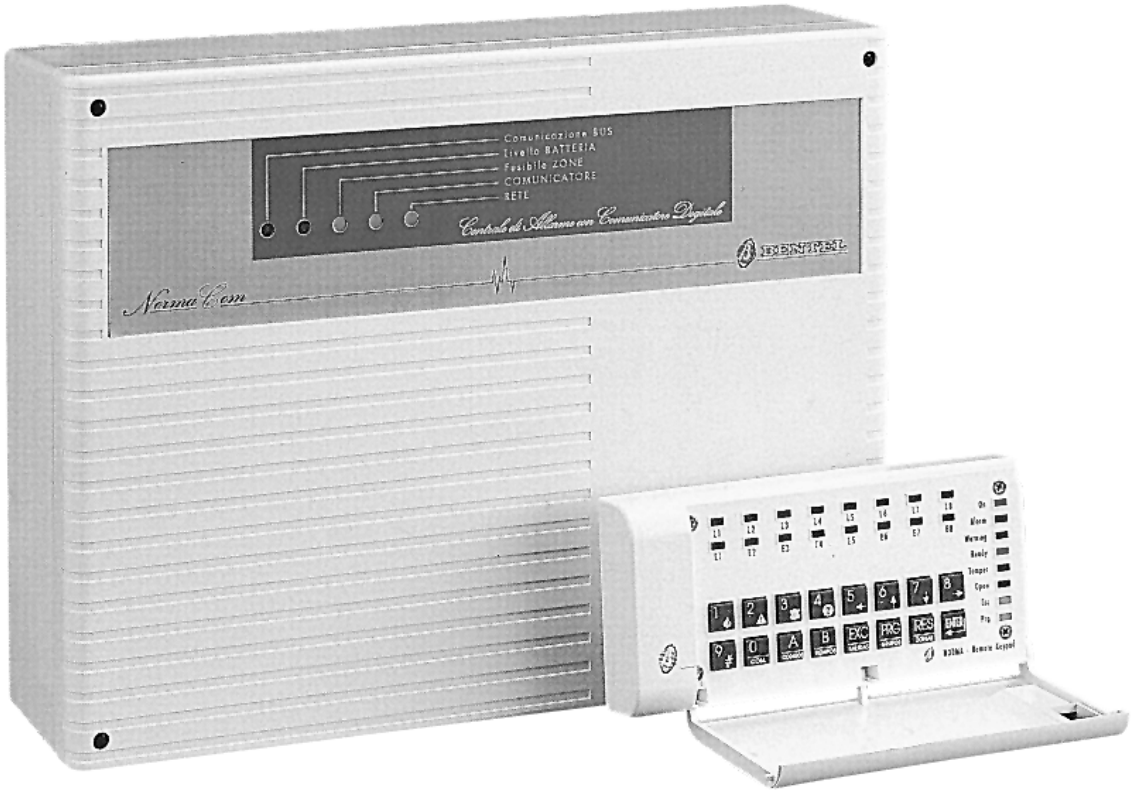
DIGITAL COMMUNICATOR CONTROL PANEL

CE

NormaCom



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BENTEL SECURITY

via Florida - Z.I. Valtesino

63013 - GROTTAMMARE (AP)

ITALY

User manual:

Digital communicator control panel **NormaCom**

V4.2 BUUNCOM 1.1 161100

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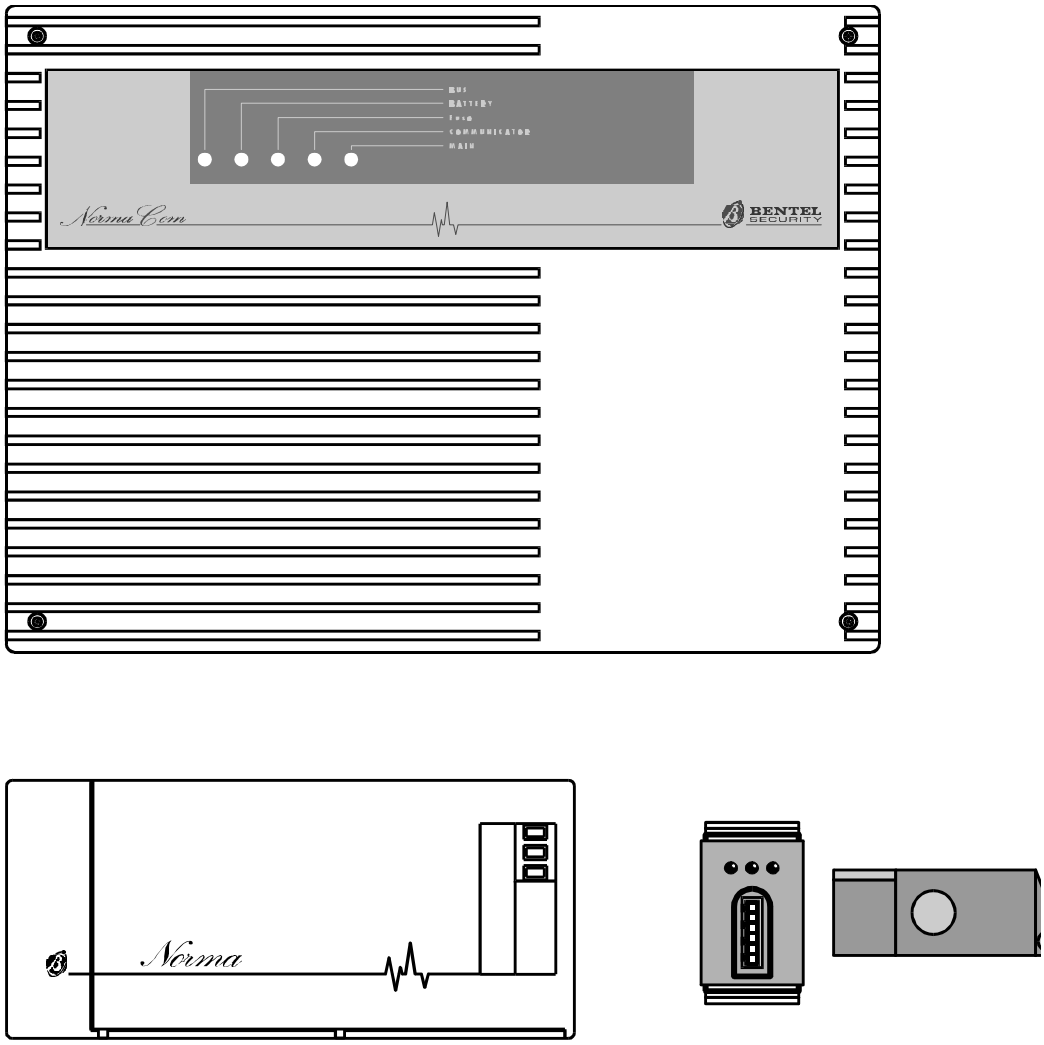


FIGURE 1 *NormaCom system components.*

The NormaCom control panel

Norma Com is a security system based on an 8 zone alarm panel. The system consists of a main unit and control devices such as keypads and keyreaders for the digital key.

The digital key is an optional equipment and is not indispensable for the correct operation of the system, but it simplifies its use since the key operations are simpler and immediate and it is not necessary to remember the user codes.

The control panel is equipped with a digital telephonic communicator to contact, by phone, the control station or to allow the installer to implement the tele-servicing.

In addition, it is possible to use the telephonic communicator for sending vocal messages by adding an optional card (BL169) to the control panel.

Your installer will be able to show you all features of the specific installation: In this manual you will find a description of all operations that can be implemented with the system.

The figure below shows the NormaCom main components: the main unit, the control keypad, the keyreaders and the digital key.

Glossary of technical terms

- **ARMING**. To arm the alarm system means to activate the alarms the moment the protected area is violated
- **DISARMING**. To disarm means to allow violation of the protected area without causing alarm.
- **ALARM**. Signal of a situation of danger requiring immediate intervention of stand-by personnel.
- **CONTROL KEYPAD**. keypad with which it is possible to operate all functions of the Control system.
- **DIGITAL KEY**. Key with number code (4 billion combinations) enabled to control the alarm system
- **KEYREADER**. Device for digital key reading.
- **ALARM ZONE**. One or more sensors can be connected to an alarm zone to protect specific areas of the premises.
- **EXIT TIME**. The time to leave the protected zone without causing alarm, after arming the system.

- **ENTRY TIME**. The time to disarm the system after entering the protected area violating a delayed zone.
- **DELAYED ZONE**. Zone through which it is possible to exit/enter the protected area without causing alarm if the set exit/entry times are respected.
- **ZONE EXCLUSION**. To exclude an alarm zone means that the control panel must ignore that zone and there will be no alarm in the case of violation .
- **DIVISION**. Dividing the system means to exclude a certain number of zones. The system is thus active but with a non active part, with the possibility to remain in a limited zone inside the protected building.
- **DIVISION GROUPS**. Group of zones over which the dividing is acting.
- **ANTI-TAMPER ZONE**. Zone called 24h, always active whether the system is connected or not. An alarm will be generated in case of tampering on any components of the system.
- **ALARM MEMORY**. Circuit for memorizing of zones where an alarm has occured. The memory is activated until the automatic or manual reset of the alarm zone.
- **USER CODES**. Codes of 4 or 5 digits to arm / disarm the system and for access to other functions.
- **INSTALLER CODE**. Code of 4 or 5 digits that allows the installer access to the parameter programming phase of the Control panel.
- **TELE-SERVICING**. Service offered by the installers, by means of which it is possible to link with the system, via telephone, to implement servicing and /or assistance.
- **CONTROL STATION**. Operation centre, managed by specialized and authorized agencies that receive and respond to alarm signals.
- **TELE-VIGILANCE**. Service by means of which a control station perform a remote control of the system, which in turn, telephonically communicates all necessary events to the central station.

The main unit

The main unit is the "Brain" of the security system, houses the Alarm panel, the power supply, the battery, the connections with the sensors, sirens and all auxiliary devices.

Leds There are five leds on the front panel that signal default conditions.The green leds are normally "on", the red leds normally "off".

- ❒ **BUS FAULT**: Red led "on" indicates the interruption of communication with the control devices (i.e. Keypads, keyreaders).
- ❒ **BATTERY**: Red led "on" indicates that the battery is flat or in malfunction of the battery charging circuit.
- ❒ **FUSE**: Green led "off" signals that fuse placed to protect power input points has blown.
- ❒ **COMMUNICATOR**: Red led "on" indicates that the telephonic communicator has changed over the line and is making a phone call.
- ❒ **MAIN**: Green led "off" indicates no mains supply and the system will be fed by the internal battery. If this condition persists an excessive discharge of the battery will occur.

The control keypad

The keypad is capable to implement all operations on the Control panel in the normal operative state and also permits, during installation the programming of all control panel functions

Leds The keypad incorporates two leds for each zone marked L1..L8 and E1..E8 signalling respectively the state of the entry zone and that of the exclusion.

- ❒ **L1..L8**: Leds are "off " when the corresponding zone is in normal conditions; Leds are "on" when zone is violated; Flashing when an alarm has been memorized; Flashing rapidly when, besides having a memorized alarm, the zone stays in alarm.
- ❒ **E1..E8**: These leds are "off" when the corresponding zone is not escluded; on when zone is excluded; flashing when zone is under test.

In addition, on the right side, there are 8 leds indicating the operating conditions of the system:

- ❒ **INS:** the arm/disarm state of the system: led "on" means that the system is armed.
- ❒ **ALARM**: Led "on" when there is an alarm condition.

- ❒ **WARNING**: "on" indicates a malfunctioning of the system. It will be necessary to check the type of fault by means of the extended display or by checking the warning lights on the main unit, and eventually consult with the service Agency.
- ❒ **READY**: Ready for activation. This signals that it is possible to activate the system without causing an alarm, since all zones are in a condition of rest.
- ❒ **24h**: "on" indicates opening of the tamper 24h line, flashing signals alarm memorization on the 24h line.
- ❒ **OPEN**: Signals the opening of the control center.
- ❒ **ESC**: Lights up when the individual zone exclusion phase occcurs.
- ❒ **PRG**: Lights up when the condition of programming/maintenance of the control center occurs. It flashes if response to a tele-servicing call has been carried out.

Buzzer The keypad is equipped with a buzzer that provides answers when the keys are pressed:

- ➢ **Short and high pitched sound**: when a key is pressed.
- ➢ **Long and high pirched sound**: when instruction has been accepted.
- ➢ **Long and deep sound**: when there is a condition of error.

The buzzer can also signal both the prealarm condition and the elapsing of exit time.

User codes Users have five different codes available, each of them to specific functions. thus each user by means of its personal code can only implement the operations reserved to him:

All codes can consist of 4 or 5 digits and activation is obtained by keying in the code digits followed by the required function key (function keys are: [0 *], [A ^^], [B vv], [EXC], [PRG], [RES], [ENTER]) .If an error is made on the keypad, an acoustic signal will be put out after which it will be possible to restart the operation.

- ❒ With the **USER MAIN** code it is possible to implement all operations provided the access to the programming phase is permitted only to modify the prgramming of the 5 user codes.

  This code will be available to the main user of the system for the control of all functions.
- ❒ The **USER** code can only arm /disarm the system, but division and memory reset are not possible. This code may be communicated to all users for this purpose but not for the other functions.
- ❒ The **PANIC** code is used for forced disactivation: when the system is disactivated with this code, an alarm phone call will take place.

✚ Assigning to the disarming by Panic code an event code that is not interpreted as an alarm by the control station, the Panic code can be used as a second USER code.

❒ The two group codes, **GROUP_A** and **GROUP_B** permit, when the system is either activated or disactivated, the exclusion of the relative division groups.

➢ By using these codes and by suitably programming the Control Panel (Option PATROL-ON activated), it is possible to obtain the temporary exclusion of a group of zones for a Patrol round. The reinclusion will take place automatically after the predetermined *Patrol time*..

✚ The standard factory setting for these codes is:

USER MAIN	1 1 1 1 1
USER	2 2 2 2 2
PANIC	3 3 3 3 3
GROUP A	4 4 4 4 4
GROUP B	5 5 5 5 5

Super keys Super keys. Certain operations are not activated by the user codes but simply by a 2 secs: pressure on one key only. When, for example, superkey 1 is mentioned, it is understood that you must press key 1 for 2 seconds.

The digital key

By means of the NormaCom digital key, it is possible to implement quickly and easily , the main operations of the system. There are 2 types of keys: The "Master key" capable to implement all permitted operations; the "Slave" key, capable only to exclude the division groups.

Leds The keyreader is fitted with three lights indicating the condition of the system.

RED LED: ON if system is activated, OFF if disactivated.

YELLOW LED: state of division group A: ON if group is excluded.

GREEN LED: state of division group B: ON if group is excluded

➢ The signal on the keyreaders can only be obtained when a valid key is inserted, as decided in the programming phase.

➢ If, when a key is inserted, all three leds flash, the key is not valid.

Description

The majority of operations can be accomplished both by the Control keypad and the digital key. Here below the main operations are described in detail; how they are implemented by the keypad and, if allowed, by the digital key. If a system has more than one keypad, while one is being utilized, the others remain inoperative. The following table resume all the basic:

Operation	Keypad	Key
TOTAL ARMING OF SYSTEM	yes	yes
PARTIAL DISARMING OF SYSTEM	yes	yes
DISARMING OF SYSTEM	yes	yes
FORCED DISARMING	yes	no
ALARM MEMORY RESET	yes	no
STOP AN ALARM IN PROGRESS	yes	yes
STOP ALL PHONE CALLS	yes	no

+ In the following descriptions, the activation codes used as an example, refer to the standard factory programming.

+ When, in the following examples, it is possible to utilize more than one code, the code at a higher priority will be used.

+ During installation of the system

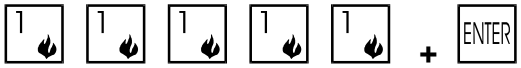
it is extremely important to substitute the factory codes with the own USER codes (see programming USER codes). Until this operation is implemented the warning light will remain on, to signal that the Control Panel is operating with the standard factory programming.

Arming the system totally

This operation permits total activation of the system without excluding the division groups.

The operation of global arming automatically re-includes any excluded groups; vice versa if a certain zone has been singularly excluded, it will not be re-included: The operation will be signalled by a "beep" , sign that the command has been accepted and by the lighting of the INS led on the control keypad and of the red led on the keyreaders.

Keypad operation



To activate the system totally, it is necessary to key in one of the three User codes, USER MAIN, USER, or PANIC followed by the key ENTER.

➢ After activation the control keypad buzzer will star signalling the exit time.

+ Before activation, it is necessary to check that the green led "ready" is on. this means that there are no open zones and the system can be activated without causing alarm.

Digital key operation

To arm the system totally, it is enough to insert the master key in a keyreader press the small key and ensure that the red led goes on. When the key will be removed the system will be activated.

+ Before activating the system be sure that the red led of the keyreader does not "flash", as "flashing" of the red led indicates that there is at least one open zone: If the system is activated a condition of alarm will occur.

Arming the system partially

This operation allows activation of the alarm system and, at the same time, excludes zones which are part of a determined division group. This is usefel when it is required to activate the system but to allow access to a protected area (for example the house sleeping area),

Keypad operation



The partial activation of the system is obtained by inserting the code USER MAIN, with the function Key A or B according to the group of zones that need to be excluded.

In this case, the activation and the exclusion of the chosen groups will be achieved. On the front panel of the activated system , activation will be sig-

nalled , (INS Led "on") and the indication of the excluded zones by means of the exclusion leds.

Digital key operation

When a "master" key is inserted in one of the keyreaders, press the small key to switch the red led on.

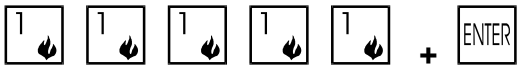
Keep the small key pressed to act on the division: cyclic scanning of the various exclusion group configuration will begin. This will be indicated by the lighting up of the group leds (yellow= group A; greeen= group B. Release the press button when the desired configuration is obtained and remove the key.

+ The led "on" means that the group is escluded.

Disarming the system

When the system is disactivated any division groups will be re-activated: This operation will be indicated when the INS led on the keypad and the red led on keyreaders switch off.

Keypad operation



The system disactivation is obtained by keying in the code USER MAIN or USER followed by ENTER.

+ If there were groups escluded these are reactivated.

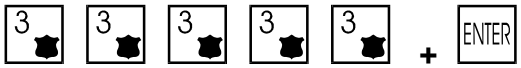
Digital key operation

When system is activated, insert a master key in one of the keyreaders and press the small key. The activation red led will be "off " as well as any led indicating the condition of division groups. Disactivation occurs by the removal of the key.

Forced disarming

This operation is possible only on the keypad. The system is disactivated normally, but, at the same time, the digital communicator is activated to signal the alarm.

Keypad operation



Forced disactivation is obtained by keying in the PANIC code followed by ENTER.

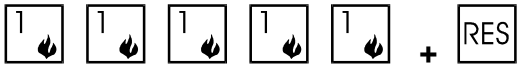
+ If there were groups excluded, these are re-activated.

+ If, during installation, no alarm event is added to the USER code (see events codification) it can be used as a second USER CODE.

Alarm Memory reset

If alarm occurs on one or more zones, it is memorized and signalled by the flashing of the relative leds. In order to cancell this signal, reset the alarm memory.

Keypad operation



Key in the USER MAIN code followed by RES.

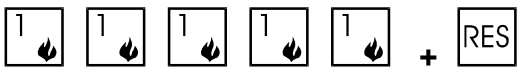
After this operation, the alarm memory is not completely cancelled, but is available until the next reset operation. In order to visualize the alarm memory, after memory reset, refer to paragraph Extended display , section "Advanced operations".

+ If the installer has programmed the Control Panel with AUTORESET option, alarm memory reset will automatically be implemented each time the Control Panel is activated.

Stopping an alarm in progress

When an alarm occurs, the alarm devices and the telephonic communicator will be activated. Normally, to stop the alarm, it is necessary to implement the reset operation or to insert a master key in one of the keyreaders.

Keypad operation



To Stop the alarm cycle in progress, it is necessary to implement the reset operation.

If the alarm persists it is necessary to disactivate the system:

If the alarm is generated by a 24h. zone that remains permanently open, it will be necessary to put the Control Panel in state of Maintenance/Programming by keying in the code USER MAIN followed by the function key PRG.

Digital key operation

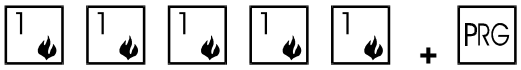
The alarm stop is simply obtained by inserting a digital key in one of the system keyreaders.

Stopping all phone calls

During installation, the Control panel is programmed to carry out signal phone calls of the events that are to be transmitted to the Vigilance Centre, as for example Alarms.

If the phone call in progress is to be stopped and all phone calls are still to be made, like for example in the case of false alarm, it is necessary to put the Control Panel in the state of programming.

Keypad operation



Key in the code USER MAIN followed by PRG.

+ The programming phase is signalled by PRG led on the Control Keypad.

+ To return to the normal operative phase, it is necessary to key in ENTER.

Description

Nearly all advanced operations can be carried out exclusively by the Control keypad and not by the Digital key. In the paragraphs below, all advanced operation available to the User are described in detail.

Operation	Keypad	Key
Temporary group division	yes	yes
Single zone exclusion	yes	no
Immediate communicator alarm activation	yes	no
Tele-servicing call activation	yes	no
Tele-servicing answer enabling	yes	no
Extended display	yes	no
User code programming	yes	no

Temporary group division

Upon activation of the system, in some cases, it can be necessary to temporarily exclude a goup of zones and re-include it afterwards (for example, patrol round, access of service personnel, etc.). this operation can be implemented both by keypad and digital key with slightly different procedures.

■ Keypad operation



By keying in one of the two group codes (Group A - group B) followed by ENTER, the relative group will be excluded. The re-inclusion can be achieved as follows:

- by re-inserting the group code used for exclusion.
- Automatically, after the predetermined Patrol time if the PATROL-ON option (active patrol) has been activated.
- By disactivating the system.

+ since the group inclusion overrides that of any single zone, if, before the group exclusion a zone was already excluded by re-including the group it will remain excluded. The exclusions will, at any rate, be clearly indicated on the keypad by the exclusion leds and on the keyreaders by the lighting up of the group exclusion leds.

Digital key operation

Insert a valid key in one of the keyreaders and press the small key and keep it pressed : the system will not change state, but the division group warning light wll start to scan the various posssible configurations.

Release the small key when the desired configuration appears. This operation is possible both with a master key or secondary key. The group re-inclusion will occur:

- by implementing the same operation with a key..
- by disactivating the system.

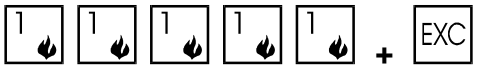
+ The automatic re-inclusion after Patrol Time is not possible for the temporary division implemented with a digital key.

+ If the Service Personnel must be supplied with a key to implement this operation, it is advisable to programme a secondary key so that it will not be possible to disactivate the system.

Single zone exclusion

The exclusion of single zones can be useful to exclude continuously certain zones having faulty sensors. This type of exclusion differs from that of the division groups because it always stays activated both in the case of activated or disactivated system

Keypad operation



The exclusion and re-inclusion of the zones is possible only with the system disactivated by keying in the code USER_MAIN followed by EXC.

By doing so, it is possible to enter a system control phase where exclusion/inclusionof zones can be implemented. This phase is called "exclusion Menu" and is indicated on the Control key board front panel by the lighting up of the yellow led *ESC*.

The exclusion/inclusion of a single zone is implemented by pressing the number key [1..8] corresponding to the line to be excluded /included.

In this phase it is possible to act on the division groups: the exclusion/inclusion of a group is done by pressing the letter A or B.

The state of exclusion of a line is shown by the lit up exclusion led.

+ If a line has been escluded through the division group, it will not be possible to exclude it as a single line. That is, the exclusion command as a single line acts only if the line has not been previously excluded through a group command. This situation will be indicated by the "Error" signal.

To exit the *Exclusion Menu* phase, key in ENTER. In any case, if within 20 seconds no key will be pressed exit from the Exclusion Menu will automatically occur.

Immediate communicator alarm activation

The NormaCom control Panel is provided with three available alarms that can be immediately activated by the Control keypad. These alarms correspond to signal calls, are associated with keys 1,2,3, and identified by the sign on the actual key:



: fire alarm; 

: emergency; 

: police call.

Keypad operation

Super key 

Activation for immediate alarm calls occurs by keeping pressed the relative key for about 2 seconds. Operation acceptance will be confirmed by an acoustic signal and shortly afterwards the digital communicator will be activated.

Tele-servicing call activation

The user can activate a tele-servicing call to request remote intervention by the installer. The phone call must be agreed with the installer beforehand, since the lattter should prepare for the reception of the tele-servicing call.

Keypad operation

Super key 

Activation of the the tele-servicing call is carried out by keeping key 4 pressed for about two seconds. The acceptance of the operation will be confirmed by a sound signal and the digital communicator will be activated shortly afterwards.

+ To implement the operation, it is necessary to programme the phone number beforehand for the tele-servicing service call.

Enabling the answer to tele-servicing incoming calls

Tele-servicing can be implemented not only by the users call, but also by the installers call. In this case, the user must, beforehand, habilitate the Control Panel to answer tele-servicing calls.

Keypad operation

To enable response to the tele-servicing calls, it is necessary to key in the code USER-MAIN followed by the key 0. The warning light PRG on the control keypad will start flashing. This means that the panel will answer the incoming calls after the number of rings set during the programming stage.

To disable answering, it is necessary to repeat the operation, the PRG sign will stop flashing.

Extended display

Extended display in which the zones and exclusion leds on the Control keypad have a different meaning and visualize respectively the memory alarm before the last reset operation and the malfunction conditions.

Keypad operation

Super key 5

The extended display is obtained by keeping key 5 pressed for about two seconds. The acceptance of the command will be indicated by the proper sound signal.

At this point, the zone leds will visualize the zone memories,before the last reset operation, whilst the exclusion leds will signal the warning conditions with the meaning indicated by the wordings on the control keypad and summarized in the following table:

LEDS	Meaning
E1- Fuse	Blown fuse
E2- Main	No mains supply
E3- Battery	Battery level
E4- Bus	Keypad communication problems
E5-	*Reserved*
E6- Factory	Factory programming

To terminate the extended display phase it is sufficient to press any key.

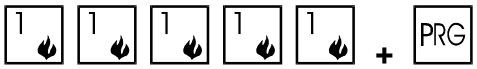
+ When the led *WARNING* lights up on the control keypad it is a good rule to check with the extended display, the reasons of malfunctioning and to call eventually for assistance to eliminate them.

+ If one forgets to terminate extended display phase the Control panel will continue to function normally with the excepion that the zone and the zone exclusion leds will have the meaning indicated above. All functions of the Control Panel (Alarms, communicator, etc.) will be perfectly operative.

User codes programming

Although the complete system programming is reserved to the installer the user can enter the programming procedure only for the part that pertains to the re-programming of the codes reserved to him

Access to Programming



Access to the programming phase is allowed by keying in the code USER-MAIN followed by the function key PRG. The yellow led PRG will light up.

During the programming phase, the meaning of the function keys is indicated by the symbol under the actual key.

During the programming phase the control panel is not operative: at the end of operations, it is necessary to check the return to the normal operative state (yellow Led off) .

Choice of Codes programming



Phase a) Once inside the programming phase, press key A (codes) to choose codes programming. All other possible choices will be cancelled, since they are reserved to the installer, and one led will light up on the right side. At this point, the programming Mask relative to codes programming is inserted, the lighted led must coincide to the one indicated on the mask.

If during this phase ENTER is pressed, one returns to the operative phase of the Control Panel. (the yellow light relative to the programming phase will go off).

Choice of code to be programmed



Phase b) Choose which of the 5 user codes is to be programmed by keying in the code number (1=USER-MAIN, 2=USER, 3=PANIC, 4=GROUP_A, 5=GROUP_B ; it is not possible to programme code 6=INSTALLER, this code is reserved to the installer) On the top line a led indicating the selected code will light up. At the same time, on the bottom line, on the right, 5 leds will light up to indicate that 5 numbers (0..9) have to be put in.

If, ENTER is pressed during this phase, one returns to phase "a" relative to the choice of parameters to be programmed (the led codes will go off).

Insertion of a new code

New code **+** ENTER

Phase c) It is now possible to key in a new code. As each figure is keyed in, one of the leds indicating the figures still to inserted to have a valid code, will go off.

Once the 5 digits of the code are keyed in, it is necessary to confirm by pressing ENTER. At this point the code is accepted and memorized. return to phase b) to programme another code if necessary.

4 digit codes Since code programming always requires the insertion of 5 digits, in order to memorize codes of 4 digits, it is necessary to insert 0 as the last figure. This means that codes of 5 digits , with 0 as the last number are not possible.

Exit from programming phase

ENTER ENTER ENTER

➢ To return to the normal operative phase, it is necessary to key in ENTER 1,2 or 3 times according to wether you are in phase a), b) or c) and in any case until the yellow led, that indicates the programming phase goes off.

+ When the codes are being programmed it is advisable to write them down by using the table hereunder because if they are forgotten, it is no longer possible to pick them up. If for any reason, the access codes are lost, it is possible by means of the proper procedure to return to the factory programming. In this case consult the installer of the security system.

Code	Factory setting	Personal setting
USERMAIN	1 1 1 1 1	☐ ☐ ☐ ☐ (☐)
USER	2 2 2 2 2	☐ ☐ ☐ ☐ (☐)
PANIC	3 3 3 3 3	☐ ☐ ☐ ☐ (☐)
GROUP A	4 4 4 4 4	☐ ☐ ☐ ☐ (☐)
GROUP B	5 5 5 5 5	☐ ☐ ☐ ☐ (☐)

Notes

For assistance please contact:	
Installation Company:	
Telephone:	
Address:	
Contact person:	

Operations summary

Operazione	Tastiera
System total arming	**USER MAIN +** ENTER **USER +** ENTER **PANIC +** ENTER
System partial arming	**USER MAIN +** A **USER MAIN +** B
System disarming	**USER MAIN +** ENTER **USER +** ENTER
Forced disarming	**PANIC +** ENTER
Alarm memory reset	**USER MAIN +** RES
Stop an alarm in progress	**USER MAIN +** RES **USER MAIN +** PRG
Stop all phone calls	**USER MAIN +** PRG
Temporary division	**GROUP A +** ENTER **GROUP B +** ENTER
Exclusion of single zones	**USER MAIN +** EXC
Communicator immediate alarm activation	*Super key* 1 *Super key* 2 *Super key* 3
Tele-servicing call activation	*Super key* 4
Tele-servicing answer enabling	**USER MAIN +** 0
User codes programming	**USER MAIN +** PRG
Extended display	*Super key* 5