Simon XT Frequently Asked Questions

Note: Topics that end with (*** are associated with a system status and will cause panel piezo beeping.

My SimonXT Panel is Beeping/System Status Button is Lit:***

- Press the system status key immediately followed by the disarm key to refresh system status.
- Beeping caused by trouble conditions can be entirely disabled if desired:
  - System Programming > Siren Options > Trouble Beeps > On/Off.

My Panel says ‘System Low Battery’ when I push the system status key:***

- Charge battery for 12-24 hours.
- Power system up from the battery first, not AC.
- Press the system status key immediately followed by the disarm key to refresh system status.
- Press the status key to determine system status (system ok, trouble conditions, or open sensors).

My SimonXT Panel says ‘Sensor alarm’ when I push the system status key:***

- Press the system status key immediately followed by the disarm key to refresh system status (clear alarms in memory.)
- Press the status key to determine system status (system ok, trouble conditions, or open sensors).

My SimonXT Panel says ‘Time is Not Set’ when I push the system status key:***

- Occurs after any power-up when the system has been powered down.
- To set the clock:
  1. Scroll until the display shows Set Clock, and then press OK. The display shows Enter Code.
  2. Enter your code with the numeric keys, and then press OK. The display flashes the hours.
  3. Scroll to set the hours, and then press OK to accept the setting.
     The display flashes the minutes.
  4. Scroll to set the minutes, and then press OK to accept the setting.
     The display flashes AM/PM.
  5. Scroll to set the AM/PM, and then press OK to accept the setting.
     The display shows the current time and stops flashing.
  6. Press Status twice to exit.
My motion detector(s) appears not to detect movement/do not light up anymore when I walk in front of them:

- An exit door (group 10 sensor) needs to first be opened, simulating exit.
- Motion detectors will not arm unless the location is vacated (by default).
- This feature can be turned off:
  - System Programming > Timers > Unvacated Premises > On/Off.
- Avoid the motion detector’s field of view for 5 minutes before attempting to alarm the motion detector.
- You can also initiate Placement Test on the Motion for 1 minute by taking the cover off and putting it back on.

My SimonXT Panel says ‘Sensor Failure’ when I push the system status key:***

- Check for wireless environmental interference:
  - Wireless internet routers near the panel
  - Wireless internet routers near the sensors
  - Plaster walls with metal wire
  - AC lines running directly behind the panel
  - Some cordless phones can cause interference, try powering down and test again.
  - Check for a wireless doorbell near the panel.
- Re-locate panel to a different area temporarily to identify stable wireless conditions:
- Operate on battery only if the panel is already mounted.
- After panel has been re-located for 30 minutes:
  - Press the system status key immediately followed by the disarm key to refresh system status.
  - Press the status key to determine system status (system ok, trouble conditions or open sensors).

My door contact announce the wrong open/close status when I push the system status key:

- Ensure that the magnet is orientated and “flush” with the reed switch/arrow on the sensor.
- For crystal contacts, change jumper block position inside the sensor from pins (1 and 2) to (2 and 3) or vice-versa.
- Press the system status key immediately followed by the disarm key to refresh system status.
- Press the status key to determine system status (trouble condition or open sensors).

My SimonXT panel says 'Sensor Tampered' when I push the system status key:***

- Engage tamper spring on the sensor by ensuring that the cover is inserted properly (remove and reconnect cover)
- (For micro contacts), ensure that the contact has a new battery installed.
- Press the system status key immediately followed by the disarm key to refresh system status.
- Press the status key to determine system status (trouble condition or open sensor).
My Panel says 'System Tampered' when I push the system status key:***

- Ensure that the Simon XT control panel is closed.
- Press the system status key immediately followed by the disarm key to refresh system status.
- Press the status key to determine system status (trouble condition or open sensor).

How do I connect my external sirens:

- At siren: Connect siren’s red lead wire to red wire. Connect siren’s black lead wire to black wire.
- At control panel: Connect red wire to DC OUT, black to HW1 I/O.
- Connect one end of a 4.7Kohm resistor to where siren’s red lead wire meets red wire, connect other end of resistor to where siren’s black lead wire meets black wire. (Wiring in parallel)

My exterior siren emits unwanted loud chirps in unison with the Simon XT panel:

- System Programming > System Options > HW1 Function > Change from 1 to 5.

How do I Arm the Simon XT:

- To arm the perimeter when staying at home: Press doors + windows.
- To arm the perimeter and interior when leaving: Press doors + windows and motions.
- The panel will emit exit and entry delay beeps to indicate delay countdowns for the entry/exit doors.

How do I Disarm the Simon XT: How to use the access codes:

- Attempt to disarm by entering default master code 1234 or any programmed access code.
- Attempt to disarm by entering any access code that was pre-programmed by LiveWatch security.
- How to program a master code for disarming the system:
  - System programming > 4321 > Access Codes > Master Code.
  - Press status until you have exited system programming.

I cannot find System Programming when I scroll through main menus:

- The system cannot be armed when entering system programming; disarm the system.

How do I Bypass one of my sensors:

1. Arm the security system before attempting to bypass.
2. After arming, press Bypass and enter your master code.
3. Scroll until you reach the sensor to be bypassed.
   The display shows, for example, SN 1 Front Door on the first line.
4. Press OK to bypass (deactivate) the sensor.
   When a sensor is bypassed, the display shows Bypassed on the second line.
My SimonXT alarm goes off when panel is disarmed.***

- Press status to indicate alarmed sensor ensure that the sensor is programmed with the correct group number. System programming > Sensors > Edit Sensor.
- Recommended sensor groups:
  - Perimeter delayed: 10
  - Perimeter instant: 13
  - Interior motions: 17
  - Smoke detectors: 26
  - Keypads and keychain remotes: 01

How do I turn On/Off the Door Chime:

- To program chime type: System Programming > Siren Options > Voice Chime > (Off/1= Sensor Name/2= loud ding-dong/3= soft ding-dong).
- To enable or disable the chime feature: Scroll until the display shows Chime, and then press OK. On/Off

My panel says 'System Communication Failure' when I push the system status key.***

The following applies only to phone-line monitored systems:

- Ensure that phone line is connected to larger jack on back of panel. Regular-sized cord will fit.
- Ensure that the phone service type is not VOIP, which is not compatible with the Simon XT dialer.
- Set appropriate reporting format under reporting > report comm. Modes > phone 1 report mode, phone 2 report mode, etc, for every programmed phone number.
- Ensure that the dialer delay > phone options > system programming is set to 30 seconds.
- Ensure that there is a 1 before any ten-digit phone number under phone numbers.

How do I Hardwire normally closed magnetic contacts:

To crystal contacts/transmitters:
- Remove small rectangular block from interior dip switch (enables the use of the wiring terminals)
- Trip transmitter with hardwired contact in alarm condition.

To panel:
- Connect black wire to DC OUT.
- Connect red wire to HW2, 47K resistor connects to DC OUT.

My SimonXT panel says 'Exit time is on' when I press the disarm key and 2-minute exit delay begins rather than prompting access code:

- System Programming > Security > Quick Exit > On/Off.
- Press status until you have exited system programming.

How do I operate my Keychain Remote(s)?

- Press and hold any keychain remote button for 3 seconds to activate the button.
• To arm doors and windows, hold down the lock button for 3 seconds. To also arm the motions, hold down the lock button again for 3 seconds.
• To activate a police panic from the keychain remote, press and hold both lock and unlock simultaneously for 3 seconds.

**My Keychain Remote arms the system with no entry delay:**

• System Programming > Touchpad Options > Keyfob no delay > On/Off
• Press status until you have exited system programming.

**My Keychain Remote is unable to disarm system except during delay times:**

• System Programming > Touchpad Options > Remote TP arm > On/Off
• Press status until you have exited system programming.
• Hold down unlock key for 3 seconds.

**My Keychain Remote is unable to arm the system:**

• Security > Secure Arming > Change to Off
• Press status until you have exited system programming.
• Be sure to hold down lock button for 3 seconds.

**I have Latchkey Alarms that are reported unnecessarily:**

• Timers > Latchkey time > Change to Off
• Press status until you have exited system programming.
• Latchkey defined: An alarm that occurs if the system is not disarmed at a pre-determined latchkey time between midnight and 11:59 p.m.

**My touch-screen shows a Motion detector exclamation point:**

• Motion has been detected within the last 10 minutes.

**How do I mount the sensors:**

• Double-sided tape is highly recommended and easier than drilling.
• Sensors can be mounted with provided hardware by screwing down the mounting plate.
• Motion detectors are mounted generally about 7.5’ high.
• Magnetic door and window contacts: Mount the larger part of the contact on the non-movable part of the door/window frame.
• For certain installations, it may be more convenient to mount the magnet on the non-movable part of the door/window frame.
• Place the two pieces at a maximum of ½” apart – closer is better.
• The small arrows on the components need to be aligned and facing each other on the inside of the mount.
When I arm my SimonXT, 'No Entry Delay' is indicated:

- Caused by pressing the doors and windows key more than once.

My panic keys on the SimonXT panel are not responding:

- Hold down panic key for 3 seconds.
- System Programming > Touchpad Options > Panic Alarms > On/Off

My Police Panic does not cause an audible alarm:

- System Programming > Siren Options > Silent Police Panic > On/Off

My sensors alarm when in disarmed state:***

- Verify that the appropriate sensor group has been selected, not a 24-hr panic type. Sensors > Edit Sensor.

My Touch-screen keypad does not appear to function properly:***

- Delete and re-learn touch-screen, wait for 4 main keys to stop blinking before exiting programming.
- Wait 5 minutes and test touch-screen.
- If still not functioning, press reset button underneath touch-screen with a toothpick and wait 5 minutes.
- If still not functioning, follow instructions for sensor failure status troubleshooting.

How do I Trip/Add sensor > Learn Sensor > Sensors > System Programming:

Keep 10 feet of distance between the sensor to be tripped and the Simon XT panel.

<table>
<thead>
<tr>
<th>Sensor Type</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door/window sensor</td>
<td>Press the button on the top of the sensor (cover removed) or trip the tamper.</td>
</tr>
<tr>
<td>Motion sensor</td>
<td>Press the button on the back of the sensor (mounting plate removed) or trip the tamper.</td>
</tr>
<tr>
<td>Hardwired sensor</td>
<td>Separate the sensor from its magnet.</td>
</tr>
<tr>
<td>CO alarm</td>
<td>Plug in the module, wait 5 to 7 seconds, and press and hold the test button for nine beeps.</td>
</tr>
<tr>
<td>Freeze and water sensor</td>
<td>Trip the tamper or press and hold the button on the top of the sensor (cover removed) until the control panel confirms programming. If you do not hold the button down long enough, the system will report the sensor as open.</td>
</tr>
<tr>
<td>Personal help button</td>
<td>Press the help button until the light blinks.</td>
</tr>
<tr>
<td>Remote handheld touchpad</td>
<td>Press the emergency buttons.</td>
</tr>
<tr>
<td>Simon XT talking touchpad</td>
<td>Press the Lights Off button on the touchpad six times in rapid succession.</td>
</tr>
<tr>
<td>Simon XT talking touch screen</td>
<td>On the touch screen:</td>
</tr>
</tbody>
</table>
| **A. Press the Settings button.**  
| **B. Press the Down arrow until the Clear and Enroll button appears.**  
| **C. Press the Clear and Enroll button.**  
| **Key fob** | **Press the Lock and Unlock buttons at the same time.**  
| **ELM key fob** | **Do the following:**  
| 1. Press the Unlock button twice and hold it the third time. The light button flashes three times.  
| 2. Press the Unlock button once and hold it the second time. The light button flashes twice.  
| 3. Press and hold the Unlock button. The light button flashes once. Hold the button until flashing stops.  