

Troubleshooting Guide

VISTA Systems

Changing and Adding User Codes:

VISTA 10

Change Master Code – [Old Master Code] + [8] + [2] + [new Master Code] + [new Master Code again]

Add User Code – [system Master Code] + [8] + [one digit user #] + [new user's code]. The keypad will beep once to confirm that a new user was added.

Delete User code – [system Master Code] + [8] + [one digit user #] + [#] [0]

*** Do Not Delete Master Code**

VISTA 20

Change Master Code – [Old Master Code] + [8] + [02] + [new Master Code] + [new Master Code again]

Add User Code – [system Master Code] + [8] + [two digit user #] + [new user's code]. The keypad will beep once to confirm that a new user was added.

Delete User code – [system Master Code] + [8] + [two digit user #] + [#] [0]

*** Do Not Delete Master Code**

Activating the Chime Mode:

VISTA 10, VISTA 20

To turn chime mode on/off the system must be disarmed. Enter the user code then press *CHIME* key (#9). The chime message displays while the chime mode is on.

Reset Battery:

VISTA 10P, VISTA 20P

Enter user code, then 50, then enter user code, then off (1).

(This also does a siren test)

VISTA 10SE, VISTA 20SE

Enter user code, then 5, then enter user code, then off (1).

(This also does a siren test)

Bypassing Zone:

Enter the four digit user code then press the 6 button then enter two digit zone number.

Identifying Service or Trouble Conditions:

VISTA 10

The word CHECK on the keypad's display, accompanied by a beeping at the keypad, indicates a trouble condition in the system. *To silence the beeping for these conditions, press any key.*

Display	Trouble Condition
(FC)	Failure to Communicate
(BAT)	System Low Battery
(BAT + XX#)	Low Battery in a Wireless Transmitter (XX is zone number) (00 is RF keypad)
Alarm 1xx	Communication problem between the control and a connected device.
Fault 1xx	(xx indicates the zone number)
Check 1xx(91)	
(CHECK 94)	The telephone line has a problem.

VISTA 20

The word CHECK on the keypad's display, accompanied by a rapid beeping at the keypad, indicates that there is a trouble condition in the system. *To silence the beeping sound for these conditions, press any key.*

Display	Trouble Description
Check + zone	Indicates that a problem exists with those zones. The telephone line has been disconnected or cut.
(Check 94)	A failure has occurred in the telephone communication portion of your system.
(FC) System Lo Bat	A low system battery condition exists and accompanied by a once per minute beeping at the keypad.
(Bat + zone)	A low battery condition exists in the wireless transmitter displayed and accompanied by a once per minute beeping at the keypad.
(No AC)	The system is operated on battery power only.