

CommPact Alarm System

User Guide

Testing the System

It is recommended to test all system components to ensure correct operation.




Performing a Keyfob Test

Test keyfobs by pressing the arming / disarming buttons to observe whether the respective chimes are heard, and whether the control panel display indicates arming/disarming.

Performing a Walk Test for Detectors

For PIR and magnetic door / window contact detectors, perform a walk test. This entails arming the system, then walking through all PIR-protected zones and also opening all magnetic contact-protected doors and windows – with the intent of triggering the alarms, to ensure the components are working correctly.

➤ To perform a walk test:

1. At the control panel, press .
2. Enter the engineer code (default is **1111**) or master code (default is **1234**).
3. Enter **7 > 0 > 6**; all registered PIR and magnetic door / window contact detectors display chronologically, according to when registered. Scroll using   to view them all.
NOTE: Before doing the walk test, keep in mind that a PIR detector needs 90 seconds for warming up for after battery installation.
4. Make sure nobody is in the armed zones when you initiate the walk test, otherwise it may take up to 4 minutes to reset the PIRs.
5. Walk through all armed zones to trigger alarms for each PIR detector, and also open the doors/windows for each magnetic contact detector. When the system receives a transmission signal

from a detector, it will no longer display on the control panel (indicating the detector is working correctly).

6.

Defining System Users

The system supports up to 31 users, and each user needs to be assigned a unique 4-digit user code. A valid user code is required to perform most system operations.

Slot(s)	Code type	Description
1	Master code	For the master user only. Used to edit all other codes, except for engineer and alarm receiving centre codes. Enables event log access. Default code is 1234 , however, it is recommended to change it immediately after setting up the system.
2-19	User codes	For system users.
26-27	Limited user codes	For temporary system users, valid only for 24 hours.
28	Duress code	For all system users. For situations when a user is being forced to operate the system, it simultaneously sends a “silent” duress event message to the alarm receiving center or to a pre-defined user.
32	Engineer code	For the engineer only. Enables access to the Programming menu, and enables viewing and clearing the event log. Default code is 1111 , however, it is recommended to change it immediately after installing the system.












Assigning, Editing, and Deleting Users (User Codes)

System users (user codes) are typically designated from RISCO Cloud (see *Step 10: Connecting to*, page 32). Alternatively, they can be assigned from the control panel.


NOTE: At initial system installation, it is highly recommended that the master user and engineer edit their default codes to be ones that are unique and confidential.

NOTE: Master and engineer codes cannot be deleted.

➤ **To assign, edit, and delete user codes:**

1. At the control panel, press , and then enter the master code (default is **1234**) or the engineer code (default is **1111**).
2. Use   to scroll to **4. USER CODES**, and then press .
3. Use   to scroll to the specific code slot that you would like to assign, edit or delete (see chart above for the available slots and their descriptions), and then press .
4. Scroll and select either: **1. EDIT CODE** (to change or delete a code) or **2.DESRIPTOR** (to change the code description / name), and then press .
5. Enter either the changed code or the changed code description as follows:
 - Use   to move from character to character on the display (or wait a second after entering a character to automatically move to the next space).
 - Press any button repeatedly to toggle between the letters and number printed on it.
 - Press  to delete a character.

NOTE: If you want to delete a code, change (edit) it to **0000**.

6. Press  to confirm.
- 7.

Establishing System Communication





Connecting to WiFi

To connect via WiFi, you must select your router's WiFi network.

NOTE: Your router’s WiFi must be activated in order for the control panel to recognize and communicate with the router.

Selecting your WiFi Network:





➤ **To select your WiFi network (if not yet selected):**

1. Press  for 3 seconds and then enter the master code (default is **1234**); SETTING WI-FI 1. SCAN WI-FI displays.
2. Press ; the control panel scans for WiFi networks.
3. Scroll to your router’s WiFi network, and then press .
4. Enter the password, and at the “SAVE?” prompt, press ; if connection is successful there is no message. If there is a problem in connecting, an error message displays.

Changing the WiFi Network





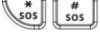
If, for example, you have changed your router, you must set the new WiFi network and password.

➤ **To change a WiFi network and/or enable WiFi Setting with a Smartphone:**


1. Press  for 3 seconds and then enter the master code (default is **1234**); SETTING WI-FI 1. SCAN WI-FI displays.
2. **[To change the WiFi network]:**
 - a. Press ; the control panel scans for WiFi networks
 - b. Scroll to your router’s WiFi network, and then press .
 - c. Enter the password, and then at the “SAVE?” prompt, press ; if connection is successful there is no message. If there is a problem in connecting, an error message displays.

Operating the System

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Keypad buttons	Description
	Arming – from left to right: full arm, partial arm, perimeter arm
(buttons for user code)	Disarming – to disarm the system. Also cancels sounder upon alarm activation.
	Accept / OK – used after selecting, for confirming, and for saving
	Reject / cancel – for cancelling current selection, or returning to prior menu item
	Menu navigation – for scrolling up / down through menu options
	Panic alarm – sends notification (control panel, however, is silent)

Describing the Control Panel LEDs

LED	Color	State	Status
OK LED	N/A	Off	Both AC electrical power and battery power are disconnected
	Green	On	System power status is ok (no system trouble)
	Green	Flashing	Open (activated) zone. Check that the windows and doors are closed and no movement is detected by the detectors within the protected area.
	Yellow	On	System trouble
	Yellow	Slow flashing	Low battery (in control panel or transmitters)
	Yellow	Quick flashing	AC power loss
	Yellow	Slow and quick flashing	System trouble in addition to AC power loss / low battery
	 (System Status LED)	N/A	Off
Green		On	System is armed
Red		Flashing	Alarm activation (flashes until system is disarmed). NOTE: Scroll on keypad to view trouble message(s).

describing Arming Modes

Full arm:

For arming premises that are fully vacated

















Partial arm







For arming one part (but not all) of the premises











Perimeter arm:

For arming the perimeter, while the premises are occupied

Performing Commands from Control Panel and Keyfob

Command	Control Panel Procedure	Keyfob Procedure
Full arm	Press  . Then, if prompted, enter user code.	Press  .
Partial arm	Press  . Then, if prompted, enter user code.	Press  .
Perimeter arm	Press  . Then, if prompted, enter user code.	Press  .
Disarm (and silence alarms)	Enter user code	Press  .
Activate panic alarm	Press  and  simultaneously.	Press  &  simultaneously.
Activate fire alarm	Press  and  simultaneously.	N/A
Activate medical alarm	Press  and  simultaneously; control panel beeps to indicate alarm activation.	N/A
View system troubles	If a trouble message displays, press  to scroll and view current system troubles.	N/A

Access menu mode	Press   Press enter  and then  user code. Scroll with  , then press  to confirm selection.	N/A
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<p>Bypass / unypass zones</p>	<p>1. Press  and enter master code (default is 1234).</p> <p>2. Press 2.</p> <p>3. Scroll with   to select either:</p> <ul style="list-style-type: none"> • 2. Unypass All (to unypass all zones that have been bypassed). Press  twice. - OR- • Bypass/Unbyp (to select a specific zone to either bypass or unypass). Press , then use   to scroll to the zone, and now press  to toggle between bypass/unypass options. Finally, press  to select, followed by  to save the changes. 	<p>N/A</p>
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Troubleshooting

The following are a list of trouble messages that may appear on the control panel display, along with actions the user can perform for resolution.

Trouble Message	Description	Corrective Action
TAMPER ALARM	Component has been removed (or moved) from the mounting location, or component cover has been opened.	<ul style="list-style-type: none"> Return component to its install location (mounted in the correct position) Close component cover
AC LOSS	No electrical AC power supply to control panel.	Check the power cable / circuit breaker.
BATTERY LOW CONTROL PANEL	The control panel battery needs recharging.	Connect the control panel to the electrical power supply.
BATTERY MISSING	Control panel battery is not connected or is missing.	For engineer only: First make sure that the electrical power supply is disconnected from the control panel, and then open the panel and reconnect / install the battery.
LOW BATTERY ZONE#	The battery of the specified detector / accessory is low.	Per the zone that displays, replace the battery in the respective detector / accessory (see <i>System Maintenance — Battery Replacement</i> , page 43).
LOW BATTERY KEYFOB#	The battery of the specified keyfob is low.	According to the keyfob number that displays, replace the battery in the respective keyfob (see <i>Replacing Keyfob Batteries</i> , page 43).

Trouble Message	Description	Corrective Action
MEDIA LOSS WIFI	The router line is down / not connected, or too far from the control panel.	Ensure router connectivity. Move the router and control panel closed to each other.
DEVICE TROUBLE WIFI MODULE	Faulty Wi-Fi module host CPU connection.	Contact your engineer / provider or customer support.
LOGIN FAIL	The control panel ID and password are not recognized by RISCO Cloud	Contact your engineer / provider or customer support.
XML FAIL	Problem with Cloud communication.	Contact your engineer / provider.
NO REGISTERED SENSORS	All detector registrations were deleted.	Manually register all your detectors again (see <i>Registering Additional Components</i> , page 16).
TIME NOT SET	The local time of the control panel is not configured.	The control panel's time is automatically set from the Cloud server, so wait until Cloud connectivity is established.
ALL ZONES BYPASSED	All zones have been bypassed (the system cannot be armed in this condition).	In order to arm the system, unby pass one or more of the zones.

Contacting your Engineer

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