Total Connect Box

User manual

Congratulations on your purchase of the Resideo Total Connect Box security system.

To make the best out of your system we advise you to read this manual carefully.

This security system is designed to operate on an authorised radio frequency and will in no way endanger the user.

Introduction

This manual describes how to use your Total Connect Box alarm system and what you should do in the event of an alarm. It is task based and is divided into two sections covering basic and advanced operations.

Basic operation includes arming and disarming your alarm system, and if you only ever perform these tasks, then you need not read past the first few pages of the manual.

However, if you want to assign TAGs or codes to users, or bypass detectors, then read on to the Advanced operation part of the manual.

To help keep your Total Connect Box alarm system in good condition, please read the *Maintenance and recommendations* section at the end of the manual.

Your system will comprise a wall mounted control panel, a number of detectors and sensors fitted during installation, and it will also include one or more of the following devices for arming/disarming and system configuration:

GKP keypad   TCC keyfob   Keytag (TAG)

Wireless keypad (GKP)

This is a wall mounted keypad with an integrated siren and status LEDs, primary intended for arming and disarming. It can be used for some advanced operations.
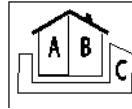
Your installer will provide you with a master TAG and a 4 or 6-digit master code to use with your keypad. You will need this to modify other users' codes and TAGs, and other more advanced user functions

The keypad can be used to arm and disarm your security system, using any valid access code or keytag (TAG).

Protected zones

The Total Connect Box alarm system allows for the surveillance of up to three different zones:

► Zone A = the perimeter or ground floor

► Zone B = the rest of the house

► Zone C = An optional area (annex)

Linked configuration: a second perimeter area or a garage.

Autonomous configuration: a studio or shop.

An access path can be associated with each area, allowing triggering of the alarm to be delayed while the user enters or leaves the site.

The zones will be set by the installer. You should check with the installer how these zones have been defined.

The following surveillance modes can be activated:

► Main area Surveillance (Total set) = Areas A + B (or Areas A + B + C depending on your system settings) are protected – you are absent from the site.

► Partial Surveillance (Part set) = only Area A is protected – you are present on site.

► Optional: Annex Surveillance (Annex set) = Only Area C is protected – you are present on site.

Use Total set arming (🏠🏃) when you are away from home.

Use Part set arming (🏠) when you are staying at home and want to arm the doors and windows only.

Sensors

There are several different types of sensors that can be used with your Total Connect Box system. The installer has selected the sensors that meet your requirements.

Intrusion detectors

Intrusion detectors are used to detect any undesired entry into protected premises. There are two main categories of intrusion detectors, perimetric and volumetric.

Perimetric detectors

Perimetric sensors detect intrusion at possible entry points such as doors and windows. An alarm is triggered as soon as an intrusion takes place. Perimetric sensors can be of the following types:

- **Contact detectors** detect the opening of doors or windows when the contact is broken. They are located at the key possible entry points of the premises.

- **Shock detectors** detect shocks, such as when an intruder tampers with a door or a window in an attempt to break in. They provide more advanced security and can detect an intrusion attempt before the door or the window is ever opened.
- **Glass break sensors** detect the sound frequency generated by glass when it breaks. They are the ideal solution to protect large glass areas that are not protected by blinds or roller shutters.

Volumetric sensors

Volumetric sensors detect motion within the protected area. The movement of an intruder inside the protected area will trigger the alarm. Volumetric sensors can be of the following types:

- **Infrared sensors** detect the heat generated by a person within the field of view of the detector and trigger an alarm. Because pets also generate heat, pet immune PIRs are designed to avoid pet generated alarms and represent the most suitable solution for residential applications.
- **Dual technology sensors**. These high security sensors allow faster detection for high risk premises.
- **Infrared sensors with image verification.** These sensors are designed for monitored applications. The image sensor included in the detector will store the picture of the detected object to allow the monitoring station to immediately validate the alarm and provide a faster response to it. It is also useful to allow the monitoring station to identify false alarms, generated for example by a blind that has not been properly closed.

Safety sensors

- **Smoke and carbon monoxide sensors.** When smoke or carbon monoxide is detected, the sensor immediately triggers a local alarm to warn the occupants; the monitoring station is also informed so that they can request assistance from the fire and rescue services.

Other sensors

- **Flood and temperature sensors.** Flood sensors can be used to detect water leaks when placed in a bathroom or near a washing machine for example. When a flood sensor is triggered the information will be sent to the monitoring station so that they can to warn the occupants before it has caused severe damage. The temperature sensors can be used to detect high or low temperature problems such as frost or a high temperature in a refrigerator or a freezer. When a temperature sensor is triggered, the information will be sent to the monitoring station so that they can to inform the occupants before severe damage has occurred.

Indicator lights

The front cover of the GKP keypad features LED indicators which show the status of your security system.

LED 1 indicator "system armed"

On: Total set is being armed.

Flashing slowly: Partial set is being armed.

Flashing quickly: Annex set is being armed.

Off: The system is disarmed.

LED 2 indicator "intruder alarm"

On: An intruder alarm is occurring or a detector is triggered on set. This includes open door-contact, movement detection or smoke detection.

Flashing slowly: An intruder alarm is in memory on set and requires a reset.

Off: No intruder alarm.

LED 3 indicator "system fault"

On: A system fault is occurring on set.
System faults include battery or power failure, supervision fault, GSM/GPRS/Ethernet failure or radio Jamming, smoke sensor failure. Please contact your alarm company if this indication persists.

Flashing slowly: A system fault is in memory on set and requires a reset.
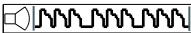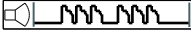
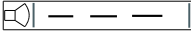**Off**: No system fault.
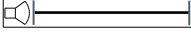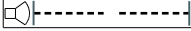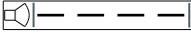
LED 4 indicator "tamper alarm"

On: A tamper alarm is occurring on set.

Flashing slowly: A tamper alarm is in memory on set and requires a reset.

Off: No tamper alarm.

Understanding the system tones

TOTAL SET ARMING	Sequence of 3 modulated sounds. Duration: 4 seconds	When arming total set, confirms that the control panel has received a valid code or TAG and is preparing to arm total set.
PARTIAL SET ARMING* ANNEX SET ARMING	Sequence of 2 modulated sounds. Duration: 2, 5 seconds	When arming the partial or annex set, confirms that the control panel has received a valid code or TAG and is preparing to arm partial or annex set.
EXIT DELAY	Upon arming... One double beep per second followed by faster double beep for 10s and then 2s continuous beep.	Total and annex set arming: beeps continue until final exit door is closed. Partial* set arming: beeps continue for 30 seconds** until partial set is armed.
ARMING COMPLETE	After closing the final door. Three fast beeps	When closing the final exit door, confirms that the system is armed.
ENTRY DELAY	Upon entry... One double beep per second followed by faster double beep for 10s and then 2s continuous beep.	This entry tone lasts for 30 seconds** after you open the entry door. You should disarm your system within this time.
DISARMING	Long and continuous beep Duration: 2, 5 seconds	When Disarming, confirms that the control panel has been successfully disarmed.
FAULT	2 times 7 fast beeps.	This signal indicates a fault in the system.
ALERT	4 beeps upon alert... sent via the keypad	Confirms the transmission of an alert to the alarm company.

*Can be set to silent mode depending on configuration.

**Defined during install

9

Arming the system

You can arm the system using one of these devices:

- GKP keypad with code or with a TAG

  Note: Although you can use a code number or a TAG to access the alarm system, we recommend you use a TAG as the primary method.

- The TCC keyfob.

To arm the system using the GKP keypad:

1. Press 🏠🏃 or 🏠, and then:

or   Enter your 4 to 6-digit user code (provided by your installer)

   Note: Depending on the configuration of your keypad, you may be able to arm your system without the identification process.

   The start of the arming process is signalled by a series of keypad beeps (and by the siren, if set up).

2. If a fault is diagnosed on arming a fault tone is emitted. If a perimeter fault is signalled, disarm the system and investigate.

3. If you selected Total set arming, exit your property and close the final door.

Arming is completed at the end of the arming delay.

To arm the system using the TCC keyfob:

> **Caution: Arming is immediate when using a keyfob. Only arm the system when you are outside the area to be protected.**

1. Press a Total set or a Part set button. The panel emits the arming tone.

   The associated LED lights during arming and remains lit for 3 seconds to confirm the system is armed. If a fault is diagnosed the disarm LED lights continuously.

2. If a door or window equipped with contacts is left open, the system cannot be armed. Close all doors and windows, and then try again.

Total set arm

Partial set arm

To arm the Annex set using the GKP keypad or TCC keyfob:

Press one of these key combinations:

- GKP keypad: Press ⑦ and ⑨ together.

- TCC keyfob: Press 🏠 and 💡 together.

11

Disarming the system

If an alarm is accidentally triggered, disarm the system to stop the sirens.

Note: Disarming the system will also stop the sirens if an alarm is triggered. Stopping the siren does not interrupt the transmission of the alarm to the alarm receiving company (ARC).

To enable you to get to the keypad without triggering an alarm, an entry delay of at least 30 seconds is programmed by your installer.

You can disarm the system using one of these devices:

- A keypad with code or TAG

  Note: Although you can use a code number or a TAG to access the alarm system, we recommend you use a TAG as the primary method.

- A keyfob

To disarm using the GKP keypad:

or   Enter your 4 to 6-digit user code (provided by your installer)

- The disarming tone is emitted by the keypad and by the panel siren (if set up).

Note: Depending on the configuration of your keypad, the Total set or the entire system is disarmed. In the latter case, the Annex set might need to be re-armed.

To disarm using the TCC keyfob:

To disarm the Total and/or the Partial set, press the disarm button ⌂. The panel emits a long tone.

The associated LED lights during disarming and remains lit for 3 seconds to confirm the instruction.

To disarm the Annex set using the TCC keyfob:

- To disarm, press ⌂ and ☿ together.

Duress code

If you are forced to disarm your security system under duress, enter your duress code using a keypad. Your duress code is your access code with the last digit incremented by 1, for example 1234 becomes 1235, and 6789 becomes 6780.

The system will disarm as normal, however a silent alert signal is transmitted to your alarm receiving centre (depending on the configuration).

Sending an SOS

You can send an instant personal attack alarm whenever you feel threatened while at home, even when your system is not armed.

To send an SOS:

Note: you can send an SOS using the GKP keypad or the TCC keyfob.

- Press the SOS buttons together.
  - An alarm is sent to the alarm company
  - The siren is triggered (depending on your system configuration)

TCC: 🏃 + 🏠

GKP: 💡 + 💡

Resetting the system after an alarm

Caution: Stopping the siren does not interrupt the transmission of the alarm to the alarm company.

If the LEDs flash slowly on your control panel, an alarm has occurred. When an alarm is in the memory, the system cannot be armed until it has been reset.

To reset the system using the GKP keypad:

or Enter your 4 to 6-digit user code (provided by your installer)

If there is more than one alarm in the memory, repeat this operation for each alarm until all LEDs are off.

If the right-hand LED is flashing quickly on your alarm panel, a confirmed alarm has occurred and you will need to call your alarm company to perform a reset. Until then you will not be able to arm the system.

To reset the system using the TCC keyfob

1. On the keyfob, press the disarm button 🏠 .

    All three lights will blink slowly. The system does not reset in order to avoid beeps that could attract the attention of an intruder.

2. Press the disarm button once more to confirm disarming.

    The associated light will blink rapidly while communicating with the panel, then light for 3 seconds to confirm that disarming is successful.

3. If the right-hand LED is flashing quickly on your alarm panel, a confirmed alarm has occurred and you will need to call your alarm company to perform a reset. Until then you will not be able to arm the system.

Incorrect code or invalid TAG

After five attempts to enter an incorrect code or use an invalid TAG, the keypad locks out all users for 5 minutes.

Checking the alarm status

To check the alarm status using the GKP keypad:

On the GKP keypad, press a key and wait a few seconds. You may need to disarm the system to activate all LED indicators. The LED indicators will show the status of your security system:

- The current arming status.
- The fault status.

To check the alarm status using the TCC keyfob:

On the keyfob, press the control button 💡 for 1 second.

All three LEDs will light several times in succession; the LED for the current arming status will remain lit for 3 seconds.

Assigning codes and TAGs

Assigning a unique code or TAG to each user enables the date and time that each user operates the alarm system to be recorded.

Note: A master TAG is required to modify other users' codes and TAGs, and to authorise the alarm company to access the system for maintenance.

Add and modify codes

You can add codes or modify existing codes. All new codes must be at least 2 figures higher than any existing codes. For example, if a code for an existing user is 2345, the next code you allocate must be 2347 or higher.

To modify or add a code using the GKP keypad:

1. Press and hold the user number "0 to 9" key for 3 seconds (1 is the master). A double beep is played and all LED light on.
2. Enter the master code or present the master tag.

   A high beep is played and all LEDs start flashing.
3. Enter the new code for this user. A high beep is played.
4. Re-enter the new code to confirm. A high beep will confirm acceptance of the new code.

The programming mode ends automatically. After a few seconds, a double beep is played and all status LEDs stop flashing.

Assign, change and disable TAGs

This function allows you to assign individual TAGs to each user.

Note: When a new TAG is assigned to a user, it overwrites the existing tag.

To assign or change a TAG using the GKP keypad:

1. Press and hold the user number "0 to 9" key for 3 seconds (1 is the master). A double beep is played and all LED light on.
2. Enter the master code or present the master tag.

   A high beep is played and all LEDs start flashing.
3. Present a TAG.

The programming mode ends automatically. After a few seconds, a double beep is played and all status LEDs stop flashing.

The operation fails if the TAG is already registered. If the user already has a TAG, the new one will take its place.

Device remote control

This function allows you to control remote devices such as smart plugs.

To control a remote device using the TCC keyfob:

If this has been configured by the installer, you can control up to 4 household appliances, the default is 2.

The Control button ♀ controls the first appliance (receiver 1).

- The 3 lights blink until the request has been accepted by the system, and then remain lit for 3 seconds.

The Control ♀ and Partial Arm ⬆ buttons control the next appliance (receiver 2).

- Lights 1 and 2 blink until the request has been accepted by the system and then remain lit for 3 seconds.

Adjusting the beep level (GKP keypad)

To adjust the beep level on the GKP keypad:

1. Press and hold the "1" and "3" keys simultaneously more than 2 seconds to enter user programming mode. A double beep is played and all LED light on.

2. Keep pressing the ⬆ key to select the device that you wish to adjust (each device will emit a beep when it is selected). Example: If you want to adjust the beep level for device 2: press the ⬆ key twice. Device 2 will emit a beep to confirm its selection. All LEDs start flashing.

3. Enter a beep level from 1 to 7 (1 = min, 7 = max). The device selected will emit a beep to confirm the beep volume.

4. Press the "B" key to exit user programming code and save you changes.

   After a few seconds, a double beep is played and all LED stop flashing.

Changing batteries

The battery in all wireless devices in the alarm system, with the exception of the panel battery, needs to be changed on a regular basis.

Caution: Except for the GKP keypad and the TCC keyfob, batteries should only be changed by an approved installer.

Agree a battery change regime with your installer.
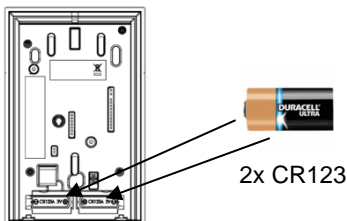
Changing the batteries in the GKP keypad

A blinking battery indicator light informs you that the GKP keypad battery needs to be replaced.

WARNING: THERE IS A RISK OF EXPLOSION IF INCORRECT BATTERIES ARE USED. REPLACE ONLY WITH A BATTERY OF THE SAME OR AN EQUIVALENT TYPE RECOMMENDED BY THE MANUFACTURER.

Note: Dispose of batteries in accordance with the regulations in force in your area.

To change the battery on the GKP keypad:

1. Remove the keypad from the bracket with a suitable tool.
2. Remove the batteries and replace them with the new batteries.
3. Install the keypad on its bracket.
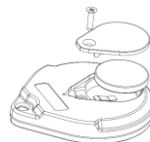
2x CR123

Changing the batteries in the TCC keyfob

WARNING: THERE IS A RISK OF EXPLOSION IF THE CORRECT BATTERY IS NOT USED. REPLACE ONLY WITH BATTERY TYPE CR2032 (PANASONIC OR GP).

When the battery starts to run down, the LEDs will start to fade gradually.

TCC keyfob

1. To change the battery, remove the TCC keyfob from its base (if present) and unscrew the battery compartment with a screwdriver.
2. Use the screwdriver to push the old battery gently out of its housing.
3. Do not touch any button while inserting the new battery.
4. Align battery cover and attach with the screw.

Note: the operation of changing the batteries of keypads and keyfobs must be completed in less than 2 minutes to avoid sending a tamper signal to the central monitoring station.

Maintenance and recommendations

- Check your system (once a month or according to your operator's specifications).
- Avoid shocks to all the components, and especially avoid dropping keyfobs.
- Do not immerse components in water.
- Do not use detergents to clean the components. Use a damp cloth only.
- Keep components in a clean, dry place at room temperature.
- Dispose of old batteries in containers provided for this purpose.
- Avoid prolonged exposure to siren emissions.
- Do not hide motion detectors behind curtains, furniture, etc.
- Do not paint or paper the components.
- Do not try to open or move the components; they are tamper-protected and some of them may cause electric shocks.

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