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# MATRIX 832+

Control Panel with Remote Keypads and Proximity Readers  
**USER GUIDE**



RINS598-1



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
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Main Entry	Additional Information		Description
Up/Downloading Events			
Panel ans tel.			Panel answered the telephone
Panel hung tel.			Panel hung up the telephone line
Full upload			Full data to panel
Full download			Full data from panel
Partial upload			Partial data to panel
Download complete			Data to panel complete
Upload complete			Data from panel complete
Bad UDL code			Incorrect UDL code
UDL code OK			UDL code accepted
Time + Date		User name	Time/Date changed by PC
LCD expected			Local connection expected
PC arm/disarm			PC armed / disarmed the panel
Open / Close			
Armed	01-32 A	User name	Armed in mode A by user, number signifies code used
Armed	01-32 B	User name	Armed in mode B by user, number signifies code used
Armed	01-32 C	User name	Armed in mode C by user, number signifies code used
Armed	01-32 D	User name	Armed in mode D by user, number signifies code used
Disarmed	01-32	User name	Disarmed by user, number signifies code number used
Inactivity Arm	01-32		Armed due to inactivity timer
Arm Depend			Armed due to dependency on other partitions
Disarm depend	01-32		Disarmed due to dependency on other partitions
UC after alarm	01-32	User name	User code after alarm, number signifies user
Bell time end			Bell time expired
Power on			Panel powered up
System Events			
Engineer end			Engineer mode exited
Engineer start			Engineer mode entered
Walk test enter			Walk test entered
Walk test end			Walk test exited
Log cleared			Log cleared
NVM reset			NVM reset to factory defaults
Time & Date	01-32	User name	Time and date changed by user, number signifies code used
Device Found	01-64		Remote device found on bus, number refers to type/ID
Device Lost	01-64		Remote device lost on bus, number refers to type/ID

## 7. EVENT LOG TABLES

The event log can be viewed on the Matrix keypad using user mode function 13 as described on page 15.

Each entry in the user log is stamped with the time and date. Use the  and  keys to scroll to the entry you wish to view. In some cases, pressing the  key will show you additional information.

This table can be used to decrypt the log messages on the LCD keypad into meaningful information.

Main Entry	Additional Information		Description
Entry Exit			Entry / Exit timer expired
Personal Attack	Zone number		PA zone activated, number signifies zone (00 = keypad)
Fire Alarm	Zone number		FIRE zone activated, number signifies zone (00 = keypad)
Alarm	Zone number	Zone name	Burglary on zone, number signifies zone
Zone Tamper	Zone number	Zone name	Tamper on zone, number signifies zone
Medical Alarm	Zone number		Medical alarm, number signifies zone (00 = keypad)
Tamper	01		Global tamper loop broken
Tamper	02		Bell tamper loop broken
Tamper	04		Plug on zone expander board not present
Tamper	06		Remote device missing caused tamper
Tamper	08		Keypress tamper
Tamper	09		Remote device tamper
Line Fail Alarm			Telephone line fail alarm
Omit Zone	01-32	Zone name	Zone omitted, number signifies zone
Device Tamper	Device type 01-99	Device type	Remote device Auxiliary tamper
PA Restore	Zone number	User name	Personal Attack restore
Zone Restore	Zone number	User name	Zone restore
Fire Restore	Zone number	User name	Fire restore
GT Restore	Zone number	User name	Global tamper restore
Medical Restore	Zone number	User name	Medical restore
Key Box Open	Zone name	Zone number	A Key Box zone was opened
Key Box Close	Zone name	Zone Number	A Key Box zone was closed
<b>System Faults</b>			
Bell fuse fail	(restore)		Bell fuse fail (restore)
Aux fuse fail	(restore)		Auxiliary fuse fail (restore)
Battery missing	(restore)		Battery missing (restore)
Battery Low	(restore)		Battery low voltage (restore)
Mains fail	(restore)		Mains fail (restore)
Telephone fail	(restore)		Telephone line fail (restore)
Device fail	(restore)		Remote device has gone missing/ been found on bus (restore)
Fail to report	(restore)		Failed to report to central station (restore)

## 1. INTRODUCTION

Thank you for buying the Matrix control panel, which uses the latest technology in design and manufacture. As the end user of the Matrix security system, this manual has been written to help you use the many functions available enabling you to get the best out of the Matrix alarm panel. Once you are familiar with the panel and its functions, it is advisable to change the default Master User code.



The system can be operated in the following modes from which different options are available to the end user:

### Master and Limited User Functions

Master	Limited	User Function	Description
✓	✓	Arm with Omits	Allows zones to be omitted whilst arming the panel
✓	✓	Display Log	Allows you to view the event log
✓	✓	Set Volume	Allows you to alter the volume setting for your keypad
✓	✓	Set Backlight	Allows you to set the backlight intensity
✓	✓	View Time & Date	Allows you to view the panel's time and date settings
✓	✗	Change Time	Allows you to change the alarm panel time
✓	✗	Change Date	Allows you to change the alarm panel date
✓	✗	Change Codes	Allows you to change a users code only
✓	✗	Add/Change Users	Allows you to allocate new users to the system
✓	✗	Change Prox Volume	Allows you to change the volume of a proximity reader
✓	✗	Add Prox Cards	Allows you to add/delete proximity cards
✓	✗	Activate PGM	Allows you to activate a PGM output
✓	✗	Open 1 Hour Window	Allows you to open a 1hour up/download time window
✓	✗	User Test	Allows you to perform a minimal keypad/panel test

**NOTE:** There are no user serviceable parts inside.

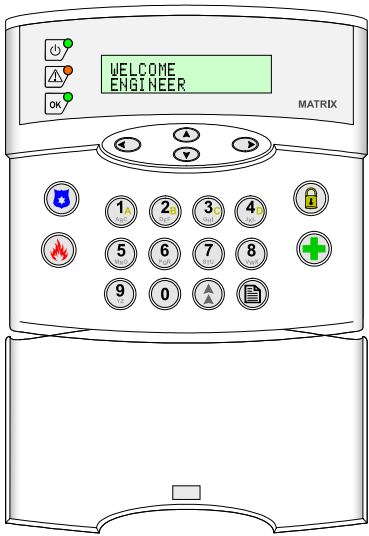
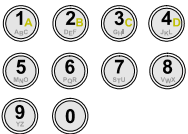








### Quick Start

	<b>To Arm / Disarm go to page 8</b>
	<b>To Arm / Disarm go to page 30</b>



2. DISPLAYS

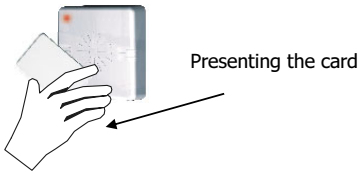
2.1 Layout & Key Operation

	
<b>Numerical Buttons</b> Used to enter user codes and programming the system	
<b>Direction Buttons</b> Used to select options and scroll display	
<b>Function Button</b> Used to enter / exit user mode, engineer mode, programmable function and to save options	
<b>A, B, C and D Buttons</b> Used to select Partitions/Arm Modes A, B, C or D	
<b>Arm Button</b> Used to change arm mode and options	
<b>FIRE Button</b> Holding this button down for 2 sec. will trigger a Fire Alarm	
<b>MEDICAL Button</b> Holding this button down for 2 sec. will trigger a Medical Alarm	
<b>PERSONAL ATTACK Button</b> Holding this button down for 2 sec. will trigger a PA Alarm	
<b>Menu Button</b> Used to enter and exit menu mode	



6.2.2 Disarming the Panel

Present a pre-programmed card or tag to the MX-Prox reader for 1 second (wait until the proximity reader beeps).

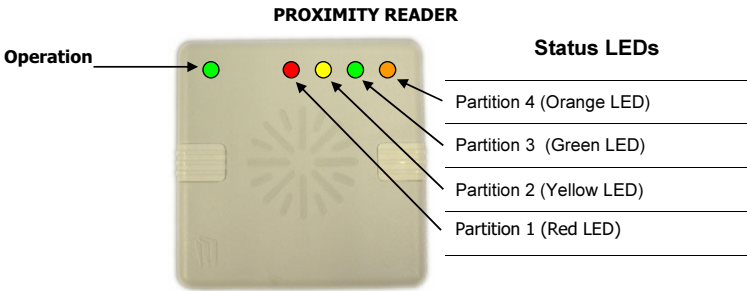


The operation LED will turn off indicating that you are in arm/disarm mode.

Remove the card to disarm the panel.

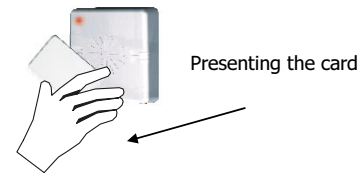
6.3 Multi-Partition Operation

The MX PROX has four status LEDs. In multi partition operation these four LEDs display the partition number, 1,2,3 or 4.



6.3.1 Arming the Panel

Present a pre-programmed card or tag to the MX-Prox reader for a pre-determined time period (each second is indicated with a beep).



The operation LED will turn off indicating that you are in arm/disarm mode.

Presenting the card for 1 second will select partition 1 (RED LED illuminates).  
Presenting the card for 2 seconds will select partition 2 (YELLOW LED illuminates).  
Presenting the card for 3 seconds will select partition 3 (GREEN LED illuminates).  
Presenting the card for 4 seconds will select partition 4 (ORANGE LED illuminates).

(This cycle will repeat a number of times or until you remove the card from the reader)

Remove the card to start arming the currently selected partition.

The partition will start arming in arm mode A and a high tone counting the exit time will be emitted.

Repeat to arm more partitions.



6. PROXIMITY READER

6.1 INTRODUCTION

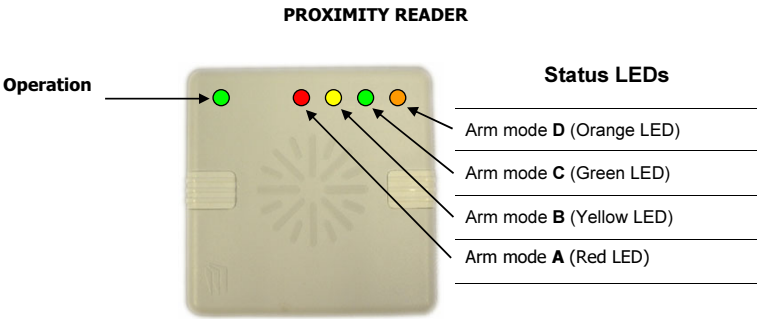
The MX-Prox reader is a card reader designed to work with the Matrix 832+ alarm panel. By presenting a card or tag to the proximity reader you are able to arm or disarm the system without using a keypad.

You will have been supplied either cards (MX-PCARDS), or tags (MX-TAGS), or both, for use with your proximity reader.

Before the cards or tags can be used, they must be allocated to users. This is achieved through the master user function *Adding Proximity Cards/Tags*, detailed on page 26.

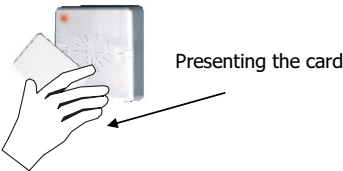
6.2 Single Partition Operation

The MX PROX has four status LEDs. In single partition operation these four LEDs display the arm mode, **A**, **B**, **C** or **D**.



6.2.1 Arming the Panel

Present a pre-programmed card or tag to the MX-Prox reader for a pre-determined time period (each second is indicated with a beep).



The operation LED will turn off indicating that you are in arm/disarm mode.

Presenting the card for 1 second will select arm mode A (RED LED illuminates).  
Presenting the card for 2 seconds will select arm mode B (YELLOW LED illuminates).  
Presenting the card for 3 seconds will select arm mode C (GREEN LED illuminates).  
Presenting the card for 4 seconds will select arm mode D (ORANGE LED illuminates).

(This cycle will repeat a number of times or until you remove the card from the reader)

Remove the card to start the currently selected arm mode.

The panel will start arming in your chosen arm mode and a high tone counting the exit time will be emitted. This will continue until the panel arms.



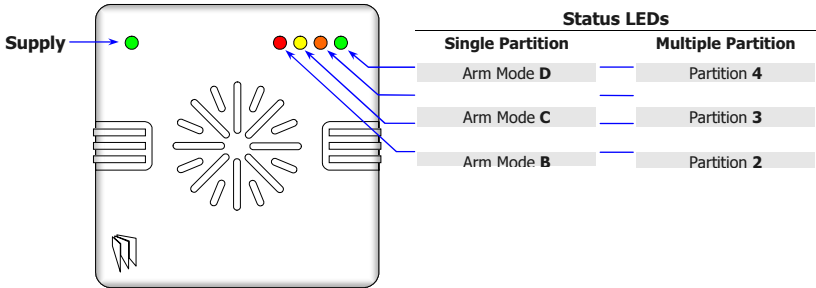
2.2 LCD Symbol Meanings

	Illuminated	Correct AC & DC power sources
	Blinking	Indicates DC source (battery) fault
	Extinguished	Indicates AC fault / no power to panel

	Illuminated	Indicates a System Fault
	Blinking	Keypad is in Engineer Mode
	Extinguished	No Fault active

	Illuminated	OK to Arm, no open zones
	Blinking	Select partitions to arm or disarm / Programming function is active
	Extinguished	One or more open zones or all assigned partitions are already armed

2.3 Proximity Reader LED Meanings



<b>Supply</b>	● Illuminated	Correct AC & DC power sources / communication OK
	⦿ Blinking	Indicates DC source (battery) fault / waiting for communication
	⦿ Fast Blinking	Indicates communication fail
	○ Extinguished	Indicates AC fault / no power to panel

<b>Status LEDs</b>	● Illuminated	Partition or Arm mode is Armed
	⦿ Blinking	Partition or Arm mode is Arming
	⦿ Fast Blinking	Partition or Arm mode is in Alarm
	○ Extinguished	Partition or Arm mode is Disarmed
	⦿ Blinking	Engineer Mode is active



## 2.4 Hidden Display Mode

The Matrix alarm panel incorporates a hidden display (confidential mode) feature that can be enabled / disabled by your installation engineer.

This feature hides all of the panel information from the keypad display if the keypad has not been used for the last 20 seconds. In hidden display only the time & date and supply LED will be displayed on the keypad.

The keypad will remain in hidden display mode until a valid user code has been entered on the keypad.

Depending in which state the alarm panel is currently in, the first valid user code entry whilst in hidden display mode will have the following effects on the panel.

### When Disarmed

If there are no system faults then the panel will come out of hidden display mode and automatically start the arming process.

If there are any system faults pending then the keypad will drop out of hidden display mode and allow the system fault to display. The panel will not start the arming process until you re-enter your user code again.

### When Armed

The panel will leave hidden display mode and start the disarm process.

For single partition keypad / user combinations this will result in a full panel disarm.

### When In Alarm

The panel leave hidden display mode and drop into First To Alarm (FTA) mode.

### When In First To Alarm (FTA) mode

If the keypad is allowed to drop back into hidden display mode whilst in FTA mode, then simply enter your user code again to re-display the FTA information.

***NOTE: When in User Menu mode the keypad will drop out of the user menu and then into hidden display mode if no keys are pressed for 20 seconds. As long as a key is pressed at least once every 20 seconds then user mode will remain active. Care must be taken not to keep pressing invalid keystrokes as this may cause the alarm panel to interpret this as a key tamper attempt and force the panel into a tamper alarm.***



## 5. ZONE & PARTITION INDICATION TABLE

ZONE						PARTITION		
No.	NAME	TYPE				LOCATION	No.	NAME
		A	B	C	D			
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								
16								
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32								

#### 4.18 Zone Type Descriptions

The table below describes the different zone types that can be used with the Matrix alarm panel.

Zone Type	Description
<b>Entry / Exit</b>	This is a zone that allows limited-time access to the premises in order to arm or disarm the system.
<b>Access</b>	This is a zone which, on arming the panel, allows access to the Entry / Exit zone. However, if the panel is armed and an Access zone is triggered before an Entry / Exit zone then an alarm will be generated immediately.
<b>Immediate</b>	This is a zone, which will when activated, create an instant alarm when the panel is armed.
<b>Medical zone</b>	The medical zone will send an emergency message to the central receiving station, or emergency services. An alarm will be generated immediately.
<b>Arm zone</b>	The arm zone is used to end the exit time. It is normally connected to a push button switch mounted external to the premises.
<b>Omitted (Bypassed)</b>	A zone programmed as an Omitted zone by the Engineer will be ignored by the panel.
<b>Fire</b>	Triggering the fire zone will always cause an alarm activation regardless of whether or not the panel is armed. A fire alarm is identified by a three note-ringing sound, which is easily distinguished from all other tones. The external sounder will operate at 1 second intervals.
<b>Personal Attack</b>	Triggering the Personal Attack (P.A) zone will always cause an alarm activation regardless of whether or not the panel is armed. The P.A. zone may be programmed as silent. A silent P.A. activation will not cause the bell or strobe to operate, but the central station will be informed of a P.A. activation.
<b>24-Hour Zone</b>	Triggering a 24H zone will always cause an alarm activation regardless of whether or not the panel is armed (Fire, Personal Attack and Tamper are all 24 hour zones).
<b>Keybox</b>	This zone type is for connection to an external box, which when opened will cause an activation of this zone. Activations of this zone are logged and reported to the central monitoring station.
<b>Shunt keypad zone type</b>	This zone type is for connection to an external keypad. During the exit delay an activation of this zone causes the end of the exit time, a programmable settling time (Final exit delay) is commenced before the panel fully arms. An activation of this zone during armed mode causes the entry time to start.
<b>Tamper</b>	Triggering the Tamper zone will always cause an alarm activation regardless of whether or not the panel is armed.
<b>Latch Keyswitch</b>	It is possible by using this type of zone to arm / disarm the system in any arm mode by using an external latched switch.
<b>Unused</b>	This zone is completely ignored by the system.
<b>Momentary Keyswitch</b>	It is possible by using this type of zone to arm / disarm the system in any arm mode by using an external switch.

#### 2.5 Arm Modes – Single Partition

If a keypad is allocated to only one of the four available partitions then the arm mode in which this partition is armed will be displayed, assuming hidden display mode is not active.

Alternatively, the arm mode message may be displayed if enable by your Engineer.

Partition is armed in Mode A:



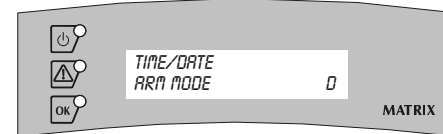
Partition is armed in Mode B:



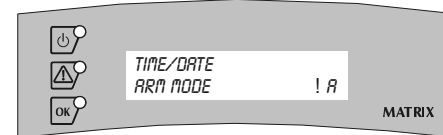
Partition is armed in Mode C:



Partition is armed in Mode D:



Partition is arming with Omits:



## 2.6 Partition Indications

If your alarm panel has been configured at install time to have more than one partition, you may display single or multiple partition information, depending on a variety of options programmed by your installer. If your keypad has been configured for a single partition use only, then you will not display partition information, except in anti code reset.

### 2.6.1 Multiple Partitions

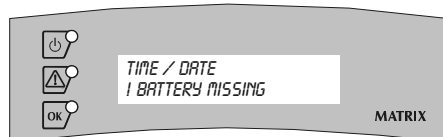
The following status will be displayed for each partition of a common keypad, assuming hidden display mode is not active:

- 🔔 Alarm      ○ Arming      ! Arming With Omits
- Armed      # Reset Required

<p>All partitions are disarmed</p>	<p>Partition 1 is arming or selected to be armed</p>
<p>Partition 1 is armed</p>	<p>Partition 1 in alarm condition</p>
<p>Partition 1 Engineer / Anti-code reset required</p>	<p>Partition 1 arming with omits</p>

## 2.7 Displaying System Faults

On an LCD keypad the system fault is automatically displayed on the display as shown below:



While system faults are being displayed the keypad sounder periodically emits a low tone. This is to alert you to the fault. Once you are aware of the fault you can silence the low tones by pressing the 🔔 key once while the fault is being displayed. If the fault is not cleared for a period of time then the sounder will re-start.

In hidden display mode the fault sounder cannot be silenced.

**Note:** If the keypad has entered hidden display mode, only the time and date will be displayed.

## 2.8 Displaying Open Zones

While the panel is disarmed, any open zones will be displayed on the keypad (zone name preceded by the '!' symbol), as long as this feature has been enabled by your installer. Since the keypad can only display one open zone at a time, use the 🔔 and 🔍 keys to display other open zones.

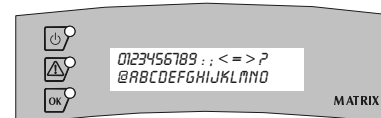
## 4.15 System Test

Use the 🔔 and 🔍 keys to navigate to "SYSTEM TEST". The following display will be shown:



Press 🔔 to select this option.

The following display will be shown:



Press 🔔 to start the sounder test.

The entry / exit tones will sound.

Press 🔔 to start the outputs test, the entry / exit tones will stop.

One output will be turned on then off each time the 🔔 key is pressed. (Outputs control items such as the external bell, strobe and door locks).

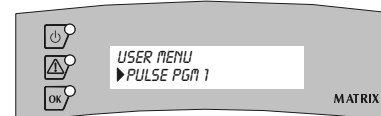
The test will end automatically when all the outputs have been tested and you will return to User mode.

The test can be ended at any point by pressing the 🔍 key.

## 4.16 Activating PGM from the Keypad

If this option has been enabled by your installer, you may activate the programmable output. You may want to do this to reset certain types of sensors after a sensor activation.

Use the 🔔 and 🔍 keys to navigate to "PULSE PGM 1". The following display will be shown:



**Note:** The text "PULSE PGM 1" is programmable by the Installer and may be changed to reflect what the output actually does.

Press 🔔 An acceptance tone will be heard.

This will switch on the device for 5 seconds.

You will be returned to the main menu.

## 4.17 Upload/Download 1 Hour Window

This function opens a window for 1 hour, enabling a PC with Pyronix UDL software installed to dial into the panel to retrieve and send data and settings.

Use the 🔔 and 🔍 keys to navigate to "1 HR ACTIVE". The following display will be shown:



Press 🔔 An acceptance tone will be heard.

This may be required in order for an Engineer to commence a remote connection with your panel.





4.14 Adding/Removing Proximity Cards & Tags

**Note:** For a user to add proximity cards to the system the installer must first configure user attributes.

Use the and keys to navigate to "PROXIMITY CARDS". The following display will be shown:



Press to select this option.  
The following display will be shown:



Use the & keys to select the you wish to be associated with the card then press .

The following screen will be displayed.



**Note:** Pressing at this point will return you to the main menu.

To remove the currently programmed card from the selected user press , you will be returned to the main menu.

To add a card, present the card to the reader. The keypad will emit an acceptance tone if programming was successful.

An error tone will sound if the card is programmed elsewhere on the system, present another card or press to return to the main menu.



2.9 Latching Battery Fault

Battery faults may be latched if enabled by your installation engineer. This means that once a battery fault has occurred, the display will continue to display the fault even if the cause of the fault has been removed from the system.

In this case you will need to contact your installation engineer to clear the battery fault from the display.

If your installation engineer has allowed you to reset battery faults, then the *Latching System Faults* procedure above will allow you to clear the fault as discussed.

2.10 Anti-code / Engineer Reset

If your installer has enabled anti-code or Engineer reset, after an alarm condition you will be unable to re-arm the panel until a reset code has been entered.

Single Partition	Multiple Partitions

Press the key to display the anti-code seed number. This should be passed on to your central monitoring station, who will in turn provide you with a corresponding reset code.

Enter the code on your keypad.

The system will return to normal operation.

### 3. ARMING / DISARMING THE SYSTEM

This section details how to arm and disarm a Matrix system. As with most Matrix features there are always possible variations depending on how the Matrix features have been programmed by your installer.

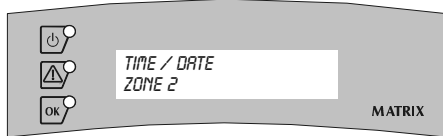
These instructions assume the default user code (1234) is being used to arm/disarm the panel. If your user code is different, then substitute your user code in place of the one described here.

#### 3.1 Arming – Single Partition User

If all zones are closed the OK LED  will be illuminated.

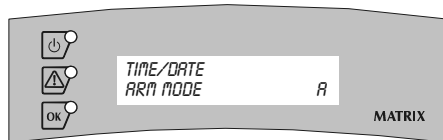
Otherwise use the  &  buttons to list the open zones.






The open zones will be displayed in order on the display:

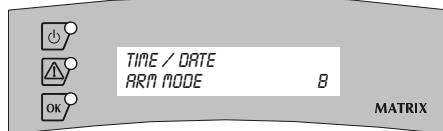


Enter your personal user code 1234 to arm the panel.

The partition will start arming in mode A and a repeated high tone counting the exit time will be emitted from the keypad.



If a different Arm Mode is desired press  then  or  or  or .



Leave the premises by the designated route.

Depending on the programming and arm mode used, you may be required to press a 'Push To Set' button before the system will fully arm.

#### 3.2 Displaying the Armed Status – Single Partition User

Once the system is armed the LCD keypad will either display the time/date and the arm mode (A, B, C or D) or it will just the time and date. This depends on how the Matrix features have been programmed by your installer.

#### 3.3 Disarming – Single Partition User

Enter your personal user code 1234.

##### 3.3.1 No Alarm Condition

If your code has been accepted, you will hear a confirmation tone and the system will disarm. The LCD keypad will revert to normal day mode operation.

##### 3.3.2 After Alarm Condition

If your code has been accepted, you will hear a confirmation tone and the system will go into First To Alarm (FTA) mode.

#### 4.13 Adjusting the Proximity Volume

The following procedure should be followed to adjust the volume of a proximity card reader connected to your system.

Use the  and  keys to navigate to "PROXIMITY VOL". The following display will be shown:



Press  to select this option.

The following display will be shown:





Enter a number 1 to 4 for the number of the proximity reader to be adjusted.

If the reader cannot be found an error tone sounds and you will be returned to the main menu.


The following display will be shown:



Use the  key or the  key to increase and decrease the volume respectively.

The following display will now be shown indicating the volume level:



Press  to store the new volume setting.

An acceptance tone will be heard and you will be returned to the main menu.

## Key Map Tables

## Russian/Bulgarian

①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
A	D	G	J	M	P	S	V	Y	
B	E	H	K	N	Q	T	W	Z	0
C	F	I	L	O	R	U	X	9	#
1	2	3	4	5	6	7	8	♥	!
À	È	Ì	Ж	Н	β	Ù	П	♪	
Á	É	Í	Э	Ò	Σ	Ú	У	🔔	
Â	Ê	Î	И	Ó	п	Û	Ф	Ш	
Ã	Ë	Ĩ	Й	Ô	Я	Ü	Ц	Щ	
Ä	Φ	Ė	Л	Õ	<b>R</b>	Ъ	Ч	Ю	
Å	Δ	Д	Ь	Ö	Š			Ž	
Æ	З			Ш				Ž	
Ç	£								
Б									
Г									
Д									
Ь									
Ы									
А									

## All Other Languages

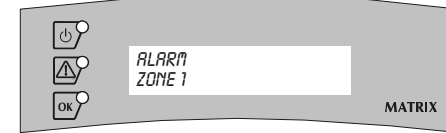
①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
A	D	G	J	M	P	S	V	Y	
B	E	H	K	N	Q	T	W	Z	0
C	F	I	L	O	R	U	X	9	#
1	2	3	4	5	6	7	8	♥	!
À	È	Ì	Ж	Н	β	Ù	П	♪	
Á	É	Í	Э	Ò	Σ	Ú	У	🔔	
Â	Ê	Î	И	Ó	п	Û	Ф	Ш	
Ã	Ë	Ĩ	Й	Ô	Я	Ü	Ц	Щ	
Ä	Φ	Ė	Л	Õ	<b>R</b>	Ъ	Ч	Ю	
Å	Δ	Č	Ł	Ö	Š			Ž	
Æ	З			Ń				Ž	
Ç	£								
Б									
Г									
Д									
Ь									
Ы									
А									

## Czech

①	②	③	④	⑤	⑥	⑦	⑧	⑨	⑩
A	D	G	J	M	P	S	V	Y	
B	E	H	K	N	Q	T	W	Z	0
C	F	I	L	O	R	U	X	9	#
1	2	3	4	5	6	7	8	♥	!
À	È	Ì	Ж	Н	β	Ù	П	♪	
Á	É	Í	Э	Ò	Σ	Ú	У	🔔	
Â	Ê	Î	И	Ó	п	Û	Ф	Ш	
Ã	Ë	Ĩ	Й	Ô	Я	Ü	Ц	Щ	
Ä	Φ	Ė	Л	Õ	<b>R</b>	Ъ	Ч	Ю	
Å	Δ	Š	Š	Ö		Ř		Ž	
Æ	З			Ř				Ě	
Ç	Ň								
Б									
Г									
Д									
Ь									
Ы									
Č									

## 3.3.3 First To Alarm (FTA) Mode

The first zone to activate an alarm will be shown on the display.



To clear the display and returned to disarmed mode enter the user code again.

If the keypad goes into Hidden Display mode whilst you are in FTA mode, enter your user code again to re-display the FTA messages.

## 3.4 Anti-Code Reset – Single Partition User

If your system has anti code reset enabled, the LCD display will show 'RESET REQUIRED'.

You will be unable to re-arm your alarm panel until an anti-code number has been entered. Press the key to display the anti code seed number. This number should be passed onto your central monitoring station, who will in turn provide you with a corresponding anti code number.

Enter this anti code number on your keypad (after pressing the key).

Your system will return to normal operation.

If the keypad drops into hidden display mode, re-enter your user code to unhide the display and press the key to re-display the anti-code seed number.

## 3.5 Arming – Multiple Partition User

If all zones are closed the OK LED will be illuminated.

Otherwise use the & buttons to list the open zones.

The open zones will be displayed in order on the display:



Enter your personal user code ①②③④ to arm the panel.

Select the partition(s) to be armed by entering the appropriate numeric button on the keypad: ①, ②, ③ or ④.

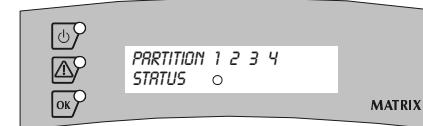
The LCD display will indicate the partitions to arm with an "o" symbol

Alternate presses of the same numeric key will turn the corresponding symbol on / off.

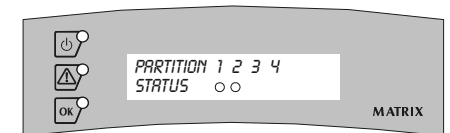
Select all partitions needed to arm and then press to confirm.

Arming will be confirmed by a repeated high tone emitted from the keypad.

Armed partitions are identified by a "•" symbol.



Arming Partition 1



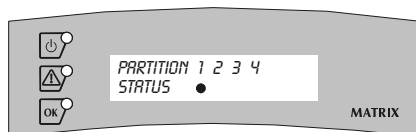
Arming Partitions 1 &amp; 2

Leave the premises by the designated route.

Depending on the programming and arm mode used, you may be required to press a 'Push To Set' button before the system will fully arm.

### 3.6 Displaying the Armed Status – Multiple Partition User

The LCD keypad will display armed partitions with a "●" symbol underneath the partition number, as shown below.

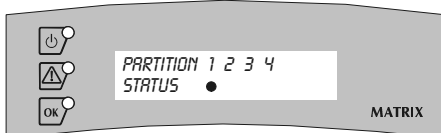


### 3.7 Disarming – Multiple Partition User

This section describes how to disarm your system under various panel states.

#### 3.7.1 No Alarm Condition

Enter your personal user code ①②③④. The partitions that are currently armed will be displayed:



Select the partition(s) to be disarmed by pressing the appropriate numeric button on the keypad: ①, ②, ③ or ④.

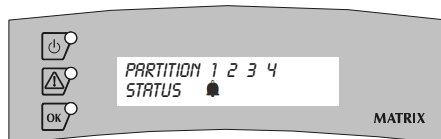
The symbol indicating the partition to disarm will turn off. Alternate presses of the same numeric key will turn the corresponding segment on / off.

Once you have selected all the partition(s) to disarm, press the ⑤ key to confirm them. The partition(s) will disarm.

#### 3.7.2 After an Alarm Condition

Enter your personal user code ①②③④.

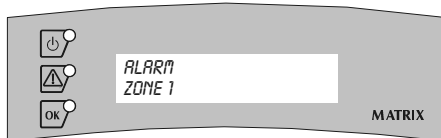
If your code has been accepted you will hear a confirmation tone and the OK LED will flash. All armed partitions are displayed. At this point you can arm or disarm any partitions allocated to you. All partitions in alarm will be flashing.



Select the partition(s) you wish to disarm and press the ⑤ key. The system will go into First To Alarm (FTA) mode.

#### 3.7.3 First To Alarm (FTA) Mode

The first zone to activate an alarm will be shown on the display.

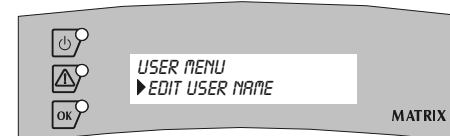


To clear the display and returned to disarmed mode enter the user code again.

### 4.12 Editing User Name

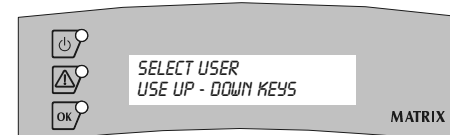
To change the user name allocated to a code.

Use the ▲ and ▼ keys to navigate to "EDIT USER NAME". The following display will be shown:



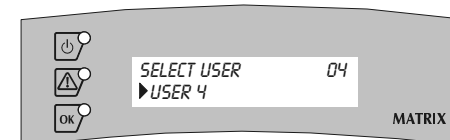
Press ▲ to select this option.

The following display will be shown:

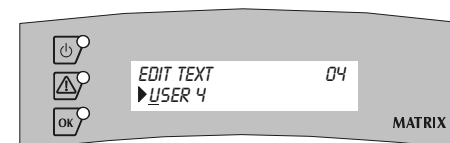


Use the ▲ & ▼ keys to select the required user.

The user number (1-32) will be displayed on the top right hand corner of the display, and the user name will be displayed on the bottom line.

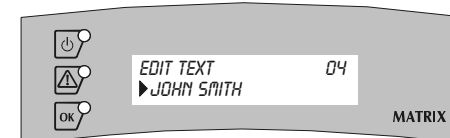


Press ▲ to select the user name to edit. The following display will be shown with a flashing cursor at the start.

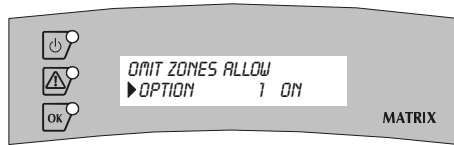


Use the ◀ & ▶ keys to move the cursor. Use the 0-9 keys to enter new text. Refer to the Key Map Tables for which characters are available.

Press ⑤ to save the new text, this will be displayed for review.



To end this function and return to the main menu press ⑤. To edit more user names select a new user using the ▲ & ▼ keys.



Step 1: Use the  $\uparrow$  or  $\downarrow$  keys to select the attribute required.

Step 2: To enable an attribute press the  $\text{[ON]}$  key until ON is displayed.

Step 3: To disable an attribute press the  $\text{[ON]}$  key until OFF is displayed.

Repeat steps 1 to 3 until desired attributes have been enabled or disabled

Press  $\text{[OK]}$  to accept.

After allocating User Attributes, the user code maximum use counter must be assigned

**Note:** Do not remove the master user setting from your main master user code; it can only be re-instated by the engineer.

#### User Code Maximum Use Counter

The current setting will be displayed:



Enter the two digits from the following options for desired operation:

$\text{[0][0]}$  = Unlimited User code.

(This code may be used an unlimited number of times. Additionally each time an unlimited code is used, all the limited use code counters are refreshed, 00 is the factory default for all users)

$\text{[0][1]}$  = One use only code.

(This code is deleted after being used once for either arm or disarm. This code would generally be used to give to a delivery person who will only use the code once).

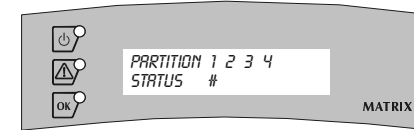
$\text{[0][2]}$  to  $\text{[9][9]}$  = A number between 2 - 99 represents the amount of times a user code may be used between uses of an unlimited code.

Press  $\text{[OK]}$  to store the new user code and settings.

If the keypad goes into Hidden Display mode whilst you are in FTA mode, enter your user code again to re-display the FTA messages.

### 3.8 Anti-Code Reset – Multiple Partition User

If your system has anti code reset enabled, the LCD display will show the partitions that require anti-code reset as shown below.



You will be unable to re-arm your alarm panel until an anti-code number has been entered. Press the  $\text{[ON]}$  key to display the anti code seed number. This number should be passed onto your central monitoring station, who will in turn provide you with a corresponding anti code number.

Enter this anti code number on your keypad (after pressing the  $\text{[ON]}$  key).

Your system will return to normal operation.

If the keypad drops into hidden display mode, re-enter your user code to unhide the display and press the  $\text{[ON]}$  key to re-display the anti-code seed number.

### 3.9 Partitions

#### 3.9.1 Part Sets Explained

Each partition can be armed in one of 4 different arm modes. These arm modes are called *part sets* and are identified as **A**, **B**, **C** or **D**. The default arm mode for single and multi partition systems is arm mode **A**.

Your installation engineer may have programmed certain zones so that they behave differently in the other arm modes (**B**, **C** & **D**). For example, the panel might be programmed so that arming in arm mode **B** causes the rear entry door and side gate to be un-protected. You might want to do this if you are working in the rear garden but want the rest of the house protected.

Part sets in effect allow zones to be re-configured to your requirements. Your installation engineer can program up to 4 different zone settings through the 4 different arm modes, **A**, **B**, **C** & **D**. The default arm mode is always arm mode A.

#### 3.9.2 Partitions Explained

The Matrix 832+ alarm panel has support for up to four partitions. Partitions allow a single alarm panel to monitor up to 4 completely separate areas, each area having its own set of monitored zones.

This can be useful in installations where access to some areas needs to be restricted.

For example, you may wish to disarm one area of the protected premises while leaving other areas fully armed. Your installer is able to configure the Matrix alarm panel to achieve this, using multiple partitions.

If multiple partitions are not required then the matrix system can be configured for single partition operation. This is the most popular and common type of installation.

#### 3.9.3 Partition Dependency

This is only applicable to a multiple partition installation.

In some circumstances you may wish a partition to arm/disarm based on whether or not other partitions are armed or disarmed. This is called partition dependency.

An example of this would be a lobby in a block of flats. If the lobby was installed as partition 3 and two adjoining flats were installed as partitions 1 and 2, then we could want the lobby to be armed only if both partitions 1 and 2 were armed, but not if only one was armed.

Similarly, if all 3 partitions are armed in the above example, we would want partition 3 to disarm when we disarm any of the other flats (so that someone walking about in the lobby doesn't trip the alarm).

Due to the complexity of partition installations it is advisable that you gain some training from your installer on installation and use of partitions for your premises.

### 3.10 Duress Arming / Disarming

A duress code is a personal user code that the alarm panel recognises as being entered under duress. By this we mean that the user has been forcibly made to enter their user code to disarm or arm the panel by another person(s).

The alarm panel treats this code like a proper user code and behaves as normal. The duress code will arm or disarm the system as normal. However, an emergency message is sent to your central monitoring station indicating that the panel was armed / disarmed under duress.

#### 3.10.1 Entering a Duress Code

There are two methods for entering a duress code, which can be individually enabled or disabled.

##### Method 1

If your user code has different 3rd and 4th digits then simply reversing these digits on code entry, will cause a duress code to be recognised.

##### Example


USER CODE: 123456

DURESS CODE: 124356

##### Method 2


The second method employs a special duress user code. This code is allocated either by a master user or by your installation engineer.

### 3.11 Fault Tones

To silence fault tones, which occur while a fault is present, press the  key once.

### 3.12 Emergency Services


#### 3.12.1 Activating a Fire Alarm

To activate the Fire Alarm hold down the  button for 2 seconds.

The Fire alarm activates internal and external sirens.


Three rising tones will be heard, and a message will be sent to the to the central monitoring station.

#### 3.12.2 Activating a Personal Attack (P.A) Alarm

To activate a Personal Attack hold down the  button for 2 seconds.

The PA alarm can be silent or audible depending on how the system has been programmed by your engineer. If audible the internal and external sirens will be activated after pressing the button, a PA alarm message will be sent to the central monitoring station. If silent, only a PA alarm message will be sent to the central monitoring station

#### 3.12.3 Activating a Medical Alarm

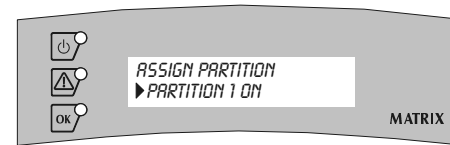
To activate the medical key hold down the  button for 2 seconds



The Medical alarm will activate the internal and external sirens, and a high frequency repeated tone will be emitted from the keypads. A medical alarm message will be sent to the central monitoring station.


### Partition Allocation


The following table shows partition assignment:

Option	OFF	ON	Factory Default
1	Code not assigned to Partition 1	Code assigned to Partition 1	On
2	Code not assigned to Partition 2	Code assigned to Partition 2	On
3	Code not assigned to Partition 3	Code assigned to Partition 3	On
4	Code not assigned to Partition 4	Code assigned to Partition 4	On



Use the  or  keys to select the partition required.

To enable access to this partition press the  key until ON is displayed.

To disable access to this partition press the  key until OFF is displayed.

Repeat steps 1 to 3 until desired partition access has been enabled.

Press  to store the changes.

**Note:** Users can only be assigned the same or fewer partitions which the Master user has access to.

If a code already exists in one of the assigned partitions, a new user code must be chosen. The procedure will automatically restart from the beginning, and all changes will be lost.

After allocating partitions the user Attributes must be assigned.

### User Attributes

The following table shows user attributes:

Option	Alarm LED OFF	Alarm LED ON	Factory Default
1	Omit Zones Not Allowed	Omit Zones Allowed	ON
2	Normal User Code	Duress Only Code	OFF
3	Duress Disabled On User Code	Duress Enabled On User Code	ON
4	Arm Disallowed	Arm Allowed	ON
5	Disarm Allowed	Disarm Allowed	ON
6	Spare	Spare	OFF
7	Spare	Spare	OFF
8	Limited User Code	Master User Code	1 = ON 2-32 = OFF



4.11.2 Editing User Codes and Attributes

Follow this procedure if you want to change a user’s code or attributes, or both:  
Use the and keys to navigate to “EDIT USER”. The following display will be shown:



Press to select this option.  
The following display will be shown:



Use the & keys to select the required user.  
The user number (1-32) will be displayed on the top right hand corner of the display, and the user name will be displayed on the bottom line.

**Note:** At this stage you can exit the EDIT USER function by pressing the key.

Press to select the user you wish to edit.  
The following display will be shown -



Enter the new code for this user followed by if less than 6 digits  
The following display will be shown -



Enter the new user code again, followed by if less than 6 digits, an acceptance tone will be heard.  
After allocating a user code the partition allocation must be assigned.



4. USER FUNCTIONS

The Matrix alarm panel is normally installed and configured by your installer using a special programming mode not available to normal users. You can however configure some basic features and program new user codes by using *user mode*. This section describes all of the programming functions available in *user mode*.

Please note that there are two types of user codes: **Master** and **limited** user codes. Master user codes have access to more user mode functions than limited user codes. If a function described in this section is not available to you, it may be because your user code is **limited**.



4.1 Available User Functions

The following user mode functions are available. Please note that limited user codes cannot run master only functions.

Master	Limited	User Function	Description
✓	✓	Arm with Omits	Allows zones to be omitted whilst arming the panel
✓	✓	Display Log	Allows you to view the event log
✓	✓	Set Volume	Allows you to alter the volume setting for your keypad
✓	✓	Set Backlight	Allows you to set the backlight intensity
✓	✓	View Time & Date	Allows you to view the panel’s time and date settings
✓	✗	Change Time	Allows you to change the alarm panel time
✓	✗	Change Date	Allows you to change the alarm panel date
✓	✗	Change Codes	Allows you to change a users code only
✓	✗	Add/Change Users	Allows you to allocate new users to the system
✓	✗	Change Prox Volume	Allows you to change the volume of a proximity reader
✓	✗	Add Prox Cards	Allows you to add/delete proximity cards
✓	✗	Activate PGM	Allows you to activate a PGM output
✓	✗	Open 1 Hour Window	Allows you to open a 1hour up/download time window
✓	✗	User Test	Allows you to perform a minimal keypad/panel test

## 4.2 Entering User Mode

For functions such as viewing the log, changing user codes and changing the time etc. you must first enter user mode. If hidden display mode is enabled, you must exit this before entering user mode. This ensures system information cannot be changed or viewed by unauthorised users.

To enter User mode press  once and enter your user code ①②③④. If you do not wish to enter the user menu, press the  key again. Pressing this key multiple times toggles entry to the user menu.

An acceptance tone will be heard and the following display will be shown:




**Note:** If you enter user mode and use no functions, the panel will automatically time out and exit the user menu.

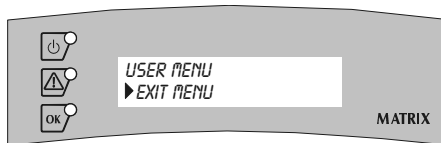
The time out period is 20 seconds if hidden display mode is enabled, and 2 minutes if hidden display mode is not enabled.


## 4.3 Exiting User Mode


There are two methods of exiting user mode:

1. Scroll to the end of the main user menu using the  key.

The following screen will be displayed:






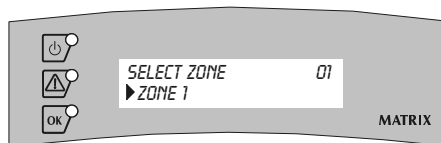
Press  to exit user menu



2. Whilst in user menu hold the  key down for 2 seconds, which automatically exits user mode. However this does not work whilst you are inside a user function.


## 4.4 Arm with Omits


This function allows you to omit any zone(s) before arming the panel.


Use the  and  keys to navigate to "ARM WITH OMITTS", press  to select the function. The following display will be shown:



Use the  and  keys to scroll through all the available zones, or enter the two-digit zone number on the keypad.

To omit the zone press  key.

If you wish to leave the 'Arm with omits' option without arming press the  key twice.

To omit all selected zones and arm, press the  key.


## 4.11 Changing User Codes and Attributes

### 4.11.1 Changing a User Code

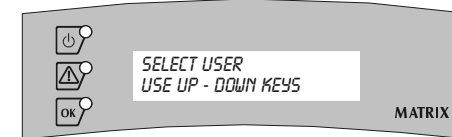
Follow this procedure if you want to change a user's code only:



Use the  and  keys to navigate to "CHANGE CODES". The following display will be shown:



Press  to select this option.


The following display will be shown:



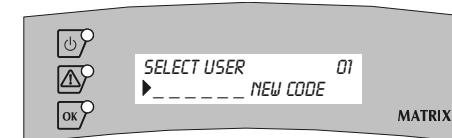
Use the  &  keys to select the required user.


The user number (1-32) will be displayed on the top right hand corner of the display, and the user name will be displayed on the bottom line.

**Note:** At this stage you can exit the CHANGE CODE function by pressing the  key.

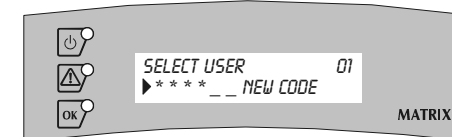
Press  to select the user you wish to edit.


The following display will be shown:



Enter the new code for this user followed by  if less than 6 digits

The following display will be shown:

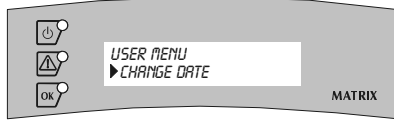


Enter the new user code again, followed by  if less than 6 digits, an acceptance tone will be heard and you will return to the main menu.



#### 4.10 Changing the Date



Use the  and  keys to navigate to "CHANGE DATE". The following display will be shown:



Press  to select this option.

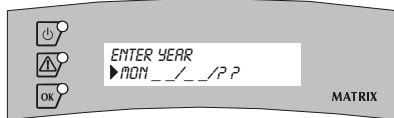
The following display will be shown:



Use the  &  keys to select the correct day.

Press  to select the chosen day.

The following display will be shown:



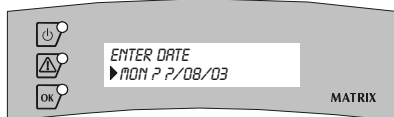
Enter the Year as a two-digit value.

The following display will be shown:




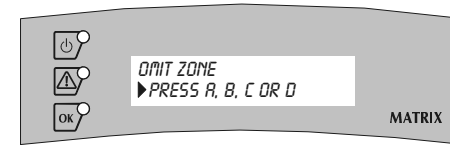
Enter the Month as a two-digit value.

The following display will be shown:



Enter the Date as a two-digit value.


Press  to store the new Date.

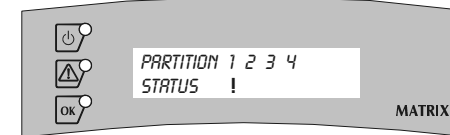


Enter , ,  or  to select the Arm mode.

A single partition keypad will start arming in the arm mode chosen as in the example below (mode B).



A multiple partition keypad will ask for a partition number to arm. Select the partition and press  to confirm.



Upon arming, the omit indicator is removed.

#### 4.5 Displaying the Event Log

Use the  and  keys to navigate to "DISPLAY LOG". The following display will be shown:



Press  to select this option.


The following display is an example of a Log entry.






To view older events, use the  key or the  key for newer events.

If you wish to see additional data for an event press the  key.

**Note:** Some events don't have additional data

Pressing the  key will return you to the event type again.

Alternatively press the  or  key to scroll through the next / proceeding events.

Press  to leave the log.

Please refer to the log table to understand all the information presented in this log option.

Viewing the event log clears the "VIEW THE LOG" message prompt.

#### 4.6 Adjusting the Volume



Use the  and  keys to navigate to "SET VOLUME". The following display will be shown:



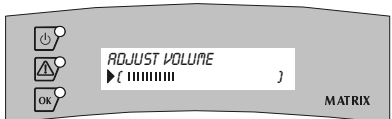
Press  to select this option.


The following display will be shown:



Use the  and  keys to increase and decrease the volume respectively.

The following display will now be shown indicating the volume level:



Press  to store the new volume setting.

The volume will be overridden during alarms.



#### 4.7 Adjusting the Backlight

Use the  and  keys to navigate to "SET BRIGHTNESS". The following display will be shown:




Press  to select this option. The following display will be shown:



Use the  key or the  key to increase and decrease the brightness respectively.

The following display will now be shown indicating the brightness level:



Press  to store the new brightness setting.

The backlight will dim to minimum after 2 minutes of inactivity unless the brightness is set to maximum. Upon a key being pressed the backlight will revert to the user set level.

#### 4.8 Viewing Time and Date

Use the  and  keys to navigate to "VIEW TIME+DATE". The following display will be shown:



Press  to select this option.

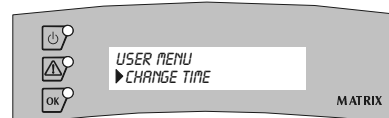
The following display will be shown:



Press  to return to the menu.

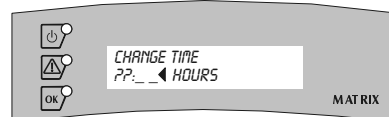
#### 4.9 Changing the Time

Use the  and  keys to navigate to "CHANGE TIME". The following display will be shown:



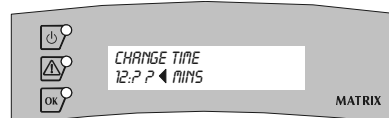
Press  to select this option.

The following display will be shown:



Enter Hours as a two digit 24-hour value.

The next display will be shown:



Enter the minutes as a two-digit value.

If you need to re-enter the time simply repeat the last two steps.

Press  to store the new time.

The new time will now be displayed:



Press  to return to the menu.