



Congratulations on your new system and welcome to the Guardian family.

## CONCORD 4

System Operation Quick Reference Guide

### CUSTOMER ORIENTATION PERIOD

Your system will be in a customer orientation period for seven (7) days from installation completion. This provides time for all users to become familiar with the functionality of their new alarm system and greatly reduces the potential of false alarms and fines.

**During the initial seven-day customer orientation period, you will receive a courtesy call for intrusion alarms and all keypad or remote-activated signals. Any alarm received from a monitored smoke, heat or carbon monoxide detector will be handled pursuant to normal alarm handling protocol.**

Guardian VOICELINK™ systems are designed to have a communication range of 20 feet from any home control unit. **Guardian VOICELINK™ is not utilized during fire and duress alarms. The Central Monitoring Station will respond via phone.**

### PLEASE REMEMBER TO TEST YOUR SYSTEM MONTHLY

By calling Customer Service at 1.888.895.4805

### FOR ALL OTHER ASSISTANCE

Call Customer Service at 1.888.895.4805 or visit [GuardianProtection.com/CustomerCare](http://GuardianProtection.com/CustomerCare)

# CONCORD 4 REFERENCE GUIDE

(PLEASE PRINT AND KEEP ON HAND)

The following information will assist you in the basic operations of your Alarm System.

## ACCIDENTAL INTRUSION ALARMS

To abort an accidental alarm in progress,

You must perform the DISARM function TWICE by:

- 1) Pressing the OFF (1) button and enter your 4-DIGIT USER CODE
- 2) Repeat the action in #1, to clear the alarm from memory. If you cancel the alarm by disarming within the predetermined time (set by your installer) you will not be contacted by Guardian Protection Services Central Station. This is normal and is a built-in false alarm reduction feature. Otherwise, if you exceed the predetermined time, wait for Guardian to call you and be prepared to provide your password.

## DISARM

Required to deactivate the security devices and avoid false alarms

Press the OFF (1) button and enter your 4-DIGIT USER CODE.

## ARM IN STAY

If you wish to remain in your home and arm only the perimeter detectors

Depress the STAY button on your keypad plus your 4-DIGIT USER CODE.

## ARM IN AWAY

To arm your system when you leave home

Depress the AWAY button on your keypad plus your 4-DIGIT USER CODE.

*NOTE: Both the Stay and Away incorporate a time delay in that will arm the system and allow for an exit delay. Be advised, time delays can be removed and will result in instantaneous alarm activation on entry or exit ways.*

## REMOVE TIME DELAY IN STAY OR AWAY

Depress Stay or Away button, then enter your 4-DIGIT USER CODE then depress the number 4 on the keypad.

1. Enter 2 + 4-DIGIT USER CODE +4 for STAY
2. Enter 3 + 4-DIGIT USER CODE + 4 for AWAY

## BYPASSING

For use when you will be omitting particular interior and/or exterior security device(s) from an arming mode.

1. Open the door or window that you want to bypass.
2. Arm your system to the desired level. The keypad will emit beeps and display "PROTEST," to notify you of the open doors, windows or other faulted devices.
3. Press the number sign (#) to bypass. Keypads will display what device(s) have been bypassed, for example: BYPASSED ZONES 01 or SENSOR 01 BYPASSED.
4. The system sounds arming level beeps to indicate that the system is armed or open sensors have been successfully bypassed.

*NOTE: Bypassed devices are temporarily removed from the system and will not generate an alarm. The device will unby pass upon disarming.*

## CHIME

Emits warning beeps when entry/exit door or windows are opened.

Press the number 7 then 1 to toggle the chime on or off.

To turn the Chime feature On or Off:

1. Scroll through the menu using the up or down arrow keys until the display shows Chime.
2. Press OK and the current setting will flash.
3. Scroll up or down to select Chime On or Chime Off.
4. Press OK to select the desired setting.

## IN AN EMERGENCY

You can manually activate your alarm system. Pressing any of the buttons below will notify Guardian Protection Services Central Monitoring Station.



**Fire Emergency** - Press and hold the Fire Button on the keypad for two (2) seconds. The siren will sound. Your system will emit trouble alerts and contact the Central Monitoring Station.



**Medical Emergency** - Press and hold the Medical Button on the keypad for two (2) seconds. Your keypad will emit trouble alerts in place of the siren as it contacts the Central Monitoring Station.



**Police Emergency** - Press and hold the Police Button on the keypad for two (2) seconds. The siren will sound. Your system siren will sound and contact the Central Monitoring Station.

## DURESS CODE

In the event an intruder forces you to disarm your alarm system, depress the number 1 then enter your 4-Digit

Duress Code in place of your 4-Digit User Code. Your system does not need to be ARMED for the Duress Code to be used. The duress code will cause your system to automatically contact the Central Monitoring station. Your alarm siren will not sound and the Central Monitoring Station will not contact the premises.

## CHANGING YOUR SYSTEM SETTINGS

Please refer to your user manual.

## Changing Your System Settings

Your Guardian Protection Services Alarm System offers administrative abilities to control who has access to your home. Only persons that are issued a user code will be able to arm and disarm the system. All user codes are four numerical digits and can be modified at any time.

**System Master** = There is only one system master code in the entire alarm system. The System Master has the highest level of authority of all user codes.

The System Master can:

- Change the System Master Code
- Assign, change, and/or delete any other type of user codes
- Enter user programming and modify settings ie: date and time

**To change the System Master Code:**

1. Access programming by entering 9 + System Master Code
2. Enter \* + 0320 + new master code + #
3. Exit programming by depressing \* 00 #

**Changing Time with the System Master Code:**

1. Access programming by entering 9 + System Master Code
2. Change time by entering \* + 020 + new time + #
3. Exit programming by pressing \* 00 #

**To Change Date with the System Master Code:**

1. Access programming by entering 9 + System Master Code
2. Change date by entering \* + 021 + new date + #
3. Exit programming by pressing \* 00 #

**Regular User Codes** = There are 230 regular user codes available. Regular User Codes have minimal authority and can not access programming to modify any other codes.

**To Change a Regular User Code:**

1. Access programming by entering 9 + the System Master Code
2. Access Regular user code programming by \* + 030 + # + #
3. Scroll to desired Regular User code slot by using the A or B keys and press #
4. Enter new Regular User Code + #
5. Exit Programming by pressing \* 00 #

## Notes:

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