WARNING: CondoSecure recommends that the entire system be completely tested on a regular basis. However, despite frequent testing, and due to, but not limited to, criminal tampering or electrical disruption, it is possible for this product to fail to perform as expected.

NOTE: Under no circumstances shall CondoSecure be liable for any special, incidental, or consequential damages based upon breach of warranty, breach of contract, negligence, strict liability, or any other legal theory. Such damages include, but are not limited to, loss of profits, loss of the product or any associated equipment, cost of capital, cost of substitute or replacement equipment, facilities or services, down time, purchaser's time, the claims of third parties, including customers, and injury to property.

CONDOSECURE MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO ITS GOODS DELIVERED, NOR IS THERE ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, EXCEPT FOR THE WARRANTY CONTAINED HEREIN.

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CS2037 SuiteTouch Security Keypad Resident's Guide

V1.0



06/21

Intro and Features

The CondoSecure SuiteTouch is a state-of-the-art yet very simple to use security system designed for condominiums. Your 'SuiteTouch' keypad, when ARMED by you, will protect your front suite door. In some suites there may also be smoke detectors, gas detectors, sliding doors and windows, interior motion detection devices, as well as remote Water sensors or Alert buttons and transmitters that are monitored by your SuiteTouch. Please ask your Property Manager if you are unsure of what security devices have been connected in your suite.

There are 9 disarm codes available, consisting of one MASTER/DISARM code PIN number and eight USER codes. MASTER & USER codes both work the same way, with the exception that the MASTER code can also add/change/delete USER codes as well as access some other functions on the SuiteTouch, such as adjusting the entry/exit times for your SuiteTouch and viewing/clearing the Event History.

IMPORTANT – do this first !
When first installed, the MASTER code is **1 – 2 – 3 – 4**
The MASTER ('PIN') code should be changed before general use.

Auto-Dimming Screen

To save power, the SuiteTouch will auto-dim the display after use.

Touching the screen will brighten it for use

To brighten the screen without operating any of its features, simply touch the screen.
The screen lights up automatically when operating the SuiteTouch and during alarms when the SuiteTouch expect you to enter your Disarm code.

The Main Display

The keypad display is a touchscreen that shows the current status of the SuiteTouch and will prompt you through any actions in simple language.

Limited Warranty Information
and software license

This "CondoSecure" system comes with a one year warranty.
This warranty does not cover damage or faults caused by vandalism, carelessness, accidental damage, misuse, unauthorized movement of the system or associated equipment, lightning strikes or other unusual high-voltage occurrences, water damage, or an Act of God.

By using this equipment the purchaser hereby releases CondoSecure, its agents, employees and affiliated companies, from damages and liabilities that may occur in the event of a malfunction of any equipment or failure.

Most CondoSecure products contain software. You are hereby granted a license to use the software contained in your CondoSecure product for the intended purpose of end user application and no other purpose, including but not limited to duplication of function or reverse engineering in any manner. With respect to those products, CondoSecure does not warranty that the operation of the software will be uninterrupted or error-free or that the software will meet any other standard of performance, or that the functions or performance of the software will meet the user's requirements. CondoSecure shall not be liable for any delays, breakdowns, interruptions, loss, destruction, alteration or other problems in the use of a product arising out of, or caused by, the software. Some features of the system may not be supported or acted on by your local security staff. It is up to the user to verify that any particular type of alarm will be acted on by local staff.

•*Telephone Lines*
If telephone lines are used to transmit alarms, they may be out of service or busy for certain periods of time. Also the telephone lines may be compromised by such things as criminal tampering, local construction, storms or earthquakes.

•*Insufficient Time*
There may be circumstances when the system will operate as intended, yet the occupants or monitoring guard staff will not be protected from the emergency due to their inability to respond to the warnings in a timely manner. If the system is monitored, the response may not occur in time enough to protect the occupants or their belongings.

International Warranty
The warranty for international customers is the same as for any customer within Canada and the United States, with the exception that CondoSecure shall not be responsible for any customs fees, taxes, or VAT that may be due.

Conditions to Void Warranty
This warranty applies only to defects in parts and workmanship relating to normal use. It does not cover:
•damage incurred in shipping or handling;
•damage caused by disaster such as fire, flood, wind, earthquake or lightning;
•damage due to causes beyond the control of CondoSecure such as excessive voltage, mechanical shock or
•water damage;
•damage caused by unauthorized attachment, alterations, modifications or foreign objects;
•damage caused by peripherals (unless such peripherals were supplied by CondoSecure);
•defects caused by failure to provide a suitable installation environment for the products;
•damage caused by use of the products for purposes other than those for which it was designed;
•damage from improper maintenance;
•damage arising out of any other abuse, mishandling or improper application of the products.

This warranty contains the entire warranty and shall be in lieu of any and all other warranties, whether expressed or implied (including all implied warranties of merchantability or fitness for a particular purpose) And of all other obligations or liabilities on the part of CondoSecure neither assumes nor authorizes any other person purporting to act on its behalf to modify or to change this warranty, nor to assume for it any other warranty or liability concerning this product. This disclaimer of warranties and limited warranty are governed by the laws of the province of Ontario, Canada.

Troubleshooting

Display shows Open or Unsecured zones in red

Be certain that the front door is closed. If there are any other security devices in your suite be certain that they are not being activated (close all patio doors and do not move in front of any Infrared detectors). If the light still flashes there is probably something wrong with a door contact or device. Ask Property Management to arrange a service call.

I pressed the ALERT button by accident!

You can cancel the ALERT call by quickly entering your 4 digit code. You have 5 seconds to do this. Note that there is no delay if the ALERT is from a remote button or pendant.

I forgot my code!

If the code was one of the 8 USER codes, no problem. Simply set a new code for that User (you need the MASTER code to do this). If the forgotten code was the Master code you will need to contact Property Management.

My alarm goes off as soon as I open the door!

Either you are "Instant Arming" the keypad when leaving or you have set your entry/exit times too short.

I am having trouble entering numbers!
(try a lighter tap)

Sometimes just tapping the buttons with the tip of a fingernail can be easier to activate the buttons and numbers as desired.

(Screen Calibration)

The SuiteTouch will "time out" of functions such as changing codes or enter/exit times, after 1 minute. Also, the screen may need to be calibrated. Touch the screen on a *blank area* 10 times quickly to start the calibration procedure. Touch each of the three white dots as they appear, directly on the center of them.

The screen is dirty…

Use a quality, DRY lens cleaning cloth the same as you would use for a pair of eyeglasses. DO NOT USE WATER OR WINDEX TYPE FLUIDS ON THE SCREEN.

What happens at the security desk?

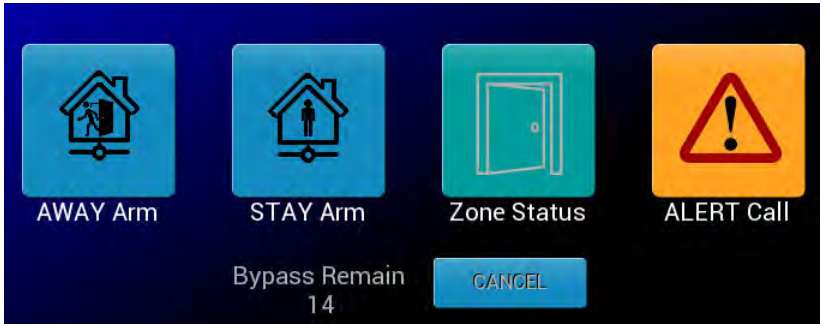
The system consists of insuite keypads, usually one per suite, connected to a central security computer at the front Concierge desk. The central computer shows the Concierge the building floors on a computer screen, including suite doors that open and close in real-time. When someone enters a suite where the insuite keypad is turned on (**Armed**) and the appropriate code is not entered within the **Entry Time** programmed (set to 40 seconds when first installed), the central computer will signal the Concierge with a beeping tone and printout and will display the suite number and alarm type on the computer screen. The security staff should then respond in accordance with your building's security procedure.

Screen Features

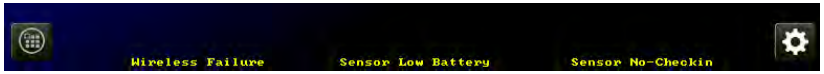
The screen consists of three main sections. The top section is the Information section. This displays the main system status and operation information, current weather (if enabled in your building's system - touch this for a 3-day forecast), Wireless system status (if you have wireless sensors included with your system – touch this for a wireless sensor information display), time/date and status for the Wellness Check-in (option).



The center is the Operation section where you will activate the various functions of the SuiteTouch, such as gas ARM the system when leaving your suite, staying home, checking Zone/Door security status, and an Alert Call.



The lower section consists of any important status messages, a "Display Number Pad" button, and "Gear" button for entering into the system Setup Options screen, that appears for a short time after you enter your Master code.





To Display the Number Pad: Most operations and Disarming is done by entering your 4-digit PIN "master" code. If it is not already on the screen, you can display the Number Pad by pressing the  button.

Typical Use

When Leaving Ensure the front door and any other zones that need to be monitored are closed, the display says "Ready To Arm", and press the AWAY ARM button on the screen.

The display will show a countdown to Armed status. You must leave with the door closed before the end of the programmed Exit time (40 seconds when first installed). NOTE: even if there is some time remaining on the countdown, the keypad will ARM as soon as the suite door is closed.

Upon returning The SuiteTouch will beep to remind you to enter your 4 digit disarm 'PIN' code. You must do this before the end of the Entry time programmed (default 40 seconds) or you will cause an alarm at the security desk.

After entering your 4 digit DISARM code – if the display says "Alarm(s) in Memory" it is telling you that there was an alarm while you were out, in which case you must enter your 4 digit code AGAIN to clear the alarm memory indication.

Stay Home Arming

Press the STAY ARM button. Display will show 'At HOME' ARMED. This ARMs the front door and any closed patio door/windows. Interior motion detectors will be bypassed.

"Stay Home with No Entry Delay"

If desired, press HOME **a second time** for "No Entry Delay".
This is often used at night when you go to bed and do not expect anyone else to come home.

Do not open any ARMED door or window
you will cause an immediate alarm!



After using "No Entry Delay": To leave your suite or even to open the door to get the morning newspaper, enter your 4 digit DISARM code. You can now open the door. If you are leaving you must press the Arm button to re-arm the SuiteTouch with the Exit delay. You may now open the door to leave.

NOTE: There may be one or more "24-hour" devices connected to your CondoSecure SuiteTouch, such as water sensors, smoke detectors or remote alert buttons. These will transmit an alarm to Security when activated even when the SuiteTouch is "disarmed".

Placing the Water Leak Sensor

Place the Water Leak Sensor in areas like bathrooms, basements, under drains and water pipes, or in other areas of your home that are prone to leaking so that you can receive an alert.

Safety Instructions

- Read, keep and follow these instructions.
- Heed all warnings.
- Do not use this product near open water or expose the product to dripping or splashing of any water or liquid.
- Clean only with a dry cloth.
- Do not install near any heat sources such as radiators, heat registers, stoves or other apparatus that produce heat.



Inside, locate the battery holder and using the screwdriver, turn the lid slightly in the direction of the arrow to open and remove the old battery. Replace it with a new **CR2450** battery, insert it with "+" UP. Insert the battery by 1st placing one end in the holder (indicated by the arrow in this picture), then pressing the battery in fully. Replace the battery cover, lining up the three small tabs on the lid, then turning clockwise slightly to secure the lid.



- FAILED CHECK-IN
  - The sensor sends a check-in signal to the keypad few times per day, even when there is no water detected. If the sensor misses a few check-in times with the keypad, the keypad will report this on its display as well as send this status to the security desk.



The battery may have depleted, or the sensor has failed, was exposed to deep water, removed from the suite, or moved to an area with no signal reception.

Check that the Replace the battery and move the sensor closer to the keypad. If still indicating Failed Check-in contact your dealer for diagnosis and correction.

NOTE: The waterbug is water resistant, it IS NOT WATERPROOF.
*Do not place the sensor in direct contact with water on purpose, it may damage it if it is placed in water depth of more than approximately 4mm.

Some suites may have water sensors installed in the fan coil drop tray. These will be accessible behind the fan coil outside cover, attached to a 1 meter white probe cable. Changing the battery is the same as for the floor bugs, being extra careful to not pull on the probe cable, to disturb it from its attachment to the drip tray.

Detailed Use

Turn on the Security System (ARMING) when LEAVING:

The SuiteTouch should show:
OR



Any zones that are not secure can be displayed by pressing the Zone Status button.



The SuiteTouch WILL NOT ARM if any non-bypass zones are Open - close any open zones and try again

When ALL non-bypass zones are closed and the system is "Ready to Arm" Press the **AWAY Arm** button.

The SuiteTouch will beep and give an exit delay countdown on the screen. You should now exit the suite and close & lock your door. Your SuiteTouch will be Armed once the exit delay countdown reaches zero. Once you exit and the suite door is closed, any remaining Exit Delay time will be cancelled and the SuiteTouch will arm.

Turn on the Security System (ARMING) when STAYING HOME:

Use this when you are staying in the suite and want to put security on the front door and any closed sliding doors & windows. If there are optional interior devices like motion detectors they will not be monitored in this mode, allowing you to move freely within the suite without causing an alarm. However, if the front door is opened, the SuiteTouch will begin beeping and the entry countdown to Alarm will start. Patio door/windows will cause an immediate alarm, if they were closed when Stay Home Arm is activated.



If you try to HOME ARM while a non-bypass zone (i.e. Front Door) is OPEN, the SuiteTouch will beep a few times to warn you and will remain DISARMED.

When all non-bypass zones are closed press the **Home** button.

The SuiteTouch will ARM – there is still a delay should another family member come in afterwards, giving them time to enter their DISARM code before causing an alarm. Interior motion detectors will automatically be set as bypassed, since you are remaining in your home.

HOME ARMING with BYPASS of Patio doors / windows:

If you are staying at home and wish to only have security on the front door, but still freely use sliding patio doors or windows (auto-bypass zone) then you can BYPASS ARM. To do this, ensure that zone is showing as OPEN on the SuiteTouch display (by opening the sliding door or window) then:

Press the **STAY Arm** button.

The SuiteTouch will display:

```
At Home
Armed w/Bypass
```

INSTANT HOME ARMING:

You may choose to ARM your SuiteTouch while remaining at home during times when you do not expect any other family members to be coming in. In this case, you may not want to allow any entry delay at all. This is called Instant Arm. Care must be taken not to open the entry door, even for a moment to grab a newspaper, as the SuiteTouch will go into alarm immediately. You must enter your disarm code before opening the suite door.

To activate Instant Arm mode;

- Press the **Home** button *twice*.

All non-bypass zones are now Instant Armed. Interior motion detectors are bypassed and patio doors/windows will be auto-bypassed if OPEN when the keypad is placed into Instant Arm mode.



To later leave the suite without causing an alarm you must first Disarm the keypad with your 4 digit code, then re-ARM the keypad with the ARM button, which starts the exit delay countdown. You can then leave the suite as usual and the system will Away Arm.

NOTE: Many systems have only a Front Door connected to the SuiteTouch, in which case the discussions "bypass" of patio door/windows and interior motions detectors will not apply to you. The SuiteTouch will show connected devices and may in that case only show "Zone1: Main Door" Please verify your suite's security devices with your property management if you have any questions of what is included in your suite.

Wireless Sensor – Door/window and Water

Sensors are pre-programmed by the installing dealer.

WATER SENSOR:
Place the sensor with the 4 metallic legs down, where you wish to detect water, typically under a sink, around dishwasher or behind a toilet. If even a small amount of moisture is detected on the surface under the waterbug (touching across any three legs of the sensor), it will send an alarm to the keypad, which will relay it down to the security desk. It will also display the alarm on the keypad screen, making a short beep every 20 seconds or so to alert you and remind you to check the area around the sensor for leaks. The keypad also displays the sensor # on the screen for easy identification of the alarmed sensor.

When the sensor is again dry, the water alert will clear on the keypad. To clear a water alert sooner, enter your 4-digit DISARM code. If the sensor still detects sufficient water, the alarm will return.

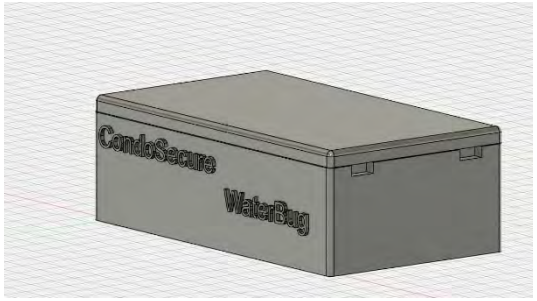
- Do not leave the waterbug in contact with water for an extended period of time. It will transmit alarms continuously to your keypad and to the security desk. It will also greatly reduce the sensor's battery life.

Other indications that the water sensor system may provide to the keypad (and security desk) are:

- LOW BATTERY (how to replace the battery)

This indicates that the sensor's battery is getting low and should be replaced with a new one soon. The sensor is still operational during this time.

The battery is easily replaced by opening the top of the device. Located the two small indents on one side of the waterbug and place a small, flat screwdriver in one of these and gently twist to open the lid.



The View Events Screen

The SuiteTouch remembers various events, such as time ARMed, Disarmed and user#, ALERTs and Alarms. The last 20 events can be displayed by the Master User by accessing this screen as follows:

Press the Display Number Pad button followed by your MASTER code

- The 'gear' button will appear in the lower-right corner of the screen, Press the gear (settings) button.
- Press the View Events button
  The display will show up to the last 20 events, newest at the bottom.
  Any events past 20 will be lost from the top line and events will move up.
  Disarm events will show the User# or 'M' for Master Code, to indicated the person that Disarmed the system and when.
- When finished reviewing, press the exit button: 

If you wish to erase the Events list, press '**Clear & Exit**'

CHIME on open:

The SuiteTouch has a door chime feature.
Tapping this will toggle the 'open chime' feature on and off.
With CHIME ON the keypad will beep whenever an exterior zone (such as the front door) is opened. This is not an Alarm, it is simply a convenience feature in the suite only. Interior motion detectors will not trigger the 'chime'.

Change the Screen Brightness

Slowly slide the Brightness slide control to adjust to the desired level

Keybeep ON/OFF toggle

Tapping this will toggle the 'key press' clicks on and off. Set it to your preference. The keypad will always make sound in the event of a normal alarm, regardless of this setting.

Change Screen Touch Sensitivity

Touch the top-left button "Touch: Medium" (default is medium), to cycle through the settings "light", "Medium", "FIRM".

Silence Wireless Alerts ON/OFF toggle

Tapping this will change the setting for Silence Wireless Alerts. This can be used if there is a situation where wireless alerts are occurring, such as a missing sensor that is to be replaced, so that the sensor alert does not beep at the keypad. NOTE: this will also make Water Alerts silent at the keypad, so should only be used for a short time in particular situations.

To Turn OFF the Security System:

Enter your 4 digit code.

To clear the Alarm Memory (display shows "Alarm(s) in Memory"):

If there were one or more alarms on your system while you were out the SuiteTouch will display "Alarm(s) in Memory" and the number of alarms that occurred. You can clear this "past alarm" indication by entering your 4 digit code a second time, to reset any Alarm Memory indication. You can check the type and times from the EVENTS Screen.

CHECK-IN Button (if enabled on your system):

If your SuiteTouch has the Wellness Check-in feature activated, the SuiteTouch will monitor the suite for activity while the system is not Away Armed. If no activity is detected for a preset amount of time (typically 24 hours), the SuiteTouch will send an alert to the security desk. Any activity such as touching the display, ARMing the suite, opening any of the doors or window zones or activating any motion detectors that are connected to the SuiteTouch, with reset the Wellness Alert timer. The timer does not count down when the keypad is AWAY Armed, since no activity is expected then. There will be a 'Check-in' button displayed with the hours remaining before Alert displayed. If you are leaving for more than 24 hours, ensure that you AWAY ARM your suite to prevent the Wellness Alert activating.

Special Bypass Zones (if enabled on your system):

You may have a special 24-hour ARMed zone that has Special Bypass enabled. If so, this zone will be ALWAYS ARMED and will cause an alarm if opened, even if the SuiteTouch is otherwise DISARMED. This can be connected to an insuite closet or safe/safety deposit box, etc. To access this area, the area must first be secure. You must:

- Press * 1 then enter your 4-digit Master Code, which will DISARM that Special Bypass Zone(s) for 60 minutes.

The display will show a Bypass Remain with the number of minutes until the zone(s) re-Arm automatically, and a CANCEL button that will immediately cancel the Bypass, and Re-Arm the zone(s). The zone must be closed/secured before the timer runs out or the Cancel button is pressed. Home or Away Arming the SuiteTouch will also cancel the Special Bypass timer and re-Arm the zone.
Pressing * 1 Master-Code will reset the 60 minute timer for longer access.

ALERT Button (if enabled on your system):

If you are uncomfortable about a situation in your suite and wish to be contacted as soon as possible by the security staff, press the ALERT Call button to send a notification to the Security desk.

WARNING WARNING WARNING WARNING

The ALERT button is ONLY to be used as a general indication to the security staff that you desire an eventual response. It is NOT a replacement for '911' in the event of any situation or life threatening condition that requires immediate response. There are a number of factors that could delay or totally prevent a response from the Security staff when ALERT is pressed. They may be away from the desk, or otherwise responding to another alarm. By the time there is a response and your request is processed and investigated by local security staff it may be too late. ***This is not a Life Safety feature.***

THE SECURITY STAFF WILL NOT
AUTOMATICALLY OR IMMEDIATELY
CALL 911 IN RESPONSE TO 'ALERT' BEING PRESSED!

WARNING WARNING WARNING WARNING

DISARM while under Duress (forced disarm): *Silent alarm feature*

If you are being forced to enter your suite and disarm the keypad, you can do so in a way that will cause a 'silent alarm' to be transmitted to the security staff.

When entering your code to disarm the system, press "22" at the start. For instance, if your code is 1-2-3-4 you would press 2-2-1-2-3-4 to disarm the system. The keypad will appear to disarm normally, but it will send a Duress Alarm to the security staff.

You can use this feature even when the keypad is Disarmed, just enter "22" followed by your 4 digit disarm code, to send a Duress Alarm.

This feature is not available for a code which has been set as 2-2-2-2 !!

***** You must use good judgment when attempting to use this feature. NEVER do anything that might put yourself at increased risk *****
****
See the WARNING under the ALERT Button feature for important information regarding response to this convenience feature
****

SYSTEM SETTINGS / OPTIONS

The SETTINGS screen contains a number of options that you can change. To access these:

- Press the Display Number Pad button followed by your MASTER code
- The 'gear' button will appear in the lower-right corner of the screen, Press the gear (settings) button, then select the option to wish to adjust.

NOTE: most commands here must be completed within 60 seconds or the command will cancel automatically.

Change MASTER Code:

- Press the menu item "Change MASTER Code"
  The display will show: "`Enter New Code`"
- Enter four new numbers for the MASTER code.
- Press '**Enter**' to set - or press **'Cancel'** if you made an error.
- If a code is entered correctly the unit will emit 2 long beeps and display "`Code Accepted`"
- It will emit only 1 beep if cancelled and display "`Cancelled`"

To Change USER Codes:

- Press the menu item "Edit USER Codes"
  "`Change User Code`"
- Press the USER code # (1 – 8)
- Enter a new 4 digit code for this user.
  (To ERASE this user code, enter "0000" for the user code)
- Press '**#**' to set - or press '*****' to cancel if you made an error.

If a correct code is entered and set the unit will emit 2 long beeps.

- It will emit only 1 beep if cancelled.

To Change Entry/Exit Times:

- Press the menu item "Change Entry & Exit Delays"
- The unit will emit one long beep and display "New entry time?"
- Enter the two digit ENTRY time in seconds.
- The display will change to "New exit time?"
- Enter the two digit EXIT time in seconds.
- Press '**ENTER**' to set - or press '**CANCEL**' if you made an error.