

Troubleshooting Guide

NX Systems

Changing and Adding User Codes:

NX-4, NX-6, or NX-8

System must be disarmed to change user codes

Step 1 – Press *5 and the Master Code (main user code).

Step 2 – The ready light will flash.

Step 3 – Enter the 2 digit “user number” (example: 01 for user #1 if changing Master Code.)

Step 4 – Enter the new 4 digit user code.

Step 5 – Press the # key while the ready light is flashing to exit the User Code Programming Mode.

*To delete a user code enter **** for a 4 digit code after step 3.*

**** Do NOT delete user 1**

NX-8E

System must be disarmed to change user codes

Step 1 – Press *5 and the Master Code (main user code).

Step 2 – The ready light will flash.

Step 3 – Enter 3 digit user number Ex. 001 for user # 1 if changing master code

Step 4 – Enter the new 4 digit user code.

Step 5 – Press the # key while the ready light is flashing to exit the User Code Programming Mode.

*To Delete a user code enter **** for a 4 digit code after step 3.*

**** Do NOT delete user 1**

Activating the Chime Mode:

The door chime is turned on or off by pressing the *CHIME* key while the system is in the disarmed state. If the chime is on the *CHIME* light will be on. If the chime is off the *CHIME* light will be off.

Resetting Smoke Detectors:

To reset smoke detectors press *7

Bypassing Zones:

To bypass a zone press the Bypass key then the zone number then the Bypass key twice

Reset Battery:

Arm and then disarm system.

Review User Codes from the Keypad:

Press [*] [5] [master code]

Enter user # (3 digit # for NX-8E)

Press the down arrow (press the arrow 4 times to see all 4 digits of the user code) and the zone LED's will light up.

The zone # that is lit indicates the digit of the code (for 9 zones 1 & 8 will be lit).

Flashing power light means low battery.

Identifying Service or Trouble Conditions:

The service light will be on if the security system requires service. If the service light is on press the * key followed by the 2 key to determine the service condition. One or more zone lights will light up indicating what service is required.

Zone	Problem
*1	System Fault – Press the 1 key. The zone light that is lit corresponds to the system faults below: 1 – Overcurrent 5 – Expander Low Battery 2 – Siren Trouble 6 – Expander Box Tamper 3 – Box Tamper 7 – Expander Trouble 4 – Expander Power 8 – Ground Fault
*2	Zone Tamper – Press the 2 key and the zone light will light up showing the zones that are tampered.
*3	Zone Low Battery – Press the 3 key. The zone light will light up showing which zone has a low battery. <i>This only applies to wireless zones.</i>
*4	Zone Loss of Supervision – Press the 4 key and the zone lights will light up showing which zone has loss of supervision. <i>This only applies to wireless zones.</i>
*5	Zone Trouble – Press the 5 key and the zone will light up showing which zone has a trouble condition.
6	Telephone Line Trouble/Line Cut – The service light will remain lit until the trouble clears and a user code is entered.
7	Failure To Communicate – This light will light up when there is a failure to communicate between your system and the control station. To clear a successful signal must be received at Central Station.
8	Loss of System Time – This light will light up when there has been a loss of power and your system clock needs to be reset.

*** Indicates that if one of these trouble conditions comes up then you must press the number to check exact trouble.**

Example: You press *2 and zone 4 is lit, press 4 to see which specific zone number has loss of supervision.