CARETAKER PLUS: MOST FREQUESNTLY ASKED QUESTIONS

Which sensor programming group should I use for a wireless freeze sensor?

Group 29 (Auxiliary Environmental) is the sensor group for freeze or water sensors. It is a 24-hour, Instant, Auxiliary Interior siren type, is active in all protection levels, and reports to the central station.

How do Entry/Exit Delay sensor programming groups 10, 11, and 12 work together?

Groups 10, 11, and 12 are Entry/Exit Delay sensor groups with the following differences:

Sensors programmed to Group 10 can have separate entry and delay times

  (programmable from 8 to 88 seconds).

Sensors programmed to Group 11 have the same entry and exit delay times

  (programmable from 1 to 8 minutes).

Sensors programmed to Group 12 have the same entry and exit delay times and are twice the delay times programmed for group 11.

How do the delays cascade or affect each other?

Delays affect each other differently depending on whether they are on entry or exit:

On entry, delays cascade down (the lesser time remaining of the zone group already open or the next delay zone activated). On exit, programmed delays cascade up (the greater time remaining of the group you already have open or the next delay zone activated).

For example, let's assume an overhead garage door is assigned to Group 11 and both of its entry and exit delays are programmed for 1 minute. A garage-to-house service door is assigned to Group 10 and both of its entry and exit delays are programmed for 32 seconds. Opening the overhead garage door upon entry (from outside) will start its 1 minute timer counting down. When the service door is opened, the time remaining on the overhead door 1 minute timer or the service door 32 second delay timer, whichever time is less, becomes the entry delay time remaining. Opening the service door upon exit (from inside) will start its 32 second delay timer counting down. When the overhead door is opened, whatever time remaining on the service door 32 second delay timer is canceled and the overhead door 1 minute delay timer is started.

Why doesn't pressing the BYPASS button allow the system to arm when it is protesting an open sensor programmed to Group 26?

For personal safety reasons, sensors programmed to Group 26 (24-hour Fire sensors) cannot be bypassed or ignored.

What are the four types of 4/2 format reports that can be sent to the central station?

The four types of 4/2 format reports that can be sent to the central station are: Alarms, Cancels, Troubles, and Restorals.

How do the STATUS, BYPASS, COMMAND, and FIRE buttons work differently in the program mode of operation?

In the program mode of operation the—

STATUS button	Scrolls backwards through the displayed list. It can also can be used to erase incorrect entries and allow you to re-enter the correct entry.
BYPASS button	Scrolls forward through the displayed list.
COMMAND button	Enters program sub menus and also enters keyed-in or displayed data into the panel memory.
FIRE button	Exits from the displayed sub menu back to the main menu.

Does turning on the Touchpad Quiet feature affect all of the system's alphanumeric touchpads?

Turning on the Touchpad Quiet feature affects only the touchpad from which it is being set. Touchpad Quiet can be set at selected touchpads.

Why run a Customer Sensor Test after completing the installation?

A Customer Sensor Test is run after completing the installation to quickly verify that the installed sensors are all transmitting to the panel, the backup battery is OK, and to instruct the customer how to do a sensor test themselves.

Why should I use Dealer Sensor Test to test the system during installation?

The Dealer Sensor Test is used to determine if sensors are transmitting and if sensor locations are acceptable before being permanently installed. An actual wireless signal strength-to-noise test is performed.

What does the optional Feature Expansion Module (FEM) provide?

The optional Feature Expansion Module (FEM) provides—

   —increased voice volume on alarm.

   —a special switched DC power supply for resettable hardwire smoke detectors.

   —interface for an optional Energy Saver Module (ESM).

How does the optional Energy Saver Module (ESM) work?

The optional ESM works like a switch that takes control the heating or air conditioning away from the thermostat and allows the premises to heat up or cool down beyond the normal thermostat comfort levels. Thus saving energy when no one is home.

Does it matter where I locate and mount the ESM?

Yes, it does matter where the ESM is located. It should be mounted as close to the existing thermostat as possible so that they both ìseeî the same temperatures at the same time.

How many optional Energy Saver Modules (ESMs) can be used in a system and why?

Only one ESM is allowed per system. There are no capabilities to program high- and low-temperature settings for multiple ESMs.

What is a Buddy system?

A buddy system is two or more neighboring ITI SX-V or Learn Mode systems within wireless range of each other that will communicate with the central station should there be a phone failure on one of the systems.

How do I wire, program, and learn a buddy transmitter?

In general, the buddy transmitter is a SX-V or Learn Mode wireless door/window sensor with its external contact terminals wired to the local panels fail to communicate and ground terminals and then learned into the neighboring panels memory.

To wire, and program a Learn Mode buddy transmitter:

1. Connect the external contact + terminal to the panel terminal 20 (FTC) and the external contact terminal to panel terminal 11 (Gnd).

2. Learn the Learn Mode transmitter into the neighboring panel memory while the transmitter is in the alarm state. Do this by shorting the transmitter external contacts (panel software version 2.0) or leaving the external contact terminals open (panel software version 1.0) and then tripping the transmitter tamper switch. Select a sensor group such as 02 (24-hour fixed panic).

What should I measure between terminals 24 (Brown) and 25 (Gray) with the phone line disconnected from the panel and why?

You should measure 18 to 20VDC between terminals 24 (Brown) and 25 (Gray) with the panel power on and the phone line disconnected from the panel. This is sufficient voltage to power the local phones and allow for local system phone operation even with a phone line failure (no incoming phone voltage).

Do all versions of panel software allow the use of an Interrogator?

No. Only panel software version 2.0 or later supports the use of an interrogator.

How do I know what software version the panel has and how do I get new software?

The software version number is labeled on the large (64-pin) integrated circuit located near the center of the panel circuit board. You can obtain a software upgrade kit by contacting ITI Order Entry or Customer Service and ordering ITI part number 15-187.

What should I check when the system displays or announces a battery failure?

If the system displays or announces "System Battery Failure" check the panel backup battery (a low battery will measure 5.6VDC or less) and/or backup battery charging voltage (should measure 6.8VDC with the battery disconnected). If no charging voltage exists, check for a blown (open) "pancake" (automatic resetting) or "barrel" (replaceable) shaped fuse on the circuit board in series with the battery lead. If the system displays or announces "Sn nn Low Battery" check the specific wireless sensor battery.

What are the typical voltage readings from terminal 11(Gnd) to terminals 10 (+DC In), 12 (CCS), and 13 (AC) when the line carrier type of AC power transformer is plugged in and the panel power switch is on and off?

 You should measure the following:

Terminals	On Voltage	Off Voltage
11-10	9-12VDC	12-13.5VDC
11-12	5VDC	5VDC
11-13	5VAC	5VAC