

General System Supervisory Trouble

General System Supervisory

General System Supervisory presents itself when a Keybus module or modules that have previously logged into the system have stopped responding. This can be a result of damaged or disconnected Keybus wiring; or by changing the supervisory slot number of a module (such as a keypad in Section [000][0]; or by repositioning a programming jumper on the PC5108 zone expanders or the PC5200 supervised power supplies); or by defaulting a module (such as a keypad, wireless receiver, PC5100 Addressable Module, etc.) once the module has been programmed with data.

General System Supervisory presents itself as a "GEN SYS SUPR" on the PK5500, RFK5500 or RFK5564 keypads; and as Trouble LED 1, sublevel LED 5 on the PK5501/08/16 or RFK5501/08/16 keypads.

To determine which module(s) are causing the issue, you can review the event buffer to see which module(s) went into supervisory trouble and which module(s) did not restore back into the system. This may be difficult if you are not using a PK5500/RFK5500/64 full English keypad or the DLS software. An easy way to determine which module(s) are causing the General System Supervisory trouble is to use Section [903] and Section [902] in the following fashion.

1. When General System Supervisory occurs, access installer programming (* 8 [Installer Code]) and enter into Section [903].
2. On the PK5500/RFK5500/64 keypads: Scroll through the list of the modules by using the right hand >, each module that has previously checked into the Keybus will be listed in the supervisory log. On the PK/RFK5501/08/16 keypads the module numbers will automatically scroll (see chart below.) Once you have recorded each of the modules, press # once and enter into Section [902].

Section [902] – clears the memory of the Keybus supervisory log and allows each of the modules to log back into the system automatically. This process takes approximately one minute.

3. After one minute, enter into Section [903] and review the current list of modules. Compare the current list to the original list; the missing module(s) are the cause of the General System Supervisory trouble. Determine the cause and correct the issue; your General System Supervisory should be resolved.

General System Supervisory Trouble

The PowerSeries panels can supervise up to 27 different modules; each module has its own supervisory slot number as shown below:

Indicator Light (Zone)	Module
[01] to [08]	Keypad in Slot #1 to #8
[09] to [14]	PC5108 Zone Expander #1 to #6
[15]	PC5100 Module
[16]	PC5108 Zone Expander #7
[17]	PC5132 Module or RFK keypad with integrated wireless receiver
[18]	PC5208
[19]	PC5204 Module
[20]	PC5400 Module
[21]	PC59xx Module
[22]	Alternate Communicator
[24]	Escort5580 or Escort5580TC
[26] to [29]	PC5200 #1 to #4

- On a PK/RFK5500/64 each module will be listed in English text.
- On a PK/RFK5501/08/16 each module will be listed numerically.

Please keep in mind that on the 5500 style keypads, the keypad can only displays the language that was preprogrammed into the keypad. Therefore, if you combine older and newer panels/keypads there can be some confusion on what is being represented.

For example: When using a LCD5500 on a PC1832 panel, the first Zone Expander will be listed as “Zones 9 – 12”, and not as “Zones 9 – 16”. The panel sees all 8 zones of Module #9 but the LCD5500 keypad can only represent Module #9 as “Zones 9 – 12” because of its preprogrammed labels.

The reverse is true when using a PK5500 on a PC832 panel. The keypad will show “Zones 9 – 16” for the first zone expander slot when it only really sees Zones 9 – 12.

The keypads show the preprogrammed labels for each module slot as a convenience and must be kept in mind when you are combining new and old system components.

General System Supervisory Trouble

Section [902]: Module Supervision Reset

All models are automatically detected within one minute after being connected to the Keybus. Enter Section [902] to clear detected modules if a module is removed, if PC5018 jumpers are changed, or if a keypad slot assignments are programmed. The system will rescan the Keybus to determine which modules are connected.

Section [903]: View Module Supervision

The keypad will display the modules detected by the system by turning on the associated zone light (LED keypads), flashing the number (fixed-message LCD keypads) or displaying the modules detected in plain language (programmable LCD keypads.) Refer to chart above.