NXG-183x-EUR Series Keypad User Manual

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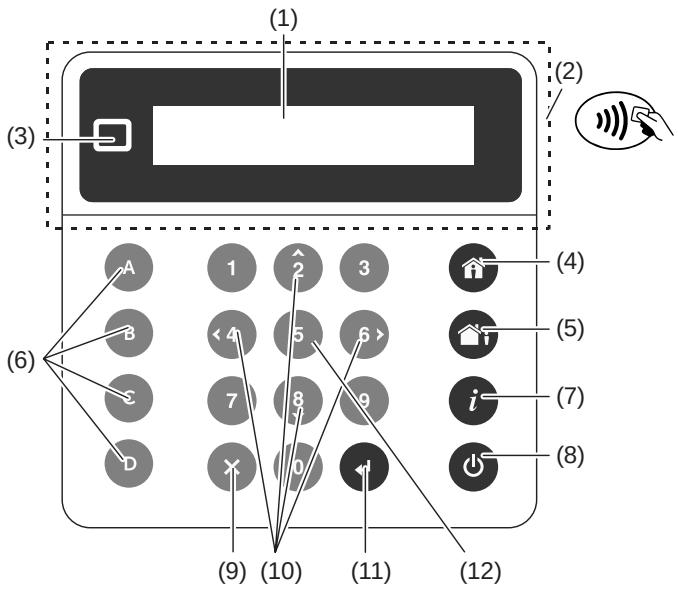

Description

The NXG-183x-EUR is an interface for users of the xGenConnect family of security systems.

Figure 1: NXG-183x Keypad layout

(1) Graphical screen
(2) Card reader active area
(3) Status LED
(4) Arm Stay button
(5) Arm Away button
(6) Functional buttons A, B, C, D
(7) System Info (*i*) button
(8) Disarm button
(9) Cancel button
(10) Navigation buttons: Up (2), Down (8), Left (4), Right (6)
(11) Enter button (↵)
(12) Selection button (5)

Entering a PIN

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

After a period of inactivity, a screensaver will appear, and the keypad will go into power save mode. Press any button to wake it up. A screen will appear requesting to enter your PIN. A valid PIN is required to unlock the screen and access the system.

```
Enter Your Code, then ↵
****
```

Enter a valid user code followed by Enter. User PINs can be between 4 and 8 digits in length. The default master user PIN is 1234.

If the PIN is invalid for the feature you are trying to access, the Access Denied warning message will be shown.

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.

Using Cards

NXG-1832-EUR and NXG-1833-EUR keypads are equipped with a Mifare card reader that allows you to use cards to log into the system and perform particular operations (NXG-180x-5 series of cards).

The cards/fobs must be presented close to the keypad display, preferably in the middle of the screen area (item 1 in Figure 1).

- Once the card is recognized, the reader generates a single beep sound.
- If the card is being held by the reader for a second, the reader will generate double beep sound.
- If the card is still being held by the reader for another second, the reader will generate triple beep sound.

By removing the card after single/double/triple beep, user can select which functions are to be triggered.

Every beep level can be independently configured to any combination of the following actions:

- logging into the system
- arming/disarming
- triggering system scenes or actions
- unlocking the door

See *xGenConnect Installation and Programming Guide* for more details.

Note: Card functions are triggered only if the keypad shows the screensaver or the main screen.

Cards are inactive when the user already entered keypad menus, or is in the process of arming/disarming. The exception is the User Cards menu. See “Programming Cards” on page 6 for details.

System status

The xGenConnect security system displays system status messages on the screen (Figure 1, item 1). For example, the main screen below shows the Fault system status category.

```
        Fault
   Press i for Info
```

To get more details about the system fault, press the System Info (*i*) button.

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Other system status categories are Alarm, Bypassed, Not Ready, Ready, Armed, etc.

Note that more than one system status category can be shown at the same time. The screen will scroll through each category automatically. You can manually scroll through them as well by pressing Up (2) or Down (8) button.

Note: In the alarm condition, only the alarm status category and messages are shown, until the alarm is acknowledged by pressing the Disarm (Item 8) button and entering a valid PIN. Other status categories are not shown in this state.

If prompted, press the System Info (i) button (Figure 1, item 7) to display the list of messages on the current status category.

```
Zone in tamper
2 – Main Warehouse Ent_i
```

To scroll through multiple alarms in the category, press Up (2) or Down (8) button.

Names of partitions or zones may not fit within the display. In this case, scroll left or right by pressing the System Info (*i*) button.

See also “System Status Messages” on page 7.

Status LED

The status LED (Figure 1, item 3) may show one the following system statuses (starting from the highest priority):

- Flashing red: Alarm
- Blue: Fault, Programming Mode On, System Not Ready, System is ready to force arm
- Yellow: Bypass, Armed in Stay mode
- Green: Ready to Arm
- Red: Armed in Away mode

Note: The status LED is off when the screensaver is active and the system is armed.

Arm Your System in Away Mode

Enter a valid PIN code to unlock the screen. Press the Arm Away button (Figure 1, item 5) to arm your system in Away mode.

Enter your PIN and press Enter.

Note: In case the Quick Arm function is enabled, a PIN is not required to arm the system.

A buzzer will sound (beeping) announcing the exit delay. The keypad, which is used for the system arming, will show the time (in seconds) left to leave the premises. Leave the premises during this time.

If your system has multi-partition control enabled, and the user has the Display Partition List option enabled, the Partition selection screen will be displayed. See “Multi-partition control” below.

Arm Your System in Stay Mode

Enter a valid PIN code to unlock the screen. Press the Arm Stay button (Figure 1, item 4) to arm the system in Stay mode.

```
Select Arm Mode, then ↵
>Stay<
```

Using Up (2) and Down (8) buttons, select one of the following Stay Arming modes:

- Stay
- Stay Instant
- Stay Instant Night

Next, press Enter, enter your PIN, and then press Enter again.

Note: In case the Quick Arm function is enabled, a PIN is not required to arm the system in Stay mode.

If your system has multi-partition control enabled, and the user has the Display Partition List option enabled, the Partition selection screen will be displayed. See “Multi-partition control” below.

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.

Stay Instant 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.

Stay Instant 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.

Multi-partition control

If your system has multi-partition control enabled, and the user has the Display Partition List option enabled, the Partition selection screen will be displayed, for example:

The top line contains the list of available partitions that can be selected.

The bottom line represents the partition status. See “Partition status” below for details.

For controlling an xGen system, use the cursor to select or deselect partitions.

To select a partition, use Right (6) and Left (4) navigation buttons to move the cursor. Select or deselect a partition with the Selection (5) button. Selected partition numbers are inverted. Confirm the selection by pressing Enter.

The screen may show up to 8 partitions. If there are more than 8 partitions, use Down (8) and Up (2) navigation buttons to view the next or previous 8 partitions.

For controlling an xGenConnect system, use numerical buttons 1 to 8 to select or deselect partitions 1 to 8.

To select a partition, press the partition number. Selected partition numbers are inverted. Confirm the selection by pressing Enter.

Press 0 to select or deselect all available partitions.

Partition status

The following partition statuses may be displayed on the screen:

✓: Partition is ready to arm

✓ (Blinking): Partition is ready to force-arm

–: Partition is not ready to arm (for example, a zone is active, or a fault is present)

: Partition is armed in Away mode

: Partition is armed in Stay mode

(Blinking): Partition is armed in Stay Instant mode

: Partition is armed in Stay Instant Night mode

Note: The partition number in the top line is blinking if an alarm or other audible event has occurred in the corresponding partition.

System Events That Prevent 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 Wi-Fi fault
- Wireless Jamming
- Over-current fault
- AC Mains fault
- Backup Battery fault
- Expander fault

Exit Error / Fail to Close

If during the exit delay an instant zone is tripped, then the partition(s) affected will not be armed, and the sirens will sound a warning. An Exit Error and Fail to Close event are logged in the xGen event history.

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

Disarm Partitions

Enter a valid PIN code to unlock the screen.

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

Press the Disarm button (Figure 1, item 7) followed by a valid PIN code to disarm your system.

If your system has multi-partition control enabled, and the user has the Display Partition List option enabled, the Partition selection screen will be displayed. See “Multi-partition control” on page 2.

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.

For more details, press the System Info (Figure 1, item 6). The partition and zone(s) that caused the alarm will be displayed.

Press Disarm to acknowledge the alarm condition and disarm the partition(s).

Note: By default, only partitions in alarm are disarmed. To disarm remaining partitions, perform the disarm sequence again. If the system is configured to display the partition list first, select partitions to disarm manually. See “Multi-partition control” on page 2 for details.

Lock Out on 3 Invalid PIN 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.

Lock Out on 10 Invalid Card Attempts

If an improper card is presented to the reader 10 times (for example, improperly formatted, not secured, not assigned to any user, or disabled card), the keypad ignores further card swipes for the next 90 seconds. You must wait this amount of time before trying again the proper cards.

Functional Buttons

There are four function buttons A to D (see Figure 1, item 5).

Each button can be assigned to one of the following programmable functions:

- Quick Chime toggle (assigned to button C by default)
- Quick Bypass (assigned to button B by default)
- Trigger Scene
- Smoke Sensor Reset

A short press on the button will initiate the function.

If programmed, holding the button for 2 seconds will generate one the following emergency alarms:

- A: Fire alarm
- B: Medical alarm
- C: Panic alarm

Emergency Alarms

Panic, Medical, and Fire alarms must be enabled in the partition options.

Hold the appropriate functional button for 2 seconds to activate the emergency alarm.

Quick Chime Toggle

The button enables or disables the keypad Chime.

```
Quick Chime ON
```

A zone that is enabled for Chime will make the keypad to make a “ding-dong” sound when the sensor is tripped. Button C is by default enabled for Quick Chime.

Quick Bypass

If the partition cannot be armed because a zone is not ready, press System Info (*i*) to show the list of zones that are not ready.

```
Zone Not Ready
12-Front Window
```

Scroll through the list of zones and press the Quick Bypass button (by default button B) for each displayed zone that needs to be bypassed. Press Quick Bypass again to unbypass the displayed zone.

Press Cancel to exit.

Text Edit

When editing text or entering a PIN code, the following buttons are available:

- Function buttons:

  - A: Cursor mode. Press A, then Left or Right to move the cursor. Press A again to return to the character input mode.
  - B: Backspace.
  - D: Delete.

- Numerical buttons: 1 to 9 have alphabetical characters. To enter a letter, press the key the number of times to the position of the letter. Both upper and lower case letters are available as well as numerical values and spaces.
- Enter: Confirm changes.
- Cancel: Discard changes and exit.

Note: Use numerical buttons 1 and 2, and functional button C to insert special characters. Press multiple times to select a special character and add it to the text.

Navigating the Main Menu

To enter the user or programming menu, depending on the user privileges, press Enter, enter your PIN, then press Enter again.

Top line of the LCD screen shows the current menu.

Bottom line allows you to select a submenu, or change the option value, for example:

```
Security
Zones
```

```
Zones
Main entrance
```

Use Up (2) and Down (8) buttons to navigate the menu and change option values. Use Enter to confirm, and Cancel to exit. See also “Text Edit” above.

The following user menus and operations are available.

Security

There are the following menus:

- Partitions: This menu allows you to view and control each partition of the security system, activate/deactivate Chime mode for a Partition.
- Zones: This menu allows you to view the zone status, bypass zones, and activate Chime for zones.
- Doors: If the panel supports door access feature, then the Doors menu is available, and allows you to view door statuses and control doors (unlock, disable, etc.)
- Smoke Reset: This function performs a reset on hardwired smoke detectors connected to your xGen security system. A reset is required after each fire alarm or fault.

When viewing partitions, zones, and doors, use Up (2) and Down (8) buttons to select the particular partition, zone, or door. Use Left (4) and Right (6) buttons to apply one of the following status filters:

- All
- Off normal
- Not Ready
- Bypassed
- Chime Enabled
- Away Armed
- Part Armed
- In alarm
- In tamper
- In trouble

Controls

Action: View and activate actions.

History

This menu gives you access to the xGen event log. The event log shows the most recent event first.

Log category may be selected on entry to the menu.

Use Up (2) and Down (8) buttons to list older events. Use the Right (4) button to view more details on the selected event.

Users

There are the following menus:

- Add/Modify: Add or modify an existing user

  The following user details can be modified:

  - First name, last name
  - PIN
  - User type (Standard / Duress / Arm only / Custom / Master)
  - Language
  - Display Partition List (On / Off)
  - Partition Group
  - Door Group
  - Partition Type Override (On / Off)
  - Profiles 1 to 4 (0: Disabled / 1: All Partitions / 2: Partition N, etc.)
  - Schedules 1 to 4 (0: Disabled / 1: Schedule N, etc.)
  - Start Date, End Date: The time when the user is active

  Note: Partition Group and Door Group are available only if the panel version supports Door Access features.

- View: View existing user details.
- Delete: Remove a user from the system.
- Copy: Copy existing users to new ones.

  Set the following parameters: Copy from user number, copy to user number, total users to copy.

- Search by PIN: Enter a PIN to search for the user. If the PIN is found, you will move to the Add/Modify menu for the user.

Note: Only the Master user has access to the options listed above. Standard users are only allowed to change their own PIN and language.

Testing

The following tests are available:

- Siren
- Battery
- Communicator
- Zone Walk Test
- Auto test

Time

Ensure your system has access to the Internet for automatic time and date update, or set the clock manually from a keypad.

There are the following menus:

- Time & Date: Set the time and date.
- Holiday: View and program holidays.

Settings

There are the following menus:

- Keypad: Adjust the following keypad settings:

  - Display: Contrast, Brightness, Idle brightness, Color
  - Key backlight: Brightness, Idle brightness, Color
  - Sound: Tone, Keypress Volume, Alarm Volume, Entry/Exit Volume
  - Idle Timer
  - 24H Format (Yes / No)
  - Show Logo (Yes / No)
  - Show Clock (Yes / No)

- Labels: View and edit names of partitions, zones, and outputs.
- Reporting: View and edit reporting Email Addresses.
- Status: View connection and device status.

  - Connection Status: LAN Status, IP Path, Cellular State, UltraSync Status, UltraSyncPath, Cellular Service, Signal Strength of the cellular communication, Operator ID, Radio Technology, Active SIM, Wi-Fi Status, Wi-Fi SSID, Device Unique ID (UID)

  - Panel Details

Performing Additional Functions

To Bypass and Unbypass 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 to unlock the screensaver
2. Press Enter.
3. Go to Security > Zones.
4. Select the zone you wish to bypass. Use Left (4) and Right (6) buttons to apply a filter, if necessary. See “Security” on page 4 for details.
5. Press Enter to see the list of available switch checkboxes. The first one is Bypass.

   Press Enter again to switch bypass mode on and off.
6. Press Cancel to exit the menu.

Alternatively, use the Quick Bypass function. See “Quick Bypass” on page 4 for details.

Set up Chime Mode

You can setup your keypad so that it will make a “ding-dong” sound when selected areas are tripped or activated − this is called chime.

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

Note: The chime feature in a zone requires both the zone and its partition to have chime enabled.

You can easily enable or disable chime on partition level using Quick Chime feature. See “Quick Chime Toggle” on page 4 for details.

1. Enter a valid PIN to unlock the screensaver.
2. Press Enter.
3. Go to Partitions or Zones.

4. Select the partition you want to add to chime mode.
5. Press Select (5).
6. Press Cancel to exit the menu.

Program User PINs

Each user has a unique PIN code that allows him 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 screensaver.
2. Press Enter.
3. Go to Users.
4. Select the function you want to perform:

   - Add/Modify: Add or edit a PIN and user permissions
   - View: View the details and PIN of an existing user
   - Delete: Delete a user
   - Status: View the status of an existing user
   - Copy: Duplicate existing users

5. Select the user.
6. Follow the instructions on the screen.

Change Time and Date and Holiday Dates

1. Enter a valid PIN to unlock the screensaver.
2. Press Enter.
3. Select the function you want to perform:

   - Time & Date: Change the current time

   - Holiday: Change the dates for the four (4) sets of holidays

4. 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 keypad.

1. Enter a valid PIN code to unlock the screensaver.
2. Press Enter.
3. Go to History.
4. Select the log category you want to display. The following categories may be available depending on the panel version:

   - Main: All events except for the frequently occurring door and card related events.

   - Alarm: Intrusion and alarm related events, required by EN50131 standard.

   - Video: Camera related events.

   - Access: Card and door related events. Available only if the panel supports door access features.

Use Up (2) and Down (8) buttons to list events. Use the Right (4) button to view more details on the selected event. See also “History” on page 4.

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 to unlock the screensaver.
2. Press Enter.
3. Go to Testing.
4. Select the security component you want to test:

   - Siren: Test the siren functions. Indoor and outdoor sirens will activate for the configured time. Press Cancel to cancel the siren test.

   - Battery: Test the battery if it is able to provide backup power. The test is self-timed. It can take a few minutes to return the result.

   - Communicator Test: Test that the system is able to send alarm messages. The result appears within a few seconds.

   - Zone Walk Test: Verify if each sensor is able to send alarm signals to the system. You have to specify the range of zones (as a start and an end zone) to perform the test. The test procedure shows the list of zones being tested. Activation of particular zones removes them from the list until the list is empty, which means the test is passed. The test is failed if there are still untested zones after the time configured in the panel.

   - Auto test: Test keypad display, indicators, key backlight, and buzzer.

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

Set Keypad Options

The keypad can be customized for the requirements of your site by setting the volume, brightness and screensaver timeout time.

1. Enter a valid PIN to unlock the screensaver.
2. Press Enter.
3. Go to Settings > Keypad.
4. Select the setting to customize:

   - Display: Contrast, Brightness, Idle brightness, Color
   - Key backlight: Brightness, Idle brightness, Color
   - Sound: Tone, Keypress Volume, Alarm Volume, Entry/Exit Volume
   - Idle Timer
   - 24H Format (Yes / No)
   - Show Logo (Yes / No)
   - Show Clock (Yes / No)

Programming Cards

If the keypad is equipped with a Mifare card reader (NXG-1832-EUR and NXG-1833-EUR) and the system supports door access features, then the master user may configure user cards in the “User Cards” menu.

Note: The menu allows you to add or modify cards of the existing users.

To modify a user card:

1. Enter a valid PIN code to unlock the screensaver.
2. Press Enter.
3. Go to User Cards.
4. Select the function you want to perform.

Add/Modify Card

Add or Edit the Card for user.

First, select a user by entering the user ID and confirm by pressing ENTER.

The screen shows “Swipe a Card or type ID”.

You can either change/enter the card number on the keypad or swipe the card (this is the recommended method).

If the card is swiped, it will be automatically secured if necessary — the security key will be applied to the card.

Note: Present the card to the reader and hold it until the keypad beeps. If the securing operation is required, it may take 1 to 2 seconds to apply the security key to the card.

If securing the card succeeds, a special two-tone sound is generated.

If the card number is entered on the keypad, the card must be secured manually (for example, using the Card Securing option).

Card Enable/Disable

Allows to enable or disable the card, which is already assigned to the user.

First, selected the user by entering the user ID and confirm by pressing ENTER.

Alternatively, a user card may be swiped to select its user.

Next, change the Enable parameter as desired.

Delete Card

First, selected the user by entering the user ID.

Alternatively, a user card may be swiped to select its user.

Once the user is selected, the card assigned to the user is removed.

Add Multiple Cards

The option allows you to assign cards to multiple existing users.

Note: This is the easiest and recommended method for adding cards to users at the system initial configuration.

First, all user accounts must be created using any convenient method (DLX900 / Web page / Users menus).

Enter the Add Multiple Cards option on an NXG-1832 / NXG-1833 keypad as a master user.

The keypad shows the list of users with no card assigned. If all users already have cards assigned, the relevant message is shown.

Only one user is shown at a time, starting from the lowest user ID. Users can be selected by pressing Up and Down buttons.

Once the user number is shown on the screen, present the card to the reader. This runs the following operations: assign the card to user, enable the card, and secure the card.

Note: Present the card to the reader and hold it until the keypad beeps. If the securing operation is required, it may take 1 to 2 seconds to apply the security key to the card.

If securing the card succeeds, a special two-tone sound is generated.

After successful assignment, the user is removed from the list of users, and the keypad automatically switches to the next user with no card assigned or displays a message “All Users have Cards”.

Secure Cards (Card information)

The option allows you to secure multiple cards. Also, it may be used as a “Card Information” option.

It is recommended (but not required) to perform the securing operation on all spare cards that are not used in the initial card configuration. This allows you to assign these cards to new users in the future by entering the card ID without a need of swiping the card to the reader.

Once entered, the menu shows “Swipe a card” message. Any card swiped when the function is active will be secured, and a relevant message will be shown for a few seconds.

Note: The Secure Cards menu can also be used to get the information about cards. You can present cards already secured or assigned to users. The keypad screen will show the message that the card is already secured and display the user ID and enable state.

System Status Messages

Various messages may appear on status screen of the keypad.

Alarms

The following alarms can appear:

- Panic Alarm
- Medical alarm
- Burglary alarm (in this case only the zone name is shown).
- Fire alarm

If there are alarms, no other status messages are shown on the system status screen. Press the System Info (***i***) button to view alarms.

- Zone in Alarm, zone number and name
- SOS – Fire alarm
- SOS – Panic alarm
- SOS – Medical alarm

If a manual alarm is activated using the keypad function buttons (A, B, C), no zone info is shown.

Categories other than alarms can be displayed alternately.

Faults

The following faults can appear:

- Time Lost: 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.

- 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.
- System Battery Low: The security system back up battery requires charging. Wait 24 hours. If condition does not clear, then contact your service provider.
- System Box tamper: The security system cabinet tamper input has activated. Check the lid is fully closed.
- System Siren trouble: The security system indoor siren has a problem. Contact your service provider.
- System Overcurrent: The security system or a smart power supply is drawing too much current. Contact your service provider.
- Phone Line Fault, System Ethernet Line Fault, Wireless Link Fault: The security system has detected a problem with a communication line. Check your connection and contact your service provider if this fault does not clear.
- Phone Communication Fault, Ethernet Communication Fault, Wireless Communication Fault: The system was unable to report a message by a communication channel. Contact your service provider.
- System Device Offline, System Device Bypassed: An expander or a keypad is offline or bypassed.
- System Wireless Jam: Wireless device jamming is detected. Contact your service provider.
- System Power Supply Fault: A smart power supply has a hardware problem. Contact your service provider for a replacement.
- Zone in Tamper: This zone has triggered a tamper alarm.
- Zone in Trouble: This zone has an open circuit.
- Zone Low Battery: This zone is a wireless device, which needs its battery replaced.
- Zone Missing: This zone is a wireless device, which does not communicate.
- Zone Antimask: This zone is a detector, which has been masked.
- Partition Zone in Tamper: A zone tamper in the partition has been restored.
- Partition Zone in Trouble: A zone short circuit in the partition has been restored.
- Partition Zone Has Low Battery: A zone low battery alarm in the partition has been restored.
- Partition Zone Missing: A zone missing alarm in the partition has been restored.

The second line of the fault message contains a zone number and name of the faulty zone, or a name of the device in case of system faults.

Door Faults

The following door faults may appear on the screen:

- Door Left Open (DLO): Door is still opened when the Door Zone Shunt Timer expired, and the door is configured to report DLO state.
- Door Warning: Door is still opened at Door Zone Warning time before the expiration of Door Zone Shunt Timer, and the door is configured to report DLO state.

  Example

  When Door Zone Shunt is set to 60 seconds, and Door Zone Warning is set to 15 seconds, and door is kept open:

  - Door Warning message appears 45 seconds after opening the door.

  - Door Left Open message appears 60 seconds after opening the door (Door Warning is not reported any longer).

  Note: If the Door Warning is active on the doors that are assigned to the particular keypad, then the keypad generates a special beep sound (1 second on, 1 second off) to notify the user that this door is in Warning state, and will trigger DLO alarm soon.
- Door Forced: Door has been forcibly opened (the door lock is still engaged), and the door is configured to report Door Forced condition.

In Programming

Indicates that the system is being programmed. Press the System Info (*i*) button to display the programming mode details:

- Program Mode: The system is being programmed from another keypad.
- Remote Program: The system is being programmed remotely using the software or the Web page.

Zone Bypassed

Indicates that a zone is bypassed, either manually by a user, or automatically during Arm Stay. Press the System Info (*i*) button to show more details:

- Zone in Bypass | Zone number and name
- Zone Auto Bypassed | Zone number and name

System Not Ready

A zone is in an active state. Press the System Info (*i*) button to display the active zone number and name.

Ready, Zones Open

The status is shown if a zone is in active state, but its partition is configured for force arming, so it automatically bypasses the active zone when arming. Press the System Info (*i*) button to display the active zone number and name.

See also “Zone Bypassed” above.

Stay Armed and Away Armed

The following armed statuses can be shown:

- Stay Armed, Away Armed: A single partition is armed
- Stay Armed: X/Y, Away Armed: X/Y: X of Y partitions are armed.

Press the System Info (*i*) button to display a list of partitions with their current statuses. See “Partition status” on page 3 for details on partition status.

System Ready

The system is ready to arm.

Programming

For full system programming, refer to *xGenConnect Installation and Programming Guide*.

Specifications

Compatibility	xGenConnect panel series
Code combinations	10 000 to 100 000 000 (4 to 8 digits) There are no invalid code combinations.
Voltage	9 to 15 VDC (provided by panel)
Current consumption (at 13.7 V DC)	
Nominal	NXG-1830-EUR, NXG-1831-EUR: 90 mA NXG-1832-EUR, NXG-1833-EUR: 130 mA
Minimal (all lights off)	NXG-1830-EUR, NXG-1831-EUR: 35 mA NXG-1832-EUR, NXG-1833-EUR: 40 mA
Maximum	NXG-1830-EUR, NXG-1831-EUR: 160 mA NXG-1832-EUR, NXG-1833-EUR: 200 mA
Input	Resistive, wiring compliant with xGenConnect panel inputs
Output	NXG-1832-EUR, NXG-1833-EUR only Open collector type Internal 10 kΩ pullup to Main PWR line
Max. load for OC sink	100 mA
Max. voltage connected externally	16 VDC
Overcurrent protection	Built in
Mifare reader	NXG-1832-EUR, NXG-1833-EUR only
Carrier frequency	13.560 MHz
Bandwidth	1.696 MHz
Maximum power output	42 dBµA/m
Supported cards	NXG-180x-5 (compatible with Mifare DESFire EV2, EV3)
Wiring	xGen 4-wire bus
Mounting height	≤2 m
Dimensions (W × H × D)	133 x 130 x 25 mm
Colour	NXG-1830-EUR, NXG-1832-EUR: White NXG-1831-EUR, NXG-1833-EUR: Anthracite
Weight	0.3 kg
Operating temperature	−10 to +50°C
Maximum relative humidity	95% noncondensing
Serviceable parts	There are no serviceable parts

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 manufacturing 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.
Certification	CE EN 50131-3 Security Grade 2, Environmental class II Tested and certified by Telefication B.V.
European Union directives	NXG-1830-EUR, NXG-1831-EUR: 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 firesecurityproducts.com NXG-1832-EUR, NXG-1833-EUR: Carrier Fire & Security hereby declares that this device is in compliance with the applicable requirements and provisions of all applicable rules and regulations, including but not limited to the Directive 2014/53/EU. For more information see: firesecurityproducts.com
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.
Product documentation	Please consult the following weblink to retrieve the electronic version of the product documentation. This link will guide you to the EMEA regional contact page. On this page you can request your login to the secured web portal where all manuals are stored. https://firesecurityproducts.com/en/contact

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