



ELECTRONIC ENGINEERING LTD.

**Serenity™**

CONTROL PANEL

User's Guide

**P\N 7101960**

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# Introduction

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## The Crow Alarm Control System



We are really pleased that you chose to protect your premises and possibly even your lives with our **SERENITY SERIES** from Crow Electronic Engineering Ltd.

**SERENITY™** is an elegant compact two way wireless home security system featuring TCP/IP, GSM, PSTN and GPRS communication as well as home automation capabilities.

**SERENITY™** is a slim alarm panel designed to fit on your wall like a piece of art. Let the beauty of our products seduce you and let yourself be amazed, surprised and impressed by the outstanding technologies Crow products offers you.

The **SERENITY SERIES** is a highly advanced, multifunction alarm control system, designed to flawlessly manage your security system at home or at business, protects you against burglary and supports the operation of multiple electronic devices.

The **SERENITY SERIES** has many incredible program options and additional accessories that can enhance the standard features of the panel from simple "Home Automation" to "Radio control" and Voice Prompted Command control". Please ask your installer to find out more about these powerful features.

You can phone your home to check or change the status of any output using the keys on your phone. Arm or disarm the whole house or just one area, all with your own voice confirming your selections.

It also has a comprehensive alarm event memory that logs all controller activity with a time and date stamp.

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## Serenity Features

- Manages Up to 32 Zones, 30 wireless and 2 wired(can be mapped to 2 wireless) zones
- Up to 32 users
- Available in 8F and 9F frequencies
- Supports up to 4 partitions
- New graphic LCD display and two way wireless keypads
- Two way wireless transceiver
- Wide range of indoor and outdoor two way wireless accessories
- TCP/IP, PSTN ,Optional GSM/GPRS, communication with CID, text messaging and remote control features
- Event reporting to central monitoring stations , SMS messages, web applications, mobile phones, landline phones
- On board RFID (proximity tag reader)
- Two way voice on board communicator
- Interactive voice guide
- Voice mail
- Access control and home automation features
- Home automation support
- External power supply
- Designed to comply with EN50131 Grade 2

## Typical Alarm System Configuration


The protected premises can be divided up into 32 zones, as defined by the installation scheme.

The protected area can be grouped into four separate partitions (1, 2, 3, and 4).

The system enables you in a business environment, to conveniently group separately, the offices from the warehouse area, or in a private residence, the different rooms of the home. For example, living room, bedroom, and maybe the basement and attic.

These groups or zones can react specifically to different types of events and then generating an alarm or activate a device.

The system can be armed in two different modes:

**Arm** / (  ) – the protected areas are entirely vacated.

**Stay** / (  ) – people and pets populate the protected areas.

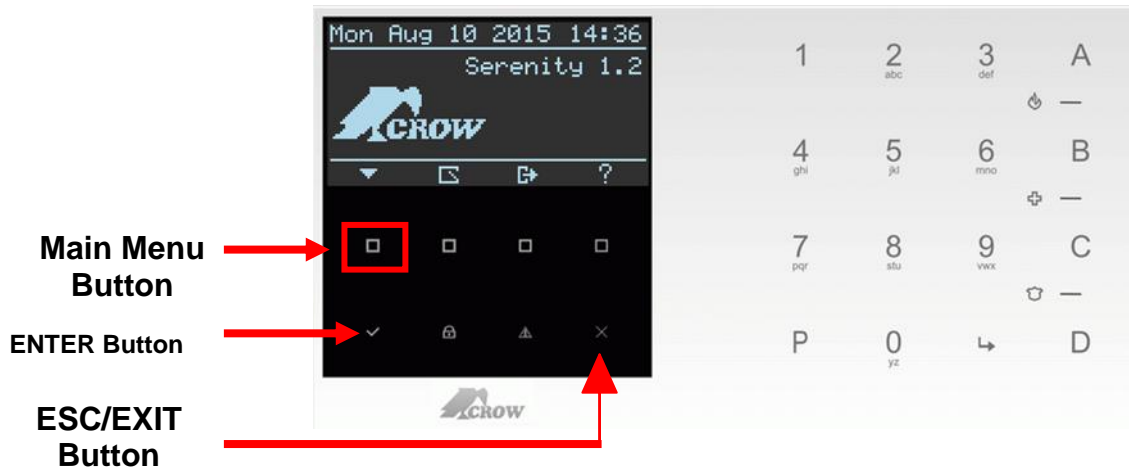
You have access to the keypad's control features, and can change the settings yourself.

The system can be accessed via multiple keypads (each located at a different site). Up to seven external keypads can be integrated into the system. Access levels and your access codes are described later on in this guide.

# LCD & Touch Panel Keypad Description










The LCD Keypad shows all the information required to operate the system. The User communicates with the alarm system via the keypad. The Keypad continuously displays information about the status of the alarm system, and enables the User to operate the system in different modes, change settings and program User's access code.

The keypad also collects and records events to be displayed afterward on request, to overview system activities, and to analyze system performance for diagnostics.



Picture 1

**Table 1: Main Screen Buttons & Symbols Description**














Button/ Graphic indication	Description
	<b>ENTER</b> and save action touch button
	ARM OR DISARM Touch Button , and ARM/Disarm status indication light
	Alarm/troubles status display Touch Button , and Warning alert indication
	ESC or EXIT touch button
	View of A,B,C, and D keys function
	Output Control function and status view
	View Open Zones
	Main Menu List
	Executable Touch button

## Keypad Function + Alphanumeric Keys

These keys are used to arm the system, enter commands to alter system settings, status events, scroll through the history events and more.

In addition the keys are used to enter codes, initiate Emergency and used for programming. Please review the table 2.

**Table 2: Keypad Keys Description**

Keys	Description
<b>1,2,3....0</b>	Used for insertion of numbers or letters , key no.1 can be also used for creation actions such as <space >, (+) and (,)
	The P key is used for: 1. Entering programming mode (e.g. P000000E) 2. Dot (.) symbol 3. Entering a command address (e.g. P1E ) P=Program E=ENTER
	ENTER key
	The A key-used for ARM - pre-programmed
	The B key-used for zone STAY ARM action - pre-programmed
	1.The C key-used to Bypass zones- pre-programmed 2. Can be used to check all boxes for specific parameter by one press.
	1. The D key-used to enter to memory display - pre-programmed. 2.Delete input, and deselects all boxes in an open parameter by one press.
	A "Fire" alarm will be generated if "A" & "B" keypad keys are pressed simultaneously 
	A "Medical" alarm will be generated if "B"& "C" keypad keys are pressed simultaneously 
	A "Panic" alarm will be generated if "C" & "D" keypad keys are pressed simultaneously 
	The A...B...C...Z letters used for editing names and words

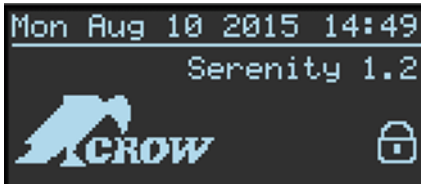
**NOTE 1:** A, B, C and D are programmable keys, (see command address P114) or from main menu -> programming -> Keypads -> function buttons



## Learn How to Read Alarm/trouble/information Data Status

The Serenity is able to display different Alarm Graphics for Alarm/trouble/events data status indications according to system configuration and operation.

For Example: **Main Display Screen**



**ARMED** AREA /SYSTEM



**STAY** ARMED SYSTEM



 **Flashing Symbol** – Critical Alarm



 **Stable Symbol** – Trouble Alarm



**ZONE Tamper** alarm



**ZONE Open** alarm

## Levels of Severity

Each alarm event has a level of severity--known as the alarm's "severity." An alarm's severity indicates the order in which users should handle that event relative to alarms of other severities.

Each level of severity has a corresponding **alarm graphic**, which can be used to help users identify alarmed entities. (For information about alarm graphics, see Table 3 on page 8.)

Severity Level	Description
<b>Critical</b>	An alarm condition occurred that requires immediate Attention.
<b>Trouble</b>	An alarm condition occurred that does not currently impair service, but the condition needs to be corrected before it becomes more severe.

---

## Logging Events

To enable users to examine a record of events, the system can display an event and can have one event or several. For example, system might have an event for each monitored entity.

## Displaying Alarms View

An **alarm view** is a window screen that displays representations of alarms. For example, an alarm view might represent alarms in the following form:

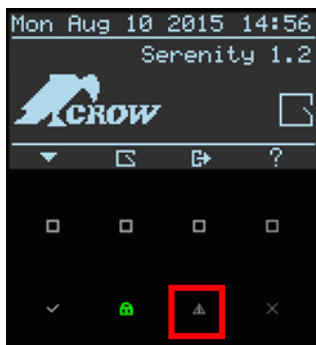
**Detailed alarm view** and an alarm corresponded symbol (an alarm graphic displayed alone)


The rest of this section describes how to obtain alarm views, including how to use alarm graphics.

## Logging to Alarms/Events Status View

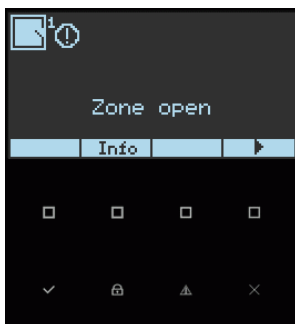
The following procedure describes how to login to alarm status view screen and see alarm details in case of an alarm symbol appears on the main display screen

### Example 1: ZONE Open alarm

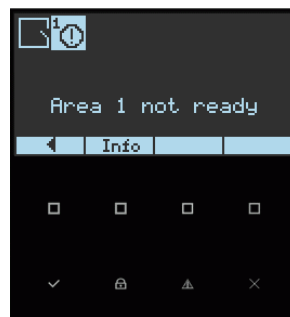


Press on the Alert touch button  to login to the alarm status view screen,(See pictures 1 and 2).


**The Alarm status view screen** is displaying 2 symbols; use the Left/Right touch buttons to scroll between alarms and read the alarm's details.

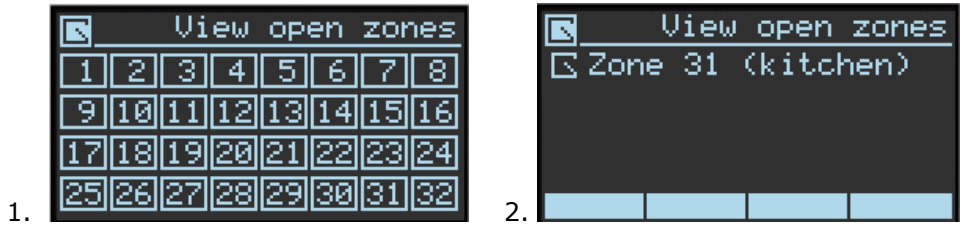


1.



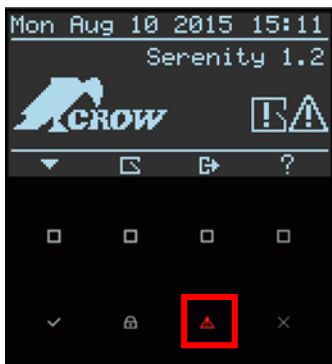
2.


1. **Zone Open** – Indicates that a zone or zones are open in the area. Press on the ENTER  touch button to display a table of numbered zones. The open zones' numbers will flash on the screen. Press Enter again to see the open zones' names (if zone names were preprogrammed at the installation).



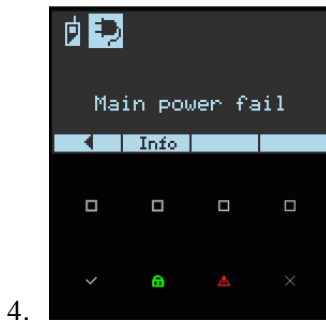
2. **Area 1 not ready** – An alert indicating the alarm isn't ready to be armed due to an alarm event. The alert will stop when the event is handled.


**Example 2: ZONE Battery Low alarm + Main Power Fail alarm**

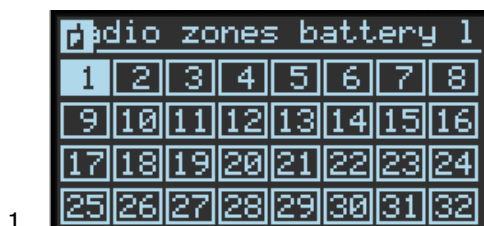


Press on the Alert touch button  to login to the alarm status view screen (See pictures 3 and 4)




















The Alarm status view screen is displaying 2 symbols; use the Left/Right touch buttons to scroll between alarms and read the alarm's details.













1. **Radio Zones battery low** – To identify the radio zones that are having low battery problem, press on the enter button  , the zone numbers that are having this problem will flash on the screen.



### Table 3: Alarm/Trouble Graphic Symbols

Alarm Symbols Display		Description
Main Display screen	Alarm Status view screen	
		<b>Flashing Symbol</b> –Exit delay Time <b>Stable Symbol</b> - AREA is in <b>ARM</b> state
		<b>Flashing Symbol</b> –Stay Exit delay Time <b>Stable Symbol</b> - AREA is in <b>STAY</b> Armed state
		<b>Flashing Symbol</b> – indicates Critical Alarm <b>Stable Symbol</b> - indicates Trouble alarm
		Open Zone
		Zone Tamper Open or Low Battery or zone sensor-watch
		Main Power Fail
		Fuse Fail
		Low Battery (panel)
		CAN BUS Fail
		Ethernet Fail
		GSM/GPRS Fail
		Phone Line Fail
		Panel Tamper
		RF Jamming
		Radio Zones Low Battery
		Pendant low battery
		AREA is not ready – the number 1 indicate AREA number 1
		Zone Tamper
		Output Tamper

		Output Low Battery
		Output Monitor Fail
		Ten code attempts
		Area 4 Armed
		Zone Bypass
		Alarm in Arm Mode
		EX. Open Zone in Area 4
		Zone Missing
		Time Zone Password active Indication
		System date and time not set

## Audible Signals













































When the keypad is used to activate or deactivate the different functions it emits different audible beeps. Their meaning is described in the table 3.













**Table 3 List of Audible Signals**

Sound	Description
Short beep	When a key in the keypad has been pressed.
Triple beeps	For ARM/DISARM/WARNING/STAY operations.
Long beep	For alarms/warning corresponded configuration parameters.
Slow beeping	At arming(start exit delay) and warning (entry delay)
Fast beeping	At the last 5 seconds of arming.

## Summary of Functions

The system's main functions are listed in table **(For LED symbol the functions are the same)**

Function	Keys	Description	Notes
<b>Full or Partition Arm Option 1</b>	 <b>CODE</b> 	Initiates full arm	Only if enabled by installer.
<b>Full Arm Option 2</b>	  or  <b>A</b>	Initiates full arm	Quick ARM action A key –preprogrammed
<b>Disarm during exit</b>	  or  <b>A</b>	Disarms the system during exit delay	Only when slow beeping and flashing light is emitted.
<b>Disarm</b>	 <b>CODE</b> 	Disarms the system	Stopping Alarms.
<b>Arm Stay</b>	 <b>CODE</b> 	Initiates partial alarm when the user is home	Only if enabled by installer.
<b>Arm Stay</b>	 <b>A</b> or  <b>B</b> or  <b>C</b> or  <b>D</b> Keys	Initiates partial alarm when the user is home	Only if enabled by installer.
<b>Disarm Stay</b>	 <b>CODE</b> 	Disarms the system	Only if enabled by installer.
<b>Bypass Option 1</b>	 <b>A</b> or  <b>B</b> or  <b>C</b> or  <b>D</b> Keys  <select zone number>  Enter  Exit	Bypasses a zone(s)	Only if enabled by installer.
<b>Bypass Option 2</b>	 Main menu  select Bypass  <select zone number>  Enter  Exit	Bypasses a zone(s)	For main menu button see picture 1 on page 3 of the guide.
<b>Initiate Panic</b>	 <b>C + D</b> Keys	Activates panic alert	Only if enabled by installer.
<b>Initiate Medical</b>	 <b>B + C</b> Keys	Activates emergency alert	Only if enabled by installer.
<b>Initiate Fire Alarm</b>	 <b>A + B</b> Keys	Activates emergency alert	Only if enabled by installer.
<b>Memory Option 1</b>	 <b>A</b> or <b>B</b> or <b>C</b> or <b>D</b> Keys	Initiates display of events from memory. <b>&lt;ENTER&gt;</b> or <b>&lt;EXIT&gt;</b> cancels memory readout	Only if enabled by installer .Displays events, (Use  key to scroll up manually).
<b>Memory Option 2</b>	 Main menu  select Memory  Enter  Exit	Initiates display of events from memory. <b>&lt;ENTER&gt;</b> or <b>&lt;EXIT&gt;</b> cancels memory readout	
<b>Chime enable/disable Option 1</b>	 <b>A</b> or <b>B</b> or <b>C</b> or <b>D</b> Keys	Enable or disable chime function	Only if enabled by installer D key – default
<b>Chime enable/disable Option 2</b>	 Main menu  select Chime  Enter  Exit	Enable or disable chime function	Repeat this step to disable this function

Function	Keys	Description	Notes
<b>Output Control Option 1</b>	 A or B or C or D Keys  <select Output number >  Enter  Exit	Activates or deactivates outputs and devices	Only if enabled by installer
<b>Output Control Option 2</b>	  <select Output number  Enter  Exit	Activates or deactivates outputs and devices	This key is Programmed by Default
<b>Change or Add Users' code Option 1</b>	from installer mode  <P000000>  	Activates program mode to add or change Users' codes	Only if enabled and provided by installer  - Master Code

**Note 2:** If you started an operation incorrectly, press <ENTER> or <EXIT/ESC> to exit and return to the previous mode.

# LCD Keypad operations

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## How to Arm the System before Exit



### Preparing the System for Arming

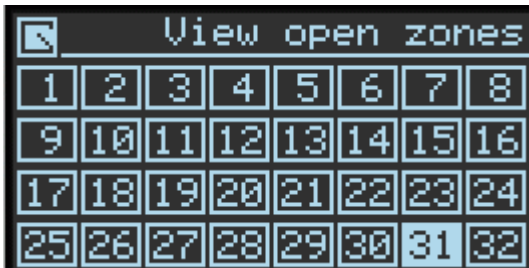
Verify that all zone indicators are off, when all zones are closed (all doors, exits and windows are closed and motion in the protected area is restricted or bypassed), the system is ready to be armed. If one or more zone indicators are illuminated, it displays the open zones.



When the system is not ready for arming (at least one zone is open) the display shows



Click on the touch button  and then the Enter Button  to review the numbers and names of all open zones, as shown in the next picture. Flashing zone number 31 is in open zone state.



View open zones							
1	2	3	4	5	6	7	8
9	10	11	12	13	14	15	16
17	18	19	20	21	22	23	24
25	26	27	28	29	30	31	32

**Note: To arm the panel, close open zones, or bypass them.**

**Note: Factory default**- it is possible to arm the system even if zones 1 & 2 are not ready (P133E)

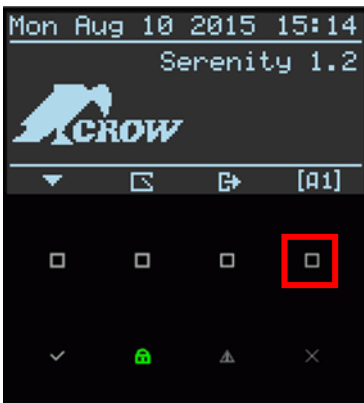
**Note:** Bypassed zones are not protected.

**IMPORTANT!!!** If you don't know how to fix open zones, please consult your installer

### AREAS Display

The <View Area number> icon will be displayed on the LCD if at least 1 Zone was assigned to each of the Areas (P137) and then assigned Areas to the keypad (P1097). To display the Area, use the button marked in the next picture to switch between areas





## Arming the System with a code



Before leaving the premises you must arm the system.

Arming the alarm system turns on all detectors in the partition/s being armed. Be aware that partitions without assigned zones will not be armed.

1. Enter your **code**.
2. Press **<ENTER>** to arm the system.

**NOTE 3:** a voice announcement will be heard at the start of arming procedure to inform which partition has been armed, and there is an exit delay prior to the system being armed. During this delay time, a slow beeping is heard to indicate that the system is not armed yet and reminds you to vacate the protected area.

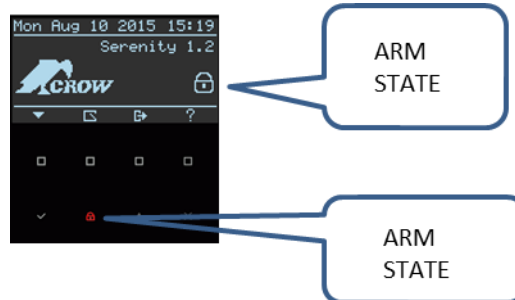


The symbols  and  light up to indicate that the system is armed.

- See next picture.**
- To disarm the system during the exit delay, enter your code again and enter or click on



### ARMED State Symbols



## Quick Arm (If enabled at installation by the installer)

This arming procedure is based on the assumption that quick arming has been programmed and enabled by the installer.

Installer is able to program A or B or C or D keys as quick arm button for user use. (For details and programming ask your installer)

For instance: A key has been programmed as a quick arm button

- Press **<A>** key to arm the system.  
**As for the Arming indication, refer to NOTE 3 on previous page**

---

## Disarming the System

### Option 1

1. Press <A> key During exit delay time only, otherwise use option 2

### Option 2

1. Enter your **code**.
2. Press <ENTER>. The two indicators go off, the system is now disarmed.

## Stopping and Resetting Alarms

1. Enter your **code**.
2. Press <ENTER>. This stops the alarm at any time, and also turns off any audible sirens.

---

## Arming the System While Staying Home


### Arming the System in Stay Mode

This type of arming is used when people are present within the protected area. At nighttime, when the family is about to retire, perimeter zones are protected, but not the interior zones. Consequently, interior movements are ignored by the system.

#### By User Code

1. Enter your **code**. (Ask your installer for **STAY** mode user code)
2. Press **<ENTER>**.



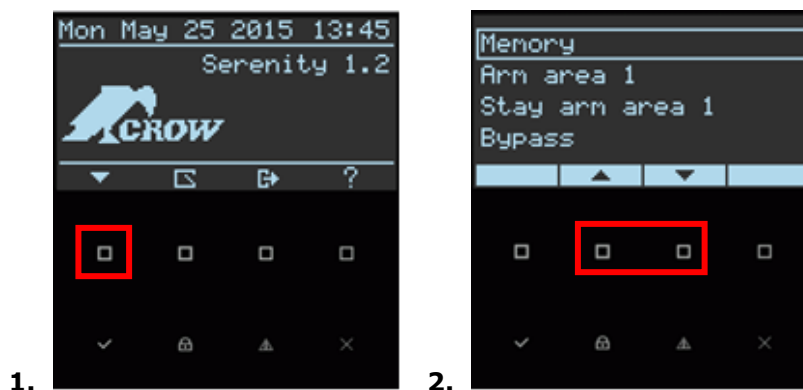
The  indicator is displayed on LCD, indicating that the system is now armed in stay mode.

#### By Quick Stay From Main Menu

This feature must be enabled at installation time.


**Step 1:** Press on main menu key button

**Step 2:** Scroll down/up button and select Stay level and press the ENTER key.



During exit delay you can leave the premises.



The  indicator is displayed on LCD, indicating that the system is now armed in stay mode.

### Disarming the System

Enter **user's code** and press **<ENTER>**.



The  indicator goes off to indicate that the system is disarmed.

---


## Arming in the Latchkey Mode

If this option is enabled at installation phase and has been assigned to a specific user code, the user will Arm the system in latchkey mode. This ARM type is useful for a message report that will be sent, for instance, to a parent's mobile to inform him that his children have returned home from school and have disarmed the system. Therefore this report is considered an alert and not an alarm. This feature supports SMS and voice message PSTN/GSM protocols only, for the rest of the protocols you receive the usual disarm message (user can check latchkey disarm in "view memory")

### **By User Code**

1. Enter your **code**. (Ask your installer for the latchkey mode user code)
2. Press **<ENTER>**.



The  indicator displays on LCD indicating that the system is now armed in Arm mode.

## How to Arm Partitions (if enabled at the installation)

The protected area can be grouped into 4 separate partitions (1, 2, 3, and 4). The system can be grouped for User's convenience to separate, in a business environment, the offices from the warehouse area, or in a private residence, the different rooms of the home, e.g., living room, bedroom, etc.

**To arm partition 1 enter user code for partition 1**

**To arm partition 2 enter user code for partition 2**

**To arm partition 3 enter user code for partition 3**

**To arm partition 4 enter user code for partition 4**

**Note:** To ARM partition with code see page 12 "How to arm the system before exit"

To disarm partition, see "Disarming the System" on page 14.

## How to Bypass a Zone or Bypass a zones group

This feature allows the user to bypass any zone that can't be closed (due to a malfunction). You can bypass the selected zones prior to arming. This feature is also used to temporarily exclude a faulty zone from service, which requires repair. Bypassing allows free movement within zones even when the system is armed.

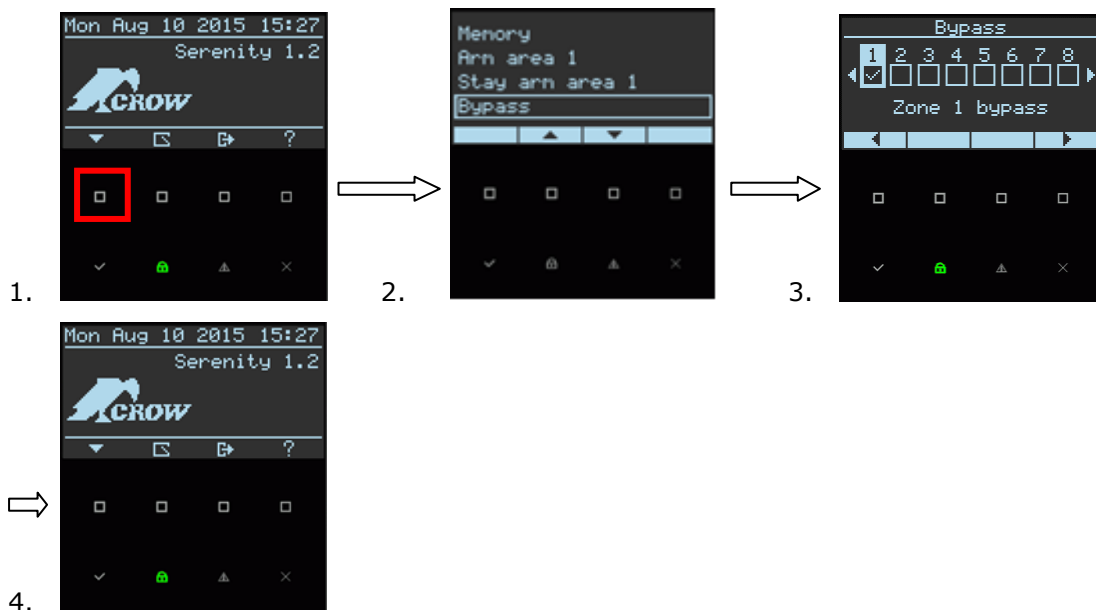
### Bypass a Zone

**Step 1:** Press the main menu button

**Step 2:** Scroll down and Select the bypass level and press the ENTER key

**Step 3:** Select the zone number and press the ENTER key to enable the bypass zone

**Step 4:** EXIT from bypass level by pressing the ESC/EXIT key



### Bypass a zones group

**Step 1:** Press the main menu button

**Step 2:** scroll down/up button and Select the bypass group level and press the ENTER key

**Step 3:** EXIT from bypass level by pressing the ESC/EXIT key

**NOTE 4:** Zone group must be created by installer first according user request

### Reset Bypass Zone

**Step 1:** Press the main menu button

**Step 2:** Scroll down/up button and Select the bypass level and press the ENTER key

**Step 3:** Select the zone number and press the ENTER key to disable the bypass zone

**Step 4:** EXIT from bypass level by pressing the ESC/EXIT key



#### NOTE:

**Disarming automatically reinstates all bypassed zones.**

## Using Chime

A Chime (Day zone) is a detector that can be part armed while you are at home but working in another part of the building. It can be programmed to operate a buzzer or light to let you know you have a visitor. This allows protecting the area while the control panel is in the disarmed state. The buzzer will beep whenever a chime zone is opened.

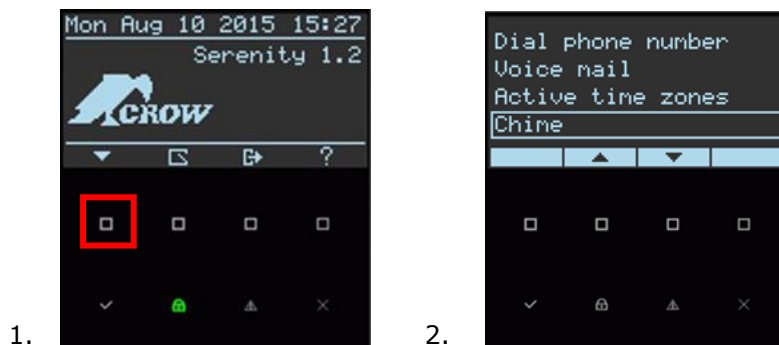
**NOTE:** please ask your installer to enable this function to the main menu control list

**Installer must add this function in program P113E**

### Chime Disable (off)

**Step 1:** Press the main menu button

**Step 2:** Scroll down/up button and Select the Chime level and press the ENTER key



### Chime Enable (on)

If the Chime is in disabled mode as shown in LCD display  please repeat steps 1 & 2.

**Step 1:** Press the main menu button

**Step 2:** Use scroll down/up buttons to get to chime level and press the ENTER key.

Make sure that the <chime off> symbol  is no longer on the LCD display.

### Quick Chime (If enabled by the installer at Installation)

The installer is able to program and define one of the keypad keys A or B or C or D as a quick chime function button. (For details ask the installer).


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## Emergency Alerts


This feature of the system allows the user to immediately send an emergency alert according to the user's emergency (can be preprogrammed by the installer according to the user's request). The system has 3 respective emergency alerts, each one activated by pressing of the A, B, C, D column two adjacent buttons simultaneously.

The default emergency alerts are "Fire", "Medical" and "Panic".


### How to initiate Panic Alarm

- ❑ Press simultaneously on keys  <C> and <D>
- ❑ To stop the alarm enter a valid user code

### How to initiate Medical Alarm

- ❑ Press simultaneously on keys  <B> and <C>
- ❑ To stop the alarm enter a valid user code

### How to initiate Fire Alarm

- ❑ Press simultaneously on keys  <A> and <B>
- ❑ To stop the alarm enter a valid user code

## Generate Threat or Duress

If you are forced to disarm the system under threat, you must enter the duress digit before the user's code to activate the automatic dialer. The duress digit shifts up your usual code by one digit. If your code is 345 and 8 is your duress digit, than entering 8345 modifies your code. The modified duress code disarms the system in a normal way, but at the same time activates the dialer silently to report a "duress event" without arousing suspicion. (For details ask the installer).

### Initiating Duress Alarm

Example:

- Preprogrammed duress code = 2
- Preprogrammed user 3 code = 3456

To perform duress alarm User should insert the following syntax – **<23456> ENTER**

### Disabling Duress Alarm

To restore duress alarm User should insert the user code – **<3456> ENTER**

## How to Display & read Events from Memory

The Memory function stores the most recent actions done by the system to date, the most recent event first on the list, cycling backwards to past events. Up to 2000 events can be stored, after which the system acts on a FIFO basis (First in First Out).

### Display Memory Events

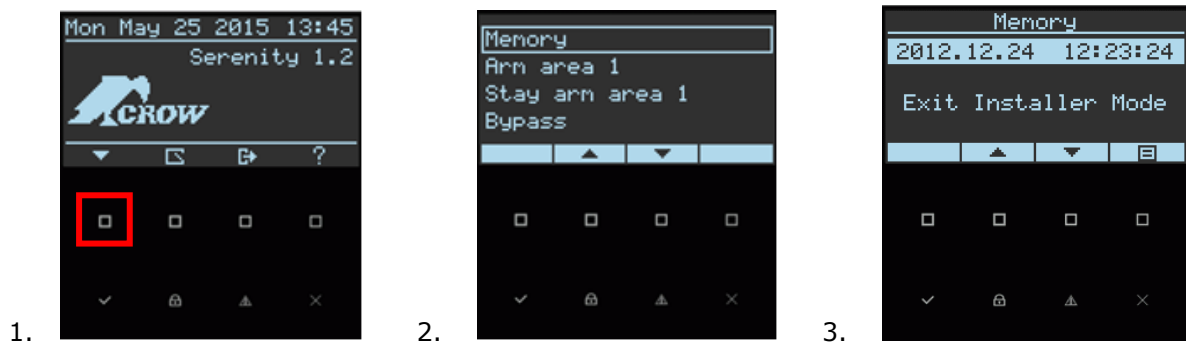
**Step 1:** Press the main menu button

**Step 2:** Scroll down/up button and Select the Memory level and press the ENTER key

**Step 3:** The system displays the date, time and the most recent event

**Step 4:** Use the scroll up button to display the entire last/ historical memory events list

**Step 5:** To exit display, press on either the enter button or the cancel/exit button.



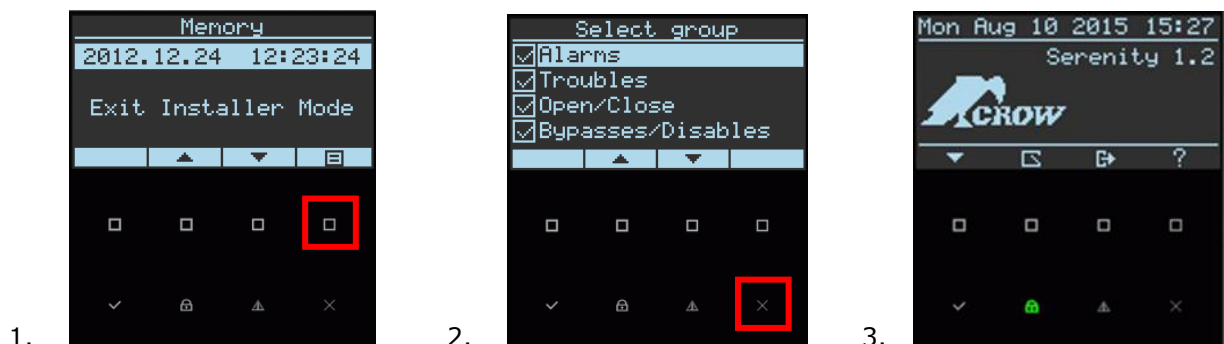
### How to create Event Group Filter

An event group filter allows only those events that were enabled to be display in memory. With this filter, you can create a memory target that display only events for a specific set of event type.

**Step 1:** From Memory level press on the Filter Button

**Step 2:** Use the enter button to enable/disable filter for a specific event group

**Step 3:** Press on the EXIT/ESC button for exit to main screen



### Quick Memory Button (If enabled by the installer at Installation)

The installer is able to program and define, one of the keypad keys A or B or C or D as a quick Memory function button. (For details ask the installer).



## How to Control Outputs and Devices

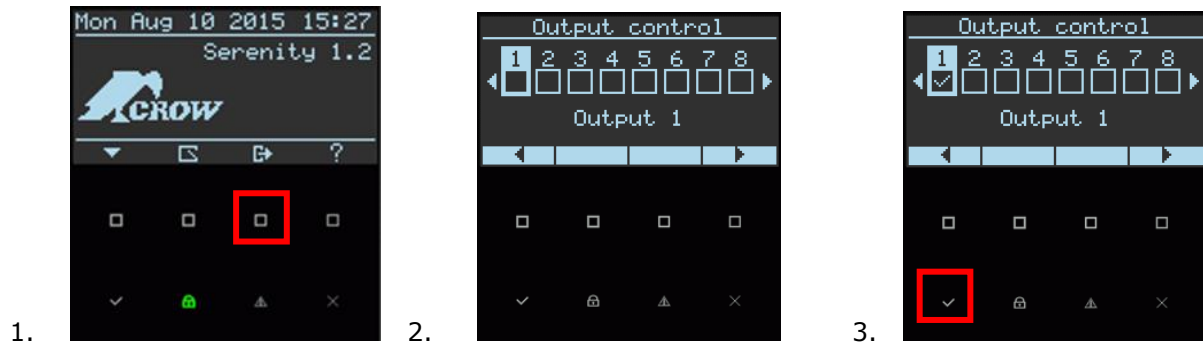
The keypad enables you to control external devices, such as an air-conditioner or heater. To activate or halt a device:

**Step 1:** Press on the Output Control button

**Step 2:** Use Right/Left button and Select the required Output number

**Step 3:** Use the enter button to activate or deactivates a specific output

**Step 4:** Press on the EXIT/ESC button to exit to the main screen



## Quick Control Button (If enabled by the installer at Installation)

The installer is able to program and define one of the keypad keys A or B or C or D as a quick Memory function button. (For details ask the installer).

## Entering the User Programming mode

There are 2 levels of programming mode, **User mode** and **INSTALLER mode**. Normally the installer gives you access to the User mode, by setting user 1 code as master user, so you can add, delete, or change the user codes. If you request it, your installer can provide you with access to the INSTALLER mode as well. To get into user mode, provided the system is NOT armed, Press **<PROGRAM>** key, enter **Master code** and press **<ENTER>**. The system is in User programming mode.

For Example : **P1234E**

P = program key

1234 = master code user 1

E = ENTER key

## Exit Program Mode

To exit User program mode, press on the **<ESC/EXIT>** button until the system asks whether you want to exit and press **<ENTER>** to confirm. Afterwards, the system will go back to main display.

---

## How to Change or Add Codes

### About Master Code and the User Code

The factory default USER 1 is the master code (1234) is intended as a preliminary control of the alarm system. After SERENITY is installed and put into service, the code can be changed to any code known to the Master user. The Master user can define up to 64 user codes. To limit access rights, the holder of the Master code can ask the installer to define several User profiles.

Access rights are listed below:

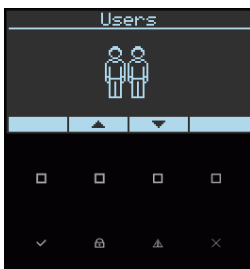
- User code has Area 1 and/or 2 and/or 3 and/or 4 permission
- User code can arm and/or disarm arm an area
- User code can arm and/or disarm arm an area in Stay mode
- User code can change his code
- User can change all codes
- User can allow access to installer mode
- User can change phone Number or IP address
- User can change the clock
- User can view memory
- User can learn radio devices

### How to Change the Master Code

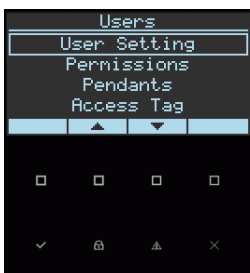
There are two ways for the user to change the Master Code, the first option being the ordinary way, the second one by a shortcut:

#### First option:

**Step 1:** Type the command address **P1234E** (entering User programming mode)



**Step 2:** Press the **<ENTER>** key



**Step 3:** Use the scroll down/up  touch button to select **User Settings**

**Step 4:** Press the **<ENTER>** key

**Step 5:** User 1's code is presented by default, if not use the scroll Left/Right (-/+ ) touch button to select user 1

**Step 6:** Press the **<ENTER>** key

**Step 7:** Use the alphanumerical keypad keys to insert the new Master user 1 code

**Step 8:** Press the **<ENTER>** key

---

**Step 9:** Press the <ESC/EXIT> button till the system asks you to confirm exit and press the <ENTER> button to exit from **User** Programming mode.

**Second option:**

**Step 1:** Type the command address **P1234E**

**Step 2:** Type the command address **P1E**

**Step 3:** Press the <ENTER> key

**Step 4:** Use the alphanumerical keypad keys to insert the new Master user 1 code

**Step 5:** Press the <ENTER> key

**Step 6:** Press the <ESC/EXIT> button till the system asks you to confirm exit and press the <ENTER> button to exit from **User** Programming mode.

**Note:** The code can hold any combination of **1 to 8** digits. It is recommended using a multi-digit code

## How to Add or Change a User Code

Type the commands in this order:

**Step 1:** Type the command address **P1234E** (entering User programming mode)

**Step 2:** From **User** level press the ENTER key

**Step 3:** Use the scroll down/up  touch button to select **User Settings**

**Step 4:** Press the <ENTER> key

**Step 5:** Use the scroll right/left (-/+ ) buttons to select and display the required user number, and press the <ENTER> button

**Step 6:** Press the <ENTER> key

**Step 7:** Use the numeric keypad keys to Add/Change the new code (enter from **1** to **8** digits)

**Step 8:** Press the <ENTER> to save the code

**NOTE: for all users' codes Repeat steps 5 to 8.**

**Step 9:** Press the <ESC/EXIT> button till the system asks you to confirm exit and press the <ENTER> button to exit from **User** Programming mode.

## How to Delete the User Code

Type the commands in this order:

**Step 1:** Type the command address **P1234E** (entering User programming mode)

**Step 2:** From **User** level press the ENTER key

**Step 3:** Use the scroll down/up  touch button to select **User Settings**

**Step 4:** Press the <ENTER> key

**Step 5:** Use the scroll right/left (-/+ ) buttons to select and display the required user number, and press the <ENTER> button

**Step 6:** Use the **D** keypad key to delete the user code number

**Step 7:** To save, press on the <ENTER> button

**Step 8:** Press the <ESC/EXIT> button until the system asks you to confirm exit and press the <ENTER> button to exit from **User** Programming mode.


---

## Adding/Changing Telephone Numbers

Your panel accepts up to eight phone numbers, each of them with a total of 50 digits\*. Your panel can be programmed to dial all or any of these depending on the event which has occurred.

Type the commands in this order:

**Step 1:** Type the command address **P1234E** (entering User programming mode)

**Step 2:** Use the scroll down/up  touch button to select **Report Channels →Settings** level

**Step 3:** Press the <**ENTER**> button

**Step 4:** Use the scroll right/left (-/+ ) buttons to select and display the Required Channel Phone number.

**Step 5:** Press the <**ENTER**> button

**Step 6:** Use the numeric keyboard to Add/Change the new phone number (Insert **1-9** digits)

**Step 7:** To save, press on the <**ENTER**> button

**Step 8:** Press the <**ESC/EXIT**> button till the system asks you to confirm exit and press the <**ENTER**> button to exit from **User** Programming mode.

\*Note: The Phone number fields are also used for IP addresses (ask installer for details)

## How to set Time and Date


The alarm system has an internal clock that may be used to automatically Arm or Disarm the alarm or turn Outputs on or off. It is also used to identify when events occurred in memory via the LCD keypad. If you need to change the Time & Date, it can be done by default from the **User** mode by entering master user code and from Installer programming mode.

Type the commands in this order:

**Step 1:** Type the command address **P1234E** (entering User programming mode)

**Step 2:** Use the scroll down/up  touch button to select **Clock and Timers** level

**Step 3:** Press the <**ENTER**> button

**Step 4:** Use the scroll down/up  touch button to select **System Date & Time**

**Step 5:** press twice the <**ENTER**> button

**Step 6:** Use the numeric keypad to set/Change the new Date and Time

**Step 7:** Press the <**ENTER**> to save the new Date and Time

**Step 8:** Press the <**ESC/EXIT**> button till the system asks you to confirm exit and press the <**ENTER**> button to exit from **User** Programming mode.

## RFID Reader for ARM/DISARM Areas with an Access Card /Tag



The Serenity's RFID reader is used for selective arming or disarming Area 1,3,2,4 or all. In addition it can be used to perform actions, for instance, to turn on/off an output.

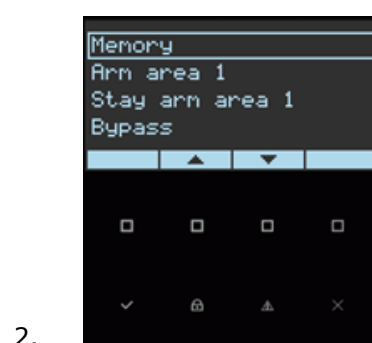
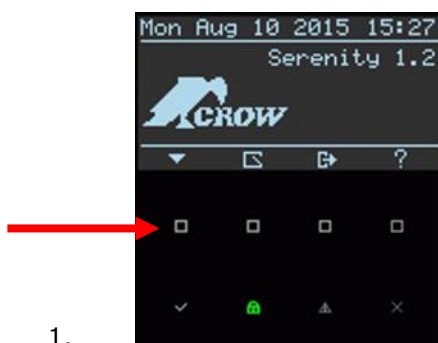
By presenting a valid access tag or card to the reader, the user can then Arm or disarm the panel.

**The Areas allowed to be controlled by the access user card/tag must be programmed by the installer in the Serenity control panel.** If the user is allowed to fully Arm or Disarm, then he can cycle through the various states.

### Using Main Menu Control

The Main Menu control is used as standard drop-down menus. The Serenity's keypads menus are used for programming and configuring the system (e.g., zones, users), for viewing various information and statuses (e.g., alarms, open zones) and perform actions (e.g., activate output), the Serenity's main menu is accessed using the keypad's menu key button. Drilling down to submenus is done by using the menu to select the required function, and then pressing the ENTER key.

1. Main Menu Control Button
2. Display of main menu list



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## Entering Numbers, Letters and Symbols

The Serenity's alphanumeric keypad allows you to enter numbers, letters, symbols, and perform actions. This is required when configuring various elements (for example, IP addresses, telephone numbers, zone names, etc.). Some keys allow you to enter numbers and symbols while other keys allow you to enter numbers and letters.

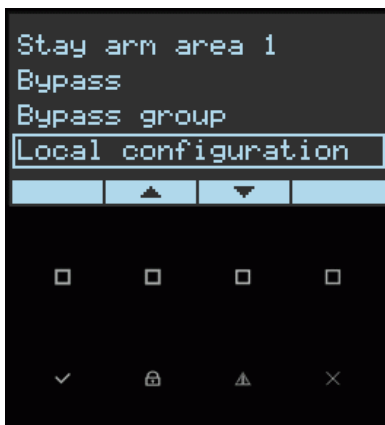
Some parameters determine which character set or function is used when a key is pressed. For example, pressing a key will ARM/DISARM the system or performs panic alarm.



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## LCD Keypad Description

Most of the main actions like ARM, DISARM, ARM STAY, and others are the same at the crow LCD keypad. But in the LCD keypad the user can change texts like zone name and area names, adjust the backlight and buzzer tone.



### Local Configuration –

The following section describes how to configure the device to guarantee appropriate handling of LCD screen and control panel services such as Language, Keypad Sound, Backlight, Microphone, and speaker. You can modify the Keypad setting to suit your needs.

- 1) Select Language
- 2) Scrolling Keypad Sound Volume
- 3) Scrolling Screen and Keypad backlight level
- 4) Scrolling Microphone Sensitivity level
- 5) Scrolling Speaker Sound Volume

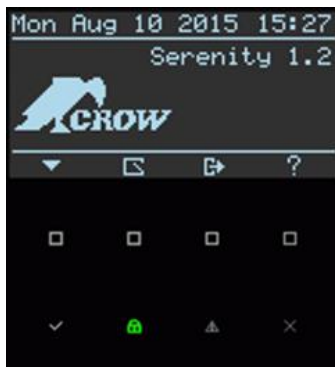
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# Adjusting Language, Keypad Sound, Backlight, Microphone and Speaker

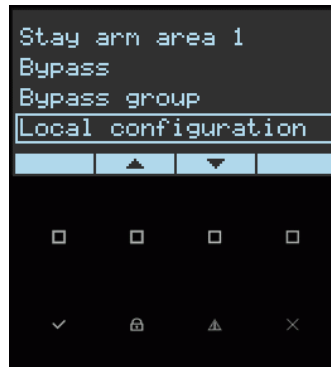
## Entering to Local Configuration Programming

**Step 1:** Press on the main menu key button

**Step 2:** Press on the scroll down/up button, select Local Configuration level and press on the ENTER key.



1.

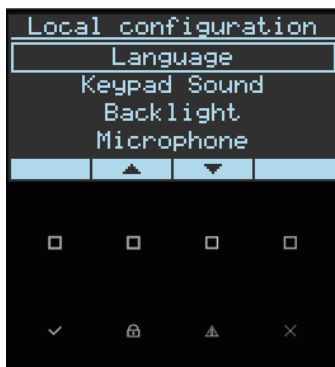


2.

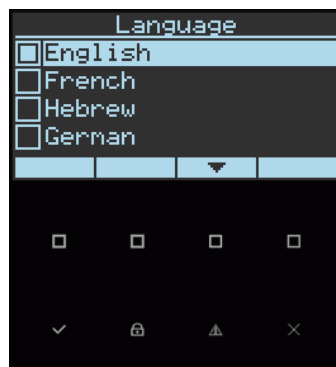
## Select Language

**Step 1:** From Local Configuration level scroll down/up, select language and press the ENTER key

**Step 2:** Choose the required Language and press the ENTER key



1.



2.

## Keypad Sound

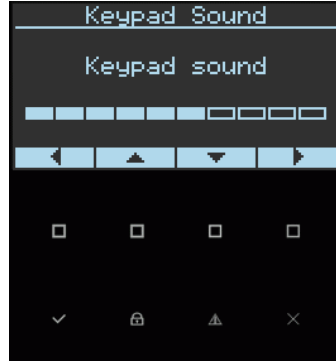
The user can adjust the frequency (tone) of the LCD keypad buzzer within a range of 10 steps. By adjusting the frequency the volume of the tone produced at the buzzer varies as well.

**Step 1:** From Local Configuration level scroll down/up, select Keypad Sound and press the ENTER key

**Step 2:** Scroll Right/Left Button to increase/decrease Keypad Sound and press the ENTER key



1.



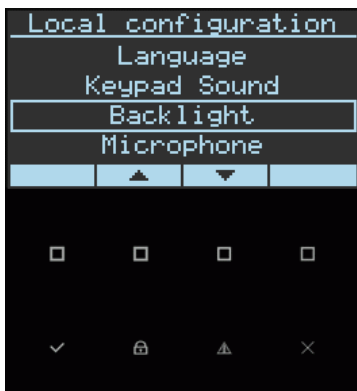
2.

## Backlight

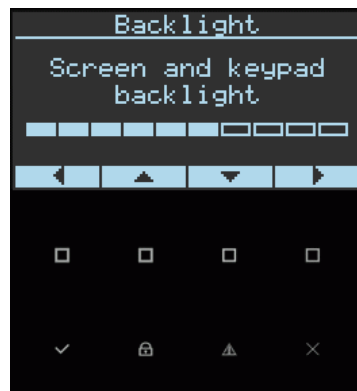
The user can independently adjust the backlight level of the LCD display and the Keypad Buttons from off to on with 10 steps in between. The Buttons used for these special functions vary depending on the LCD keypad.

**Step 1:** From Local Configuration level scroll down/up, select Backlight and press the ENTER key

**Step 2:** Scroll Right/Left Button to increase/decrease illumination and press the ENTER key



1.

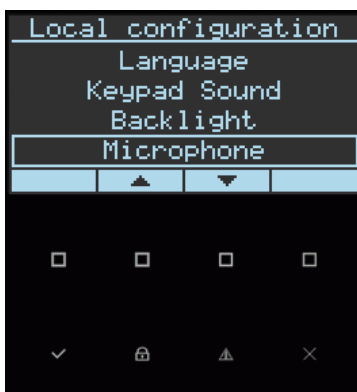


2.

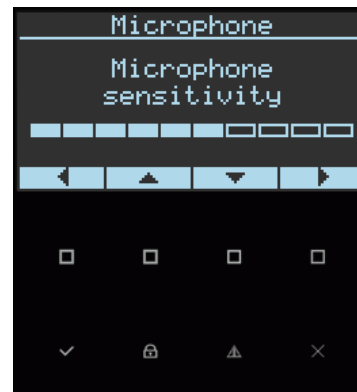
## Microphone Sensitivity

**Step 1:** From Local Configuration level scroll down/up, select Microphone and press the ENTER key

**Step 2:** Scroll Right/Left Button to increase/decrease Sensitivity and press the ENTER key



1.



2.

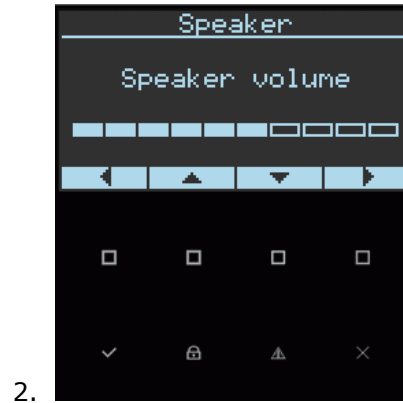


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## Speaker Volume

**Step 1:** From Local Configuration level scroll down/up, select Speaker and press the ENTER key

**Step 2:** Scroll Right/Left Button to increase/decrease Speaker Volume and press the ENTER key



# Customization Chart

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Use this form to record your changes and customizations.

User	Name	User	Name	Zone	Zone Name
1		41		1	
2		42		2	
3		43		3	
4		44		4	
5		45		5	
6		46		6	
7		47		7	
8		48		8	
9		49		9	
10		50		10	
11		51		11	
12		52		12	
13		53		13	
14		54		14	
15		55		15	
16		56		16	
17		57		17	
18		58		18	
19		59		19	
20		60		<b>20</b>	
21		61		21	
22		62		22	
23		63		23	
24		64		24	
25				25	
26				26	
27				27	
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