



# Challenger*Plus* Users Manual

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# Important information

## Agency compliance

This product conforms to the standards set by Standards Australia on behalf of the Australian Communications and Media Authority (ACMA). We recommend enclosure covers remain fitted to maintain ACMA compliance.

## Limitation of liability

To the maximum extent permitted by applicable law, in no event will Interlogix (a division of UTC Fire & Security Australia Pty Ltd) be liable for any lost profits or business opportunities, loss of use, business interruption, loss of data, or any other indirect, special, incidental, or consequential damages under any theory of liability, whether based in contract, tort, negligence, product liability, or otherwise. Because some jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages the preceding limitation may not apply to you. In any event the total liability of Interlogix shall not exceed the purchase price of the product. The foregoing limitation will apply to the maximum extent permitted by applicable law, regardless of whether Interlogix has been advised of the possibility of such damages and regardless of whether any remedy fails of its essential purpose.

Installation in accordance with this manual, applicable codes, and the instructions of the authority having jurisdiction is mandatory.

The customer is responsible for testing and determining the suitability of this product for specific applications. The customer is responsible for testing the product at least once every three months.

While every precaution has been taken during the preparation of this manual to ensure the accuracy of its contents, Interlogix assumes no responsibility for errors or omissions.

# Preface

This manual applies to the Challenger*Plus* control panel. The product name “Challenger” will often be used in this manual for Challenger*Plus*.

The *ChallengerPlus User’s Manual* is suitable for most users of the Challenger system to perform everyday tasks. This manual describes the tasks that a user should know how to perform on a Challenger system, using a keypad or reader remote arming station (RAS), including the following tasks:

- Arm and disarm your Challenger system
- Isolate devices that are generating false alarms
- Unlock doors (if applicable to your Challenger system)
- Respond to alarms when they occur

Refer also to other Challenger*Plus* manuals in the suite:

- The *ChallengerPlus Installation and Quick Programming Manual* is for installation technicians to install and commission a Challenger panel.
- The *ChallengerPlus Administrators Manual* is for users and system administrators who need to manage the Challenger system via its text-based user interface (in particular the User menu).
- The *ChallengerPlus Programming Manual* is for system administrators and installers who need to manage the Challenger system via its text-based user interface (in particular the “Install menu”).

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## Notes:

- The permissions assigned to you may not allow you to do everything described in this manual. You may not be able to see all menu items described in this manual.
  - A qualified service person, complying with all applicable codes, should perform all required hardware installation.
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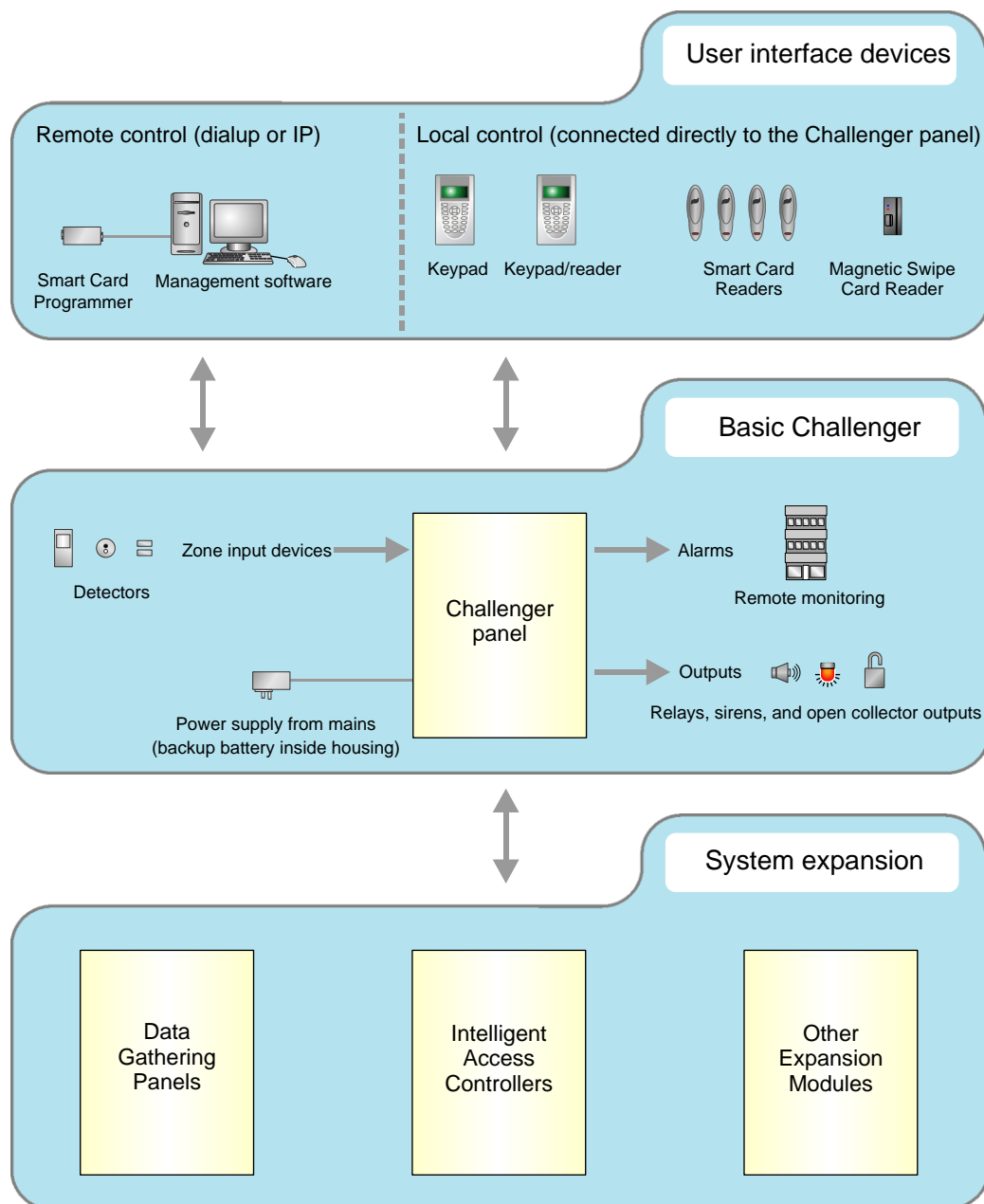
# Chapter 1 Introduction

This chapter provides an overview of a typical Challenger system and some user interface devices that you may need to operate.

## Product overview

Challenger is an integrated intrusion detection and access control system. Subject to Challenger model, add-on modules expand the capacity of the system and add sophisticated access control functionality (Figure 1 below).

Figure 1: Challenger system overview



## User interface

Figure 2 below depicts to examples of Challenger user interface devices called remote arming stations (RASs).

A RAS with a keypad and liquid crystal display (LCD) screen (or a touch screen) enables authorised users to enter a series of numbers called a “code”, in order to access the Challenger’s menus, which are displayed on the LCD screen.

A device such as a Smart Card Reader is typically used for access control such as for opening doors. However, your Challenger system may be programmed to also use cards for alarm control, where an authorised user can disarm their assigned areas by presenting their card to a reader. The Challenger system can also be programmed to enable an authorised user to arm their assigned areas by presenting their card three times within a few seconds.

Figure 2: Typical Challenger user interface devices (RASs)



## RAS indications

RASs typically have one or more red light-emitting diodes (LEDs) to indicate whether their assigned areas are armed (LED on), disarmed (LED off), or in alarm state (LED flashing).

**Note:** When an area LED on a door’s RAS is lit, the area is armed. Do not open the door unless you can disarm the area or you may trigger an alarm. Your Challenger system may be programmed to shunt (ignore) certain inputs when a door is opened in order to allow temporary access when armed. Consult your installation company if in doubt.

Some RAS models have additional LEDs that indicate faults and other conditions. Refer to the particular model’s Installation Guide for details.



A RAS with an LCD screen enables authorised users to use the Challenger system's menus, and displays messages about alarms or unsealed inputs that may prevent an area from being armed.

The RAS's beeper provides a number of indications:

- A short beep indicates that a valid card is presented at a reader or a key is pressed on a keypad. The beep may be followed by two beeps to indicate that access has been granted (for example, to open a door).
- Seven short beeps indicates that a code or card is not valid at the particular RAS or at the particular time, or that the area you are attempting to arm has an input that is unsealed or in alarm.
- A continuous tone indicates that an input test is being performed.
- Continuous beeping indicates that one or more inputs are in local alarm, or the area is about to be armed.
- Your Challenger system may be programmed so that the RAS beeps whilst an entry timer, exit timer, or warning timer is running.

If you need to use the keypad, refer to the *ChallengerPlus Administrators Manual* for detailed instructions.

A RAS's LCD screen displays messages about the state of the Challenger system and to help navigate the menu options (subject to permissions). The display might also show information you have entered on the keypad.

**Figure 3: Default LCD welcome screen**



**There Are No Alarms In This Area**  
Code:

The welcome screen indicates that the Challenger system is ready to receive commands. The top line is a configurable message, such as the default time and date, or other text such as the company name.

**Note:** Images of LCD screens used in this manual are for illustration only and may not match actual RAS LCD screens.

A blank top line indicates that an alarm has been generated by one or more inputs. "Local Alarm" indicates that one or more local alarms are active (see "Local alarms" on page 16).

The bottom line displays "Code" to indicate that the Challenger system is ready to accept a user's personal identification number (PIN), also called a code.

The top line of the display shows system information and other messages. If the message is too long to fit on the top line, you may have the following options for seeing additional characters:

- Scrolling. Also called rotation, scrolling displays the text in a scrolling 'banner' style.
- Scanning. You may see a "1-Scan" option displayed on the bottom line. Press the [1] key to shift the text to the left.

The bottom line of the LCD screen contains instructions and indicates the characters you enter on the keypad (except for codes, which are shown as ‘\*’ characters).

## Accessing the user menu

The Challenger system’s user menu has 23 top-level options for use by authorised users, administrators, or installers (see Table 1 below). A menu option will be visible to you only if allowed by the alarm group assigned to you and to the alarm group assigned to the particular RAS that you are using.

**Table 1: Challenger user menu (top level)**

1. Panel Status	14. Program Users
2. Input Unsealed	15. Time & Date
3. Input In Alarm	16. Isolate/Deisolate RAS/DGP
4. Input Isolated	17. Enable/Disable Service Tech
5. History	18. Reset Cameras
6. Test Report	19. Install Menu
7. Service Menu	20. Door and Floor Groups
8. Film Counters	21. Holidays
9. Input Text	22. Open Door
10. Isolate	23. Unlock, Lock, Disable and Enable
11. Deisolate	24. Automation Control
12. Test Input	25. Change PIN
13. Start Auto Access Test	

Refer to the *ChallengerPlus Administrators Manual* for details about options that are not explained in this manual.

Use the following steps to access the menu when the “Code” prompt is displayed on the bottom line of the LCD screen.

In the following example, the system is configured to display the time and date instead of the default message “There Are No Alarms In This Area”.

14:01 30/08/2018  
Code:

1. Press [MENU\*].

To Access Menu Enter Code  
Code:

2. Press nnnn (where nnnn is your code), and then press [ENTER] to display the user menu prompt.

"0"-Exit "ENTER"-Down "\*"–Up  
0–Exit, Menu:

3. From the user menu prompt (see “Accessing the user menu” on page 4), you can now select the menu option you need, or press [0] [ENTER] to exit. Alternatively, press [ENTER] (or the RAS’s down button, if applicable) to view the available user menu options in sequence.
4. When finished, press [0] [ENTER] to exit the menu.

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**Note:** After a few minutes of inaction, the Challenger system automatically exits the menu and return to the “Code” prompt. We recommend that you press [0] [ENTER] to exit the menu to prevent unauthorised use (that would otherwise be logged against your code).

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The following keys are used to move between menu options:

- Press [ENTER] to scroll forward one menu option.
- Press [MENU\*] to scroll backward one menu option.
- Press the menu number, and then press [ENTER] to jump directly to a menu.
- Press [0] [ENTER] or press [CLEAR] to exit the menu.

To program a value, such as a number or amount, enter the value, and then press [ENTER]. The information will be saved and the display will show the next option.

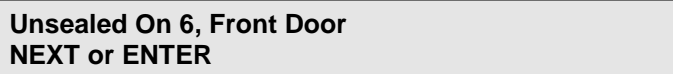
To program a YES/NO option, press [ENTER] to accept the display or press [MENU\*] to toggle between YES and NO. Press [0] [ENTER] to skip the options.

## Displaying input names

Inputs are identified by a number and (optionally) a name programmed by the installer. The name is useful to determine the location of an input that is unsealed or in alarm.

Your Challenger system may be programmed to display inputs by their number, along with their name (Figure 4 below).

**Figure 4: Input name displayed**



Unsealed On 6, Front Door  
NEXT or ENTER

Alternatively, your system might be programmed to display a list of input numbers (Figure 5 below).

**Figure 5: Input numbers displayed**



Unsealed On 6, 7, 9  
NEXT or ENTER

In this case, enter an input number, and then press [ENTER] to display the input’s name.

## Selecting areas by searching

Areas are identified by a number and (optionally) a name programmed by the installer.

When arming or disarming the system, you may want to select a specific area instead of selecting all areas. Some RAS models (such as the CA111x series) allow you to quickly find areas by name.

Please refer to the *ChallengerPlus Administrators Manual* for details about this procedure.

# Chapter 2 Using Challenger

This chapter describes how to perform everyday tasks using an access card or by entering a code on a Challenger system keypad.

## User authentication

Before you can use the Challenger system (for example, to unlock a door) you must first identify yourself as a user in the particular system. This is called authentication, and can take various forms, such as:

- By entering a code on a RAS keypad.
- By presenting a card or key fob to a reader-equipped RAS.
- Using a wireless remote device, such as a transmitter, read by appropriate hardware.
- Allowing appropriate hardware to read biometric factors, such as a fingerprint.
- A combination of the above.

In order to operate various parts of the Challenger system, your user record must also have appropriate permissions assigned via “groups” of privileges called alarm groups, door groups, and floor groups. For example, authentication will fail if you do not have access to the particular door at the particular time of day. If authentication fails, the RAS beeps seven times in quick succession.

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**Note:** Unless otherwise noted, this manual will use the term “enter your code”, regardless of the type of authentication your Challenger system requires.

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## Cards

Cards are typically issued to users to enable them to unlock certain doors at certain times. Depending on how your Challenger system is configured, cards may be used to arm and disarm areas:

- A single swipe of a card can disarm areas and unlock the door for you to enter.
- Three swipes of the card can arm areas and unlock the door for you to exit.

Only areas that are assigned to both the user and the reader can be armed or disarmed.

## Codes

An alarm code is a personal identification number (PIN) consisting of a series of 4 to 10 digits that uniquely identifies you to the Challenger system. Your Challenger system may be programmed so that you can use your code to arm and disarm the system and to open doors. Alternatively, your system may allow the use of a door code to open doors, and a duress code to send a message to the alarm monitoring company. These terms are explained below.

**Door code:** A door code is a shortened alarm code (but still must be at least four digits). For example, if an alarm code is 123456, and the Challenger system is configured to use two alarm code prefix digits, then the door code is 3456 because the two prefix digits are removed.

**Duress code:** Your system might be configured to use keypad duress, which allows you to signal a duress condition (for example, a holdup) by entering a special duress code on a keypad instead of your alarm code or door code.

When a duress code is used, the Challenger system operates as if the normal code was entered (for example, it opens the door), and does the following:

- Reports a (silent) duress alarm to the alarm monitoring company.
- Displays the characters "...," on the LCD screen.

The special duress code is the user's alarm code +1 (last digit only). For example, if your alarm code is 8914 then the duress code is 8915. If your alarm code is 8919, then the duress code is 8910 because only the last digit is affected.

To reset (cancel) the duress alarm, enter your usual alarm code. The "...," characters will be removed from the LCD screen.

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**Note:** If duress was activated under conditions which are no longer valid (false alarm), and it has been reset, it is important that you contact your alarm monitoring company to ensure that no further action is taken by them.

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## Arming your Challenger system

You may need to arm your Challenger system in order to activate intrusion detection when you leave the premises. Once you have armed the system, you must leave the area within a preset exit time to avoid setting off the alarm.

Your ability to arm your premises at a particular RAS depends on the following:

- Only the areas controlled by the RAS can be armed from that RAS. Alarm system control for areas is determined by the RAS's alarm group.
- Only the areas controlled by your user record can be armed. Alarm system control for areas is determined by your alarm group.
- Inputs in the areas you need to arm may first need to be sealed (for example, the contacts for all doors and windows must be closed), depending on how your alarm group is programmed. If at any time during the arming process the RAS sounds seven quick beeps and displays the word "unsealed", you will need to seal or isolate the input (see "Isolating inputs" on page 18).

The arming procedure will vary depending on whether your assigned alarm group has been programmed to display a list of areas.

### If areas are listed

Use the following steps to arm all unarmed areas that are assigned to your alarm group:

1. Press nnnn (where nnnn is your code), and then press [ENTER] or [ON]. Any disarmed areas that are assigned to your alarm group are listed. Press [\*] to see more areas, if applicable.
2. Press [0] [ENTER] to arm all disarmed areas. The corresponding RAS area LEDs illuminate.
3. Alternatively, enter one of the displayed area numbers, and then press [ENTER] to arm only that area. Repeat as needed to arm additional areas. The corresponding RAS area LEDs illuminate.

Optionally (and if the RAS supports it), press the multi-function key to search for areas. Please refer to the *ChallengerPlus Administrators Manual* for details about this procedure.

4. When finished arming areas, press [CLEAR] or [MENU\*] to exit the display.

### If areas are not listed

To arm all unarmed areas that are assigned to your alarm group, press nnnn (where nnnn is your code), and then press [ENTER] or [ON]. The corresponding RAS area LEDs illuminate.

### Secure test mode

Your system may be programmed to automatically go into secure test mode when arming areas that contain inputs configured for secure testing. In such a case, the RAS beeper sounds during the test interval, and the LCD screen indicates that the secure test is running (Figure 6 below).

Figure 6: Secure test RAS display



Secure test, NEXT For Untested  
"0"-Cancel:

Please refer to "Conducting a secure test" in the *ChallengerPlus Administrators Manual* for details about this procedure.

## Disarming your Challenger system

You must disarm your Challenger system in order to deactivate intrusion detection so that you can enter the premises without setting off the alarm. If you enter before disarming, you typically have a preset entry time to avoid setting off the alarm. The RAS's area LEDs illuminate to indicate which areas are armed.

If there is a current alarm condition when you disarm your system, the alarm may be reset. To determine the cause of the alarm, see "Viewing the quick alarm history" on page 17.

Your ability to disarm your premises at a particular RAS depends on the following:

- Only the areas controlled by the RAS can be disarmed from that RAS. Alarm system control for areas is determined by the RAS's alarm group.
- Only the areas controlled by your user record can be disarmed. Alarm system control for areas is determined by your alarm group.
- Inputs in the areas you need to disarm may first need to be sealed (for example, the contacts for all doors and windows must be closed), depending on how your alarm group is programmed. If at any time during the disarming process the RAS sounds seven quick beeps and displays the word "unsealed", you will need to seal or isolate the input (see "Isolating inputs" on page 18).

The arming procedure will vary depending on whether your assigned alarm group has been programmed to display a list of areas.

### **If areas are listed**

Use the following steps to disarm areas that are assigned to your alarm group:

1. Press nnnn (where nnnn is your code), and then press [OFF]. Any armed areas (and disarmed areas that are in alarm) that are assigned to your alarm group are listed.
2. Press [0] [ENTER] to disarm all areas. The corresponding RAS area LEDs extinguish.
3. Alternatively, enter one of the displayed armed area numbers, and then press [ENTER] to disarm only that area. Repeat as needed to disarm additional areas. The corresponding RAS area LEDs extinguish.

Optionally (and if the RAS supports it), press the multi-function key to search for areas. Please refer to the *ChallengerPlus Administrators Manual* for details about this procedure.

4. When finished disarming areas, press [CLEAR] or [MENU\*] to exit the display.

### **If areas are not listed**

To disarm all areas that are assigned to your alarm group, press nnnn (where nnnn is your code), and then press [OFF]. The corresponding RAS area LEDs extinguish.

Access testing is typically used for inputs that you need to test as soon as the area is disarmed. For example, to enable you to test a hold-up button immediately after disarming the area. The areas that contain the inputs to be tested must be assigned as vaults.



## Access test mode

Your system may be programmed to automatically go into access test mode when disarming areas that contain inputs configured for access testing. In such a case, the RAS beeper sounds during the access test time and the LCD screen indicates that the access test is running (Figure 7 below).

Figure 7: Access test RAS display

A rectangular box representing an LCD display showing the text: "Access test, NEXT For Untested" on the first line and "'0"-Cancel:" on the second line.

Access test, NEXT For Untested  
'0"-Cancel:

Please refer to “Conducting an access test” in the *ChallengerPlus Administrators Manual* for details about this procedure.

## Disarming in area search mode

Area search is a special disarming process by which an authorised person ensures that a facility is safe to enter each morning. Your system may be programmed to automatically go into “Area Search” mode (named “Morning Check” mode for designated financial institutions) at the start of each day.

Area search mode is indicated via either “Area Search” or “Morning Check 10 mins” (or some other value) displayed on the LCD RAS for a specified time. The text is replaced with “..,” if an alarm has occurred.

The procedures for disarming your premises, and responding to messages displayed on the LCD RAS, may be customised to your system. The specific details are outside the scope of this Users Manual.

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### Notes:

- Special disarming procedures apply if either “Area Search” or “Morning Check xx mins” is displayed on the LCD RAS. Contact your supervisor if you are not sure about your disarming procedure.
- If you arrive at the facility and see two full stops and a comma “..,” displayed on the LCD RAS, your facility might not be safe to enter (the area search process has either ended prematurely or has not been completed).

---

## Timed disarming or arming

The alarm group that is assigned to your code might be programmed (via a concept called a user category) to:

- Automatically rearm an area (delayed by the user category time) that you’ve disarmed so that you don’t need to remember to arm it.
- Automatically arm an area (delayed by the user category time) in response to another area being armed (this is referred to as vault programming).

A user category is programmed with a name to identify the purpose (for example, 'Guard'). When a user category is in effect (the user category timer is running), the LCD screen displays the user category name.

Certain areas (and user records) may be configured for timed disarming, where you don't need to remember to rearm the area when you leave because it automatically rearms after a specified interval.

**Guard,  
Code:**

When user categories are used and areas are programmed for timed disarm, a warning will sound (if a warning time is programmed) indicating the areas are about to alarm. During the warning time the LCD screen displays 'ending'.

**Guard, ending  
Code:**

When the warning timer expires, the area will automatically arm. To avoid setting off an alarm, you need to do one of the following:

- Disarm the area again to reset the delayed arming timer.
- Vacate the area.

## Dealing with unsealed inputs

An unsealed input (such as an open door or window contact) can prevent an area from being armed or disarmed, depending on how your Challenger system is programmed. If any input is unsealed when you try to arm or disarm an area, the RAS may sound seven quick beeps and identify the unsealed inputs on the LCD screen.

**Unsealed On 6, Front Door  
NEXT or ENTER**

Press [NEXT] or [\*] to display additional unsealed input numbers, if any.

The input's name is displayed if the system option Display One Input at a Time is enabled. Alternatively, press the number for any unsealed input, and then press [ENTER] to see the number and name.

Press [ENTER] to exit the display.

After you have determined which inputs are unsealed, you must seal them (for example, close the door), and try again to arm or disarm the Challenger system.

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**Note:** If you are unable to seal an input, you will need to isolate the input. See "Isolating inputs" on page 18.

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## Opening doors

Opening a door means to use the Challenger system to unlock the door's electric locking mechanism so that the door can be opened.

You would typically open a local door that you want to pass through (see “Opening a local door” below). In addition, a user (such as a security guard) may need to open a remote door for someone else to pass through (see “Opening a remote door” on page 14).

### **Opening a local door**

A RAS’s keypad may be used to unlock a door by entering a door code or alarm code, as applicable (see “Codes” on page 7). Alternatively, the door may be equipped with a card reader that performs the same function as entering a code on a keypad (the reader must have the option “Door event flag on alarm codes” enabled).

If the entered code is not valid, or if the time zone is not valid (for example, after hours), or if it is not valid at the particular arming station or reader, then the arming station or reader will emit seven quick beeps. The door must be included in the door group assigned to the user in order for the user to be able to open the door.

The following instructions are based on the system being ready to accept your door code or alarm code, as shown below (note the word “Code” on the bottom line).

**There Are No Alarms In This Area**  
**Code:**

### **Entering a disarmed area**

Use the following steps to unlock a door and to enter a disarmed area.

1. Press nnnn (where nnnn is your code).
2. Press [ENTER].

### **Exiting a disarmed area and then arming it**

Use the following steps to unlock a door and to arm an area (i.e. to exit a room that you want to arm after you leave), assuming that your user record has permission to arm and disarm.

1. Press nnnn (where nnnn is your code).
2. Press [ON].

### **Entering an armed area**

Use the following steps to unlock a door and to disarm an area (i.e. to enter a room without setting off an alarm), assuming that your user record has permission to arm and disarm.

1. Press nnnn (where nnnn is your code).
2. Press [OFF].

Your system may be programmed so that you can enter your code to unlock a door and to enter an armed area without setting off an alarm by suppressing (shunting) the relevant inputs (such as door contacts) for a specified time. In such a case the LCD screen would indicate as follows.

**Suppressed  
Code:**

If the door is closed prior to the end of the maximum open time, the word “Suppressed” is removed from the LCD screen, and the RAS will sound the warning buzzer for several seconds to indicate that the door is no longer suppressed.

If the door is not closed when the warning time starts, the display will show “Suppression Ending”, and the RAS will sound the warning buzzer for a preset time to enable you to close the door, or to re-enter your code to extend the suppression time.

### Opening a remote door

Use the Open Door command to unlock a door that you are authorized (via the door group assigned to you) to unlock so that a person can pass through it.

The Open Door command would typically be used at a RAS that’s at a different location from the door (for example, from a security desk) otherwise the commands described in “Opening a local door” on page 13 could be used.

From the user menu prompt (see “Accessing the user menu” on page 4), use the following steps to open a remote door.

1. Press [22] [ENTER].

**Open Door  
Door No:**

2. Enter the door number, and then press [ENTER]. Alternatively, press [ENTER] to return to the User menu.

**Tip:** Use the Unlock, Lock, Disable and Enable command to unlock a door for an indefinite time. This command is described in the *ChallengerPlus Administrators Manual*.

## Handling alarms

An alarm indicates that the Challenger system has detected a problem, for example if a door is opened when its area is armed.

There are three types of alarms used in a Challenger system, and each type has its own indication:

- **Alarm:** For an input in alarm, the RAS’s area LED flashes (except where an area LED has been assigned by the installer to indicate some other condition), and the top line of the LCD screen is blank. See “Alarms” on page 15.

- **Local alarm:** “Local Alarm” displays on the top line of the LCD screen, and the RAS beeps continuously. See “Local alarms” on page 16.
- **System alarm:** The type of alarm (for example, “DGP tamper”) displays on the top line of the LCD screen. Your system may be programmed to operate the siren and strobe for system alarms. See “System alarms” on page 16.

The alarm signal (siren, flashing light, etc.) and the circumstances that cause it depend on the Challenger system programming.

## Alarms

When an alarm is generated there can be a number of inputs in alarm simultaneously. It’s important to know which inputs are causing the alarm in order to deal with them. Inputs are identified by a number in the range 1 to 1008, and a name programmed by the installer.

### Determine the source of the alarm

When there is an alarm, the corresponding area LED on the RAS flashes red and the LCD screen displays the following.

**Code:**

Press [ENTER] [ENTER] to see which inputs are in alarm. If you see only numbers and no names, refer to “Displaying input names” on page 5.

**Alarm on A1,Front Door PIR  
NEXT or ENTER**

Press [NEXT] or [\*] to update the list of inputs and display the next inputs in the list (if any).

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**Note:** Inputs in alarm are displayed with an A in front of the number. Inputs in tamper are displayed with a T in front of the number.

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### Resetting alarms

An authorised user typically must enter a code at the keypad to reset (acknowledge) an alarm.

Depending on how your assigned alarm group is programmed, you would typically use one of the following ways to reset the alarm:

- Arm or disarm the area.
- Enter your code and then press [ENTER].

If you are unable to reset an alarm because of a faulty input, you will need to isolate the input (see “Isolating inputs” on page 18).

If you reset an alarm before you determine which input it came from, you can also find the input in the alarm history, see “Viewing the quick alarm history” on page 17.

If the alarm conditions are no longer valid (false alarm), and the alarm has been reset, it is important that you contact your alarm monitoring company to ensure that no further action is taken by them.

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**Note:** Individual RASs may be programmed to enable authorised users to reset alarms without a code. In such cases, the reset key sequence is [ENTER] [ENTER] [0] [ENTER].

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## Local alarms

A local alarm is one which occurs when an area is occupied (disarmed) and is therefore transmitted only within the building and not relayed to an alarm monitoring company (for example, a fire door has been opened during working hours).

The alarm input may be programmed as a silent local alarm (input types 21 and 42). For silent local alarms “Local Alarm” is not displayed on the RAS and the beeper does not sound. When resealed, the reset key sequence is nnnn (where nnnn is your code) [OFF] [0] [ENTER].

## Responding to a local alarm

When there is a local alarm, the corresponding area LED on the RAS flashes red, and the RAS may beep continuously. The LCD screen may display the following:

**Local Alarm  
Code:**

Press [ENTER] [ENTER] to see which inputs are in alarm.

**Local Alarm on 3,Rear Fire Door 1  
NEXT or ENTER**

Press [NEXT] or [\*] to update the list of inputs and display the next inputs in the list (if any). There may be more than one input in alarm, and if you reset without checking you might not know about the additional inputs.

Correct the condition that caused the local alarm (for example, close the fire door) before the local alarm reminder time expires, or the input will re-alarm.

If your system has been programmed with a reminder on local alarms, it will re-alarm after a pre-set time unless the cause has been fixed.

## System alarms

System alarms indicate that a Challenger device (control panel, DGP, or RAS) has been tampered with, has stopped communicating, or has detected a fault condition such as mains fail, low battery, fuse fail, and so on.

Your Challenger system may be programmed so that system alarms automatically reset and generate restoral messages when the alarm condition is no longer present. For example, a mains fail alarm is cancelled when power is restored.

Alternatively, your Challenger system may be programmed so that system alarms latch. This means that a system alarm does not automatically reset, and a valid code (that is authorised to reset system alarms) must be entered.

If you are unable to reset a system alarm because the conditions require a service technician to attend, you may need to isolate the RAS or DGP. Refer to option 16 Isolate/Deisolate RAS/DGP in the *ChallengerPlus Administrators Manual*.

## Viewing the quick alarm history

Quick alarm history is a simple way to determine the location of the input that caused an alarm. This information may be necessary where you have to reset an alarm without first checking the cause. See also “Determine the source of the alarm” on page 15.

To display the quick alarm history, there must be no active alarms. The LCD screen must show the default message on the top line and the word “Code” on the bottom line.

```
There Are No Alarms In This Area
Code:
```

Press [ENTER] [ENTER] to display the quick alarm history, displayed in chronological order from most recent.

```
*13:23 31/10 LOCAL ALARM Input 1 Fire D>
1-Scan, 0-Exit
```

The LCD screen shows the most recent alarm details:

- The time the alarm occurred as hour and minutes (HH:MM).
- The date the alarm occurred as day and month (DD:MM).
- The type or alarm.
- The input number and name of the alarm.
- The number and name of the area in alarm (see note on page 17).

Press [ENTER] to display earlier alarms.

Press [NEXT] to display later alarms.

Press [1] to shift the text displayed on the top line to reveal any additional characters.

Press [0] to exit quick alarm history.

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**Note:** The area listed is a guide only. If the input in alarm is associated with multiple areas, then only the first (lowest numbered) area is reported.

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## Isolating inputs

You may need to isolate an input to prevent false alarms (possibly due to a faulty input device). Isolating the input excludes it from functioning as part of the intrusion detection system.

If an input is in an alarm state, then isolating it resets the alarm. After the problem is resolved the input must be de-isolated (see “De-isolating inputs” below).

A faulty input is typically unsealed, and cannot be sealed.

From the user menu prompt (see “Accessing the user menu” on page 4), use the following steps to isolate an input.

1. Press [10] [ENTER]. The LCD screen displays the first unsealed input or the message “All Inputs are Sealed”.



Unsealed on 1, Front door  
Input No:

2. Enter the number of an input, and then press [ENTER] to isolate that input.
3. Press [\*] to display additional unsealed inputs (if any), and then isolate them if required.
4. When finished, press [ENTER] to exit this menu option.

## De-isolating inputs

An input may have been isolated to prevent false alarms (possibly due to a faulty input device). Isolating the input excludes it from functioning as part of the intrusion detection system (see “Isolating inputs” above). After the problem is resolved the input must be de-isolated.


---

**Note:** Do not de-isolate the input before checking the circumstances, because de-isolating an unsealed input may cause an alarm.

---

From the user menu prompt (see “Accessing the user menu” on page 4), use the following steps to de-isolate an input.

1. Press [11] [ENTER]. The LCD screen displays a list of isolated inputs or the message “All Inputs are De-Isolated”. Isolated inputs that are unsealed are indicated with a ‘u’ in front of the input number.



Isolated on u3, Rear door  
Deisolate:

2. Press the number of an isolated input and then press [ENTER] to deisolate that input.
3. Press [\*] to display additional isolated inputs (if any), and then deisolate them if required.
4. When finished, press [ENTER] to exit this menu option.



# Glossary

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Access	The state of an area when it's disarmed, so that normal activity does not set off an alarm.
Access control	Control of entry to, or exit from, a security area. The Challenger system typically controls access by allowing only authorised users to unlock a door or to enter a lift.
Acknowledge	See reset.
Alarm	The state of an intrusion detection system when an input is unsealed and the condition of the area is such that state should be signalled, for example, a door is opened when its area is armed.
Alarm code	See code.
Area	A logical grouping of input devices that are armed or disarmed simultaneously.
Area search	A special disarming process where the first person to disarm the system ensures the facility is safe before allowing others to enter.
Card	A portable device (card or fob) that holds information to identify a user to the Challenger system. The information to identify a user can be stored in a chip (smart card), on a magnetic strip, a bar-code, a Wiegand card.
Code	An identifying number entered via a keypad. A user's alarm code is typically the same as the user's PIN. Depending on how the system is configured there can also be a door code and a duress code.
DGP	Data Gathering Panel. A DGP expands the capacity of the Challenger system.
Door code	An optional version of the user's alarm code shortened by the number of digits specified in the alarm code prefix. The door code is used for access control (to open a door) without potentially revealing the entire PIN used for alarm control.
Duress code	Keypad duress allows a user to signal a duress condition (for example, a holdup) by entering a special duress code on a keypad RAS instead of their usual door. When enabled, the duress code is the user's code +1 (last digit only).
Input	An electrical signal from a security device (input device) to the intrusion detection system. Each input device is identified by a number and name, for example, "14. Reception Holdup Button", or "6. Fire Exit Door".

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Intrusion detection	Electrical detection devices (called <i>inputs</i> ) are connected to the Challenger panel or a DGP. Based on the type of device and whether the device's location (called <i>area</i> ) is armed or disarmed, the device triggers an alarm when something activates it. For example, the device might be a reed switch that detects a door being opened when the area is armed. An alarm typically triggers a siren and flashing light to operate, and sends a message to a remote monitoring company.
Isolate	The input device is inhibited from indicating sealed or unsealed status. It is excluded from functioning as part of the system. If an input device is defective or there is a reason it cannot be sealed, then it may need to be isolated before the area can be armed.
Local alarm	An alarm which is transmitted only within a building, and occurs when an area is disarmed. The circumstances which cause a local alarm can be checked and rectified by personnel on site and it is therefore unnecessary for the alarm to be relayed to a remote monitoring company.
PIN	Personal identification number
RAS	Remote arming station. A user interface device such as a keypad or card reader that enables a user to perform operations such as unlocking a door or arming the system.
Reset	To cancel an alarm. A users who is authorised to arm and disarm the area in alarm, resets the alarm by arming or disarming the area.
Sealed	The input is not activated, for example, door closed.
Secure	The state of an area when it's armed.
Shunt	A process that inhibits an input from generating an alarm when unsealed. For example, a shunt stops a door from generating an alarm when opened for a short time.
Smart card	An electronic device in the form of a card or key fob that holds information to identify a user to the Challenger system.
Tamper	A tamper alarm indicates that someone may have tampered with a security device, such as an input or Challenger hardware (cabinet, siren, DGP, or RAS). Your Challenger system may be programmed to monitor tamper indications on input devices (input tamper monitoring).
Unsealed	An input device is unsealed (active) when it detects a condition that may be used to trigger an alarm when the area is armed. For example, a front door's detector is unsealed each time the door is open, but the unsealed state is ignored unless the area containing the detector is armed. An unsealed input may prevent the area from being armed. For example, you need to close the door before you can arm the area.
User	A user is a person recorded in the Challenger database. Users can operate some or all of the Challenger system, depending on their assigned functionality. A user might be someone with an ID card to unlock a door, or someone with extended functionality, such as an administrator or a security company installer.