¹ (e.g. by triggering a detector that monitors your Final Exit area). The sound will continue until you have unset the system.
2. Enter your user code or present your proximity tag to the keypad.

If the entry timer was started, entering your user code may be all you have to do to unset the alarm system. If you are prompted to unset wards, continue from *Selecting the Wards to Unset*.

☞ An alarm occurs if you do not enter a code or present a tag before the entry timer expires².

¹ Engineer option 1-5-1 or 1-8-3


² External sounders may be delayed by 30 seconds if set in Engineer option 1-9-3

If there is no sound (you have not started the entry timer):

```
0=Unset System
[Ent]=User Level
```

```
0=Set Selection
[Ent]=User Level
```

1. Enter your user code or present your proximity tag to the keypad.
2. You will see one of the screens shown opposite. You can now do one of the following:
 - If necessary, scroll (↑) or (↓) to display "0=Unset System", then press (0). If the system does not unset automatically, continue from *Selecting the Wards to Unset* (next heading).
 - Press (0) at "0=Set Selection" – to set wards that are not currently set. Refer to the setting instructions for further details (page 7).
 - Press (↵) – to select a ward group to unset. See *Selecting the Ward Groups to Unset* (next page).

 Pressing (ENT) when "[ENT]=User Level" is displayed takes you into the User menus – see the *Manager's Manual*.

Selecting the Wards to Unset

Your user code settings¹ determine the wards you can unset and whether they unset automatically.

```
Unset wards :-  
Ward > **.....
```

If you see the screen shown opposite, use the numeric keys (e.g. **1**) to select the wards to unset, then press **ENT**. Any ward numbers shown will be unset. (A "*" indicates that the ward will not be unset, and "." indicates that you have no access to the ward.)

Selecting the Ward Groups to Unset

If wards have been allocated to groups², you can unset all wards in a group with one operation.

To unset a ward group:

```
0=Unset System  
[Ent]=User Level
```

1. At the screen shown opposite (displayed only if you have not started the entry timer), press **(0)**. Alternatively, press a ward group hot key³.

```
Setting Group 1  
Press ENT To Set
```

2. Select the ward group you want to unset by pressing a number key (or scrolling), then **ENT**. For example, press 2 then **ENT** to unset ward group 2.

The top line of the display shows the group description⁴.

¹ User option 2-4-1

² Engineer option 1-8 or User option 2-8


³ Requires **P.Set Hotkey** in Engineer option 1-9-1 to be set to **YES**

⁴ Customisable in User option 1-7-7

Silencing an Alarm

If an alarm has occurred and you want to silence the sounders:


1. Enter your user code or present your proximity tag. This silences both the internal and external sounders.

 If your user code has no access to the ward that is in alarm, entering your user code or proximity tag silences external and internal sounders, but does not reset the strobe or outputs.

```
Unset wards :-  
Ward > .2.....
```

```
ALARM 0002  
03:14:47 01/01
```

```
! ALERTS !  
17:38 Wed 16 MAR
```


2. If your system has more than one ward, press  at this prompt.
3. The display temporarily shows details of the alarm, including the zone that caused the alarm (if appropriate), the time and the date.
4. An ALERTS message appears. This indicates that the system needs to be reset, as described next.


Resetting the System

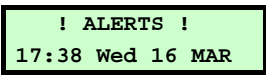
Resetting the system enables you to review the alerts that have taken place and clears the ALERTS message on the main screen. In some cases, you may not be able to set your alarm system until you have reset it.

- ✎ Any user can silence the sounders and review the message, but some alarms may require an engineer or remote reset code (page 15) to reset the system.
- ✎ The keypad sounder may emit a warning chime every minute if the system needs to be reset.

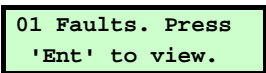
To reset your alarm system:

1. Enter your user code or present your proximity tag when you see the ALERTS screen.
2. The screen shown opposite shows how many alert messages there are.
3. Press  to view each message in turn (see page 17 for details).

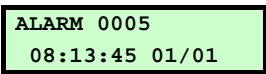
- ✎ Pressing  lets you to access the user menus, but does not reset the system.



! ALERTS !
17:38 Wed 16 MAR




01 Faults. Press
'Ent' to view.



ALARM 0005
08:13:45 01/01

Press ENT
To Reset

4. You will see the message shown opposite once you have reviewed each message. Press  to reset the system.

The ALERTS message should not appear again, unless:


- The condition still remains (e.g. a mains failure).
- You need to call an engineer.
- A remote reset code is required (see below).

Obtaining a Remote Reset Code

RING A.R.C. FOR
REM. RESET CODE

You will see the screen shown opposite if there is an arrangement to obtain a remote reset code from an Alarm Receiving Centre (ARC)¹.

To obtain and enter the remote reset code:

1. Press  at this message.
2. Make a note of the displayed code. The code may be 4 or 6 digits².

The top line of the screen may have been customised by your alarm company³.

Press ENT
To Reset

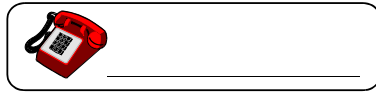
- REMOTE RESET -
Quote > 5820

¹ Engineer option 1-3-2

² Engineer option 1-9-3



³ Engineer option 1-7

3. Contact your ARC and quote the code.



The ARC will ask you for details of the alarm. If there is no need for an engineer to visit, the ARC will give you a remote reset code.

- REMOTE RESET -
Reply > 0000

4. Press  to display the screen shown opposite, enter the remote reset code, then press .

Other Operations

Special User Codes

Depending on how your system is set up¹, entering a user code may:

- Generate a silent duress alarm to indicate that you are being coerced into gaining access.
- Generate a full panic alarm.
- Isolate (shunt) zones. Entering the code again reinstates the zones.

Panic Alarm at Keypad

If keypad panic alarms are enabled², pressing keys 1 and 3 generates a panic alarm.

¹ User option 2-4-1

² Engineer option 1-9-1-25

Chapter 3: Troubleshooting

Alert Messages

This section gives the meaning of each message that can be displayed when resetting the system (page 14). Contact your alarm company if there are problems you cannot resolve.

```
ALARM 0005  
08:13:45 01/01
```

A zone alarm has occurred. The zone number is displayed, together with the time and date.

```
PSTN LINE FAULT  
12:00 Sun 01 JAN
```

The remote signalling device fitted to your alarm system is reporting a fault on the telephone line. You may not be able to set your system until you clear the fault.

```
AC Mains Fault
```

There is no mains power to the control unit and the alarm system is running on its standby battery. You may not be able to set your system until the power is restored. If the fault persists, the standby battery will eventually run flat.

```
Battery Fault
```

The standby battery has developed a fault or is disconnected. You may not be able to set your system until the fault is cleared.

```
PANEL LID TAMPER  
08:13:45 01/01
```

The lid of the control unit has been removed. You may not be able to set your system until the fault is cleared.

AUXILIARY X TAMP
12:00 Sun 01 JAN

The control unit has auxiliary tamper zones for monitoring auxiliary devices. The lid of a device has been removed. You may not be able to set your system until the fault is cleared.

BELL TAMPER
12:00 Sun 01 JAN

The lid of the external sounder has been removed. You may not be able to set your system until the fault is cleared.

TEST CCTS FAILED
12:00 Sun 01 JAN

One or more zones failed during a test routine initiated by your alarm company. You can still set and unset your system but you should contact your alarm company.

TAMPER 0001
Office Window

This message is displayed when a zone's tamper circuit has been activated.

CALL ENGINEER TO
RESET SYSTEM

An engineer code or remote reset code needs to be entered to reset the system.

Reset Required

See CALL ENGINEER TO RESET SYSTEM.

RING A.R.C. FOR
REM. RESET CODE

You need to contact an Alarms Receiving Centre for a remote reset code (see page 15).

Other Messages

SERVICE REQUIRED

12:00 Sun 01 JAN

The alarm system requires a routine maintenance visit. You can still set and unset your system but you should contact your alarm company.

RELEARN REQUIRED

12:00 Sun 01 JAN

The hardware configuration of your alarm system has changed. You may not be able to set your system. Contact your alarm company.

HI SECURE UNSET

12:00 Sun 01 JAN

The alarm system has a high-security feature that can be applied to any ward. When the ward is unset, the keypads show this message and the high-security timer¹ is started. Every time a zone is activated in the selected ward, the timer is reset. If no zones in the ward are activated before the timer expires, the ward is automatically set and the message is cleared.

CODE TAMPER

KEYPAD LOCKED !

This message is displayed when a keypad is locked out after too many invalid code entries. After five minutes, the message clears and the keypad unlocks itself.

! AUTO SETTING !

12:00 Sun 01 JAN

The panel has an auto-set feature that automatically sets and unsets specified wards at pre-defined times. This message is displayed one minute before the wards are scheduled to set and a chime is emitted every ten seconds to warn you to leave the area. If you have the appropriate user code, you can delay automatic setting by

¹ Engineer option 1-5-2

entering your user code and selecting the "Defer Setting" option.

Engineer on Site
12:00 Sun 01 JAN

An engineer from your alarm company is on site and logged into the alarm system. If required, you can operate the system as normal. The message is automatically cleared when the engineer logs off.

SYSTEM IS BUSY
PLEASE WAIT

Another user is accessing the alarm system. You cannot use your keypad until this message has cleared.

Sorry, cannot set
Aux X tamp open

Cannot set because of a tamper fault on auxiliary zone 1 or 2. Clear the fault.

Sorry, cannot set
Bell box tamper

Cannot set because of a tamper fault on the external sounder. Clear the fault.

Sorry, cannot set
Equipment faulty

Cannot set because of a fault from one or more system components (shown). Clear the fault.

Sorry, cannot set
Zone in fault

Cannot set because of a fault from one or more zones (shown). Press **ESC** to show the zone in fault. Clear the fault.

Sorry, cannot set
Panel lid tamper

Cannot set because of a tamper fault on the control unit. Clear the fault.

Sorry, cannot set
Mains Power off

Cannot set because there is no mains power at the control unit. Clear the fault.

Sorry, cannot set
Phone line fault

Cannot set because of a line fault from the remote signalling device. Clear the fault.

Sorry, cannot set
Payment required

Cannot set because the payment timer has expired. Contact your alarm company to arrange the appropriate payment.

Sorry, Your code
is locked out

This is a code lock feature, applied to selected users to prevent them from using their user codes to set or unset wards.

Sorry, keypad
Is locked out

The keypad has been locked out of the system (usually from a keyswitch) and cannot be used by any users.

Cannot 'SET'
From this keypad

The keypad from which you are setting the system is not assigned to your wards. Use a keypad that is assigned to the wards.

Cannot 'UNSET'
From this keypad

The keypad from which you are unsetting the system is not assigned to your wards. Use a keypad that is assigned to the wards.

Setting the System with Zones Active

Overview

If you try to set the system while one or more zones are active, the system's response depends on whether the engineer has selected¹ **View exit errors** or **Ignore errors**, as described next.

Setting with View Errors

If **View exit errors** is used, the procedure after attempting to set the system is:

```
Following Zones  
Are In Error :-
```

```
Office window  
2002 Active
```

```
Office door  
2001 Active
```

```
*NO ERROR ZONES*  
PRESS ENT TO SET
```

1. The system gives a fault tone and suspends the exit procedure.
2. The display then scrolls through the active zones automatically.
3. Investigate why the zones are active and rectify the cause.
4. When all zones show healthy, the screen shown opposite is displayed. Press **ENT** to start the exit procedure. Continue as normal.

👉 To abandon the setting procedure without rectifying the active zones, press

ESC.

¹ Engineer option 1-9-1


Setting with Ignore Errors

If **Ignore errors** is used, the procedure after attempting to set the system is as follows:

```
Office window  
2002 Active
```

```
Office door  
2001 Active
```

1. The system gives a fault tone and the display shows all active zones in turn.
2. Investigate why the zones are active and rectify the cause.

 To abandon the setting procedure without rectifying the active zones, enter your user code again and select the unset option.
3. When all zones are healthy, continue with the exit procedure.

If the zones are not cleared by the end of the exit procedure:

```
! ALERTS !  
16:42 Wed 16 MAR
```

```
SET FAIL:-  
Ward : 1.....
```

1. The internal sounder sounds, the external strobe flashes and the display shows the ALERTS message. Proceed directly to the keypad.
2. Enter your user code or present your proximity tag; the display shows which ward failed to set.

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