



The Simon XT Easy Installation Manual and User Guide



PROTECT AMERICA™

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IMPORTANT Complete User Setup Worksheet Before You Begin

A very important step in the installation process is deciding your 4-digit Master Code, Duress Code, Verbal Password, Emergency Contacts, and Additional User Codes. Please refer to User Setup on the bottom of page 6 and fill out the USER SETUP WORKSHEET before you begin the installation process. This is an important step for the safety of your home and family. It will also save you a lot of time during the alarm activation process.

Step 1: Check Package Contents

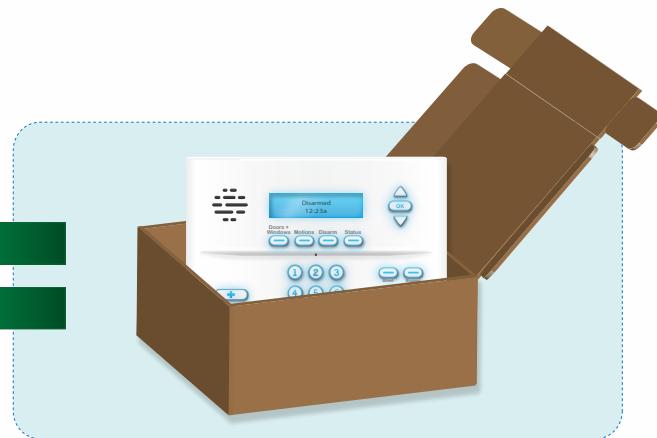


Find a convenient location for your Simon XT control panel. It should be located near a phone jack and a non-switched electrical outlet. It should be in a location that can be accessed easily when entering or leaving the home.

1.1 – Verify Contents



Locate your packing slip.



Use your packing slip to verify the contents of your

1.2 – Verify Materials



(1) Screwdriver



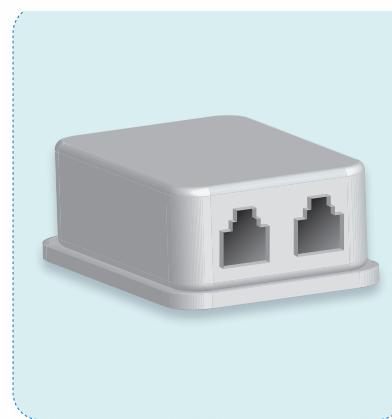
(2) 0.75" Mounting Screws



(2) Plastic Wall Anchors



(1) Plastic Spacer per microsensor



(1) Line Grabber
(Not included with Broadband
or Cellular - do not install unless
instructed by Tech Support)

Step 2: Easy Installation Videos



Watch our installation videos for helpful hints and tips.

Visit www.simonxt-install.com and watch our easy installation videos.

Simon XT Easy Install Video



Wireless Door Sensors



Wireless Motion Detector

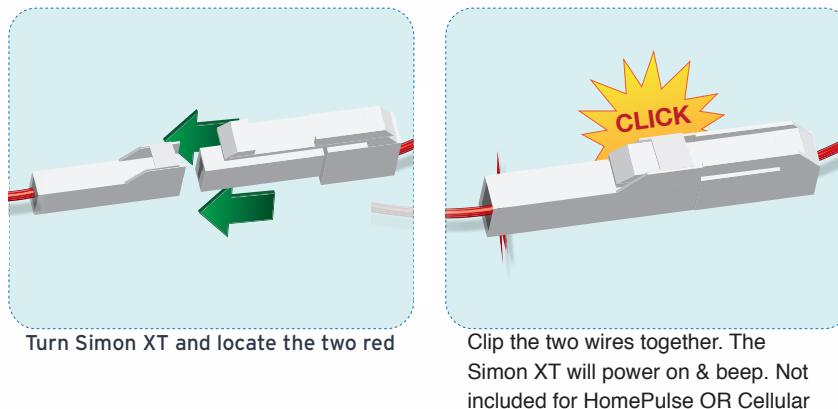


Wireless Window Sensors



Step 3: Connect the Simon XT

2.1 — Connect the Battery

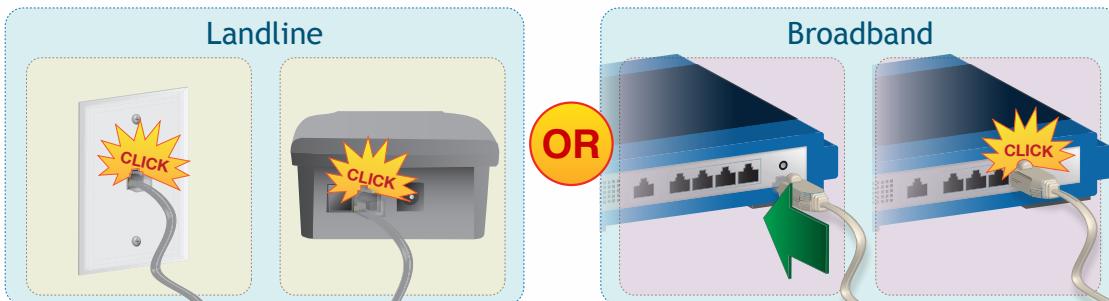


DO NOT PLUG IN YOUR SIMON XT!

You **must** connect the battery *before* plugging your Simon XT into the wall outlet.

2.2 — Connect the Phone Cord or the Ethernet Cable —

Standard and Two-Way Voice customers follow the "Landline" instructions. Broadband customers follow the "Broadband" instructions. ***Cellular customers, skip this step and please continue to the next step below (2.3).***

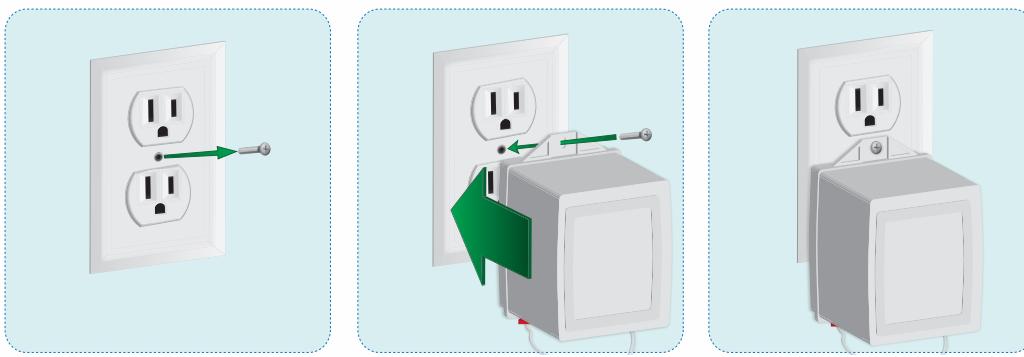


Locate the phone wire labeled "Wall" on the back of the Simon XT and plug it into the wall phone jack.

Locate the ethernet cable on the back of the Simon XT and plug it into your router. This must be done before connecting the battery wires.

2.3 — Plug in the Power Supply

Make sure you properly secure the power supply to a non-switched and non-GFCI



BROADBAND USERS:

It is highly recommended that you connect a battery back-up (not included) to your router and modem to prevent system failure in the event of power outage.

Step 4: Chime, Clock & User Setup



Programming the Simon XT requires keys to be pressed in order, with little or no delay. It is recommended that you familiarize yourself with these steps before beginning. For initial programming, the default master code is 1234 (1 2 3 4).

Turn on Chime

If the chime is on and the system is disarmed, the Simon XT panel will use voice notification when doors or windows are opened. When the chime is on, a bell icon is shown on the display.

Press **SCROLL DOWN** (▼) until the display reads, "Chime," then press **OK** (OK).

Press **SCROLL UP** (▲) to select "on" or "off," then press **OK** (OK).

(Note: It is recommended that the chime be turned on while installing sensors.)

Press **STATUS** (Status) to return to the main menu.

Set the Clock

Press **SCROLL UP** (▲) until the display reads "Set Clock," and then press **OK** (OK).

Enter the master code, then press **OK** twice (OK OK).

If no master code has been set, the default master code is 1234.

The hour should be blinking. Type in the current hour using the **KEYPAD** then press **OK** (OK).

The minute should be blinking. Type in current minute using the **KEYPAD** then press **OK** (OK).

Press **SCROLL UP** (▲) to select "am" or "pm," then press **OK** (OK).

Press **STATUS** twice (Status Status) to return to the main menu.

USER SETUP WORKSHEET			
Code Description	Code		
Master Code			
User Code 1			
User Code 2			
User Code 3			
User Code 4			
User Code 5			
User Code 6			
User Code 7			
User Code 8			
Duress Code			
Verbal Password			
Emergency Contacts	Name	Phone 1	Phone 2
Emergency Contact 1			
Emergency Contact 2			
Emergency Contact 3			

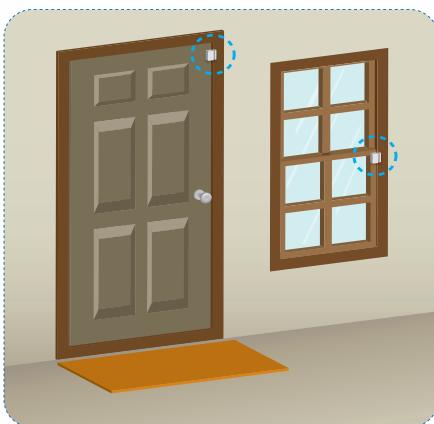
Step 5: Installing Your Sensors



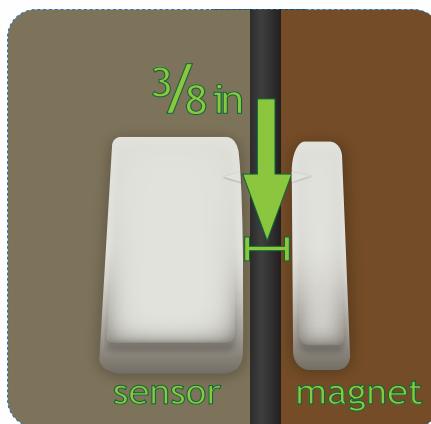
Make sure to clean the installation location before applying each sensor.
Upon installing, write the location of each sensor on the "Sensor Information Worksheet" located on page 8 of the installation manual for future reference.

5.1 — Install Door & Window Sensors

Place marked sensors in their proper location. Additional sensors may be placed to your liking. When placing sensors, make sure that the arrows on each side are aligned.



Determine an appropriate location for each sensor.



Make sure that the sensor and magnet are within $3/8$ " of each other. Use spacers on metal doors or to aid proper sensor alignment.



Use the provided self-adhesive velcro to secure the sensor to the door or window, and the magnet to the door or window frame.

5.2 — Install Motion Detector (If Included)

Motion detectors should be placed in the highest-traffic areas of your home, e.g., a living room or a hallway.



Place the motion detector in the corner of the room, 6.5-7 feet above the ground.



Use the self-adhesive velcro to secure the motion detector in a corner.



Each motion detector protects up to a 25' range in a 90° arc.

Step 6: Activate Your System

Additional Equipment

If you purchased additional equipment that is not found in this manual, please call toll free 1-800-951-5111 to speak with our Installation representatives.

Congratulations!

Your system is now installed and ready to be activated.



Call to Activate

Protect your home and family today!

Your system is not yet active—you must call Protect America to activate your system!

When calling, please have your Sensor Information Worksheet and your Packing Slip at hand. A representative will guide you through the activation process.

Call toll-free:

1-800-951-5111

and select the option "to install and activate your new security system"

Post-installation Service & Support

If you need any help or service after installing your system, call us toll-free at 1-800-951-5111, or use Live Chat located on our website at www.protectamerica.com.

Monitoring

When a proper user code is entered within sixty (60) seconds of an alarm activation, the system is disarmed and a cancel code is sent automatically to the monitoring station. No further steps are necessary and the monitoring station will not take action.

If a proper user code is not entered within sixty (60) seconds of an alarm activation, the siren will sound and the monitoring station will take action.

If an intrusion alarm has been triggered and is not deactivated, the monitoring station will attempt to call and verify an authorized contact. If there is no answer, if the line is busy, or if the contact does not know the correct password, then the monitoring station will immediately notify the proper authorities.



If any siren has gone off, disarm the system, then contact the monitoring station toll-free at 1-877-274-0604.

Sensor Information Worksheet

Sensor Number	Sensor Name	Sensor Type	Location
Example	Back Door	Door/Window Sensor	Kitchen
Sensor 1			
Sensor 2			
Sensor 3			
Sensor 4			
Sensor 5			
Sensor 6			
Sensor 7			
Sensor 8			
Sensor 9			
Sensor 10			
Sensor 11			
Sensor 12			
Sensor 13			
Sensor 14			
Sensor 15			
Sensor 16			
Sensor 17			
Sensor 18			
Sensor 19			
Sensor 20			
Sensor 21			
Sensor 22			
Sensor 23			
Sensor 24			
Sensor 25			
Sensor 26			
Sensor 27			
Sensor 28			
Sensor 29			
Sensor 30			
Sensor 31			
Sensor 32			
Sensor 33			
Sensor 34			
Sensor 35			
Sensor 36			
Sensor 37			
Sensor 38			
Sensor 39			
Sensor 40*			

*For broadband and cellular monitoring, the zone for Sensor 40 is occupied by the communication module and that zone cannot be used for a security device.

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 residential 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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the affected equipment and the panel receiver to separate outlets, on different branch circuits.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Part 15 registration number: B4Z-910C-SIMON.

Part 68. This equipment complies with Part 68 of the FCC rules and the requirements adopted by ACTA. A label on this equipment contains a product identifier in the format US:AAAEQ##TXXXX. You must provide this number to the telephone company upon request.

FCC Part 68 registration number: US:B4ZAL02B55910.

The plug and jack used to connect this equipment to the premises wiring and telephone network comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See the installation instructions for details.

The REN is used to determine the maximum number of devices that may be connected to your telephone line. Excessive RENs on a telephone line may result in devices not ringing in response to an incoming call.

In most cases, the sum of all device RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact your local telephone company.

For products approved after July 23, 2001, the REN is part of the identifier with the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point. (For example, 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

Alarm dialing equipment must be able to seize the telephone line and place a call in an emergency situation. It must be able to do this even if other equipment (telephone, answering system, computer modem, etc.) already has the telephone line in use. To do so, alarm dialing equipment must be connected to a properly installed RJ31X jack that is electrically in series and ahead of all other equipment attached to the same telephone line. If you have any questions concerning these instructions, consult your local telephone company or a qualified installer about installing an RJ31X jack and alarm dialing equipment for you.

If this equipment causes harm to the telephone network, the telephone company may temporarily disconnect your service. The telephone company may notify you in advance, but when advance notice isn't practical, they will notify you as soon as possible and advise you of your right to file a complaint with the FCC.

The telephone company may make changes in their facilities, equipment, operations, or procedures that could affect the operation of the equipment. If they do, they will notify you in advance so you can make the modifications to maintain uninterrupted service.

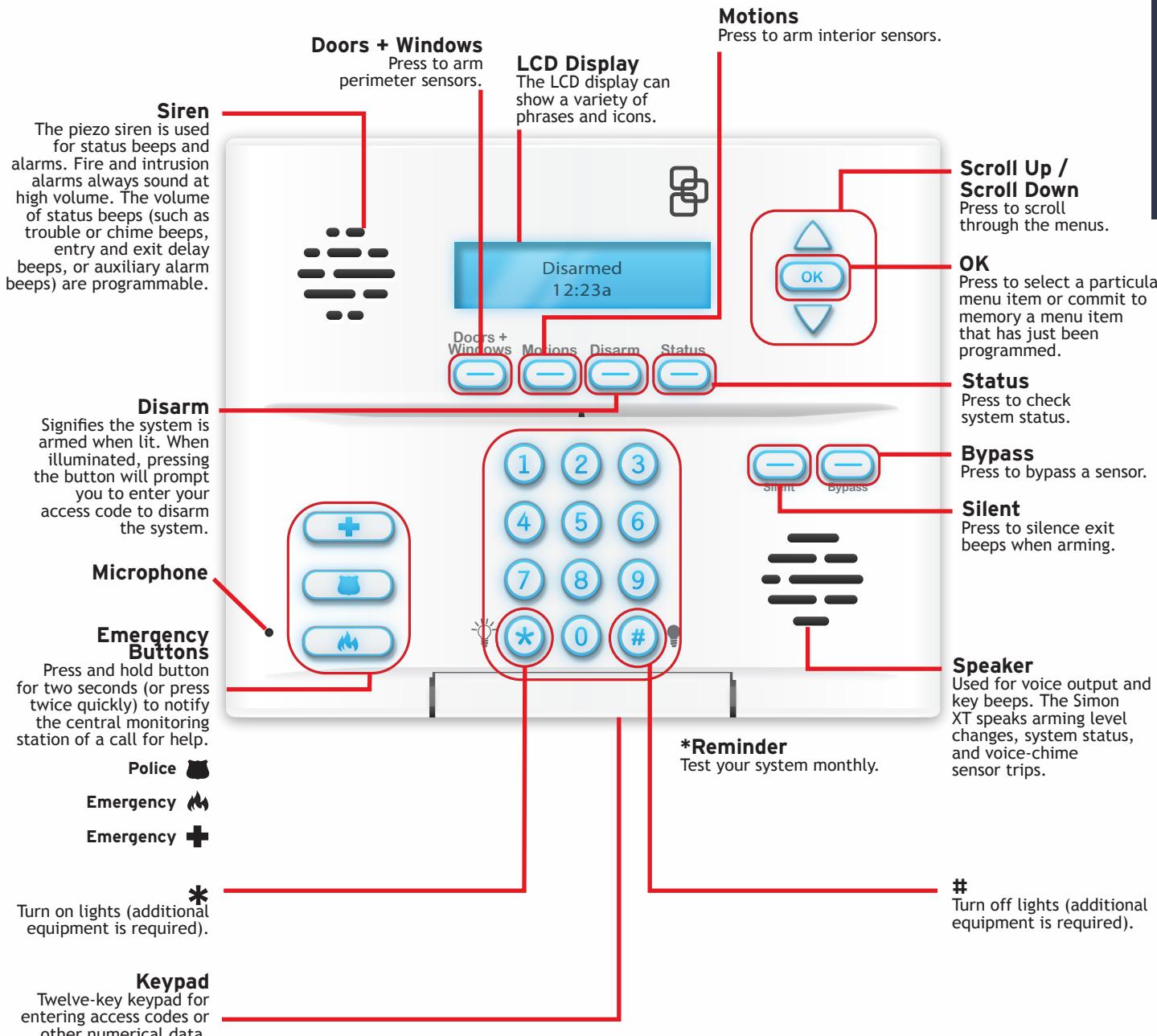
This equipment may not be used on coin service provided by the telephone company. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

If you experience trouble with this equipment, please contact the company that installed the equipment for service and repair information. If the equipment is causing harm to the telephone network, the telephone company may ask you to disconnect the equipment until the problem is resolved.

CUSTOMER CARE

Company Name: Protect America
Phone Number: 1-800-951-5111

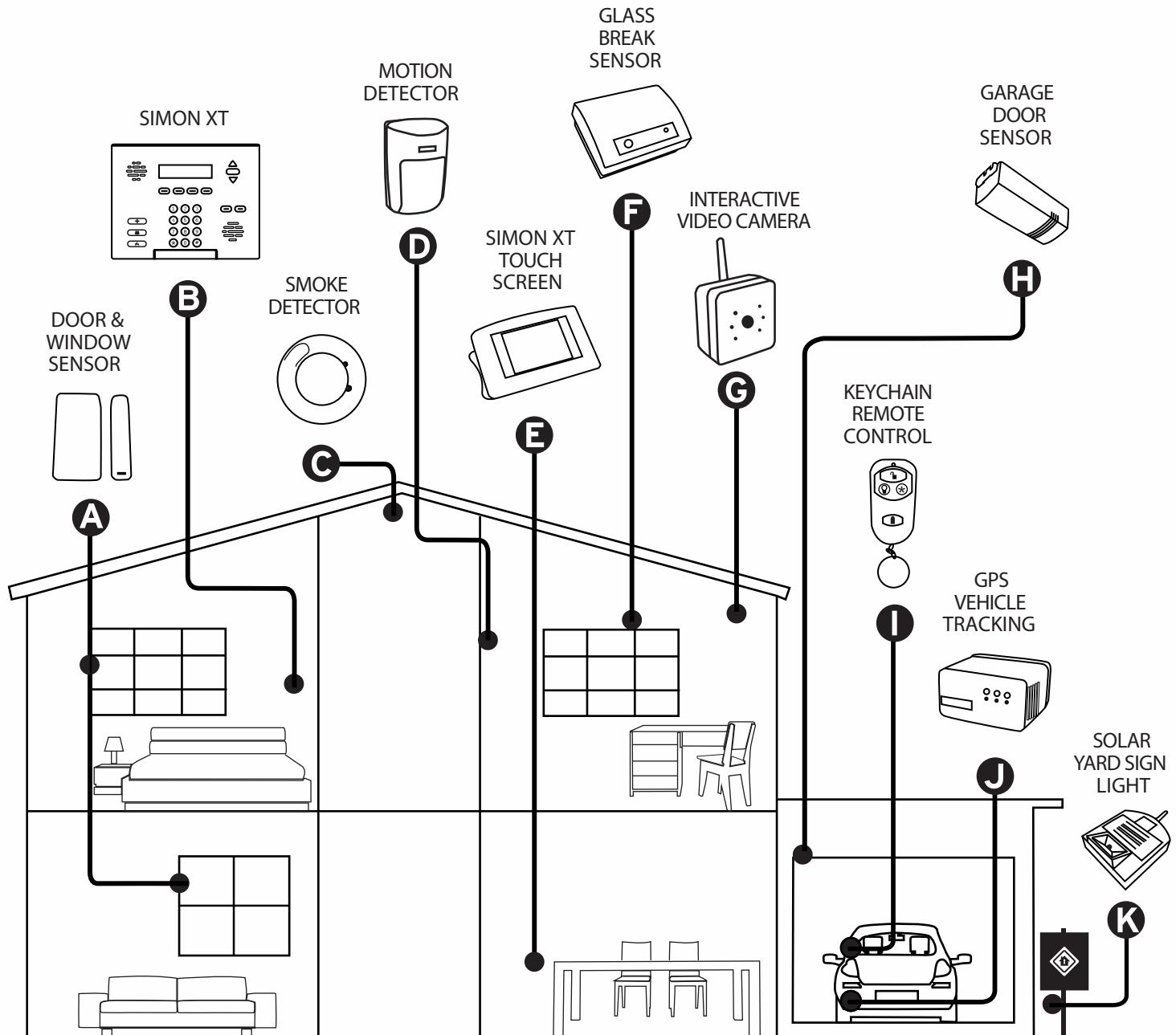
Get to Know the Simon XT



Simon XT Key Features:

Control	Description
Piezo Siren	The piezo siren makes alarm beeps and status beeps. Fire and intrusion alarm beeps are always played at high volume, while the volume of status beeps (such as trouble or chime beeps, entry and exit delay beeps, or auxiliary alarm beeps) is programmable.
LCD Display	The LCD module has a 2x16 character array that displays a variety of phrases and icons.
Doors + Windows	Press to arm perimeter sensors.
Motions	Press to arm interior sensors.
Disarm	Press to turn off intrusion/burglary protection for your system. Only intrusion/burglary sensors such as doors, windows, and motion sensors are disarmed. Environmental sensors, such as smoke and carbon monoxide, stay active at all times.
Status	Press to determine system status.
Silent	Press to silence exit beeps when arming.
Bypass	Press to bypass a sensor.
Police 	Press and hold the Police button for two seconds (or press twice quickly) to call the central monitoring station and notify them of a nonmedical call for help.
Emergency 	Press and hold the Emergency button for two seconds (or press twice quickly) to call the central monitoring station and notify them of a medical call for help.
Fire 	Press and hold the Fire button for two seconds (or press twice quickly) to call the central monitoring station and notify them of a nonmedical call for help.
Microphone	Used to communicate with central monitoring station after an alarm if you have Two-Way Monitoring.
Scroll Up/Scroll Down	Press to scroll through lists of similar items.
OK	Press to select a particular menu item or commit to memory a menu item that has just been programmed.
Numeric Keypad	Twelve-key telephone-type keypad (0-9, *, #) for entering access codes or other numerical data.
Speaker	Provides voice output and sounds key beeps. The panel speaks arming level changes, system status, and voice chime sensor trips. The panel voice is also used for voice reporting and remote phone control.
*	Lights on (except with Z-wave).
#	Lights off. (except with Z-wave).

Product Overview



Access Codes and Arming/Disarming

Changing / adding access codes

The master code is used for all operations including adding, modifying, and removing other codes. Up to eight user codes can be set along with one duress code. The duress code generates a silent duress alarm that is reported to the monitoring station.

Press SCROLL UP () until the display reads "System Programming" then press OK ().

Enter the Master Code, then press OK twice ( ).

Press SCROLL UP () to select the code you wish to change, then press OK ().

The current value will flash on the display. Use the KEYPAD to type in the new 4-digit code — or press DISARM () to deactivate a user or duress code — then press OK ().

Press STATUS three times (  ) to return to the main screen.

Checking system status

Pressing STATUS will cause the system to display and speak system information. The STATUS light will be lit for one of three reasons:

- 1) A secured door/window is open, or a motion sensor is detecting motion.
- 2) The alarm system has been activated.
- 3) There is a problem with the system; contact technical support toll-free at 1-800-951-5111.

Arming the system when leaving

Press DOORS + WINDOWS () to arm all door and window sensors.

If you have a motion sensor, press MOTIONS () to arm all motion sensors.

Your system will now beep; you generally have 45 seconds to exit the premises or disarm your system.

Arming the system when staying (e.g., bedtime)

Press DOORS + WINDOWS twice ( ) to instantly arm all door and window sensors. After the exit delay has expired, the alarm will sound immediately when a door is opened.

Disarming the system

Use the KEYPAD to enter your 4-digit master or user code. The Simon XT will voice "System Disarmed."



For advanced programming tips, frequently asked questions, and further help with your system, visit www.protectamerica.com/support

Arming/Disarming

Arming a sensor makes it active and allows the panel to generate an alarm when a door or window is opened or when an unauthorized person enters a specific area. Disarming makes the sensor inactive in the system.

The current arming level is shown on the panel display and changes in arming level are announced.

Disarm (off)

1. Press **DISARM**, then enter your code when the panel displays *Enter code*.
2. The panel displays and speaks "Disarmed," the **DISARM** button lights up and the panel beeps once

Arming doors and windows

1. Close all doors and windows.
2. Press **DOORS+WINDOWS**.
3. The panel displays *Doors+Windows*, speaks "Doors and Windows On" and the **DOORS+WINDOWS** button lights up.
4. The panel starts an exit delay and sounds exit beeps until the exit delay time expires.

Arming motion sensors

1. Press **MOTIONS**.
2. The panel displays *Motions*, speaks "Motions On" and the **MOTIONS** button lights up.
3. The panel starts an exit delay and sounds exit beeps until the exit delay time expires.

Arming doors, windows and motion sensors

1. Press **DOORS+WINDOWS**.
2. While the panel is in the process of arming, press **MOTIONS**.
3. The panel displays *Doors+Windows & Motions*, speaks "Doors and Windows On, Motions On" and the **DOORS+WINDOWS** and **MOTIONS** buttons light up.
4. The panel starts an exit delay and sounds exit beeps until the exit delay time expires.

Use Keychain Remote Control to Arm the System

1. Press and hold down the **LOCK** button for two seconds.
2. The panel will display *Doors+Windows*, speaks "Doors and Windows On" and the **DOORS+WINDOWS** button lights up.
3. While the panel is in the process of arming, press and hold down the **LOCK** button again for two seconds.
4. The panel displays *Doors+Windows & Motions*, speaks "Doors and Windows On, Motions On" and the **DOORS+WINDOWS** and **MOTIONS** buttons light up.
5. The panel starts an exit delay and sounds exit beeps until the exit delay time expires.

Arming/Disarming

Use Keychain Remote Control to Disarm the System

1. Press and hold down the **UNLOCK** button for two seconds.
2. The panel displays and speaks "*Disarmed*," the **DISARM** button lights up and the panel beeps once.

Use Keychain Remote Control to Send a Panic Signal

1. Press and hold down the **LOCK** and **UNLOCK** buttons at the same time for 2 seconds.
2. The system will go into Alarm Mode, the siren will sound, the panel will display Alarm, Alarm, Alarm, and the **STATUS** light will flash.

No Entry Delay

Use the No Delay feature when you are staying at home, for instance when you are sleeping or when you're away from home and will carry a wireless touchpad that will allow you to disarm the system before opening a protected door. Check with your installer to find out how this option is programmed.

1. Close all doors and windows
2. Press **DOORS+WINDOWS** twice.
3. The panel displays *Doors+Windows - No Delay* and speaks "*Doors and Windows On, No Entry Delay.*" The **DOORS+WINDOWS** light will blink and the exit delay time will begin.

Note: To avoid causing an alarm, you must disarm the system with a wireless touchpad before entering your home.

Quick exit

Use the quick exit feature when someone wants to briefly leave while the home is still armed (for instance to get the newspaper). When you press the **DISARM** button, the display shows Exit Time Is On. This allows a designated door to be open for up to two minutes without triggering an alarm. (Must be an Entry/Exit Delay door.)

Note: The designated door can only be opened and closed once. If you close the door when you exit, the system will need to be disarmed upon re-entry. Leave the door open during the quick exit feature.

Exit delay extension

If enabled by your installer, the *Exit delay extension* feature will recognize when you arm the system, leave your house and then quickly re-enter your house (such as you would if you forgot your car keys.) In such a case Simon XT will restart your exit delay to give you the full exit delay again

Arming/Disarming

Bypassing sensors

Bypassing a sensor allows you to open the sensor while the system is armed. For example, if your

Doors & Windows are armed and you want to open your kitchen window but do not want to disarm the entire system, then you can bypass the kitchen window sensor and then open the kitchen window without causing an alarm. Bypassed sensors are automatically unbypassed when the arming level is changed to a level where the sensor is not active.

The easiest way to bypass any window sensor is to make sure your system is disarmed, then open the window(s) you want to bypass, and then arm your system. It will automatically bypass the open window(s) and arm the rest of the sensors.

Note: If you close the bypassed window(s), the sensor(s) will automatically become active and if opened, the alarm will be triggered.

System Status

Press **STATUS** (no code is required) to cause the system to display and speak the following types of information:

- Alarm conditions
- Alarm history
- Trouble conditions
- Open sensors
- Bypassed sensors

The **STATUS** button blinks when an active alarm exists. The **STATUS** is lit when an abnormal condition such as a trouble or open sensor exists in the system.

You can clear certain status entries from the system (such as old alarm history) by pressing **DISARM** after checking the status.

Chimes

Use the *Chime* feature to signal when a protected door is opened while the system is disarmed. The panel chimes twice when a chime sensor is tripped, if the chime mode is enabled. This feature allows you to be notified when family members are going in and out of your home. The *Chime* and *Special chime* features are turned on or off in the system menu.

Note: If there are no chime sensors in your system, the Chime option will not appear in the System menu.

Voice chime

Your installer may have programmed the system to speak the sensor name or make a custom chime sound when a chime sensor is tripped. The chime sound, if programmed, will be played in place of the standard chime beeps.

Top Level Menus

This section explains the top-level menus, with the exception of system programming, which makes up the bulk of the menus and can be found in its own section.

Set clock

If the panel loses both AC and battery power, then upon restoring power the system time will default to midnight and blink. Your installer can set your system time to display in either 12-hour or 24-hour format.

Time of day format is HH:MMx

Where:

HH = 01 to 12 (12-hour format) or 00-23 (24-hour format)

MM = 00 to 59

x = a or p (12-hour format) or none (24-hour format)

To reset the clock:

1. Scroll up/down until the display shows **Set Clock**.
2. Press **OK**.
3. The display shows *Enter Code*.
4. Enter your master code with numeric keys. **Press OK**.
5. Press **OK** again. The display now flashes the hours.
6. Scroll up/down to set the hours.
7. Press the **OK** key to accept. The display now flashes the minutes.
8. Scroll up/down to set the minutes.
9. Press the **OK** key to accept. The display is now flashing the AM/PM.
10. Scroll up/down to set the AM/PM
11. Press **OK** to accept. The display now shows the current time, and stops flashing.
12. Press **STATUS** twice to exit.

Top Level Menus

System Programming

To enter system programming mode, do the following:

1. Enter the system menu.
2. Scroll up/down to *System Programming*, then press **OK**.
3. The panel displays *Enter code*.
4. Enter your master code, then press **OK**.

At this point, you are in the *System Programming* submenu. At this level, the following items are accessible:

- Access codes
- Timers
- Siren options
- Light control
- System tests

Access codes

There are three types of access codes: **master**, **user** and **duress**.

Master code

The master code is your most powerful code and can be used for all user operations including programming. The initial value of the master code is 1234. To change the master code, do the following:

1. Enter the *System Programming* menu.
2. Scroll up/down to *Access codes*, then press **OK**.
3. Scroll up/down to *Master code*, then press **OK**.
4. The current value of the code now flashes.
5. Enter a new code (use correct length), then press **OK**.
6. Press **Status** repeatedly to exit.

User codes 1 to 8

There are eight user codes, which can be used for many user operations, but not subdisarming, programming, or bypassing sensors.

To change a user code, do the following:

1. Enter the *System Programming* menu.
2. Scroll up/down to *Access codes*, then press **OK**.
3. Scroll up/down to the user code you want to change, then press **OK**.
4. The current value of the code now flashes.
5. Enter a new code (use correct length), then press **OK**.
6. Press **Status** repeatedly to exit.

Initially, all user codes are blank. A user code can be deleted by pressing Disarm while the code is being changed.

Top Level Menus

Duress code.

The duress code, when used in place of another user code, generates a silent duress alarm, which is reported to the central monitoring station. Initially, the duress code is blank. The duress code can be deleted by pressing Disarm while the code is being changed.

To change the duress code:

1. Enter the System programming menu.
2. Scroll up/down to Access codes, then press **OK**.
3. Scroll up/down to Duress code, then press **OK**.
4. The current value of the code now flashes.
5. Enter a new code (use correct length), then press **OK**.
6. Press **Status** repeatedly to exit.

Interactive Monitoring

If you have Cellular Interactive or Broadband Interactive monitoring, you can control your system from the web or most smart phones. To setup your interactive account access, please visit www.ProtectAmericanInteractive.com. Your **username** and **password** should be provided to you during the installation process.

Security System Beeps & Messages

Your security system communicates to you through the use of panel voice messages and panel beeps. You communicate to your security system with key presses on the Control Panel or Keychain touchpads. Disarming and programming require you to input a 4-digit access code.

The Master Access Code default is 1-2-3-4 when the security system is shipped from the factory. During the installation process, our installations representatives will assist you to change the Master Access Code.

Panel Voice Messages:

When you press the buttons on the Control Panel or a touchpad, the Control Panel responds with voice messages. Panel voice can be enabled or disabled.

These messages may respond with system information or prompt you to take further action. For example, if you want to disarm the system and you press the **Disarm** button, the Control Panel responds by saying, "*enter access code.*"

If you press a button and the feature has not been programmed into the Control Panel, the panel voice will respond with *Function not available.*

Panel Beeps:

Panel beeps are used to indicate key presses, status and problems with the system. Panel beeps can be enabled or disabled.

Use the following table to understand the beeps used by the security system.

PANEL BEEPS

Activity	Piezo beep response
Arm doors and windows	Exit delay -two beeps sound every five seconds and two times per second during the last ten seconds. Silent exit -two beeps sound at the beginning of the exit delay and two more sound just before the exit. Entry delay -two beeps sound every five seconds and two times per second during the last ten seconds.
Arm motion sensors	Exit delay -three beeps sound every five seconds and three times per second during the last ten seconds. Silent exit -three beeps sound at the beginning of the exit delay and three more sound just before the exit delay expires. Entry delay -three beeps sound every five seconds and three times per second during the last ten seconds.
Arm doors / windows and motion sensors	Exit delay -four beeps sound every five seconds and four times per second during the last ten seconds. Silent exit -four beeps sound at the beginning of the exit delay and four more sound just before the exit delay expires. Entry delay -four beeps sound every five seconds and four times per second during the last ten seconds.
Disarm	One beep
Chime	Two beeps (when programmed)
Special chime	Three beeps (when programmed)
Trouble beeps	Six beeps every minute. Press STATUS to stop beeps for four hours.
No activity	Twenty beeps every minute for five minutes (when programmed)

Security System Beeps & Messages

Panel Indicator Lights

Use the following table to understand the panel indicator lights.

Button	When the Button Light is on	When the button Flashes
ARM Doors & Windows	Doors / Windows armed	Doors / Windows armed & No Entry Delay on
ARM Motion Sensors	Motion Sensors armed	Motion Sensors armed & Latchkey on
DISARM	System disarmed	System subdisarmed
SYSTEM STATUS	System trouble or Open Sensor	System in alarm
CHIME Doors	Door will cause chime	

Smoke Detector Locations

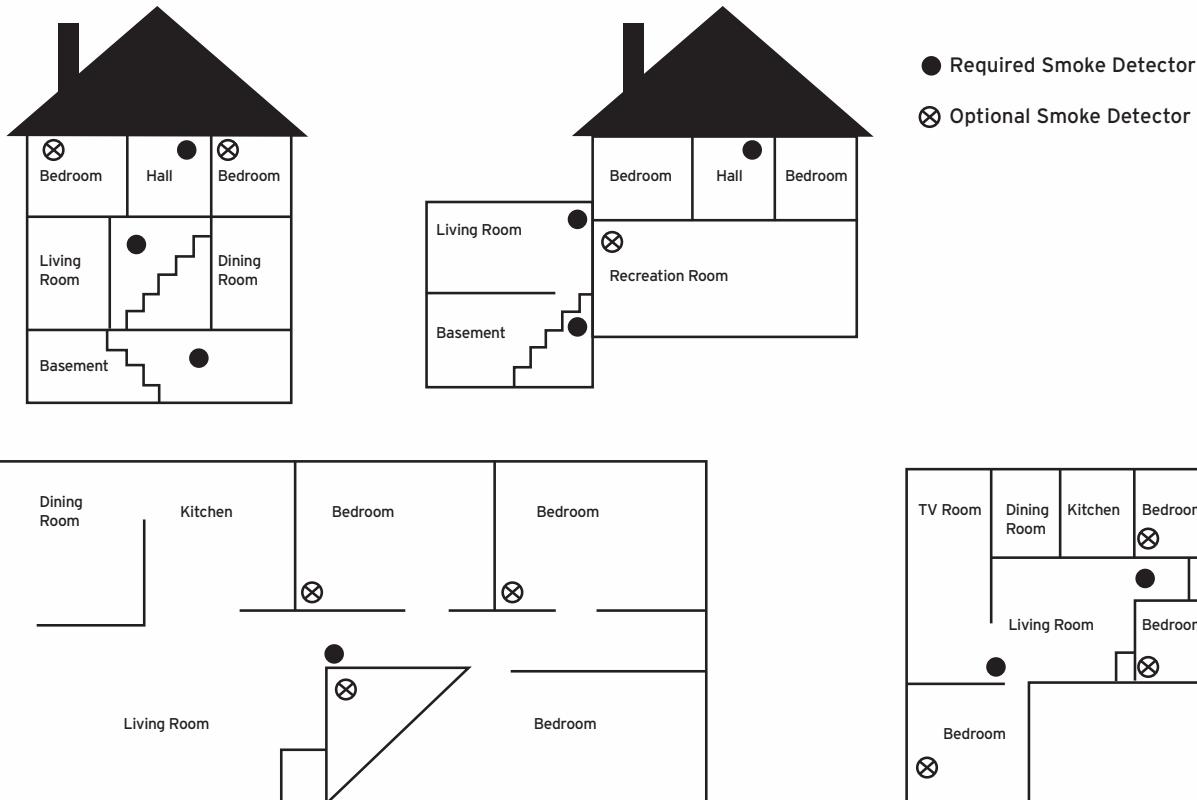
- Before mounting alarms, program (learn) them into memory and do a sensor test from the alarm's intended location to ensure good RF communication to the panel.
- Locate the alarm in environmentally controlled areas where the temperature range is between 40 and 100°F (5 and 38°C) and the humidity is between 0 and 90% noncondensing.
- Locate alarms away from the ventilation sources that can prevent smoke from reaching the alarm.
- Locate ceiling mounted alarms in the center of the room or hallway, at least 4 in. (10cm) away from any walls or partitions.
- Locate wall mounted alarms so the top of the alarm is 4 to 12 in. (10 to 31cm) below the ceiling.
- In rooms with sloped, peaked, or gabled ceilings, locate alarms 3 ft. (0.9 m) down or away from the highest point of the ceiling.
- When mounting to suspended ceiling tile, the tile must be secured with the appropriate fasteners to prevent tile removal.

Note: Do not mount the alarm to the metal runners of suspended ceiling grids. The metal runners can draw the magnet's field away from the alarm's reed switch and cause a false tamper alarm.

Your floor plan

Use the following guidelines when drawing your floor plan:

- Show all building levels.
- Show exits from each room (two exits per room are recommended).
- Show the location of all security system components.
- Show the location of any fire extinguisher



Testing Your System

- 1) Your monitoring service must be placed in test mode to avoid a false alarm and dispatch of emergency response personnel. To put your service into test mode contact Protect America by visiting www.protectamerica.com and click for Live Chat.



The siren will sound throughout the test. Do not disarm your system before the test is complete.

- 2) Close all doors and windows and make sure that the status light on your Simon XT is off.
- 3) Use the keypad to enter the master or a valid user code. Your display should read "System Disarmed" or "Sub Disarmed" - this ensures that you have a working disarm code. Make sure that you have a working code before beginning the test.
- 4) Arm your system: press DOORS + WINDOWS twice (), then press MOTIONS (). Your system will stop beeping when the system is fully armed.
- 5) Test every sensor on your system using the chart below.
- 6) Disarm your system using your master or valid user code. The Simon XT should say "System disarmed" or "Alarm cancelled."
- 7) Press STATUS () to listen to all of the sensors that were activated. Listen carefully to make sure that every sensor is mentioned. If any sensors are not mentioned, return to step 4 and re-test those sensors.
- 8) When your control panel has finished speaking the status, press DISARM () to clear the memory.
- 9) Contact Protect America to verify that signals were received and to put your monitoring service back into active mode.

Device	To Trip Device
Door/Window Sensor	Open the secured door or window
Keychain Remote	Press and hold both the lock and unlock button simultaneously for two seconds.
Motion Sensor	Avoid the motion sensor's area for five minutes, then enter its area.
Smoke Detector	Press and hold the "Test" button until the system sounds.
Simon XT Emergency Buttons	Press and hold each individual button for 3 seconds.

False Alarm Prevention

What is a false alarm?

A false alarm is defined as any signal that elicits a response by police, fire, or emergency medical services for which there is no evidence of any activity that justifies an emergency response.

With an estimated 25% yearly increase in alarm systems nationwide, emergency responders are becoming overwhelmed with false alarms. This is resulting in stricter ordinances, severe fines, and limited or no response policies.

Help us reduce false alarms through the proper use and maintenance of your alarm system and by testing your alarm system monthly. Your alarm has been programmed with a 60-second alarm cancel period. If you activate your alarm, but disarm it with your code within 60 seconds of activation, the monitoring station will be notified that an authorized user has disarmed the system—the activity will be logged, but no further action is taken.

If you do not enter your code within 60 seconds to cancel the alarm, our monitoring station will call your home to ask for your verbal password BEFORE we dispatch police, fire, or medical personal. This gives you another opportunity to avoid false alarms if you or your family accidentally set off your alarm system.



For information on upgrading your system or ordering additional equipment visit www.ProtectAmerica.com, and use our live chat feature.

False Alarm Prevention

Major causes of false alarms:

- User error
- Unlocked or loose doors or windows
- Kids, pets, neighbors, visitors, repairmen, cleaning crews, etc.

Before you activate your alarm:

- Make sure you securely close and lock all protected doors and windows.
- When leaving, make sure the exit door is closed tightly and locked.
- Keep pets, balloons, fans, heaters, etc. away from motion sensor areas.
- Know and rehearse the procedure to cancel an accidental alarm. Anyone with access to your home should know this procedure.
- Be aware of how much time you have to exit your home after you arm your system and how much time you have to disarm your system when you return.

What to do if you set off your alarm by accident:

- **DO NOT PANIC.** Carefully enter your disarm code to deactivate your system.
- Call the monitoring station toll-free at **1-877-274-0604** immediately. Be prepared to give your password.
- Tell the monitoring station that you had an accidental alarm activation and ask them to cancel the dispatch.
- **DO NOT CALL 911. DO NOT LEAVE UNTIL YOU HAVE SPOKEN WITH THE MONITORING STATION.**

Contact the Protect America Customer CARE when you...

- Need to perform your monthly system test.
- Are planning any home renovation projects that will change the number of doors or windows, or that will require additional motion sensors.
- Are planning on changing phone providers (or DSL / Cable if you are using HomePulse Broadband service).
- Hire a contractor, cleaning crew, domestic help, realtor, etc.

Visit www.protectamerica.com and use our Live CHAT feature online.

Frequently Asked Questions

How do I test my security system?

Please see "Test Your System Monthly" on page 23 of this manual, or Live CHAT on our website and a representative will walk you through testing your security system.

How many access codes can my Simon XT hold?

The Simon XT control panel can store 8 user codes and 1 duress (panic) code in addition to the master code.

Why is my system status light on?

The system status light will remain lit while a secured door or window is open. If all secured doors and windows are closed and the system status light is still on, press STATUS () to have your panel voice any pending status messages.

How do I clear alarms from the memory?

To clear alarms in the memory, press STATUS (). Your Simon XT will voice the list of alarms stored in memory. When your panel has spoken all alarms, press DISARM () to clear the memory.

Why does my system display a low battery?

Your system will display a low battery when either the batteries in your sensors or the back-up battery in your Simon XT becomes low. Make sure that your battery is connected (see page 5 of this manual). The back-up battery is rechargeable and should be fully charged within 24 hours of regaining electrical power.

Why does my system display sensors in failure?

Your Simon XT will indicate sensor failure when it is unable to communicate with a sensor. This could be due to a missing sensor, damaged sensor, or a dead battery. For assistance visit our website at www.protectamerica.com and Live CHAT with a representative.

Why does my system beep 6 times every minute?

These are called trouble beeps; they are used to indicate trouble conditions with your panel. Press STATUS () to have your Simon XT voice any trouble conditions.

Why does my system beep after I arm it?

After you arm your system, it will beep for the exit-delay time—the time in which you can exit your home before it is armed. The beeping will grow more frequent as the end of the exit-delay time approaches. When the exit-delay time has expired, the beeping will stop and the system will be armed.

Frequently Asked Questions

How do I silence the exit-delay beeps?

After arming your system, press SILENT (). The system will beep after the exit-delay time has passed to indicate that it is fully armed. Note: This is not a permanent setting; press SILENT after arming each time that you want to silence the exit-delay beeps.

Why does my Simon XT have two phone lines?

The phone line labeled "Wall" is connected to the wall phone jack; it is necessary to communicate to the monitoring station. The second phone line can be used to plug in a telephone. The Simon XT comes equipped with an internal line grabber. Do not connect an additional line grabber to the Simon XT.

What is bypass? How do I use it?

The bypass feature is used to bypass (deactivate) specific sensor(s) while the system is armed. For example, you are home with the system armed and want to open a specific door or window without disarming the entire system. To bypass a sensor press BYPASS (), then use the KEYPAD to enter your master/user code. Press SCROLL UP () to select the sensor to be bypassed, then press ENTER () to bypass the sensor. When a sensor is bypassed, the panel will display "Bypassed."

Note: Bypassing a sensor only lasts until you disarm your system. You must disarm and then arm the system to void the bypass sensors.

How do I add or remove a sensor?

To add or remove sensors, please contact customer service toll-free at **1-800-951-5111**.

How do the door / window sensors work?

Doors and windows use the same piece of equipment to detect when they have been opened. The component is comprised of a sensor and a magnet; the sensor is attached to the door or window, while the magnet is attached to the frame. The sensor then reads alignment with the magnet to determine the open or closed state of the door or window. If a door is constructed of steel (not aluminum), use of the spacer is necessary to ensure proper functioning of the magnet. Special sensors can be purchased for use with overhead garage doors (**to order visit our website at www.protectamerica.com and Live CHAT with a representative**).

How do the motion sensors work?

Motion sensors are passive infrared. They will detect both heat and movement (this decreases false-alarms that could be caused by a curtain or plant blown by a fan). Motion sensors are designed to ignore any pets less than 40 pounds as long as they are not within 6 feet of the motion sensor. If your pet is larger than 40 pounds or will be within 6 feet of the motion sensor, please contact customer service toll-free at **1-800-951-5111** or visit www.protectamerica.com

PROTECT AMERICA



Customer Care
For fast online assistance, Live Chat with a customer care agent on our website: www.protectamerica.com

1-800-951-5111
support@protectamerica.com

Central Monitoring Station
1-877-274-0604

Protect America, Inc, 3800 Quick Hill Road, Building 1-100, Austin, TX 78728. 1-800-951-5111. Licenses: AL: 027; AR: E 2001-0538; AZ: ROC114856 (L-67), ROC114855 (C-12); CA: ACO 4115; DE: 06-204; FL: EG13000437; GA: LVA205875; IA: AC-0081; IL: 127-001092; LA: F492; MD: 107-1657; MI: 8714 Huckleberry Lane, Lansing MI. 48917. Lic #3601202409; **MS: 15005347**; Licensed by the Alarm Systems Licensing Board of the State of North Carolina NC: 635-CSA; NJ: Burglar alarm and fire alarm bus. Lic. #34BF00023700; NM: 60519; **OK: 739**; PA: PA023169; SC: BAC 5432, FAC 3104; TN: 00000265; TX: B16272, ACR-1204; UT: 345548-6501; VA: 11-3129; WA: PROTEAI962LD; WV: WV032962

For information regarding our return policy visit [I returns.protectamerica.com](http://returns.protectamerica.com)