COMMANDER 2000: MOST FREQUENTLY ASKED QUESTIONS

How do I use a 12VDC power source (such as a battery) in place of the AC transformer (for example in a boat or RV)?

Unplug the existing AC power transformer and remove all of the wires on panel terminals 1, 2, 3, and 4. Using 22-gauge wire or larger, connect the 12VDC power source negative terminal to panel terminal 2 (Gnd) and the positive terminal to panel terminal 4 (AC in).

In the program mode, set Feature Number 21 (F21) to ON.

Caution: To avoid the possibility of personal injury and equipment damage, never connect an AC power transformer and a DC power source to the panel at the same time.

How do I adjust the panel's speaker volume?

Press and hold the COMMAND button. The panel will announce "Hello, hello" at increasing and decreasing volume. Release the COMMAND button when the desired volume is reached.

What are the two types of communication locking? What are they used for?

The two types of communication locking are phone lock and central station lock. The panel can operate with either type of locking or with no locking, but not both phone and central station locking at the same time.

Phone lock is in place when the dealer programming code is changed from its default (4321). Without the correct dealer code, the primary central station phone number and account number cannot be changed. If the dealer programming code is changed from default and forgotten, the panel must be returned to the factory for default values to be entered. Only the panel with phone lock in place is affected.

What happens when I assign a sensor to group 12 and why?

Since there is no group 12, sensors are automatically assigned to group 11.

How do I know if I have an eight or seventeen zone panel?

 To determine if you have an eight or seventeen zone panel:

1. Unplug the AC power transformer and disconnect the backup battery.

2. Reconnect the backup battery and plug the AC power transformer back in.

3. On power-up, the panel will announce "System [software version number.] Sensor [number of zones.]"

What panel Feature Numbers must be turned on when using an optional Interrogator and why?

Feature Numbers 20 (F20) and 27 (F27) must both be turned on when using an optional Interrogator. F20 enables the Interrogator and F27 mutes the panel so that siren and alarm sounds are not sent over the Interrogator's microphone to the central station.

What does Upper Sensor Number 98 do?

Upper Sensor Number 98 controls the automatic event buffer dump to the central station. With Upper Sensor Number 98 turned "On," the panel will send the most recent 12 events (arming/disarming, alarms, troubles, etc.) stored in the event buffer to the central station when the 12th event occurs. With Upper Sensor Number 98 turned "Off," the panel "remembers" the most recent 12 events, but does not automatically send them to the central station.

What is the Battery Life feature and how does it work?

The Battery Life feature is programmable from the central station only. It can be set from 2 to 255 hours (defaults to 5 hours) and determines when the panel goes into the "sleep" mode after a power outage. This prevents unnecessary discharge of panel batteries during long power outages. When power is restored, the panel automatically returns to the protection level in force before the power outage.

Normally open hardwire contacts or devices connected to terminals 10 (Gnd) and 11 (Input) seem to work backwards. Why?

Feature Number 24 (F24) must be set to ON in program mode for normally open hardwire devices. F24 defaults to OFF for normally closed devices.

How do I enter and exit the program mode of operation?

To enter the program mode of operation:

 1. Enter the primary ACCESS CODE + 1. The panel announces "Alarm system is off."

 2. Loosen the battery door screws (about two full turns) until the READY light turns off.

 3. Enter the DEALER PROGRAMMING CODE or INSTALLER PROGRAMMINGCODE at the panel. The panel lights will all flash and the panel will sound six beeps every minute to indicate that the system is in the program mode of operation.

To exit the program mode of operation tighten both battery door screws. The panel lights will stop flashing and the panel will stop beeping to indicate that it is back in the normal mode of operation.

How do I activate the hardware zone during programming?

 1. While in the program mode, press STATUS + [desired group # (00-29)]. The panel announces "Sensor level [group #].

 2. Press 1 + 8. The panel announces "Sensor one eight OK."

 3. Set Feature Number 24 (F24) to ON for normally open hardwire devices or to OFF for normally closed devices.

What is the event buffer?

 The event buffer is the panel memory that "remembers" the most recent 14 system events (arming/disarming, alarms, troubles, etc.) System events are automatically added to the buffer when they occur.

What size is the event buffer?

With Upper Sensor Number 98 turned "On," the panel will automatically send the most recent 12 events stored in the event buffer to the central station when the 12th event occurs.

How do I activate the event buffer?

To manually access the panel event buffer from the central station, issue the EVENT command.

When the hardwire zone is programmed to group 26 (Fire,) the output of terminal 9 (6.5-12VDC) goes dead momentarily when I cancel an alarm. Why?

If the hardwire input is programmed into the Fire Group (group 26), the voltage on terminal 9 drops to zero when the system is disarmed after an alarm in order to reset the smoke detectors powered by the output.

What is direct sensor bypassing?

During direct bypassing, the panel is instructed to bypass (ignore) a sensor while it is in its non-alarm state. Sensors can be directly (and individually) bypassed anytime after the system has been armed to Level -2 (Stay) or Level -3 (Away). All sensors bypassed after arming will be (and remain) bypassed until the system is disarmed to Level-1 (Off).

What is indirect sensor bypassing?

During indirect bypassing, the panel is instructed to bypass (ignore) a sensor while it is in its alarm state. Sensors can be indirectly bypassed while the system is protesting a sensor or sensors in the alarm state during the arming of the system to Level -2 (Stay) or Level -3 (Away). All sensors in the alarm state during arming will be (and remain) bypassed until the system is disarmed to Level-1 (Off).

 What, if anything, remains in memory when the panel memory is cleared?

All that remains in memory after panel memory is cleared is the dealer programming code. All other settings are reset to the factory default settings.

What voltage should I measure between terminals 6 (Gnd) and 5 (Alkaline) for non-rechargeable batteries or between terminals 6 (Gnd) and 7 (NiCd) for rechargeable batteries when the system announces "system low battery?"

The system announces "system low battery" when the voltage between terminals 6 and 5 or 6 and 7 falls below 6.7VDC (under load).

How can I determine the existing Feature Number settings while in the program mode?

The Feature Number setting command (pressing both AUXILIARY buttons twice + STATUS + [feature #] toggles the setting each time it is used. If, for example, you press both AUXILIARY buttons twice + STATUS + 26, the system will announce the new setting of

Feature Number 26, "Feature Number 26, on" which means that the old setting was OFF. Repeat the procedure to return the Feature Number setting to the old setting of "Feature Number 26, off."

The central station lock is in place when the CSLOCK command is issued from a CS-4000. When CSLOCK is issued, central station phone number, account number, or reporting format (PFORMAT) cannot be changed. All panels reporting to the CS-4000 central station are affected.

These locks are used for protecting monitoring accounts from takeovers.