

BRINKS HOME SECURITY

8880 Esters Blvd. Irving, TX 75063
Phone # (800) 874-8882

Installation Process 3000 Panel



1. Default Panel
2. Learning Devices
3. Standard Menu Programming
4. Upload Configuration
5. Installer's test

1. Warm Up with Customer.
2. Finalize paperwork; ensure that all signatures are completed.
3. Walk Through the home with the customer and agree on all equipment locations.
4. Complete the entire Installation with exception of programming.
5. Completely fill out panel card.
6. Call in the installation to Operation Services (800-874-8882). Prompt 1 and then 1. (Code Word for week is necessary). (Please follow the Operation Services script)
7. Obtain the AID (Account ID / Central Station #) and the Line Card (Receiver #).
8. Program the panel. **Please ensure there are no trouble conditions before plugging in the RJ connection. (Trouble conditions are on Page 31 in the User's Manual.)
9. Call in to the VRT (IVR) and place the account on Pre-test. (Please note that if your pass code does not work, you may call the Testing Queue (Menu options 1, then 3) and a Testing Representative will pretest, test, and clear the account.
10. **PreTest the account. Call 800-874-8882, Menu Options 1, then 2.**
VRT Operation
 - a) Enter User ID (dealer number). **Please note: If your branch did not install the account, then you must use the installing branch number.**
 - b) Enter pass code (last four digits of techs SS#)
 - c) At the Main Menu, Press 1 for Account Menu.
 - d) Enter the full eight digit AID.
 - e) Enter the account's phone number.
 - f) Press 1 for On-Test Menu.
 - g) Press 3 to Pretest and confirm. Wait for the computer to tell you the account is in PRETEST Mode.At the customer's keypad:

Press the OPTIONS button five times until the display window shows TEST. Enter the Mastercode. If the test is successful, then a short confirmation tone will follow and the keypad display will return to a normal status. (If unsuccessful, the keypad will display CP TROUBLE). This indicates the system was unable to report to the monitoring center.

h) Once successful, call back into VRT (800-874-8882, menu options 1, then 2) and place the account On-Test.

10. Test the account.

VRT Operation

- a) Enter User ID
- b) Enter pass code.
- c) At the Main Menu, press 1 for Account Menu.
- d) Enter the full eight digit AID.
- e) Enter the account's phone number.
- f) Press 1 for the On-Test Menu.
- i) Press 1 to place the account On-Test and confirm. (Test category is always 2). Wait for the computer to tell you the account is ON TEST.
- g) At the programmer:
From the HOME MENU, press Option 5 INSTALLER TEST and confirm. Open and restore all zones and panics as instructed by the programmer. Disconnect and Reconnect Siren. Wait for the Programmer to tell you TEST ALL DONE.

SPECIAL NOTE – If you try to clear without a complete set of zones or signals that were not supposed to be sent, then the IVR resets and you must send everything again. You “may” check the Test Results menu to verify before attempting to clear.

11. Clear the Test.

- a) Enter User ID
- b) Enter passcode.
- c) At the Main Menu, press 1 for Account Menu.
- d) Enter the full eight digit AID.
- e) Enter the account's phone number.
- f) Press 3 for Clear the test.
- g) **Record the VRT time and authorization on the Installation Work Order.**

12. Clean and vacuum all debries from installation

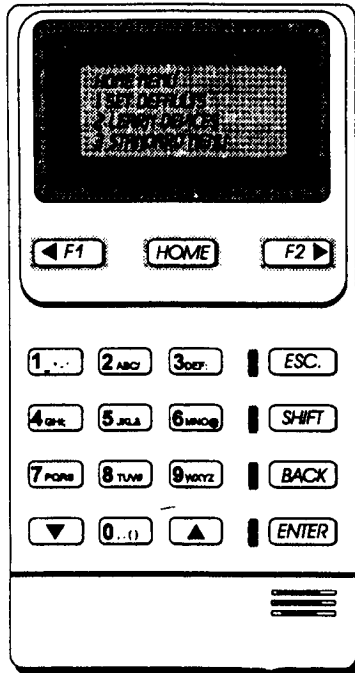
13. Wrap up final paperwork with customer and leave remaining copies.

14. Demo system thoroughly with the customer.

5 Programming

5.1 Getting started

The BHS-3000A is programmed using the S3121B Alphanumeric Programmer, shown below. The programming is menu-based.



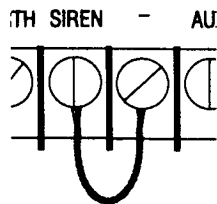
Alphanumeric Programmer, Model S3121B

5.1.1 Apply power

If you are installing the panel at a site with AC power, power up the panel by applying AC and then DC power to the panel.

If you are installing the panel at a site with no AC power, power up the panel on DC power alone by doing the following:

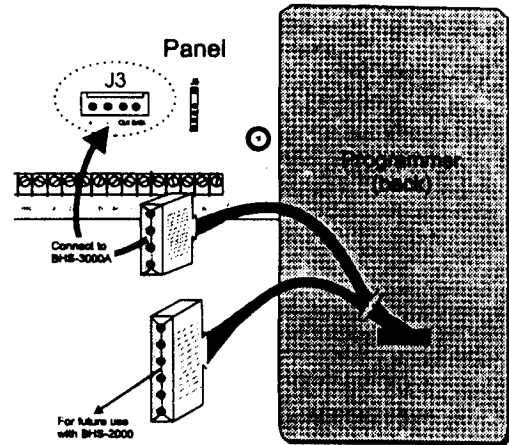
1. Create an electrical short across the SIREN terminal.
2. Apply DC power to the panel.
3. Remove the short across the SIREN terminal.



Short the SIREN terminals to power up the panel on DC power

5.1.2 Connect the programmer

Connect the programmer's cable to the four-pin programming port found on the panel or on some of the system's bus devices.



Connect the four-pin connector to the programming port (J3) on any bus device

Once connected, the programmer automatically turns on within one minute. To turn the programmer on immediately, press any key.

5.1.3 Enter installer code

At startup, the programmer asks you to enter your installer code.

Enter installer
access code
>

Input the installer code, then press the [Enter] key. The default code for new installations is 0 1 2 3 4 5. When you have input the correct installer code, the Programmer identifies the version of firmware installed on the control panel.

5.1.4 Replace panel option

Before displaying the Home Menu, the programmer asks if you are in the process of replacing the system's control panel. If you are, indicate "yes" by pressing the [1] key. As described in more detail on page 31, the programmer then gathers the necessary information to automatically download the previous panel's programming into the new panel.

If you are not in the process of replacing a panel, press any key *except* [1] to see the Home Menu.

5.1.5 Home Menu

The Home Menu now appears. The programmer displays three menu items at a time, as shown in the illustration below and to the left. The entire Home Menu is shown to the right. Use the [↑] and [↓] keys to scroll through the menu items.

HOME MENU
1 Set Defaults
2 Learn Devices
3 Standard Menu

Home Menu, as it first
appears on display.

HOME MENU
1 Set Defaults
2 Learn Devices
3 Standard Menu
4 Advanced Menu
5 Installer test
6 Upload Config
7 Browse Events
0 Exit

Entire Home Menu

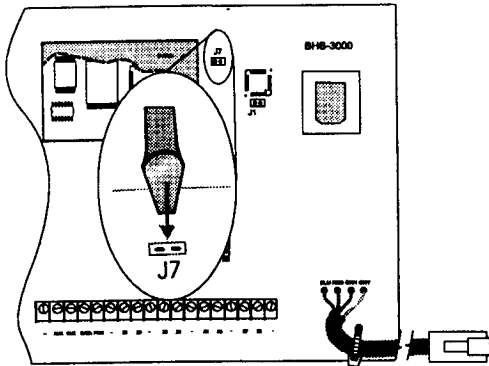
- If these solutions are not effective, replace the siren.

7.3.8 Handheld programmer is broken or missing

Condition: A new system needs to be programmed, but the handheld programmer is broken or missing.

Solution: Configure the system remotely, following the procedure described below. (Note: you cannot use this procedure if the site's telephone system requires that you dial a prefix to gain access an outside telephone line.)

1. Install the system and all the required devices.
2. Place a screwdriver across J7, then apply power to the system.



Short J7 during power-up

3. When the system has power, remove the screwdriver.
4. Wait while the control panel restores the system's default programming and learns all the system's devices. When this is completed, the keypads' ON LEDs flash at a fast rate.
5. At the keypad, enter the four or five digit Communicator 1 Report Account Number. The keypad beeps to indicate that it has written the number into memory.
6. Enter the seven-digit telephone number for the Brink's Monitoring Center into the keypad. This is the number that completes the 1(800) XXX-XXXX sequence. The keypad beeps to indicate that it has written this number into memory.
7. The control panel then contacts the Downloader and uploads the panel's programming. At that point, an operator can revise the panel's programming at the central station and download that programming to the panel.

7.3.9 System does not recognize a ZEM

Condition: The system does not recognize one of its ZEMs.

Indications: The system does not allow you to create and program zones for one of the system's ZEMs.

Possible causes:

- The ZEM is not properly wired.
- The ZEM's zone selection jumper is improperly positioned.
- The ZEM may not have been learned during the Learn Devices process.
- The ZEM may be damaged.

Solutions:

- Verify the wiring connections match those shown on page 9. Replace any wires that are damaged.
- Verify that the zone selection jumper is in place, and that it does not occupy the same position as the jumper on another system ZEM. You can do this either by physically inspecting the ZEMs, or by comparing the jumper settings in the list of learned devices, using the handheld programmer. If the jumpers of two ZEMs are in the same position, move one to a location that is not occupied by another ZEM jumper, then select learn devices again.
- Repeat the learn devices process.
- If these solutions are not effective, replace the ZEM.

7.3.10 Keyfob not working

Condition: A system keyfob does not work.

Indications:

The system does not respond to the commands of a keyfob.

Possible causes:

- The keyfob or the keyfob receiver was not properly programmed.
- The customer has deleted the keyfob's user code.
- The keyfob's battery needs replacing.
- The keyfob is defective.
- The keyfob is out of range.
- The keyfob's signal is being blocked.
- The system is not ready to arm. Note: the system still arms when the garage door is open, provided that the door is programmed as an Exit Force Arm zone. If the garage door is open at the end of the Exit Delay, it is bypassed until it is no longer faulted.
- The keyfob receiver is not communicating with the panel.

Solutions:

- Verify that you have both learned the keyfob and created a user code for that keyfob. (If the keyfob was previously working, you can skip this step.)
- Verify that the keyfob receiver was properly learned. (If the receiver is working with other system keyfobs, you can skip this step.)
- Watch the keyfob's Battery Indicator LED as you press and hold the red ON button for five seconds. If the LED blinks or fails to light, replace the battery. If the LED is steadily lit, the battery is good. (The keyfob takes one A23 battery.)
- Attempt to arm the system while standing in front of the keypad. If the keyfob's signals are being received, the keypad's display will mirror the changing status of the system. If the signals are not being received, repeat the keyfob learning sequence described on page 22.
- Open the receiver and repeat the keyfob test. Verify that the receiver's status LEDs show the appropriate responses to the keyfob commands. (For the appropriate LED functions, see page 14.) If the keyfob's signals are not being received in a portion of the house, consider adding a second keyfob receiver in that area. If applicable, remind the customer of the keyfob's range.
- Correct any not-ready conditions, then try to use the keyfob again.
- Look for and correct problems with the receiver's wiring. (If the receiver is working with other system keyfobs, you can skip this step.)
- If the receiver is working properly, replace the keyfob. (See page 33 for instructions.) If the receiver is not working properly, replace it and reprogram the receiver and all the keyfobs. (See page 32 for instructions.)