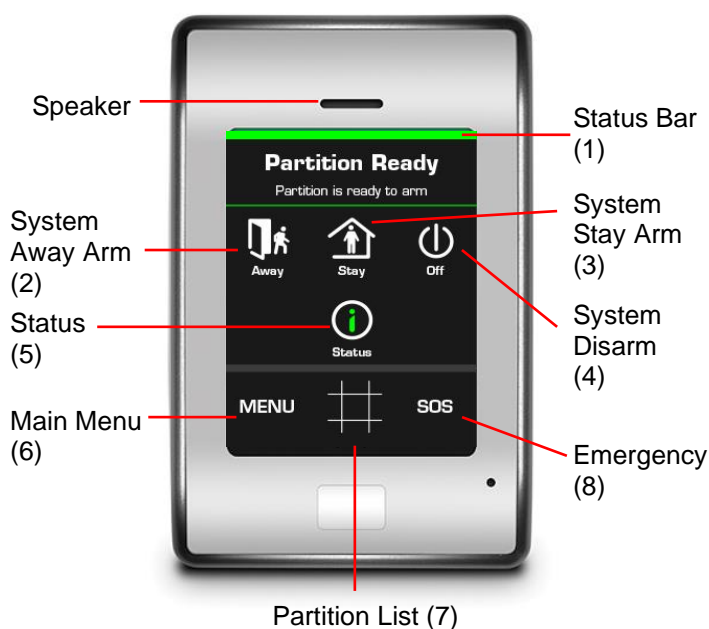# NXG-1820-EUR Touch Screen User Manual

Introduction

NXG-1820 is an intuitive graphical touch screen interface for users of the xGen security system. It is offering simple fingertip control, via its clear 3.5 in. touch screen with easy to understand graphic icons.

Speaker

System Away Arm (2)

Status (5)

Main Menu (6)

Status Bar (1)

System Stay Arm (3)

System Disarm (4)

Emergency (8)

Partition List (7)

1. System Status bar – this colour coded section will provide detailed information about your system.

    Note: System Status Bar is shown only in disarmed state.

2. Away – touch this button to arm the system in Away Mode.

3. Stay – touch this button to arm the system in Stay Mode.

4. Off – touch this button to disarm the system and to acknowledge fault messages.

5. Status – touch this button for detailed status on partitions, zones, and devices.

6. Menu – touch this button to access the menus.

7. Partition List – touch this button to view partition details.

8. SOS – touch this button to access emergency features and the installer information.

Navigating the NXG-1820E Touch Screen

Status and information typically appears in the top section of the screen.

User functions display in the middle of the screen. Navigation buttons ▲ ▼ allow you to scroll up and down through the currently selected item/menu. Left and right arrows ◄ ► move to the previous and next items. Some screens feature a "Go to" button allowing you to navigate directly to the item.

The bottom tool bar may display a back button to return to the previous screen, a home button to return to the home screen, or an OK button to save the current settings.

Entering a PIN Code

You will need a valid PIN code to access to various features and system information.

After a period of inactivity, a screensaver will appear and it will go into power save mode. Tap the screen to wake it up. A screen will appear requesting to enter your code. A valid PIN is required to unlock the screen and access the system.
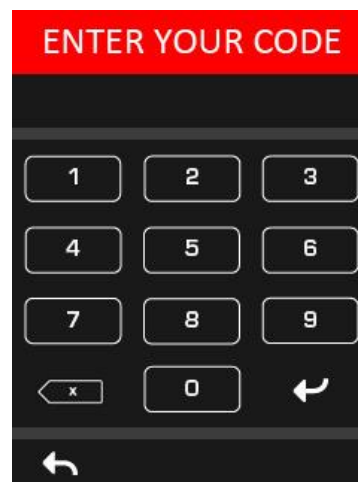
Enter a valid user code followed by ENTER. User PIN codes can be between 4 and 8 digits in length. The default master user PIN code is 1234.

If you make a mistake, press the Delete key.

If the PIN code is invalid for the feature you are trying to access you will be returned to the home screen.

Permissions are assigned to users and keypads to determine what features a user can access and at what times. If you are unable to access a feature, contact your installation company or building manager.

System Status

The xGen will display colour coded system status messages on the top of the main screen.

- Red – critical messages including alarm
- Yellow – zones bypassed
- Blue – system (fault) conditions present
- Green – system is normal

Arm Your System in Away Mode

Enter a valid PIN code to unlock the screen.

Touch the Away or Away + button to arm your system in Away mode:

The icon will change to red when the alarm system is set in away mode.
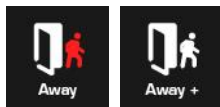
A buzzer will sound (beeping) announcing the exit delay. Leave the premises during this time.

If your system has multi-partition control enabled, the Away + button will be displayed.

Also a number will appear above the icon indicating the number of partitions are in the state that the icon represents.

A valid PIN code will need to be entered to determine what permissions they have, this includes which partitions and at what time/day that user has access.

Arm Your System in Stay Mode

Enter a valid PIN code with Stay permissions to unlock the screen.

Touch the Stay or Stay + button to arm your system in Stay mode:

The icon will change to yellow when alarm system is set in Stay mode.

Touching the Stay Mode button again will cycle the system to Instant Stay Mode if this feature is enabled by your installation company.

In Stay Mode – Entry/Exit zones will be active, and zones with the Stay or Night Mode zone option will be bypassed. Entry via a zone with the Entry/Exit option will start the partition entry time.

Stay Mode will allow you to move around inside your home or office building without causing the system to sound an alarm, whilst entrance doors and windows remain active. A person entering the protected partition will have to disarm the system during the entry time.

Look at the colour coded status bar to see which zones that are bypassed or touch the Status button.

If your system has multi-partition control enabled, the Stay + button will be displayed.

A number will appear above the icon indicating the number of partitions that are in stay mode.

Arm Your System in Instant Stay Mode

Enter a valid PIN code with Stay permissions to unlock the screen.

To arm in Instant Stay mode touch the Stay button **two** times until the icon is red and displays "Instant":
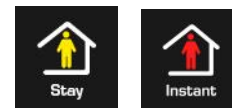
This indicates the alarm system is set in Instant Stay Mode.

Touching the Instant Mode button will cycle the system to normal Stay Mode or Night Mode if this feature is enabled by your installation company.

In Instant Stay Mode – Entry/Exit zones will be active with the entry delay time removed and zones with the Stay or Night Mode option will be bypassed. Entry via a zone with the Entry/Exit option will trigger an instant alarm.

Instant Stay Mode provides a higher level of security and requires the system to be disarmed (from inside or remotely) before entering the protected partition. Attempts to enter the partition will trigger an instant alarm with no entry delay.

Arm Your System in Night Mode

Enter a valid PIN code with Stay permissions to unlock the screen.

To arm in Night Mode touch the Stay or Stay + button a total of **three** times until the icon is red and displays "Night Mode":

Touching the Night Mode button again will cycle the system back to Stay Mode.

In Night Mode – Entry/Exit zones will be active with the entry delay time removed, zones with the Stay option will be bypassed, and zones with the Night Mode option will be active.

Entry via a zone with the Entry/Exit option will trigger an instant alarm.

Similar to Instant Stay Mode, Night Mode requires the system to be disarmed (from inside or remotely) before entering the protected partition. When switching to Night Mode, Stay zones remain bypassed (i.e. the bedroom) while Night zones become active (i.e. the hallway). Night Mode is a 3rd arming mode providing higher security and is typically used when staying upstairs and where no more persons are expected downstairs.

System Events Preventing Arming

The following system events may prevent you to arm your security system. Depending the Security Grade, either you or your installation company needs to acknowledge these faults before arming will be allowed. See next chapter or contact your installation company for assistance.

- Wireless sensor supervision faults
- Wireless sensor Low Battery
- Tamper
- Trouble
- Ethernet or WiFi fault
- Phone Line Fault
- Wireless Jamming
- Over-current fault
- AC Mains fault
- Backup Battery fault
- Expander fault

Acknowledging System Events

When the Status Key is red, there may be latched system events present. A master user (Level 2) or Installer (Level 3) may be required to acknowledge and clear these events. Standard users cannot acknowledge and clear system events.

To acknowledge Latched System Events:

Enter a valid master PIN code to unlock the screen.

Touch the Off or Off + button followed by ENTER . to acknowledge the event:

The Status button will change to green if no other conditions are present.

Exit Error / Fail to Close

If during exit delay a zone is tripped which causes an alarm, then the partition(s) affected will not be armed. An Exit Error and Fail To Close event are logged in the xGen event history.

Check the zone is secure and try to arm the partition(s) again.

Disarm One or More Partitions

Enter a valid PIN code to unlock the screen.

Typically the buzzer will sound (continuous tone) announcing the entry delay.

Touch the Off or Off + button to disarm your system:

If your system has multi-partition control enabled, the Off + button will be displayed.

Also a number will appear above the icon indicating the number of partitions that are in the state the icon represents.

A valid PIN code will need to be entered to determine what permissions they have, this includes which partitions and at what time/day that user has access.

Disarm After an Alarm

When an alarm condition occurs the screen may make a constant beeping sound.

Enter a valid PIN code to unlock the screen.

The colour coded section provides further information about the alarm condition, including the zone description (if applicable).

For more details, touch the Status button. The partition and zone(s) that caused the alarm will be displayed. Touch the partition or zone number on the screen for a description.

Touch Details for more details on the type of alarm:

Touch the Off or Off + button to acknowledge the alarm condition and disarm the partition(s):


Lock Out on 3 Invalid Attempts

If an invalid PIN code is entered three times, the keypad will ignore further login attempts for the next 90 seconds. Every code entry from the keypad, app, or web page is counted. You must wait the full 90 seconds before trying again entering your PIN code. This is to prevent brute-force attacks on guessing PIN codes.

Status

To view detailed status information about partitions, zones, and devices enter a valid PIN code to unlock the screen and touch the Status button:
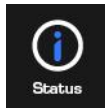
Enter a valid PIN code with permissions to view the system status. The following screen will appear:

The top three buttons switch the status view between partitions, zones, and xGen devices.

The left and right arrows allow you to filter the results to display only selected events.

- Partition Filters – not ready, away armed, stay armed, in alarm

- Zone Filters – not ready, bypassed, in chime, in alarm, in tamper, wireless or fire, all status except chime

- Device Filters – time-date, main AC, battery, box tamper, siren, current, phone line, Ethernet line, Ethernet communication, wireless link, wireless communication, expander

Touch the up and down arrows to scroll to see more partitions, zones, and devices if available.

The list and grid buttons to switch between a list view and a grid view:

Display Partition List

If your system has multiple partitions, touch the Partition Status Overview button (shown below) on the main screen to display the partitions:
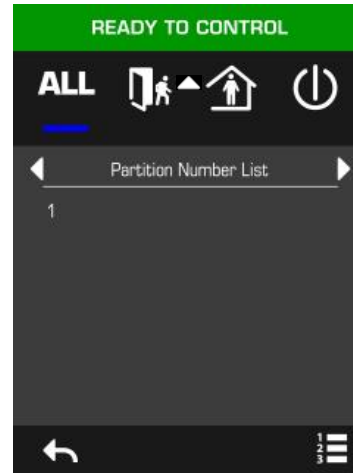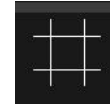
Touch a partition number to display the partition status screen:

Emergency Panic Buttons

Touch the SOS button on the main screen to display the emergency panic buttons (if enabled by your installation company):
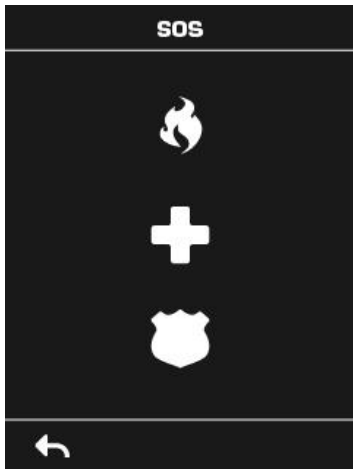
On this screen touch and hold the appropriate button for 2 seconds to activate Manual Fire Alarm, Manual Medical Alarm, or Manual Police Alarm.

To silence an audible emergency panic alarm – return to the home screen, touch the Status button and turn the partition off.

Navigating the Main Menu

Enter a valid PIN code to unlock the screen.

Touch MENU to access the user menu settings. A valid PIN code is required to view the menus you have access to. A master user will have more options than a standard user.

Security

Partitions – this menu allows you to view and control each partition of the security system.

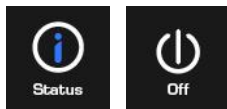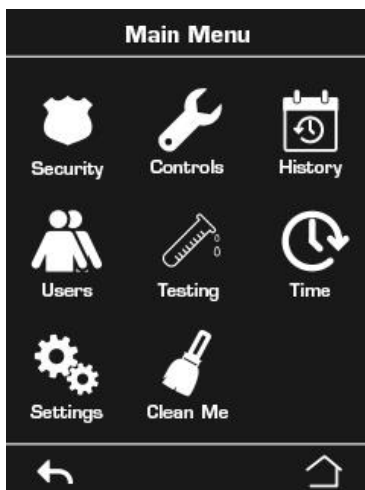Zones – this menu allows you to view zone status, bypass zones, activate/deactivate Chime mode for a zone.

Smoke Reset – this button performs a reset on hardwired smoke detectors connected to your xGen security system. A reset is required after each fire alarm or fault.

Controls

Action – view and activate actions, shortcut to action programming.

History

This menu gives you access to the xGen event log. The event log will show the most recent event. Touch the up arrow to see an earlier event. Touch the down arrow to see the next event. Each event is numbered. "1" represents the most recent event. Up to 1024 events are stored.

Users

Add/Modify – add or modify an existing user's name, PIN code, profile, or schedule.

View – view an existing user's name, PIN code, profile, or schedule.

Delete – remove a user from the system.

Status – display a user's status.

Copy – duplicate an existing user(s).

Search by PIN – find a user if you have their full PIN code.

Once all changes have been made for a user, press the Save button ▣ to save all user details to the panel.

Testing

Siren – test the siren.

Battery – test all batteries on system.

Comm (Communicator) – test the communicator.

Zone Walk – select zones for walk test mode.

Time

Time & Date – set the time and date.

Holiday – see the holidays programmed, shortcut to holiday programming.

Settings

Keypad – adjust keypad settings:

- Sound – set keypad volume.
- Display – set screen brightness, screen saver timeout.

Labels – set up names or messages:

- Partitions – provide a custom name to partitions.
- Zones – provide a custom name to zones.
- Outputs – provide a custom name to outputs.
- Entry Message – displays during entry delay.
- Exit Message – displays during exit delay.
- Reporting
- Status – view connection status, view panel details.

Clean Me

Disable the NXG-1820E Touch Screen for 20 seconds so it can be cleaned without activating any features.

Performing Additional Functions

To Bypass Zones

The zone bypass menu is used to bypass (isolate) selected zones in your security system. A bypassed zone is not capable of activating an alarm, as it is temporarily disabled from your system.

This option is commonly used to bypass zones that you wish to temporarily add to your "stay mode". Whilst still offering security on the remaining zones, bypassing zones lowers your level of security. All bypassed zones will reset and unbypass when your security system is next disarmed. Your security system must be disarmed (turned off) before being able to bypass zones. After bypassing the selected zones, your security system must be armed (turned on in either the away or stay mode to secure the remaining zones.

1. Enter a valid PIN code to unlock the screen.

2. Touch MENU.

3. Enter a valid PIN followed by ENTER.

4. Touch Security – Zones.

5. Touch the zone number you wish to bypass, if you do not know the zone number press the List View button to see the zone names.

6. Touch Bypass, the button will turn yellow to indicate the zone has been bypassed.

7. Touch Back to select more zones to bypass.

8. Touch Home to finish.

To Unbypass Zones

1. Enter a valid PIN code to unlock the screen.

2. Touch MENU.

3. Enter a valid PIN followed by ENTER.

4. Touch Security – Zones.

5. Touch the zone number you wish to restore to normal operation If you do not know the zone number, press the List View button to see the zone names.

6. Touch the yellow Bypass.

7. Touch Back to select more zones to bypass.

8. Touch Home to finish.

Set up Zone Chime Mode Feature

You can setup your keypad so that it will beep when selected zones are tripped or activated − this is called chime.

Chime mode can be enabled or disabled for each individual zone and does not trigger any alarms. In this case it is only used as a low level alert such as a customer entry door.

The zones you have selected to be in the "chime group" are stored in memory and are not cleared when the security system is armed and disarmed.

1. Enter a valid PIN code to unlock the screen.

2. Touch MENU.

3. Enter a valid PIN followed by ENTER.

4. Touch Security – Zones.

5. Touch the zone number you want to add to chime mode, if you do not know the zone number press the List View button to see the zone names.

6. Touch Chime.

7. Touch Back to select more zones to add to chime mode.

8. Touch Home to finish.

Program User PIN Codes

Each user has a unique PIN code that allows them access to various features of the system. Only users with master level authority are able to add, modify, and remove users.

1. Enter a valid PIN code to unlock the screen.

2. Touch MENU.

3. Enter a valid master PIN code followed by ENTER.

4. Touch Users.

5. Select the function you want to perform:

   • Add/Modify – add or edit a PIN code and user permissions

   • View – view the details and PIN code of an existing user

   • Delete – delete a user

   • Status – view the status of an existing user

   • Copy – duplicate an existing user

6. Enter the user number (if you are unsure of the user number, you can press Search by PIN in the previous step.)

7. Follow the instructions on the screen.

Change Time and Date and Holiday Dates

1. Enter a valid PIN code to unlock the screen.

2. Touch MENU.

3. Enter a valid installer or master PIN code followed by ENTER.

4. Select the function you want to perform:

   • Time & Date – to change the current time

   • Holiday – change the dates for the four (4) sets of holidays

5. Follow the instructions on the screen.

Read Events Log

The system keeps a record of events that occur. The events log can be accessed via the NXG-1820. A secondary log shows zones that caused an alarm for faster identification of potential intruder activity.

1. Enter a valid PIN code to unlock the screen.

2. Touch MENU.

3. Enter a valid PIN followed by ENTER.

4. Touch History.

Use the up and down arrow keys to view the events log.

Use the left and right arrow keys to switch between the Events Log and Alarm Events log.

Test Functions

Periodic testing of your security system is critical to ensure it operates correctly and alarm messages are being sent in case of an alarm detection.

1. Enter a valid PIN code to unlock the screen.

2. Touch MENU.

3. Enter a valid PIN followed by ENTER.

4. Touch Testing.

5. Select the security component you want to test:

   • Siren – test the siren functions
   • Battery – test the battery is able to provide backup power
   • Communicator – test that the system is able to send alarm messages
   • Zone Walk – test each sensor is able to send alarm signals to the system

6. Follow the instructions on the screen to perform the test

Set Keypad Options

NXG-1820 keypads can be customized for the requirements of your site by setting the volume, brightness and screensaver timeout time.

1. Enter a valid PIN code to unlock the screen.

2. Touch MENU.

3. Enter a valid PIN followed by ENTER.

4. Touch Settings – Keypad.

5. Select the setting to customize:

   • Sound – adjust keypad buzzer volume for keypress, entry/exit time and alarm
   • Display – adjust the display brightness during normal operation, idle mode and screensaver timeout

System Status Messages

Various messages may appear on status screen of the keypad.

Partition Number, Partition Name

• Is On in the away mode – This Partition is armed in the away mode.

• Is On in the stay mode – This Partition is armed in the stay mode.

• Is ready – This Partition is secure and ready to be armed.

• Is not ready – This Partition is NOT ready to be armed. Check all zones are secure in the selected partition.

• All Partitions are on in the away mode – All Partitions in this multi partition system are armed in the away mode.

• All Partitions are on in the stay mode – All Partitions in this multi partition system are armed in the stay mode.

• All Partitions are ready – All Partitions in this multi partition system are secure and ready to be armed.

Zone Number, Zone Name

• In Alarm – This zone has triggered a system alarm condition. Leave the protected partition and contact your security company to investigate. Press Status to identify what zone has triggered the alarm.

• Is bypassed – This zone is isolated (disabled) and will not activate an alarm. Refer to instructions on how to unbypass a zone.

• Chime is set – This zone is part of the chime group and will make a chime sound when triggered and the chime mode is enabled.

• Is open – This zone is not closed.

• Fire alarm – This zone has triggered a fire alarm.

• Tamper – This zone has triggered a tamper alarm.

• Antimask Tamper – This zone is a wired detector and has been masked.

• Trouble fault – This zone has an open circuit.

• Loss of wireless supervision – This zone is a wireless device and has lost its communication link with the control panel. Perform a walk test for this zone. For repeating events, contact your service provider to assist.

• Low battery – This zone is a wireless device and needs its battery replaced.

System Devices

• AC power fail – The security system has lost its electrical power. Check there is power to the rest of the building, reset the circuit breaker if necessary, and contact your service provider if power does not restore.

• Main Battery Low – The security system back up battery requires charging. Wait 24 hours. If condition does not clear then contact your service provider.

• Expander Battery Low – NXG-320 Smart Power Supply back up battery requires charging. Wait 24 hours. If condition does not clear then contact your service provider.

• Battery test fail – The security system back up battery requires changing. Contact your service provider.

• Box tamper – The security system's cabinet tamper input has activated. Check the lid is fully closed.

• Siren trouble – The security system's external siren has a problem. Contact your service provider.

• Over current – The security system or a smart power supply is drawing too much current. Contact your service provider.

• Power Supply Fault – A smart power supply has a hardware problem. Contact your service provider for a replacement.

• Time and date loss – The security system time and date need resetting. Ensure your system has access to the internet for automatic time update or set the clock manually from a keypad.

• Communication fault – The security system has detected a problem with the phone line or internet connection. Check your connection and contact your service provider if this fault does not clear.

- Fire alarm – A fire alarm has been activated from the xGen unit.

- Panic – A panic alarm has been activated from the xGen unit.

- Medical – A medical alarm has been activated from the xGen unit.

Specifications

Compatibility	xGen Security System
Voltage	12.0-13.5 VDC (provided by panel)
Current	170 mA max with sounder and screen on max brightness 40 mA in idle mode
Screen	Resistive touch 3.5" colour TFT LCD screen
Capacity	512 zones, 96 partitions, 644 outputs, 256 users
Wiring	xGen 4-wire bus
Code combinations	10 000 (4 digit codes) **Note:** There are no invalid code combinations.
Dimensions (W × H × D)	82 x 125 x 18 mm
Housing	Opal white with silver frame
Weight	125 g
Operating temperature	0° to 49°C (32° to 120°F)
Storage temperature	−34° to 60°C (−30° to 120°F)
Relative humidity	up to 90% noncondensing

Regulatory information

Manufacturer	PLACED ON THE MARKET BY: Carrier Fire & Security Americas Corporation Inc. 13995 Pasteur Blvd Palm Beach Gardens, FL 33418, USA AUTHORIZED EU REPRESENTATIVE: Carrier Fire & Security B.V. Kelvinstraat 7, 6003 DH Weert, Netherlands
Product warnings and disclaimers	THESE PRODUCTS ARE INTENDED FOR SALE TO AND INSTALLATION BY QUALIFIED PROFESSIONALS. CARRIER FIRE & SECURITY CANNOT PROVIDE ANY ASSURANCE THAT ANY PERSON OR ENTITY BUYING ITS PRODUCTS, INCLUDING ANY "AUTHORIZED DEALER" OR "AUTHORIZED RESELLER", IS PROPERLY TRAINED OR EXPERIENCED TO CORRECTLY INSTALL FIRE AND SECURITY RELATED PRODUCTS. For more information on warranty disclaimers and product safety information, please check https://firesecurityproducts.com/policy/product-warning/ or scan the QR code.

FCC compliance	This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. You are cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
NFPA 72	Check local ordinances, this device is not listed by an approved test lab to meet NFPA 72 and therefore may not be sold or installed for use with a fire system in some localities.
Certification	CE INCERT EN 50131-1 System requirements EN 50131-3 Control and indicating equipment NXG-1820-EUR: Security Grade 2, Environmental class II Tested and certified by Telefication B.V. Compliance labelling should be removed or adjusted if non-compliant configurations are selected.
European Union directives	Carrier Fire & Security hereby declares that this device is in compliance with the applicable requirements and provisions of the Directive 2014/30/EU and/or 2014/35/EU. For more information see www.firesecurityproducts.com/en/page/caddx
REACH	Product may contain substances that are also Candidate List substances in a concentration above 0.1% w/w, per the most recently published Candidate List found at ECHA Web site. Safe use information can be found at https://firesecurityproducts.com/en/content/intrusion-intro
	2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: recyclethis.info.

Contact information

www.firesecurityproducts.com/en/page/caddx