



# Honeywell Home

## ADEMCO VISTA SERIES SECURITY SYSTEMS

### VISTA-21iP / VISTA-21iPSIA

#### Quick Guide to User Functions

**User Guide Available Online:** This Quick Guide describes the most frequently used features and functions of your system. For full details of all user functions, please see the system's User Guide located online at: [www.resideo.com](http://www.resideo.com). The full version User Guide is also available from your installer upon request.

Congratulations on your ownership of a Honeywell Home Security System. This system provides:

- Three forms of detection: burglary, fire and emergency (see your installer for which forms of detection are installed)
- At least one keypad which provides control of system and displays system status
- Various sensors for perimeter and interior burglary detection
- Optional smoke or combustion detectors designed to provide early warning in case of fire.

Your system may also be programmed to automatically send alarm and status messages to a Central Monitoring Station.

#### SYSTEM BASICS

The following is a list of some of the most common features and functions of your system:

- Several modes of burglary detection: Stay, Night-Stay, Away, Instant, Maximum.
- Bypass feature lets you bypass selected zones while leaving the rest of the system armed.
- Chime mode alerts you to the opening of protected doors and windows while the system is disarmed.
- Fire and carbon monoxide detection are always active (if installed); an alarm sounds if a fire or carbon monoxide condition is detected.
- Panic keys (if programmed) let you manually initiate fire and personal alarms using the keypad.
- 4-digit security codes are used in conjunction with keypad commands to perform system functions.
- Each user can be assigned a different security code, each with different authority levels.
- The system sensors have been assigned to various "zones," which are specific areas of detection (e.g., front door, kitchen window, etc.).
- Zone numbers (points of detection) are displayed at the keypad when an alarm or trouble condition occurs.
- Partitions provide two independent areas of detection plus an optional common area, with each partition containing a group of zones that can be armed and disarmed without affecting other zones or users.
- Function keys may have been programmed to perform various functions. Ask your installer if these keys are active.
- A Scheduling feature can be programmed to automatically perform certain functions (e.g., arm the system) at a predetermined time each day. See the full User Guide for details.

#### ENTRY/EXIT DELAYS

- **Entry Delays** give you time to disarm the system when you enter through the designated entrance door.
- You must disarm the system before the entry delay period ends, or an alarm will occur (keypad beeps during the entry delay period, reminding you to disarm the system).
- **Exit delay** gives you time after arming the system to leave through the designated exit door(s) without setting off an alarm. If programmed, a slow beeping will sound during the exit delay period until the last 10 seconds, which then changes to fast beeping (alerting you to the end of exit delay). If you cannot leave within this delay time period, you should stop, disarm the system, and start over to avoid a false alarm.
- See your installer for your delay times. See the full User Guide for details on Exit Error alarms.

#### NOTES on BURGLARY DETECTION

- The system must be armed before the burglary detection can sense intrusions.
- To arm your system, enter your security code followed by the desired arming key.
- To disarm the system, enter your security code then press the OFF key.
- When an alarm occurs, the keypad sounds and displays the zone(s) causing the alarm. The external sounder may also sound.
- If your system is connected to a Central Monitoring Station, an alarm message is also sent (delayed 30 seconds by default to reduce false alarms).
- To stop the alarm sounding, simply disarm the system.
- **Memory of Alarm:** When an alarm condition occurs, the keypad displays the number(s) of the zone(s) that caused the problem, and displays the type of alarm. Clear the Memory of Alarm display by entering another "off" sequence.

**IMPORTANT:** If you return to the premises and the main burglary sounder is on, or the keypad beeps rapidly upon entering the premises, it indicates that an alarm has occurred during your absence and an intruder may still be on the premises. **LEAVE IMMEDIATELY** and **CONTACT THE POLICE** from a nearby safe location.

#### NOTES on FIRE and CO DETECTION

- Your fire alarm system (if installed) is on 24 hours a day, for continuous detection. In the event of an emergency, the smoke and heat detectors sound their alarms, triggering a loud, interrupted pulsed sound from the Keypad(s) and any external sounders.
- You can silence the alarm at any time by pressing the OFF key (the security code is not needed to silence fire alarms).
- Carbon monoxide (CO) detectors, if installed, provide continuous detection. If a high level of carbon monoxide is detected, an interrupted pulsed alarm sound occurs at the keypads and the detector(s). Immediately move to a spot where fresh air is available, preferably outdoors. From a safe area, call your security service provider for further instructions. To silence the keypad sounding, press the OFF key. To silence the detector, see its instructions.

#### TESTING THE SYSTEM

Using the Test mode allows each detection point to be checked for proper operation. **Testing should be conducted weekly to ensure proper operation.**

- The keypad sounds a single beep about every 30 seconds as a reminder that the system is in the Test mode.
- Alarm messages are not sent to your Central Station while Test mode is on.

If a problem is experienced with any detection point (no confirming sounds, no display), call for service immediately.

1. Disarm the system and close all protected windows, doors, etc. The READY indicator light should come on if all zones are intact
2. Enter your 4-digit Master code + **[5]** + **[0]** (walk)
3. Listen. The external sounder should sound for about 1 second then turn off. If the sounder does not sound, CALL FOR SERVICE. The "Test in Progress" display appears only on the keypad that started the test.
4. Fault zones. Open each protected door and window in turn and listen for three beeps from the keypad. Each faulted detection point should appear on the display. The display clears when the door or window is closed.
5. Walk in front of any interior motion detectors (if used) and listen for three beeps. Each detector should appear on the display when it is activated. The display clears when no motion is detected. Note that if wireless motion detectors are used, there is a 3-minute delay between activations to conserve battery life.
6. Test all smoke detectors, following the manufacturer's instructions.
7. When all detection points have been checked and are intact (closed), there should be no zone numbers displayed.
8. Exit test mode: 4-digit code + **[1]**

#### TROUBLE CONDITIONS

The word CHECK on the keypad's display, accompanied by a "beeping" at the keypad, indicates a trouble condition in the system at the displayed zone number sensor and requires your attention. Determine if the zone(s) displayed are intact and make them so if they are not. If the display persists, CALL FOR SERVICE.

**To silence the beeping for these conditions, press any key.**

Typical Trouble conditions include the following:

Trouble Message	Meaning
COMM. FAILURE (or FC)	A failure has occurred in the telephone communication portion of your system.
SYSTEM LO BAT (or BAT with no zone No.)	Low system battery condition exists.
LO BAT+ zone descriptor (or BAT with zone No.)	Low battery condition in the wireless transmitter. Either replace the battery yourself, or CALL FOR SERVICE.
Rcvr Jam (or CHECK 90)	RF interference in wireless system which may impede reception from wireless sensors.
ALARM 1xx (or 91) FAULT 1xx CHECK 1xx	A communication problem between the control and a connected device (e.g., RF receiver, zone expander) where the "xx" indicates the device address.
MODEM COMM (or CC)	Indicates that the control is on-line with the Central Monitoring Station's remote computer.
BELL FAILURE (or CHECK 70)	Indicates that the wiring connection to the external sounder is at fault.
AC LOSS (or NO AC)	The system is operating on battery power only due to an AC power failure. If only some lights are out on the premises, check circuit breakers and fuses and reset or replace as needed.
OPEN CIRCUIT (or OC)	The keypad is not receiving signals from the control.
Long Rng Trbl (or bF)	Communication device (if used) has failed.
TELCO FAULT (or CHECK 94)	The telephone line has a problem.
Busy-Standby (or dl)	If this message remains displayed for more than 1 minute, system is disabled. CALL FOR SERVICE.

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Resideo Technologies, Inc.  
2 Corporate Center Drive, Suite 100  
P.O. Box 9040, Melville, NY 11747  
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[www.resideo.com](http://www.resideo.com)

#### SETTING THE DATE AND TIME

**NOTE:** All partitions must be disarmed before date/time can be set. You can set the time and date by doing the following:

1.     + [#] + [6] [3]  
(Master Code)
2. Press [\*] when the time/date is displayed.  
A cursor appears under the first digit of the hour.  
To move cursor ahead, press [\*]. To go back, press [#].
  - Enter the 2-digit hour setting.
  - Enter the 2-digit minute setting.
  - Press [1] for PM or [2] for AM.
  - Enter the last two digits of the current year.
  - Enter the 2-digit month setting.
  - Enter the 2-digit day setting.
3. To exit, press [\*] when cursor is at the last digit, or wait 30 seconds.

#### NOTES

#### SERVICING INFORMATION

Your local Honeywell Home dealer is the person best qualified to service your alarm system. Arranging some kind of regular service program with him is advisable. Your local Honeywell Home dealer is:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

\_\_\_\_\_

## CHECKING OPEN ZONES

Checking Zones: Before arming your system, all protected doors, windows and other detection zones must be closed or bypassed; otherwise the keypad displays "Not Ready."

GOTO: If the user is authorized, a keypad in one partition can be used to perform system functions in the other partition by using the GOTO command. Must use an Alpha keypad.

Action	Press these keys...	What happens
CHECK ZONES	[*]	<ul style="list-style-type: none"> <li>Displays all faulted zones.</li> </ul>
GOTO	4-digit code + [*] + partition number (1,2,3 = go to partition; 0 = return to home part.)	<ul style="list-style-type: none"> <li>The keypad beeps to confirm the partition change.</li> <li>Keypads automatically return to their original partition after 30 seconds with no keypad activity.</li> </ul>

## ARMING THE SYSTEM, CHIME MODE, and CONTROLLING DEVICES

Before arming, close all perimeter doors and windows and make sure the Ready to Arm message is shown.

After arming, leave the premises through an entry/exit door during the exit delay period and be sure the door is reclosed to avoid causing an alarm.

Action	Press these keys...	When to use an arming mode and what happens
STAY	4-digit code + [3] three beeps confirm	<ul style="list-style-type: none"> <li>Used when you want to arm the system with persons staying inside (or if you have pets that are moving throughout the premises).</li> <li>Arms perimeter zones; interior zones left disarmed.</li> <li>An alarm sounds if any protected window or non-entry/exit door is opened.</li> </ul>
NIGHT-STAY	4-digit code + [3] [3] three beeps confirm	<ul style="list-style-type: none"> <li>Use NIGHT-STAY mode to provide increased security while staying inside.</li> <li>Arms same as STAY mode, but also arms preselected interior sensors (set by your installer).</li> </ul>
INSTANT	4-digit code + [7] three beeps confirm	<ul style="list-style-type: none"> <li>Used when staying inside and do not expect anyone to use an entry/exit door.</li> <li>Same as STAY mode, except entry delay is off.</li> <li>An alarm sounds same as STAY mode, and sounds upon opening entry/exit doors.</li> </ul>
AWAY	4-digit code + [2] two beeps confirm	<ul style="list-style-type: none"> <li>Used when nobody is staying inside (including pets).</li> <li>Arms the entire system (interior and perimeter).</li> <li>An alarm sounds if a protected window or any non-entry/exit door is opened, or if any movement is detected inside.</li> </ul>
MAXIMUM	4-digit code + [4] two beeps confirm	<ul style="list-style-type: none"> <li>Used when leaving the premises for extended periods (e.g., vacation).</li> <li>Same as Away mode, except entry delay is off.</li> <li>An alarm sounds same as Away mode, and sounds upon opening entry/exit doors.</li> </ul>
QUICK ARMING	[#] + arming key	<ul style="list-style-type: none"> <li>If programmed, you can press the [#] key in place of your security code when arming the system</li> </ul>
CHIME MODE	4-digit code + [9] (enter again to turn Chime mode off)	<ul style="list-style-type: none"> <li>Alerts you to the opening of a perimeter door or window while the system is disarmed.</li> <li>Three tones sound at the keypad whenever a perimeter door or window is opened (interior zones do not produce a tone when they are faulted).</li> <li>Pressing the READY key displays the open zones.</li> </ul>
Turning Devices On and Off	Turn ON a Device: 4-digit code + [#] + [7] + device number  Turn OFF a Device: 4-digit code + [#] + [8] + device number	<ul style="list-style-type: none"> <li>You may be able to override automatically controlled devices using the Device commands.</li> <li>Some devices can be manually turned on or off using the Device commands.</li> <li>Devices are assigned 2-digit device numbers.</li> <li>See your Installer for details on controlling devices.</li> </ul>

## DISARMING THE SYSTEM and SILENCING ALARMS

The [1] OFF key is used to disarm the system, silence alarm and trouble sounds, and clear memory of alarm displays.

Action	Press these keys...	What happens
DISARM and SILENCE ALARMS	4-digit code + [1]	<ul style="list-style-type: none"> <li>System is disarmed and alarm sounding is silenced.</li> <li>To clear the memory of alarm display (if present), enter your 4-digit code + [1] again.</li> <li>To Silence a Fire Alarm or Carbon Monoxide Alarm Simply press the [1] key (no code needed)</li> </ul>

## BYPASSING ZONES

Use the [6] BYPASS key when you want to arm your system with one or more zones intentionally unprotected. The system must be disarmed first.

Action	Press these keys...	What happens
BYPASS ZONES	4-digit code + [6] + 2-digit zone numbers to be bypassed	<ul style="list-style-type: none"> <li>When finished, the keypad will momentarily display a "Bypass" message for each bypassed zone number. Wait for all bypassed zones to be displayed.</li> <li>Arm the system as usual. When armed, the arming message is displayed with "ZONE BYPASSED."</li> <li>Bypassed zones are unprotected and will not cause an alarm if violated.</li> <li>The system will not allow fire zones to be bypassed.</li> <li>Zones are automatically unbypassed when the system is disarmed.</li> <li>To display bypassed zones prior to arming, enter your security code and press the BYPASS key.</li> </ul>

## PANIC KEYS

Your system may have been programmed to use special keys or key pairs to manually activate emergency (panic) functions as follows:

This Function	Key(s)*	Sends This Signal**	With This Sounding...
Silent Alarm		silent alarm	no audible alarm; displays, "Press [*] to show faults," indicating that a silent alarm has been initiated.
Audible Alarm		audible alarm	a loud, steady alarm at keypad(s) and at any external sounders that may be connected.
Personal Alarm		auxiliary alarm	steady alarm sound at keypad(s), but not at external bells or sirens.
Fire Alarm		fire alarm	temporal (pulsing) sound at external bells and sirens.

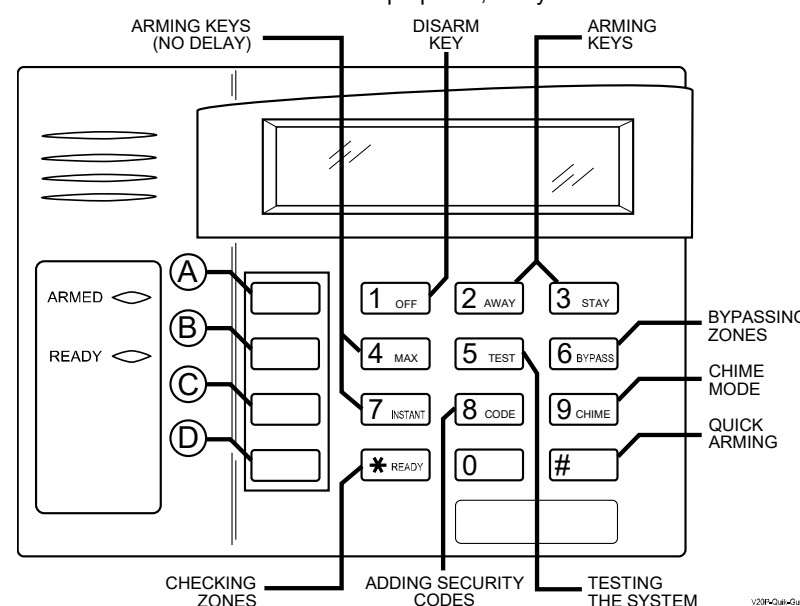
\* Enter the appropriate keys programmed by your installer for each function (see installer).

\*\* All panic functions send signals to the Central Monitoring Station, if connected.

**To activate a Panic Function:**  
Press and hold down for at least 2 seconds the programmed lettered key or key pair for the desired emergency function (or press both keys of the assigned key pair at the same time).

Keys	Pairs	Shown as Zone	Function
[A]	(* / 1)	95	
[B]	(* / #)	99	
[C]	(3 / #)	96	

**NOTE:** The [D] key may be programmed for other purposes; see your installer.



- When entering codes and commands, sequential key depressions must be made within 4-5 seconds of one another. If 4-5 seconds elapse without a key depression, the entry will be aborted and must be repeated from its beginning.
- If you make a mistake while entering a security code, stop, press the [\*] key, and then start over. If you stop in the middle while entering a code, and then immediately start the entry over, an erroneous code might be entered.

## SECURITY CODES

Your installer assigned a master code that is used to perform all system functions.

In addition, other security codes can be assigned for use by other users.

- Only the System Master and Partition Master can assign security codes to users.
- Users are identified by 2-digit user numbers.
- Only the System Master can change user partitions.
- In addition to a security code, each user is assigned an authority level and various system attributes. See the full User Guide for definitions of each Authority Level.
- Security codes can be used interchangeably within a partition when performing system functions (a system armed with one security code can be disarmed by a different security code), with the exception of the Guest and Arm Only codes.
- Security code programming involves these steps:
  - Choose a user number from the set of users assigned to the partition in which the user will be operating, and assign a 4-digit security code.
  - Assign an authority level to that user.
  - Assign other attributes as necessary.

## Assigning Security Codes and User Attributes

The following lists the various command strings for adding security codes and attributes.

**NOTE:** Partition Master codes apply only to those user numbers previously assigned (by the system master/installer) to the partition master's partition.

Function	Commands
Change System Master Code	System Master code + [8] + [02] + new code + new code again
Add Security Code	Master code + [8] + user no. + new user's security code The Keypad beeps once to confirm that new user was added.
Delete Security Code	Master code + [8] + [user no.] + [#] [0] The security code and all attributes* set for this user number, including any associated RF keys, are erased from the system. (*except assigned partition)
Authority Level	Master code + [8] + [user no.] + [#] [1] + auth. level Authority Levels: 0 = standard user 1 = arm only 2 = guest 3 = duress 4 = partition master
Access Group	Master Code + [8] + [user no.] + [8] [2] + group (1-8) You can assign users to a group, then set an access schedule that defines the times this group of users can operate the system. The system ignores these users outside the scheduled times.
User's Partition	System Master Code + [8] + [user no.] + [#] [3] + [0] + part. + [#] This assigns the partitions the user can access. If more than one, enter partition numbers sequentially, then press [#] to end. E.g., master code + [8] + [user no.] + [#] [3] + [0] + [1] [2] + [#] gives the user access to partitions 1 and 2 and common partition. Partition Entries: 1 = partition 1 and common 2 = partition 2 and common 3 = common partition only
RF User Number	Master/Part. Prog. Code + [8] + [user no.] + [#] [4] + zone no. Use this command to assign a wireless button device (keyfob) to this user (keyfob must be enrolled in system first; see installer). Zone number: enter the zone number assigned to a button on the keyfob that will be used for arming/disarming by this user.
Pager On/Off	Master/Part. Prog. Code + [8] + [user no.] + [#] [5] + 0 or 1 You can program a user so that a message is sent to a pager whenever this code is used to arm or disarm the system. Paging On/Off: 1 = allow paging 0 = no paging for this user