WisDom
Wireless Domestic Security System

User Manual

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Customer Information

RTTE Compliance Statement

Hereby, Rokonet Electronics Ltd, declares that this control panel (RWSAL086800A, RWSALV86800A, RWSAL043300A, RWSALV43300A), with wired accessories (including cables) and wireless accessories, is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

CE ①

✦ The part numbers RWSAL086800A, RWSALV86800A are restricted from use in SLOVAK REPUBLIC

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WisDom

Wireless Domestic Security System

User Manual

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Away Arm	Code > 🔒
Stay (Home) Arm	Code> 🔒
Partition [1/2/3] Away Arming	(#▲) > [1/2/3]>Code> 🔒
Partition [1/2/3] Stay Arming	(#▲) > [1/2/3]>Code> 🔒
System Disarm	Code> 🔓
Partition [1/2/3] Disarm	(#▲) > [1/2/3]>Code> 🔓
Duress Disarm	Duress Code > 🔓
Silence an Alarm	Code> 🔓
Activate Output [A]	(#▲) > [4]>Code > (#▲)
View Partition Status	(#▲) > [5]>Code > (#▲)
Activate Output [B]	(#▲) > [6]>Code > (#▲)
Chime On/Off	(#▲) > [7]>Code > (#▲)
View Trouble	(#▲) > [8]>Code > (#▲)
Zones Bypass	(#▲) [0]>Code > (#▲) >[Zone No.] > (#▲)
Define Follow-Me Phone	(*) >[2]>[2]>[1]>[Code] > (#▲)
View Alarm Memory	(*) >[3]>[2]>[Code]> (#▲)
View Event Memory	(*) >[3]>[5]>[Code]> (#▲)

Battery Test	(*) >[4]>[Code]> (#▲) >[1]>[5]
Edit User Code	(*) >[5]>[Code]> (#▲) >[1] >[1]
Set Time	(*) >[6]>[Grand Master Code]> (#▲) >[1]
Set Date	(*) >[6]>[Grand Master Code]> (#▲) >[2]
Automatic Arm/Disarm	(*) >[6]>[Grand Master Code]> (#▲) >[5] >[Schedule No]>[1]
Macro A activation	(1) for 2 seconds
Macro B activation	(2) for 2 seconds
Macro C activation	(3) for 2 seconds
Zone Testing (Walk Test)	(*) >[4]>[Grand Master Code]> (#▲) >[2]

Chapter 1: Introduction

Congratulations on your purchase of the **WisDom** - Rokonet's Wireless Security System. The **WisDom** has been specifically designed to meet a wide range of security needs for many residential and small commercial applications.

Your **WisDom** controls and monitors a variety of sensors, detectors, and contacts placed throughout the premises, which provide perimeter and interior burglary protection.

The **WisDom** is designed to recognize abnormal conditions and inform the system of the status of any protected door, window, hallway, room, or area. Status information is presented visually or verbally. It supports the capabilities of communicating with a central monitoring station or to your mobile phone using friendly and easy to understand verbal messages

You can place a household appliance or premises lighting under the control of the **WisDom** , where it can be conveniently turned on and off automatically or by user command from the system keys, wireless key fobs or remote phone.

The **WisDom** contains multiple programming features. Ask your installer, who should be responsible for the installation of the Wisdom, which features have been programmed for your system.

This manual describes how to operate your system. It will guide you through programming instructions for main system features as well as basic arming and disarming commands for the system.

NOTE:

All the voice capabilities described in this manual are applicable only to WisDom models that have integrated voice capabilities.

WisDom Main Features

The following table lists the main features of the **WisDom**:

Feature	Maximum Capability
Total Wireless Zones	32
Wired Zones	1
Partitions / Areas	3
User Codes	32
Utility Outputs	4
Total Key fobs	8
Wireless Keypads	2
Follow Me Numbers	4
Scheduling Weekly Programs	16
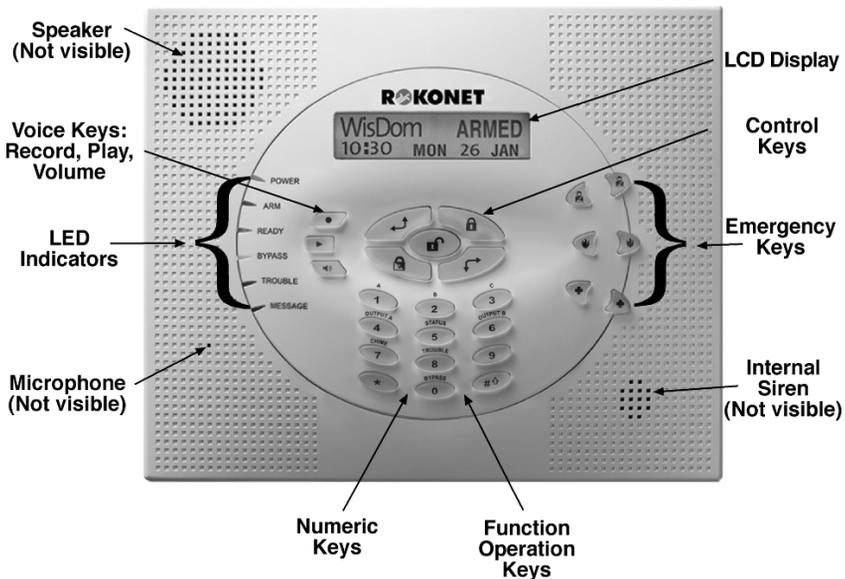
WisDom Architecture

Your **WisDom** controls and monitors a variety of sensors, detectors, and contacts placed throughout the premises, which provide perimeter and interior burglary protection The system is supervised, meaning that the panel checks the status of each sensor to detect problems. If the panel detects trouble it will notify you with beeps and indicator lights on the panel itself. The following diagram shows the components that make up the system:
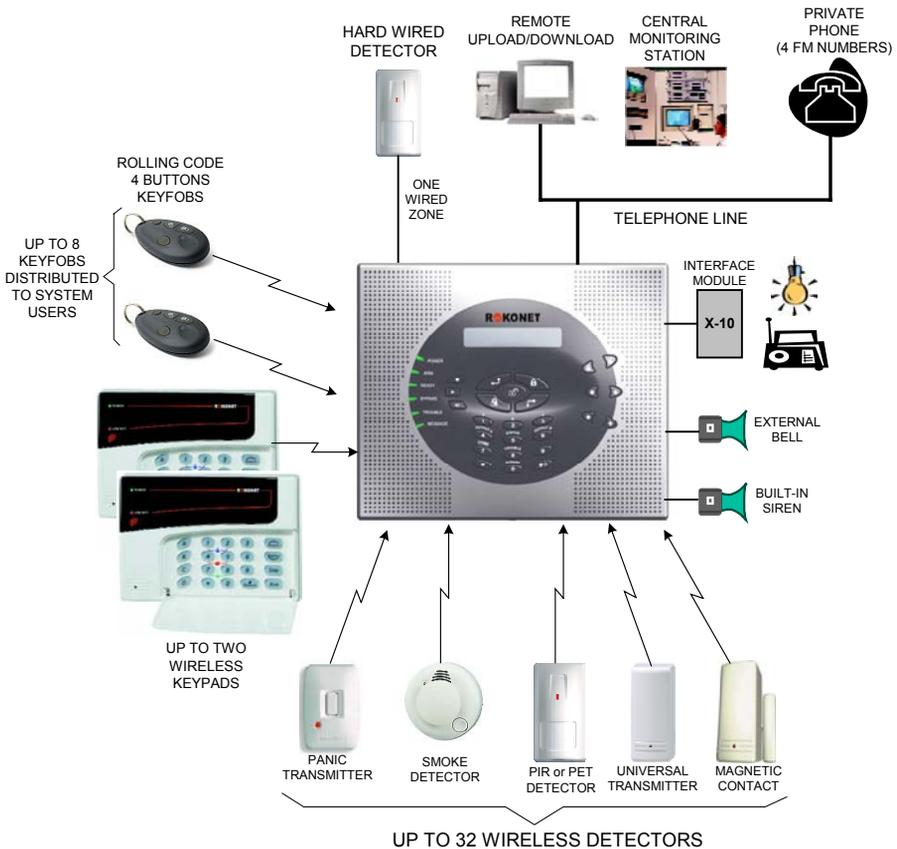
Chapter 2: Operating the WisDom

The **WisDom** can easily be operated locally or remotely, with guidance of voice prompts to help you use your system. You can issue commands to the system and in turn, the system will communicate information to you via its display, indicators, messages and by the sounds it makes.

NOTE:

Voice messages can be deactivated , See page 43.

Operating Tools

The **WisDom** can be operated in the following ways:

✦ Local operation using the **WisDom** Keys.

✦ Local operation using a wireless keypad. Up to 2 wireless keypads can be added to the system.

✦ Local or remote operation using Rokonet's upload/Download (UD) software. The UD enables the installer to program the system, and enables the user to operate the system and to view system status.

✦ Local operation using wireless key fobs or panic pendants. Using the key fobs you can arm, disarm, send panic alarm or activate outputs.

✦ Remote operation using any remote, touch-tone (DTMF) telephone to act as a keypad for the system. The remote operation includes: Arming or disarming the system, activating home appliances, perform listening and talking into the premises and more. In addition, the system can provide you with audible information about system status, and upon event occurrence such as alarm activation, the **WisDom** informs you of a security situation by calling you and playing a prerecorded event announcement message.

Voice Messaging

Three types of spoken messages are heard when using the **WisDom,** locally in the premises or remotely to your mobile:

✦ **Event messages**: Upon event occurrence, the **WisDom** initiates a call to a remote Follow Me (FM) telephone number, informing you of a security situation by playing a pre-recorded Event announcement message.

✦ **Status messages**: Upon remote access of the system by initiating a call from a remote telephone or receiving a call from the system, the **WisDom** announces the current system status by playing a pre-recorded Status message.

✦ **Local Announcement messages**: Upon event occurrence or user's keypad operations, the **WisDom** can announce various local messages to occupants.

The number of voice messages that can be announced by the **WisDom** is large. This manual mentions only several of them while others are self-explanatory and will be announced while operating the system.

NOTE:

Voice messages can be enabled or disabled according to user requirements. For more information refer to page 43 or advise your installer .

In addition to the 3 mentioned voice messages you can customize a voice message for each of the zones, partitions and outputs of the system, and also for the opening message when receiving a call from the system. For more information regarding this customization please refer to your installer.

LED Indicators

The six LED indicators found at the upper left provide typical system indications, as discussed below. Some indicators have additional functions, which are explained later on.

POWER LED

The **Power** LED indicates system operation.

Condition	Description
ON	The system is operating properly from commercial (AC) power and its backup battery is in good condition.
OFF	No power to the system (AC or Battery)
RAPID FLASH	Indicates AC trouble.
SLOW FLASH	Indicates User menu or Battery trouble.

NOTE:

If a trouble condition exists, the **Power** LED will flash only when the system is in disarmed state. Once the system is armed, a previously flashing **Power** LED will light steadily.

ARM LED

The Arm LED indicates whether or not the system is armed.

Condition	Description
ON	The system is fully or partially armed.
OFF	The system is fully disarmed.
SLOW FLASH	The system is in its Exit Delay time period.
RAPID FLASH	Indicates an alarm condition or after disarming an alarmed system while the display is in *Alarm Memory* mode. To restore the display to *Normal Operation* mode, press $\boxed{*}$.

READY LED

The Ready LED indicates whether or not the system's intrusion zones are secured and ready to be armed.

Condition	Description
ON	All intrusion zones are secure; the system is ready to be armed.
OFF	One or more intrusion zones are not secure, and the system is not ready to be armed. Before the system can be armed, the condition must be addressed.
	-OR-
	During several system troubles, for example: For 3 minutes after power is restored to the system (if defined by your installer).
SLOW FLASH	Indicates the system is ready to be armed while a specially designated entry/exit door remains open.

BYPASS LED

The Bypass LED indicates if there are bypassed zones in the system.

Condition	Description
ON	At least one intrusion zone is bypassed, or *Stay* mode is selected.
OFF	There are no bypassed zones in Disarm mode or the system is in *Arm* mode (Although there are bypassed zones).

TROUBLE LED

The Trouble LED indicates troubles in the system.

Condition	Description
RAPID FLASH	There is at least one trouble in the system.
OFF	No troubles in the system.

MESSAGE LED

The Message LED indicates a newly recorded message in the system.

Condition	Description
Slow Flash	Listen-in mode during 2-way communication.
Rapid Flash	There is a new message **or** when talking during 2-way communication.
OFF	There is no new message.

Keys Functionality

The keys on the **WisDom** can be used for a variety of functions. Each key is explained below.

Numerical Keys

Numerical keys are used to input the numeric codes that may be required for arming, disarming, or used to activate special functions

Control Keys

The functions of the control keys vary according to the mode being used. The following table lists the functions of the keys in Normal Operation mode and when using the User Functions menu:

Key	Normal Operation	User Functions
✱	Activates the User Functions mode.	Exits from the current menu and returns to Normal Operation mode.
🔒	Activates Away mode arming (System or partition).	Changes data.
🔒	Activates the Stay mode arming.	Changes data.
🔓	Disarms the system after the user code is entered.	-
#▲	Activates functions when used with the numerical keys. Refer to table on page 7 for the options activated by this key.	Terminates commands and confirms data to be stored
↵	-	Scrolls up a list or moves the cursor to the left.
↳	-	Scrolls down a list or moves the cursor to the right.

Emergency Keys

The **WisDom** has three dedicated sets of emergency keys. Each set of keys must be pressed **simultaneously** for at least 2 seconds in order to be activated. The following table describes the Emergency keys and their optional corresponding messages. The system sounds that results during these emergency alarms are described in Appendix B, on page 60.

Key	Description	Message
	Police emergency alarm	*"Panic Alarm"*
	Fire alarm	*"Fire Alarm"*
	Medical Alarm / Auxiliary Emergency alarm.	*"Emergency Alarm"*
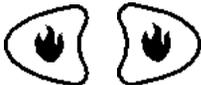
NOTE:

If your system has been programmed to do so, it will communicate these alarms to the Central Station monitoring your premises. System programming also determines whether these emergency alarms will be audible.

Voice Keys

The voice keys are used to record a memo message and to control the volume of the sound.

Key	User Functions
	Use this key to record a memo message. For more information refer to page 45, "Using the Family Message Center"
	Use this key to listen to the memo message.
	Pressing this button continuously and holding it enables you to adjust the volume level of the

Key	User Functions
	announced messages from the internal speaker.

The following speaker levels are available:

❖ "Speaker off"

❖ "Speaker Level 1"

❖ "Speaker Level 2"

❖ "Speaker Level 3"

❖ "Speaker Level 4"

Quick Key Operation

The Quick Key Operation is a short effective way that helps you to easily operate your system and quickly activate user functions, skipping the user code. For example, to arm the system, simply press the 🔒 key.

NOTE:

For quick key operation your installer has to define quick key operation.

LCD Status Display

The LCD status display will vary depending on the number of partitions in your system.

If your system is defined with only one partition, the LCD displays the partition name, time and date.

If your system has 2 or 3 partitions, the LCD displays the system name, date, time and the status of each partition. A status letter represents the partition's status, as follows:

A: Partition Armed   **N**: Partition Not Ready

S: Partition Armed at Stay   **R**: Partition Ready

a: Partition in Alarm

Chapter 3: Local Arming and Disarming of the System

Arming

Arming your system causes the intrusion detectors to trigger an alarm when violated. The arming operation will be followed by a local message announcement (If defined).

You can arm your system by code arming, in which you need to use your user code, or you can use quick arming (without using a code)

NOTE:

If during code arming you enter a wrong user code, the keypad produces three short beeps and "*Wrong Code. Please Try Again*" will be heard. In this case, press [*] [*] quickly and re-enter the sequence correctly.

Before arming your system check the Ready LED. If it is lit or flashing, the system is READY to be armed. If NOT the system is NOT ready to be armed. In this case, secure or bypass the violated zone(s), and then proceed.

Remember, fire protection and the protection offered by the emergency keys are always armed and always available.

Your **WisDom** offers the following kinds of arming:

- ✦ **Away arming, page 22**
- ✦ **Stay (Home) arming, page 23**
- ✦ **Partition arming, page 24**

Away Arming

Away arming prepares all of the system's intrusion detectors to activate an alarm if violated, and is used when leaving the premises.

➤ **To away arm:**

1) Check the **Ready** LED and make sure that the system is ready to be armed.

2) Enter your user code and press ⬡. All partitions assigned to the code will be armed.

> **NOTE:**
>
> If defined by your installer press ⬡ for quick arming.

3) Leave the premises and close the door. The keypad beeps and the **Arm** LED flashes while the system counts down the Exit Delay time period (if defined). Once the Exit Delay time count starts the following Message will be heard:

   "*System In Arm Process, Please Exit Now*".

4) When the Exit Delay time period is up, the **Arm** LED lights steadily and the following message will be announced:

   "System Armed In Away"

NOTE:

Failing to arm the system due to a zone problem will be followed by the message: "*System Not Ready, Fail to Arm, Check, [Zone X]*".

Failing to arm the system due to a reason other than a zone problem will be followed by a general message prompting you to use the information displayed on the LCD screen "*System Not Ready, Fail to Arm, Check Display*".

Stay Arming

Stay arming activates only perimeter detectors (as defined by your installer), enabling individuals to remain inside and move about the premises while the system is partially armed.

➢ To Stay arm:

1) Check that the system is ready for Stay arming.

2) Enter your user code and press ⬚. All partitions assigned to a code will be armed at Stay mode.

> **NOTE:**
>
> If defined by your installer press ⬚ for quick Stay arming.

3) If required, leave the premises and close the door. During the Exit Delay time period, the keypad beeps, the **Arm** LED flashes and the **Bypass** LED lights, indicating the bypassed interior zones.

> **NOTE:**
>
> Press ⬚ during the Exit Delay time period to silence the announcement messages and the beeps from the keypad.
>
> Press ⬚ twice to cancel the Entry Delay time period. "*Entry Delay Cancelled*" message will be heard

4) When the Exit Delay time period is up, the **Arm** LED lights steadily and the following message will be heard:

" *System Armed At Stay".*

If the system cannot be armed it will be followed by a "*Not ready to arm*" message as described in the Away Arming section.

Partition Arming

One of the **WisDom'**s advantages is its ability to divide the system to up to 3 partitions. Each partition may be viewed as a separate security system, each of which can be armed and disarmed individually regardless of the condition of the other.

Partitions can be armed/disarmed one at a time, or all at once, and each partition can be armed at **Stay** or **Away**.

NOTES:

Common Zones - Partitioned systems can share common zones. For example, a shared front door to two family houses must be available to both families and is therefore shared between them.

A common zone(s) is armed only if all partitions sharing the zone(s) are armed. The common zone(s) is disarmed if any of the partitions, to which the zone(s) is assigned, is disarmed.

If the system is defined to work in *Area* mode, the common zone will be armed if any partition sharing the zone is armed. The common zone will be disarmed if all the partitions sharing the zone are disarmed.

For more information about common zones refer to your installer.

Only users that have been defined to operate multiple partitions can operate more than one partition and arm/disarm all partitions at once.

➢ **To arm individual partitions:**

1) Check the **Ready** LED and make sure that the system is ready to be armed.

2) Select the partition number to be armed by pressing ⊕ followed by the partition number [**1/2/3**]

3) Enter your user code and then press 🔒.

An arming announcement message or a Fail to arm message will be heard as described in the section of Away Arming.

4) Repeat the above steps to arm additional partitions.

Examples:

To arm partition 3 with code 1234 in **Away** mode press:

🔘 **3 1-2-3-4** ⬭

To arm partition 3 in **Quick Away** mode (If defined) press:

🔘 **3** ⬭

To arm partition 3 with code 1234 in **Stay** mode press:

🔘 **3 1-2-3-4** ⬭

To arm partition 3 in **Quick Stay** mode (if defined) press:

🔘 **3** ⬭

Disarming

Disarming your system causes the detectors not to trigger an alarm when violated.

The disarming operation will be followed by a local message announcement (If defined).

NOTE:

If during disarming you enter a wrong user code, the keypad produces three short beeps and the "*Fail to disarm, Wrong Code. Please Try Again*" message will be heard. If so, re-enter the above sequence correctly.

Your **WisDom** offers the following kinds of disarming:

✦ **System disarming, below**

✦ **Partition disarming, page 27**

✦ **Duress disarming**, **page 27**

✦ **Silencing an Alarm, page 28**

Disarming the System

Disarming deactivates the partitions assigned to the specified user code.

➢ To disarm the system:

1) Enter your user code and press ⬛ (All the partitions assigned to the code will be disarmed). A confirmation message will be heard.

NOTE:

If outside the premises, open an "Entry" door. The WisDom beeps, indicating that the Entry Delay time period has begun. The following message will be heard:

"*System In Disarm Process. Please Enter Your Code*"

Before the Entry Delay time period expires, enter your user code and press ⬛ .

Partition Disarming

Partition disarming enables you to disarm individual partitions within an armed system.

➢ **To disarm partitions:**

1) Select the required partition by pressing ⌖ followed by the partition number [**1/2/3**].

2) Enter your user code and press 🔓 to confirm. A confirmation message will be heard:

   "{System / [Partition x]} disarmed "

3) Repeat the above steps to disarm other partitions

Example: To disarm partition 3 with code 1234 press:

⌖ 3 1-2-3-4 🔓

NOTE:

If the **Arm** LED is flashing after disarming, check the display for activated (alarmed) zones before proceeding.

Duress Disarming

If you are ever coerced into disarming your system, you can comply with the intruder's wishes while sending a silent duress alarm to the Central Station. To do so, you must use a special duress code, which when used, will disarm the system in the regular manner, while simultaneously transmitting the duress alarm.To use a duress code, add 1 to the last digit of your user code, as shown in the table below:

User Code	Duress Code
1-2-3-4	1-2-3-5
5-6-7-8	5-6-7-9
6-7-8-9	6-7-8-0

IMPORTANT:

Under no circumstances must the duress code be used haphazardly or without reason. Central Stations, along with Police Departments, treat duress codes very seriously and take immediate action

➢ To disarm using a duress code:

1) If outside the premises, open an "entry" door. The **WisDom** beeps, indicating that the Entry Delay time period has begun. The following message will be heard

"*System In Disarm Process. Please Enter Your Code*"

2) Enter your duress code and press 🔓.All partitions assigned to the code are disarmed and a silent alarm is sent to the Central Station.

Silencing an Alarm

When silencing an alarm the system goes into disarm state.

➢ To silence an alarm:

1) If outside the premises, open an "entry" door. The **WisDom** beeps, indicating that the Entry Delay period has begun.

2) Observe the system LEDs. If the ARM LED is flashing and the display shows the distributed zone, an alarm has occurred in the system.

3) Enter your user code and press 🔓. The following message will be heard:

"*System / [Partition X] Disarmed, Alarm Occurred in the System, Check Display*!"

The ARM LED will flash and the display will show the alarmed zones for the alarm memory period of about 60 seconds. Scroll through the list of alarm zones

NOTES:

It is recommended to leave the premises. Only after police investigation should you consider that the burglar is no longer in your premises and you can re-enter.
In special cases (if programmed so during installation), arming the system after an alarm requires a technician code. On the LCD, a *"Not ready - Technician Reset"* message will appear.

Chapter 4: Remote Phone System Operation

The **WisDom** enables you to operate the system from remote phone. This consists of initiating a telephone call to or from the system, and interacting with voice menus that guide you through your required remote operation.

Remotely Accessing the System

Remotely accessing the system involves initiating a call to the system, and entering your remote access code and the user code you usually enter in the system keypad.

All procedures in this chapter are performed by first initiating a call in this way, and then selecting your required option from the Operations menu, as described on page 30.

➢ **To remotely access the system:**

1) From a remote touch-tone telephone, dial the number of the premises where **WisDom** is installed.

2) **If an answering machine is in use at the premises**:

Let the line ring once, then hang up and call again.

NOTE:
Ask your installer to define the Answering Machine Override feature.
In some telephone systems, you may need to wait at least 10 seconds before calling the system again.

If an answering machine is not in use at the premises:

Wait until the system picks up.

After the system picks up a short tone is heard.

NOTE:
When the system picks up, all phones on the same line are effectively disconnected, and cannot be used.

3) Enter your 2 digit remote access code within 10 seconds. If you wait longer than 10 seconds the system automatically switches to MODEM mode. The sound of the connected modem is heard, and the call must be made again, as described in step 1.

4) Once you have entered the remote access code the following message is announced:

" *Hello, Please Enter Your User Code, Followed By [#]* **"**.

5) Enter the user code you usually enter in the **WisDom** followed by [#].

NOTE:

If an invalid user code is entered the "*Wrong Code*" message will be heard. If a valid user code is not entered within 10 seconds, the system hangs up, and the call must be made again, as described in step 1.

If 3 invalid user codes are entered within 10 minutes, the system hangs up and is then locked for 15 minutes. During this time, any calls initiated to the system are not answered. However, it is still possible to receive event calls from the system.

6) After your code is accepted a system status message is announced, followed by the *Operations* menu. You can now perform the required remote operations, as described in the subsequent sections.

TIPS:

To repeat the Status message, press # .
To bypass further menus and go directly to your required operation, use the list of quick key combinations on page 31

Operations Menu

The voice operations menu announces options and instructions to use the system functions. The options in the **Operations** menu vary according to system status and your access rights. For example, to arm the system option is not announced if all partitions in your system are already armed.

It is not necessary to wait for the end of a message or menu to enter a selection. If you remember the options listed, you can press the appropriate key at any time.

Follow the voice prompts to use the system functions.

Following is the list of remote operations options:

Operation	Quick Key Combination
Arming All Partitions	**[1][1]**
Arming selected Partition	**[1][9][Partition No]**
Disarming All Partitions	**[2][2]**
Disarming selected Partition	**[2][9][Partition No]**
Changing Zone Bypass Status	**[3][Zone No][#][9]**
Operating Outputs	**[4][Output No]**
Changing FM Numbers	**[5][FM No][#][2]**
Listen-In to the premises	**[6][1]**
Talking into the premises	**[6][2]**
Playing a Memo Message	**[7][1]**
Recording a Memo Message	**[7][2]**
Exiting the System	**[0]**
To return to the previous menu	**[✱]**
To repeat the menu options	**[#]**

NOTES:

Arming:

When performing forced arming, remember that it results in leaving a partition unsecured**.**

Zone Bypassing:
✦ Bypassing a zone results in leaving the partition to which that zone belongs unsecured.
✦ A bypassed zone's status is automatically returned to unbypassed when the partition to which it belongs is disarmed.
✦ The Bypass option can be disabled by your installer, in which case it is not announced as an option in the **Operations** menu.

Outputs Operation:
✦ The Utility Output option applies to Utility Outputs that are defined as **Follow Code**. Ask your installer for details about defining Utility Outputs in this way.
✦ There are 2 types of outputs which behaves differently when activated:
   ▪ Latched output: Remains activated until it is deactivated.
   ▪ Pulsed output: Remains activated for a predefined number of seconds, after which it is automatically deactivated.
Ask your installer which of your outputs are defined as latched and which are defined as pulsed.

Changing Follow Me Numbers:
✦ Only the Grand Master, Master and Manager authority levels have permission to change FM numbers.
✦ For more information regarding Follow Me numbers refer to page 39

Two Way Communication

The Listen and Talk options enable you to remotely and silently listen in to your premises in order to verify the cause of an event occurrence, through the microphone. It also enables you to remotely talk into your premises via the **WisDom** loudspeaker, for example, to guide someone in distress.

Unlike regular phone conversations listening and talking cannot be performed simultaneously. The **WisDom** allows one-way speech at a time. You must press **[1]** prior to listening and **[2]** prior to talking in order to be heard in the premises.

NOTE:

When entering the Listen and Talk option you have 2 minutes time out in which to listen or talk, after each press on [1] or [2] options. After this time, the **Acknowledge** menu or the **Operations** menu is repeated.

➢ To listen and talk:

1) From the **Operations/Acknowledge** menu, press **[6]**. The following messages are announced:

"To Listen In press 1, To Talk press 2, To return to the previous menu, Press [✳]"

NOTE:

The bell alarm resumes sounding 2 minutes after the last key has been pressed, and the previous menu is announced.

2) To listen In: [6][1]

At any time, you can press **[1]** to listen in to the premises. The bell alarm is silenced. If you talk, your voice cannot be heard in the premises.

3) To Talk: [6][2]

At any time, you can press **[2]** and talk into the telephone. The bell alarm is silenced, and your voice is heard in the premises. During Talking mode you can't hear sounds from the premises.

NOTE:

At the premises, when you switch from Talk mode to Listen mode, the WisDom's speaker sounds a beep. During Talking mode the Message LED flashes rapidly.

4) To stop 2 way communication:

Press **[✳]** to stop listening and talking and return to the Operations menu.

Family Message Center

The **WisDom** enables you to collect voice message from and leave voice message for other users of the system.

➢ To Remotely Play a Message:

From the Operations menu, press **[7]**. One of the following messages is announced:

"You have a new message" or "You have no new message". Press **[1]** to play the new message.

➢ To Remotely Record a Message:

1) The Family Message Center enables you to record and store 1 message up to 8 seconds long. When you record a new message, the previous message is deleted:

2) From the Operations menu, press **[7]**.

3) Press **[2]**. The following message appears announced. *"Press [#] to start and stop recording "*

4) Press **[#]** and state your message into the telephone receiver

5) Press **[#]** when you have finished your message. The following message is announced: *"You have a new Message. To play the message, Press 1, to record a message, press 2"*.

Press **[1]** to listen to the message you have just recorded or press [✳] to return to the Operations menu.

When accessing the Family Message Center option, *"You Have A New Message"* is announced. This changes to *"You Have No New Message"* when a user with a different user code to the user who recorded the message plays the message.

NOTE:

The MESSAGE LED in the **WisDom** flashes rapidity when a new message has been recorded. The LED turns off after the message has been heard.

When you record a new message, the previous message is deleted.

Receiving Calls from the System

Upon event occurrence, such as alarm activation, the system informs you of security situations such as intrusion or fire, by calling you and announcing a pre-recorded event announcement message, followed by the Acknowledge menu, as described on page 35.

The system can call up to 4 Follow Me numbers, enabling you, a relative or neighbor to be informed of the security situation.

NOTES:

Follow Me messages are performed only after reporting to the monitoring station

Follow Me numbers are assigned certain events for which they receive calls. The system must be programmed to call a FM number after a specific event occurs in order for that event to trigger the call. See page 39 for more information about FM numbers..

You can then take the appropriate action, whether this is to inform the authorities, or to use the Family Message Center to acknowledge the event and remotely operate the system.

Receiving an Event Call

When you receive an event call from the system, the first thing you must do is **Speak** into the telephone handset in order to acknowledge to the system that you have received the call, and to trigger the event announcement message.

Simply picking up the phone and saying "**Hello**", or in fact anything, is enough to do this.

NOTES:

If no voice is detected, the event message will start playing 5 seconds after phone pick up.

Interference noise on the telephone line might be recognized by the **WisDom** as a phone pick up and by that start playing the event message before the phone has been picked up by you.

Press [**#**] to begin playback of the event message from the beginning.

Event Announcement

After you say "Hello", the Event announcement message is made, informing you of a security situation in your system, for example:

"24 Oaklands Street, Intruder alarm, Ground Floor, kitchen"

The event messages can be disabled or defined for only specific events. Your installer performs the event announcement messages definition.

To repeat the Event announcement message, press [**#**].

To bypass the Event announcement message and go directly to the Acknowledge menu, press [✱].

Acknowledge Menu

After the Event announcement message, the following list of options is announced; some of which may require your user code authorization.

If an invalid code is entered 3 consecutive times, the system hangs up and this FM number is locked for 15 minutes. During this time, no calls are initiated to this FM phone.

If a valid user code is not entered within 10 seconds, the system hangs up.

Operation	Digit
Acknowledge Message	**[1]**

Acknowledging an Event means that you have received a message from the security alarm system about a relevant event in the system and want to confirm this. After you acknowledge an event, the system calls the next FM number. If you do not acknowledge the event, the system continues to call you a predefined number of times.

To acknowledge and stop all dialing	**[2]** **[Code]**

This option acknowledges the event and stops the system from calling to the next FM numbers to report the event.

To acknowledge and access the Operations menu	**[3]** **[Code]**

The **Operations** menu lists the available options for remotely operating your system as described on page 30.

To Listen and Talk	**[6]** **[Code]**

This option enables you to perform the remote listen and talk option as described on page 32

The Access to the Operations Menu and Listen and Talk options are only announced if your FM number has permission to access these options. For more information refer to page 39.

To repeat the event message	**[#]**

Chapter 5: User Codes

To perform many of the **WisDom** functions, a security code (often called a user code) must used. Each individual using the system is assigned a user code, which, in turn, is linked to an Authority Level. Those with a "higher authority" have access to a greater number of system functions, while those with a "lower authority" are more restricted in what they may do. There are eight different Authority Levels available for users of the **WisDom.**

User codes may have variable lengths up to 6 digits, according to your installer's definition. The **WisDom** can support up to 32 different user codes.

Your **WisDom** was given a Grand Master Code of **1-2-3-4** during manufacturing. Unless your alarm company has already changed it to suit your preference, it's best to modify this code to one that is unique and personalized as herein described.

NOTE:

To define the authority levels refer to your installer.

Setting / Changing User Codes

The user assigned the Grand Master Authority Level can change all user codes but cannot view the digits in the user codes. Users with other Authority Levels can only change their own codes. The system must be disarmed in order to set or change user codes.

➢ **To set/change a user code:**

1) From the **User Functions** menu, select **[5] Codes**.

2) Enter code and press (#▴).

NOTE:

If you enter wrong user code, the keypad produces three short beeps and the "***Wrong Code. Please Try Again***" message will be heard. If so, press **[*] [*]** quickly and re-enter the above sequence correctly.

3) Select **[1]** for **User Codes.**

4) Select **[1] Define/Update**.

5) Enter the two-digit User Index number to which you want to assign a user code. For example, to assign a user code to user index number **6**, press [⬭ 0] [⬭ 6].

📎 **NOTE:**
In the **WisDom** system, the User Index number is from 00 to 32.
The User Index number 00 belongs to the Grand Master user code.

6) Enter the new code and press ⬭ #▲ .

7) If successful, a single confirmation beep is sounded, and a message is displayed. If not, three quick error beeps are sounded.

8) Repeat the above steps for additional codes until complete.

9) When all codes are entered press ⬭ * ⬭ * quickly to reset and exit the **User Functions** menu.

Deleting User Codes

At times, it may be desirable to completely delete a user code. Note that it is impossible to delete the Master Code (although it can be changed).
The system must be disarmed in order to delete user codes.

➢ **To delete a user code:**

1) Follow steps 1-5 in the previous procedure.

2) When requested to enter new code press ⬭ 0 followed by ⬭ #▲ .

3) If successful, a single confirmation beep is sounded, and a message is displayed. If not, three quick error beeps are sounded.

4) Repeat the above steps for additional codes until complete.

5) When all required codes are deleted, press ⬭ * ⬭ * quickly to reset and exit the **User Functions** menu.

Chapter 6: Main User Settings

The **WisDom** comes with a variety of selectable user functions that become available when you enter the User Functions mode. The following chapter lists the main functions.

NOTE:

Although these functions are in the user functions menu, you can ask your installer to perform the programming of these functions for you.

Defining System Time and Date

(Grand Master or Manager only)

The correct time and date must be set to ensure proper operation of the **Wisdom** . The date and time are defined from the Clocks option in the User Functions menu.

➢ To set/change the system time:

1) From the **User Functions** menu, select **[6] Clocks**.

2) Enter the Grand Master or Manager code followed by ⬭

3) Select **[1] System Time**.

4) Enter the correct time in 24-hour format. Use the ⬭ and ⬭ keys to move the cursor and the numerical keys to set the time.

5) Press ⬭ to confirm.

➢ To set/change the system date:

1) From the **User Functions** menu, select **[6] Clocks**.

2) Enter the Grand Master or Manager code followed by ⬭

3) Select **[2] System Date**.

4) Enter the correct date. Use the ⬭ and ⬭ keys to move the cursor and the ⬭ key to toggle among the choices.

5) Press ⬭ to confirm.

Setting Follow-Me Numbers

In the case of an alarm or event, the system can initiate a phone call to a designated telephone or pager and employ unique tones or messages to express the active event.

➢ **To enter/edit a Follow-Me phone number:**

1) From the **User Functions** menu, select **[2] Activities**.

2) Select **[2] Follow Me**.

3) Select **[1] Define**

4) Enter your user code followed by (#▲)

5) Select the Follow Me index number you want to edit.

6) Enter the phone number, including the area code (if required) and press (#▲).

7) After entering the phone number, two questions are displayed. These questions enable you to define the permission for remote operations assigned to the designated phone.

```
ENABLE FM NO 1:
REMOTE PROGRAM:N
```

Select one of the following options to define the permission:

Y: The user on the FM phone can enter the **Remote Operations** menu and perform all available options.

N: The user on the FM phone cannot enter the **Remote Operations** menu.

```
ENABLE FM NO 1:
REMOTE LISTEN:N
```

Select one of the following options to define the permission:

Y: The user on the FM phone can perform remote listen-in and talk operations from the **acknowledgment** menu.

N: The user on the FM phone cannot perform the listen and talk operations from the **acknowledgment** menu.

If required, include the special functions described below to achieve the related effect. You can press the ⬛ or ⬛ keys to toggle to the required character.

Function	Sequence	Results
Stop dialing and wait for a new dial tone.	[✴] [1]	A
Wait a fixed period before continuing.	[✴] [2]	B
Switch from *Pulse* to *Tone* (or from *Tone* to *Pulse*).	[✴] [3]	C
Send the DTMF ✴ character.	[✴] [7]	✴
Send the DTMF # character.	[✴] [9]	#
Delete numbers from the cursor position.	[✴] [0]	

NOTE:

To delete a number, place the cursor in the first position and press **[✴] [0]**.

When done with your complete entry, press ⬤ to store it. Up to 32 digits can be included in the phone number.

Scheduling Weekly Programs

Scheduling weekly programs enables you to automate some system operations. This is performed by defining up to two time intervals per day, during which the system automatically performs one of the following functions:

✦ **Automatic Arming/Disarming, below**

✦ **Automatic UO Activation, page 42**

✦ **Limitation of user Disarming**, **page 43**

You can define up to 16 scheduling programs. Use the table in *Appendix D: Scheduling* to define your data.

Automatic Arming/Disarming

An arming program automatically arms and disarms the system during your required time intervals. When defining the automatic arming/disarming program, you need to define the following parameters: **Partition**, **Arming Mode** (Away/Stay), **Time**, and **Label**.

During the automatic activation, announcement messages will be heard in the premises. For example, when the automatic countdown starts, the first message will be:

"*System in Automatic Arm Process, Please Exit Now*"

➢ **To define an automatic arm/disarm program:**

1) From the **User Functions** menu, select **[6] Clocks**.

2) Enter your user code followed by (#✦)

3) Select **[5] for scheduler .**

4) Select the program index number you want to define

5) Select **[1] Arm/Disarm**

6) Follow the LCD display messages that will guide you through the programming procedure.

Defining a UO Activation Program

A UO (home appliance) activation program automatically activates and deactivates UOs during your required intervals. In each program, you can define four UOs to operate simultaneously.

When defining a UO activation program, you need to define the following parameters: **UOs**, **Time Schedule**, **Vacation**, and **Label**.

➢ To define a UO activation program:

1) Repeat stages 1- 4 of the Arming/Disarming schedule programming procedure.

2) Select **[2] UO On/Off**

3) Follow the LCD display messages that will guide you through the programming procedure

Defining a User Limitation Program

A user limitation program automatically prevents certain users from disarming the system during specified time intervals. By default, all users of the system operate without this limitation. When defining a user limitation program, you need to define the following three parameters: **Users**, **Time Schedule**, and **Label**.

NOTE:

By default, all users are not restricted.

➢ **To define a user limitation program:**

1) Repeat stages 1- 4 of the Arming/Disarming schedule programming procedure.

2) Select **[3] User Limit**

3) Follow the LCD display messages that will guide you through the programming procedure

Setting Local Announcement Messages

Upon event occurrence, the **WisDom** can announce the security situation to occupants of the premises by sounding a local Announcement message. This Announcement message can be enabled or disabled, per event.

By default, all Announcement messages are enabled.

➢ **To enable and disable Announcement messages:**

1) Press **[✱][7]** from the main user menu to enter the **Voice Message menu**.

2) Enter your user code followed by ⬭

3) From the **Voice Msg.** menu, select **[4] Announce Message**.

4) The **Announce Message** menu lists system events.

Select the event for which you want to enable or disable an Announcement message from the following options:

[1] Intruder Alarm

[2] Fire Alarm

[3] Emergency alarm

[4] Panic Alarm

[5] Away arming: All message involved in Away arming

[6] Stay (Home) Arming

[7] Automatic Arm/Disarming

[8] Disarming

[9] Exit Delay

[10] Entry Delay

[11] Functions Key messages

[12] Trouble Messages

[13] Walk test

5) Use the ⬚ key to select one of the following options:

[N]: To disable the Announcement message for the selected event. This is the default.

[Y]: To enable the Announcement message for the selected event.

Premises Operation of the Family Message Center

The Family Message Center enables you to play and record a memo message on the premises. The message is up to 8 seconds. When you record a new message the previous message is deleted. During the recording process, a counter appears on the **WisDom** LCD display, indicating the time left for message recording.

➢ **To record a message:**

1) Press the ⬭•⧸ button continuously for 2 seconds. The Message LED will start a slow flash and the following message is announced:

"***Record Your Message After The Tone***".

2) After a tone is heard talk into the microphone located on the left corner of the **WisDom** from a distance of 3 cm. If you finish your message before the time limit, press the ⬭•⧸ key again.

➢ **To play a message:**

Press the Play ⬭▶ button. The recorded message will begin playing automatically

Programming Macro Keys

The **WisDom** enables you to record a series of commands and assign them to a Macro key. When the Macro key is pressed for 2 seconds, the recorded commands are executed from beginning to end.

Before programming a Macro key, it is recommended to perform your required series of commands, making a note of every key you press while doing so. These keys will be entered in the form of characters in step 4 of the procedure for programming the Macro key. Up to 3 Macro key programs are available.

For example, to arm partitions 1 and 2 in a 3-partitioned system with code 1234, you would press the following keys in step 4:

(#♠) (1) |CODE| (♠) (#♠) (2) |CODE| (♠).

This example requires the following sequence of characters:

[#]1 1234 a [#]2 1234 a

NOTE:

1. Only the Grand Master can program a Macro Key.

2. Macro keys cannot be programmed to perform disarming commands.

➢ **To program a Macro key:**

1) From the **User Functions** menu, select **[8] Macro Key**.

2) Enter the Grand Master code followed by (#♠).

3) The **Choose Key** menu lists the 3 Macro keys. Select the Macro key that you want to program.

4) Press **[1]** for 2 seconds (Or the Macro key you selected in the previous step)

5) Use the numerical keys or the (♠) key to enter a series of characters representing your required keys, as described on page 47. Each character you enter is displayed in the second line of the LCD.

6)
```
MACRO A:
#11234a#21234a
```
After entering the series of characters, ensure that the cursor is placed in the field after the last character in the series otherwise, the last character you defined and everything after it will be erased, and the Macro key will not perform the required function. Press **[1]** for 2 seconds again (or the Macro key you selected in step 4). The series of characters is saved and assigned to the selected Macro key.

7) If required, select an additional Macro key to program and repeat the above procedure.

Using the Arm / Stay Keys to Program Macro Keys

In step 5 of the previous procedure, the 🔓 and 🔒 keys are used to toggle between and enter characters that represent keys on the **WisDom** keypad. The following is a list of these characters and the keys they represent:

Character	Represents
0-9	The Numerical keys from 0 to 9.
A-C	The Macro keys from A to C.
a	The 🔓 key - Away arming.
S	The 🔒 key - Stay arming.
✱	The ⁎ key.
#	The #♠ key.

NOTE:

You can also use the Numerical keys to enter numbers when programming Macro keys. Use the **[↱]** and **[↲]** keys to move the cursor.

When your required character is displayed, press ↱ to move the cursor to the next field in the LCD, where you can enter the next character in the series.

When you have finished entering a series of characters, ensure that the cursor is placed in the field after the last character in the series by pressing ↱ again.

➢ **To Activate a Macro key:**

Press the numeric key [**1/2/3**] for 2 seconds to activate Macro [**A/B/C**] respectively. A macro activation confirmation message will be heard: ***[Macro X] Activated*** "

If there is no pre-programmed macro for the key system the following message will be heard: ***"Macro Not Defined"***

Chapter 7: Backup Batteries

The **WisDom** has 6 backup batteries that are used in time of main power failure. The batteries can be of two types:

✦ **Non rechargeable**: Size AA, 1.5VDC Alkaline

✦ **Rechargeable**: Size AA, 1.2VDC cells

NOTE:

The provided batteries by the manufacturer are rechargeable Nickel Cadmium cylindrical cell 1.2V 800mA AA. Do not attempt to use a different type of rechargeable batteries; failure to comply with the above instruction, may result in damage to equipment.

Whenever the battery capacity is low or missing and needs to be recharged or replaced, the following announcement trouble message will be heard automatically (if defined):

"Low Battery Trouble"

When this happens follow the steps depending on the type of batteries your system is equipped with:

IMPORTANT:

1. **CAUTION**: When replacing the batteries be sure to buy the same type. Failure to comply with this instruction may result in damage to personnel and/or equipment.

2. Replacing a rechargeable cell with a non-rechargeable battery might cause damage unless you change the *RECHARGABLE BATTERY* jumper, located inside the WisDom. For further instructions refer to your installer

3. Dispose of used batteries according to the proper instructions

➢ Rechargeable batteries:

1) Recharge the batteries for a period of minimum 12 hours

2) If the low battery trouble is still on, follow the instructions described in replacing a non-rechargeable batteries.

➢ Non rechargeable batteries:

1) Pull out the battery housing located on the **WisDom**'s rear side.

NOTE:
Your installer may have locked the battery case by an internal screw. In this case contact your installer to replace the batteries.

2) **CAUTION**: Replace all the batteries with the same battery type. Pay attention to the batteries polarity printed on the case.

3) Put the battery housing back to its place. The low battery trouble should disappear within 4 minutes.

NOTE:
After replacing rechargeable batteries you should charge them for at least 12 hours.

Chapter 8: Complete Menu of User Functions

Your **WisDom** comes with a variety of selectable user functions that become available when you enter the User Functions mode. This chapter lists the complete menu of user functions.

To enter the User Functions mode, press ⬭* followed by the function Index or quick key (see the table below) and your user code. For example, to bypass a zone, press ⬭* [1][1][1-2-3-4] ⬭#♠ .

To exit the User Functions mode and return to Normal Operation mode, press ⬭* ⬭* quickly.

Quick Key	Function	Description
1 Bypass		
1	Bypass Zones	Provides the ability to bypass any of the system's intrusion zones. Use the ⬭🔒 key to toggle between [Y]/[[N] for the zone status and then press ⬭#♠ to confirm
2	Bypass Reset	Removes any bypass(es) previously placed on an intrusion zone(s).
3	Bypass Recall	Recalls the most recent zone bypass(es).
2 Activities		
1	Operate Utility Output (UO)	Allows user control of previously designated external devices (e.g. an appliance, a motor-driven garage door, etc.)

Quick Key	Function	Description
2	Follow Me (FM)	This option allows to program 2 options regarding the follow Me number:
		1) **Define FM**: Define up to 4 Follow Me telephone numbers. In case of an alarm the system will generate a call to the designated number. For more information refer to page 39
		2) **Terminate FM**: If Follow-Me Phone Number(s) were chosen, their operation can be terminated. Use this function when an alarm has been tripped and there is no need to utilize the Follow-Me phone call.
3	Monitoring Station (MS) Control	Allows user control of operation relating to operation with the MS:
		1) Initiate call: By initiating a call to your alarm company, this allows them to perform a remote programming operation on your system
		2) Hand over: Similar in intent to Initiate Call (above). Hand Over allows your alarm company to call you and, during the call, "hand over" to them the control of your security system
		3) Enable U/D: Each time this function is enabled, your alarm company may subsequently gain a single remote access to your system to make any required programming changes.
		4) Cancel report: Sends a "Cancel Alarm" report message to the Central Station. This function is used if the alarm was activated by mistake.
		5) Void rep. Prog: For installer use only!. Some protocols have a report code to the monitoring station for entering and exiting the installer programming. To avoid the entering report and save time, this function postpones the report for

Quick Key	Function	Description
		two minutes during which the installer can enter the programming menu and no report will be made.
4	Delete Remote Message	Deletes a message that has been sent to the LCD from the Upload/Download software.
5	Anti-Code	If defined by your installer the **WisDom** can be defined to be not ready to Arm after an alarm or tamper condition. To restore the system to *Normal Operation* mode, a technician code or an Anti-code must be entered. Entering the code supplied by the technician at this location will restore the system to the *Normal Operation* mode.
6	Duress Restore	Deactivates a latched UO that has been activated as a result of a duress code being entered

3 View

1	Trouble	Should be used when the system has detected a problem, which is evidenced by the rapid flashing of the **TROUBLE** LED.
2	Alarm Memory	Allows the viewing of the five most recent alarm conditions stored by the system, by partition.
3	Partition Status	Allows the viewing of the partition's status, troubles, and all "not ready" zones.
4	Zone Status	Allows the display of all system zones and their current status.
5	Event Log	Allows the viewing of significant system events including date and time.

Quick Key	Function	Description
6	Information	Allows the display of the following information:
		1) **Service information**: Allows the display of any previously entered service information
		2) **System version**.

4 Maintenance

Quick Key	Function	Description
1	Testing	The testing function allows the Grand Master to perform 3 – second test to the following elements in the system:
		1) Keypad (LEDs and LCD display)
		2) Internal siren
		3) External siren
		4) Speaker
		5) Battery test
		6) Battery voltage
2	Walk Test	Used to easily test and evaluate the operation of selected zones in your system
3	Chime Control	Use to control the system chime or any function involving the Chime feature.
4	Buzzer Control	Use to control the buzzer or any function involving the buzzer feature.

Quick Key	Function	Description
5 Codes		
1	User Codes	Allows to define the following user's parameters: **1) Set code**: Sets, changes, and deletes user codes as described on page 36. **2) Authority**: Links user codes with Authority Levels. For more information refer to your dealer. **3) Partition**: Assigns partitions to users **4) Label**: Assigns labels to users (10 characters)
2	Remote Phone code	2-digit access code that is used when calling the system from a remote phone. The Installer or the Grand master can program this code.
6 Clocks		
1	System Time	Allows the setting of the system time.
2	System Date	Allows the setting of the system date.
3	Next Arm	Used to automatically Away arm a disarmed system at a specific time within the next 24 hours. **Next Arm** works for one time only since the system deletes the setting after it is acted upon.
4	Next Disarm	Used to automatically disarm an armed system at a specific time within the next 24 hours. **Next Disarm** works for one time only since the system deletes the setting after it is acted upon.
5	Scheduler	Enables you to define a weekly program with up to two time intervals per day, during which the system automatically arms, activates UOs, or prevents users from disarming, as described on page 41.

Quick Key	Function	Description
6	Vacation	Enables to define up to 20 vacation periods and the partitions that will be armed automatically during the vacation.

7 Voice Messages

Quick Key	Function	Description
1	Message Structure	Enables to specify the order in which messages are announced when receiving a call from the **WisDom.** There are 2 options: ❖ [Common, Event, Partition, Zone] ❖ [Event, Partition, Zone, Common] Use the ⬚ and ⬚ keys to select your choice.
2	Message Label	Recording and Playing of messages (voice names) to zones, partitions, outputs, macros and identification message when receiving a message to your private phone. In addition to self-recording you can assign the zones and partitions with a prerecorded label from a list of messages. For more information refer to your installer.
3	Test Message	Used to verify remote and local communication, **1) Send message**: Remote communication is verified by sending a "Test Event" message to a selected follow me number. In order to achieve this, assign a phone number to the relevant FM number. **2) Local play**: Local communication is verified by playing a local message.
4	Announce Message	Enabling and Disabling announcement messages. For more information refer to page 43

Quick Key	Function	Description
8 Macro Keys		
1/2/3	Key [A/B/C]	Records a series of commands and assigns them to a function key. For detailed information refer to page 45
9 Installer Programming		
1	Full Program	Accesses the full menu of programming options.
2	Partial Program	Accesses a limited menu of programming options.

NOTE:

Refer to the *WisDom Installation and Programming Manual* for more information about the **Installer Prog** functions.

Appendix A: System Troubles

The following table lists some of the possible trouble conditions, their descriptions, and recommended responses.

To check for troubles in the system press ⌬#▲ ⌬8 ; an opening message *"System Troubles"* followed by a list of current trouble messages will be heard. If the list of troubles is empty, the message *"No System Troubles"* is heard.

Trouble message will also be announced after a confirmed disarming message or if a new trouble occurs during the disarming procedure.

NOTE:

The installer can set or unset the System Trouble Message option.

Trouble	Description	LCD Display	Message	Response
MAIN TROUBLES				
Auxiliary Failure	The panel's Auxiliary power, used to supply electric current to designated devices (e.g. motion detectors) has failed.	`TROUBLE: MAIN:AUX TRBL`	"*Auxiliary Failure*"	Contact your installer.
Bell Loop Trouble	The external bell is disconnected	`TROUBLE: MAIN:BELL LOOP`	"*Bell Loop Trouble*"	Contact your installer.
MS Report Fail	Fail to communicate with the MS.	`TROUBLE: MS 1 CALL ERROR`	"*Central Station Report Fail*"	Contact your installer
Clock Not Set	The system's clock has lost track of the time and/or date.	`TROUBLE: SYSTEM CLOCK`	*"Clock Not Set"*	Set the system's time and date, see page 38

Trouble	Description	LCD Display	Message	Response
False Code Trouble	If enabled by your installer, your system will report a false code as a trouble.	`TROUBLE: FALSE CODE P=1` **NOTE: P=1** refers to the partition in which the false code was entered.	*"False Code, [Partition X]"*	Once the trouble has been displayed, it will automatically be removed from the system.
Loss of AC Power	The commercial power has been interrupted; the system will continue to operate on its standby battery as long as possible.	`TROUBLE: MAIN:AC TROUBLE`	"*AC Loss*"	Check the connection of the **WisDom** 's transformer to the mains. Ensure that power is not interrupted or switched off.
Low Battery	The capacity of the battery is low or missing and needs to be recharged or replaced.	`TROUBLE: MAIN:LOW BATT`	*"Low Battery Trouble*"	Replace battery as described on page 48.
Phone Line Failure	The telephone line is either disconnected or inoperative.	`TROUBLE: PHONE LINE`	*"Phone Line Failure"*	If all premises telephones are operating properly, contact your security dealer. If not, contact your local telephone company.
Receiver Jamming Trouble	An RF signal is blocking the channel via which the sensors communicate with the control panel.	`TROUBLE: RF JAMMING`	"*Wireless Receiver Jamming*"	Contact your installer

Trouble	Description	LCD Display	Message	Response
WIRELESS ZONES TROUBLES				
Zone Loss Trouble	The system has not received a signal during a specified time	`Z=01    :LOST` `ZONE 01`	"*Zone Loss, [Zone X]* "	Contact your installer
Low Battery Zone Trouble	Wireless transmitter low battery has been detected in a certain zone.	`Z=01      :LB` `ZONE 01`	"*Low Battery, [Zone X]* "	It is recommended to call your installer to replace battery in the relevant wireless transmitter.

Appendix B: System Sounds

In addition to the visual indications provided by the **WisDom**'s LEDs , your system produces audible annunciation after certain events .

Event	System Sound
Intrusion Alarm	Rapid beeping - continuous (see note 5)
Fire Alarm	Rapid beeping – Staggered (See note 3)
Keypad Police Emergency	Rapid beeping (See note 2)
Keypad Fire Emergency	Rapid beeping - Staggered (See note 3)
Keypad Auxiliary Emergency	No sound
Arming or Disarming	A one-second tone if completed correctly. Three rapid error beeps if incorrect (see Notes 1,3)
Entry Delay Countdown	Slowly repeating tones until the Entry Delay time period expires. (see Note 3)
Exit Delay Countdown	Slowly repeating tones until the Exit Delay time period expires (see Note 3)
Correct / Incorrect Data Or Key Sequence	A one-second tone if completed correctly; Three rapid error beeps if incorrect (see Note 3)
Chime Sound	A 2 second beep (see note 4)

NOTES:

1. If selected during the installation, a brief "chirp" may be heard when the Exit Delay time period expires.
2. The installation company determines whether or not the Police Emergency alarm is annunciated by the external sounder.
3. Keypad beeps in response to Entry/Exit Delay countdowns, keypad Fire Emergencies, and keypad errors and confirmations are typically enabled. At the user's discretion, such beeps may be disabled.
4. Any intrusion zone, if selected for the Chime feature, will, when violated during the disarm period; cause the keypad to annunciate the event. The chime can also be disabled when not required.
5. Based on decisions made at the time your alarm system was installed, beeping sounds may be heard during this type of alarm.

Appendix C: Terms and Definitions

There are a few terms with which you should become familiar. Knowing them will help you to better understand and use your system.

Authority Level: Each individual using the system is assigned a user code, which, in turn, is linked to an Authority Level. Those with a "higher authority" have access to a greater number of system functions, while those with a "lower authority" are more restricted in what they may do. There are eight different Authority Levels available for users of the **Wisdom**

Chime: The chime is a series of three short keypad tones, which can be set up to annunciate, during the disarmed period, the violation of selected intrusion zone(s). For example, the chime tone can be used to annunciate the arrival of a customer each time the front door opens. The chime can be disabled or enabled at your discretion.

Event Log: A list of system events can be displayed on an LCD keypad or uploaded to the alarm company via the Upload/Download software and printed for further analysis.

Exit/Entry Delay: Your security system must incorporate an entry/exit delay to allow proper entry and exit to and from the premises without causing inadvertent alarms.

Follow-Me Phone: In addition to the standard event reporting to the Central Station, the system can send Event messages to a designated system user's telephone.

Key-Fob: The Key-Fob is a 4-button wireless transmitter that allows you to arm and disarm your alarm system as well as send a panic alarm and activate a relay output.

Monitoring (Central) Station: Your system is set up to report alarms to a Central Station, which is a facility that continually monitors the activities of many security systems (usually via the telephone network) and dispatches the proper authorities.

Partition: One of the **WisDom** advantages is its ability to divide any system into a number of partitions. You can think of each partition as a separate security system that can be armed and disarmed individually.

Tamper: A device that prevents system hardware from being tampered with by triggering an alarm whenever a hardware component is opened.

Trouble Reporting: If required, your security system may also report to the Central Station any troubles or malfunctions it senses, so that a service call can be made.

Upload/Download: Software used by the installer for programming the **WisDom** and by the user for operating the system and viewing system status.

User Code: Up to a four-digit or six-digit code that is used to perform many of the **WisDom** functions.

Utility Output (UO): A household appliance. In addition to your system's normal operation, it is possible to place a household appliance or premises lighting under the control of the **WisDom** where it can be conveniently turned on and off automatically, or by user command from any system keypad.

Scheduler: Through the use of the system's built-in clock, it is possible to schedule automatic operations such as arming and disarming, UO activation, and user limitation.

Zone: A single detector, or collection of detectors, usually relating to a certain area of the premises or type of protection. Zones that use devices designed to detect break-ins are called intrusion zones. Another kind of zone may contain one or more smoke detectors. Such zones are called fire zones. An environmental zone typically protects the premises from gas leaks and/or flooding.

Appendix D: Scheduling Table

Use the following table to define each of the weekly programs.

Weekly Program
No:_____

Program Name:
_____

Program Type	Parameter Definitions					
Arm / Disarm ☐	Partition	1 ☐	2 ☐	3 ☐	Arming Mode: ☐ Away ☐ Stay	
Utility Output ☐	1st UO No:_____ 2nd UO No:_____			3rd UO No:_____ 4th UO No:_____		
	NOTE: In the UO weekly program, you can define a separate time during vacation.					
User Disarm Limitation ☐	User #		Name	User #		Name
	NOTE: You can choose any user in the system.					

Day	Start Time 1 HH:MM	Stop Time 1 HH:MM	Start Time 2 HH:MM	Stop Time 2 HH:MM
Sunday				
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				

RISCO Group Limited Warranty

RISCO Group and its subsidiaries and affiliates ("Seller") warrants its products to be free from defects in materials and workmanship under normal use for 24 months from the date of production. Because Seller does not install or connect the product and because the product may be used in conjunction with products not manufactured by the Seller, Seller cannot guarantee the performance of the security system which uses this product. Seller's obligation and liability under this warranty is expressly limited to repairing and replacing, at Seller's option, within a reasonable time after the date of delivery, any product not meeting the specifications. Seller makes no other warranty, expressed or implied, and makes no warranty of merchantability or of fitness for any particular purpose.

In no case shall seller be liable for any consequential or incidental damages for breach of this or any other warranty, expressed or implied, or upon any other basis of liability whatsoever.

Seller's obligation under this warranty shall not include any transportation charges or costs of installation or any liability for direct, indirect, or consequential damages or delay.

Seller does not represent that its product may not be compromised or circumvented; that the product will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; or that the product will in all cases provide adequate warning or protection. Buyer understands that a properly installed and maintained alarm may only reduce the risk of burglary, robbery or fire without warning, but is not insurance or a guaranty that such event will not occur or that there will be no personal injury or property loss as a result thereof.

Consequently seller shall have no liability for any personal injury, property damage or loss based on a claim that the product fails to give warning. However, if seller is held liable, whether directly or indirectly, for any loss or damage arising under this limited warranty or otherwise, regardless of cause or origin, seller's maximum liability shall not exceed the purchase price of the product, which shall be complete and exclusive remedy against seller.

No employee or representative of Seller is authorized to change this warranty in any way or grant any other warranty.

 WARNING: This product should be tested at least once a week.