

.....  
EURO 12  
User  
Manual  
.....



TS50131-3:2003  
EN50131-1  
PD6662:2004  
Security Grade 2  
Environmental Class 2



TS50131-3:2003  
EN50131-1  
PD6662:2004  
Security Grade 3  
Environmental Class 2



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# You've Made the Right Choice

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Note the specification of Euro-12 may vary between models, and some facilities in the manual may not be available. Check with your installer for full details. This equipment may be used in systems installed to a lower grade, which will be agreed with your installation company.

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## You've Made the Right Choice

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Using your *Euro-12* Alarm System just couldn't be easier!

**This is the Keypad from where you control your Alarm System\*.**



### Note:

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For your security, the keypad becomes disabled for 90 seconds after 24 incorrect key-presses, or after 6 attempts to present invalid tags. It will subsequently be disabled again after 7 further incorrect key-presses or after another invalid tag is presented. Once a correct code or tag has been registered, the keypad is returned to normal operation.

\*Please note that Keypad design may differ from that shown.

## The Euro-12 Keypad

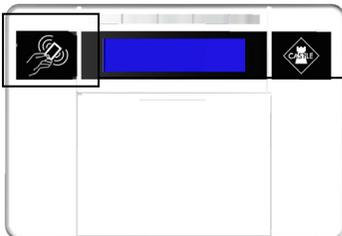


The display gives you any important messages. It will alert you if you need to call your alarm installation engineer.

The 10 digit numeric keypad is where you use your PIN code.



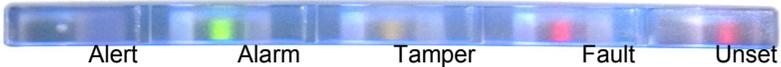
The **A B C D** keys help simplify use, and will illuminate to highlight your choice of security cover, or flash if there is a problem.



This is where you present your **Tag**.

## Warning Indications

All setting points (Keypads or Tag Readers) have lamps to clearly indicate what is happening.



The **'Alert'** lamp will flash if there is information available to you. Enter your code to see the information. After a code has been entered, one of the following lamps will light: Alarm, tamper or fault. The relevant detail of the problem will be shown on the display. To clear the display, press the 'Yes' key (or the display will clear automatically after 3 minutes.)

The **'Alarm'** lamp will flash after code entry if an alarm occurs.

The **'Tamper'** lamp will flash after code entry if the wiring or equipment is tampered with.

The **'Fault'** lamp will light after code entry to indicate if a technical fault occurs.

The **'Unset'** lamp will light for 5 seconds if the panel is completely Unset (steady) or if some areas remain Set (flashing). It will also light during the setting procedure, going off once set.

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## Using Tags

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*Euro-12's* High Security Proximity Tag (or Card) will set or unset your Alarm system with the minimum of fuss or complexity.



The Tag contains NO batteries and is completely maintenance free.

Just touch the Tag to the fascia below the logo to use.

The Keypad will BEEP to acknowledge the TAG.

# Using the Keypad with your PIN Code or Tag



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## Security Checks

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### **Before you set your system:**

You must ensure all doors and windows are securely closed and any pets or people are excluded from areas protected by movement sensors.

Close Windows



Close Doors



Exclude Pets & People

## Leaving the Building

If you are leaving the building, go to Keypad and key in your PIN code, or present your Tag.

Exit tone Starts

The appropriate area (ABCD) keys will illuminate.

(If flexi-set is enabled you will be able to choose which areas you set, see page D2)

### Leave by agreed Exit Route

### Close and Lock the Final Exit Door

Finally, press the 'Push to Set' button (if fitted) that is mounted externally by the final exit door.

Exit tone will cease

**Euro-12 is now SET**



Exit Timer



If your exit is timed, you will see the above screen.

If you use a Push-to-Set button, or final-door-set, you will see the screen below.



## Faults when you Switch On

If when you key in your PIN code (or present your Tag) a warning tone sounds and the **fault** lamp comes on, the keypad display will show the nature of the problem.

An appropriate **A B C D** key will flash to indicate within which area the fault exists.

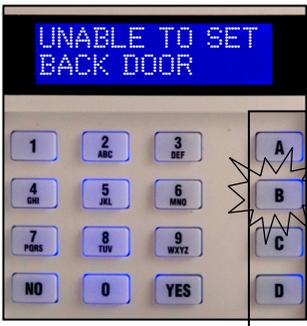
The tone will cease after about 10 seconds.

Press the NO key

The system will remain unset, so you can resolve the problem.

For example, you may have left a door open, if so, close the door.

Now commence the setting procedure again.



## Faults when Leaving the Building

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If when you have closed the final exit door (and pushed the '**Push to Set**' button *if fitted*), the exit tone continues to sound an interrupted tone...

"beep – beep – beep – "

You have probably left a protected door on the exit route open.

Return to the keypad and note the message on the display.

Stop the setting procedure with your PIN code, or Tag.

Close the open door

Now commence the setting procedure again (see B2).



## Entering the Building

To enter the building you **must** use the agreed entry route and go straight to the keypad.



Entry tone will be sounding

“beep – beep – beep –”

Key in your PIN code, or present your Tag.

Entry tone will cease



To indicate that the system has unset, the unset lamp will illuminate for five seconds.

**Euro-12 is now UNSET**

## **Part-Setting the System**

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### **Intelligent Set** (if programmed)

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If you wish to set *Euro-12* and stay in the building (eg set the alarm at night), the Euro-12's intelligent operating system will realise which level of security you require and will set only part of the system.



**You will NOT need to press a Push-to-Set button if you set only part of a system.**

If intelligent set is not installed on your system, you may part set the system as described on Pages D1-D2.

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## **Staying in the Building**

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### **Intelligent Set**



To Part Set *Euro-12* go to the keypad and enter your PIN code or present your Tag.

The appropriate **A B C D** keys will illuminate

Exit tone will start

Leave the protected area and retire to the un-protected area (eg upstairs).

Euro-12 will detect you have gone upstairs and set the appropriate areas accordingly.

After a preset time the exit tone will cease.

**Euro-12 is now Part Set**

When  
Problems  
Arise, Just  
Key in your  
PIN Code or **Tag**



## **Silencing Alarms**



If an Alarm tone sounds, the Alert lamp will flash:

Just key in your PIN code or Present your Tag.

**The Alarm will stop sounding**

Alarm Silenced  
Low Volts

The display will indicate the problem.

**Press the 'YES' Key**

Call Engineer  
Low Volts

Euro-12 will advise you on any action that is needed. If the 'Alert' LED indication remains lit, there is additional information available. Enter your PIN or present your Tag to view.

## Engineer Reset

When an alarm has been cancelled and the Police have been notified by the Alarm Receiving Centre, you will see the following screen when you try to use the system.



Quote G19867  
Anti-Code Needed

It is usually necessary for an engineer from your installation company to check the installation and reset the system for further use. **But if you have caused the alarm in error** your Alarm Receiving Centre or Alarm Installation Company may permit you to reset the system without an engineer present.

You will be required to quote a 6-digit code by telephone (advise them that the system is a Castle Euro-12). You will then be given a special code which will reset the system **for that one occasion only**.



Quote G19867  
Anti-Code Needed

**Press 'NO'**



Euro-MERIDIAN  
TIME:

Enter the anti-code given to you by your installation company.



Enter your Code  
[\* ]

Your alarm is now restored and ready to use.



Engineer Restore  
Performed

This 6-digit code is also displayed in the 'user menu' – see page F21.

## **Automatic Inhibit**

Euro-12 is designed to automatically disable certain functionality. The factory default settings are as shown below:

<b>Intruder Alarm Signal</b>	After 3* unconfirmed alarms in the same area or 1 confirmed alarm.
<b>Tamper Alarm Signal</b>	After 3* unconfirmed alarms in the same area or 1 confirmed alarm.
<b>Keypad</b>	After 23 keypresses without entering a valid code, keys are disabled for 90 seconds. After reinstatement, this will be repeated after each 7 keypresses until a valid code is entered.
<b>Tag Reader</b> (or Tag at a keypad)	After 6 presentations of an invalid tag, the reader will be disabled for 90 seconds. After reinstatement, this will be repeated for each invalid tag until a valid tag is used.

\*This figure is programmable by the installing company

# Setting Individual Areas

## The A B C D Keys



Sometimes your security needs will be a little more complex and you will need to use the **A B C D** keys.

Your Installer can also give names to all four of the **A B C D** areas, so that you can easily identify them.



For example:

**A** = Reception  
**B** = Warehouse  
**C** = Office  
**D** = Storeroom

or

**A** All Set  
**B** Bedtime Set  
**C** Cat in Lounge  
**D** Dog in Study

SETTING  
ALL AREAS

In addition, names can be given to the whole system

'ALL AREAS'

These will be displayed when setting the system.

## Codes with Flexi-Set

For greater flexibility in setting parts of your system, you can make a choice at the keypad.

Key in your PIN code or present your Tag.

If you do not wish to set all the areas assigned to your code/Tag, simply select the areas you wish to Set by pressing the relevant **A B C D** key(s).

To change your mind, press the relevant A B C D key(s) again.

Press the Yes key to accept

Setting areas will now be displayed, with the corresponding area keys being lit.

***Euro-12 will now Set the selected areas.***



A close-up of the LCD screen showing the text 'SETTING ALL AREAS' in a simple, pixelated font.

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**Flexi-Set**

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When *Euro-12* is already set and you wish to unset:

Key in your PIN code or present your **Tag**.

All areas for which the tag or PIN is valid will be Unset.

**Note:** Your alarm installing company may have programmed keypads to set and unset certain areas only.

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**Flexi-Unset**

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If your codes have been set up with Flexi-Unset enabled, you will always have a choice of what areas you would like to set or unset – providing you have a code valid for the relevant areas.

This function can only be enabled by your alarm installing company, and will not be permitted if your system is designed to comply with clause 6.4.5 of DD243:2004.

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# More Advanced Functions

## The 'Chime' Facility



The '**C**' key can be used to select the '**chime**' facility while the system is Unset.

For example, you may wish to be alerted if someone enters through a particular door during the day.

Simply press the '**C**' key.



The display will show a '**C**'

Now if the door opens you will be alerted by the '**chime**' tone.



To cancel the 'Chime' function, simply press '**C**' again.

**Note:** This is only operative on detectors programmed for this purpose. If multiple inputs are programmed to permit this, the sounder will not distinguish between them.

This function  
needs enabling  
by your installing  
company

## Setting with a Fault

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In a domestic setting you may wish to ignore a window you have deliberately left open in the summer time. There may be another fault on the system which you want to ignore when you set the system.

Enter your PIN code or present your Tag.

The display will ask if you wish to set with the fault.

To omit the fault, Press 'YES' (or 'NO' if you don't!)



Set with Fault?  
Bedroom Window

The system will then set as normal.

The fault will be omitted for this one arming period only.

### NOTE

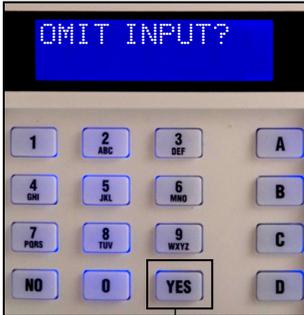
Only doors or windows already open can be omitted in this way.

The system may be programmed to be able to set with certain types of fault (eg mains fail) but not others (eg telephone line fault).



*This function  
needs enabling  
by your installing  
company*

## Deliberately omitting an input when leaving the building



At some time you may wish to isolate a detector if a room is occupied.

Enter your PIN code or **Tag**.

While the exit tone is sounding press the **'YES'** key.

When the **'OMIT INPUT'** menu is displayed:

Key in the number of the input you wish to omit and press **'YES'**.

*(Always use a leading zero, eg 02 is input 2)*

If it has been accepted it will be displayed on the screen.

Repeat for any other inputs that need to be omitted.

This function  
needs enabling  
by your installing  
company

**After 10 seconds Euro-12 will begin to set**

**These inputs will be omitted for this one period only.**

## Keypad Personal Attack

If you ever need to summon personal assistance in an emergency, *Euro-12* allows you to do so.

Simply press the **'1'** and **'7'** keys at the same time.



To reset:

Enter you PIN code or present your **Tag**.



### Note

This facility is only available if it has been enabled by your alarm installer. 2-Key PA and any duress codes programmed on the system by your engineer are not permitted to send a signal to the Alarm Receiving Centre under police regulations in England, Wales or Northern Ireland.



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# Manager Menu

To enter Manager Menu, press '**D**' and then key in your code or present your tag. The screen will display any relevant information; simply press '**No**' to move into Manager Menu.

We recommend that your system is fully disarmed to use Manager Menu functions.

## Manager Menu

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The manager menu is accessed by pressing 'D' and then keying in your **Manager PIN** code.

You then have a choice of:

Set Date & Time? (see page F3)

Omit Inputs? (see page F4)

Change Code(s)? \* (see page F5)

Review Logs? \* (see page F11)

Phone Book? (see page F13)

Walk Test? \* (see page F14)

Siren Test? \* (see page F15)

Test CHC Communications? (see page F16)

Dial Out Menu? \* (see page F18)

Allow Engineer Menu? \* (see page F19)

BLOCK UDL? (see page F20)

Enter Anti-Code?\* (see page F21)

Exit Manager Menu? (see page F23)

\* These features can also be accessed with a standard user code.

Pressing the '**NO**' key will take you from one Menu to the next (as well as '**Escaping**' from within a menu). Pressing the '**YES**' key will take you into a menu (as well as '**Accepting**' a choice within a menu).



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## Manager Menu

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Press 'D' and key in your Manager PIN code or user code.

The first Menu choice asks you if you wish to **'Set Date & Time?'**

If you wish to enter the menu, press **'YES'**. But if you wish to move on to other Manager Menu items press **'NO'**.



The USER MENU is similar to the manager menu, with some choices unavailable (see page F1).

## Set Date & Time

---

A blue LCD screen with white text that reads "SET DATE &amp; TIME?".

Press **'NO'** to move to next menu.

Press **'YES'**

*(Press **'NO'** to move to the next menu)*

A blue LCD screen with white text that reads "YEAR (00-99)" on the top line and "[06]" on the bottom line.

Enter Year (eg 06 = 2006)

A white rectangular input field with a black border, containing the text "Press 'YES'".

A blue LCD screen with white text that reads "MONTH (1-12)" on the top line and "[08]" on the bottom line.

Enter Month

A white rectangular input field with a black border, containing the text "Press 'YES'".

A blue LCD screen with white text that reads "DAY (1-31)" on the top line and "[12]" on the bottom line.

Enter Day

A white rectangular input field with a black border, containing the text "Press 'YES'".

A blue LCD screen with white text that reads "HOURS (00-23)" on the top line and "[13]" on the bottom line.

Enter Hours (24 hour clock)

A white rectangular input field with a black border, containing the text "Press 'YES'".

A blue LCD screen with white text that reads "MINUTES (0-59)" on the top line and "[45]" on the bottom line.

Enter Minutes

A white rectangular input field with a black border, containing the text "Press 'YES'".

To go to the next menu, press **'NO'** again.

Press **'YES'**

*(Press **'NO'** to move to the next Menu)*

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## Omit Zones

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Some of your doors may rarely be used. Opening them, even with *Euro-12 Unset*, may be designed to cause an alarm. If you need to open these doors you can omit them from the system as shown below.

(Only inputs of 'tamper' and 'day alarm' type can be omitted this way, as set up by your alarm installing company).

Enter the input number you wish to omit.

A blue rectangular screen with white text that reads "Omit Inputs [---]".

Press 'YES'

A blue rectangular screen with white text that reads "Omit Inputs [06]" on the first line and "FIRE DOORS" on the second line.

To reinstate inputs simply key in the number again.

A blue rectangular screen with white text that reads "Omit Inputs [---]".

Press 'No' when your selection is complete

### **Note**

Inputs omitted while '**UNSET**' will NOT be omitted when you '**SET**' the system.

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*See page E3 for more information on omitting inputs.*

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## Changing or adding PIN Codes/Tags

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**A record should be kept as  
shown on Page G2**

CHANGE CODES?

Press **'YES'**

*(Press 'NO' to move to the next Menu)*

Change User  
Codes?

Press **'YES'**

*(Press 'NO' to programme the **Master  
Manager Code**)*

Turn to the next page to continue  
to programme user codes.

Change Master  
Manager Code?

Press **'YES'**

*(Press 'NO' to move to the next menu)*

The Master Manager Code can only  
be changed by the Master  
Manager.

Turn to the next page to continue  
to programme the Master  
Manager Code.

## **Changing or adding new PIN codes/TAGS**

*Euro-12* identifies each user by a different '**User Number**'. Eg 'John' would be user **01** – 'Jane' would be user **02** etc.



USER NUMBER  
[02]

Now key in the '**User Number**' whose PIN code/TAG you wish to add or change.

Press '**YES**'

Key in the new **4,5 or 6 digit PIN code** you require *or present the new Tag*.



ENTER USER CODE  
[\*\*\*\*]

To delete a code or Tag press '**C**'.

Press '**YES**'

*Euro-12* will **not** allow you to programme in codes that are already in use by the system. Standard users can only edit their own code.

Managers can only programme new users with access to the same areas as he/she has access.

*Note: 'EN Grade 3' alarm systems will only accept 5 or 6 digit codes, or tags*

## Changing or adding PIN Codes/Tags

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```
User Type
(User)   [01]
```

Choose the level of authority the code-holder is allowed.

User – **cannot** access Manager Menu.

Manager – **can** use Manager Menu.  
(Use '**B & D**' keys to make your choice).

Press '**YES**'



```
User Areas
IA      [1]
```

Using the **A B C D** keys, choose the areas you wish to be controlled by the code-holder.

(Managers may not give other users access to areas he himself cannot access)

Press '**YES**'



```
User Set Option
Unset/Set [01]
```

Choose the limits you wish to place on the code-holders actions. Set & Unset, Set only, Unset only, choose 'None' if the Tag is **only** for Access or Ward control.

(Use '**B & D**' keys to make your choice)

Press '**YES**'

## Changing or adding PIN codes/TAGS

Flexi-Set gives you the opportunity to choose the areas you require to set when you use your PIN code or Tag.



If you do not choose Flexi-Set your Code/Tag will simply set the areas assigned without offering you the opportunity to choose.



For simplicity of use, choose **'NO'**

(Make your choice with the 'B' and 'D' keys)

Press **'YES'**



Systems installed to Grade 2 requirements must have 10,000 code differs.  
Systems installed to Grade 3 requirements have must 100,000 code differs.  
Tags have 2.8 thousand billion differs (16<sup>28</sup>).  
There are no disallowed codes.

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## Changing or adding PIN Codes/Tags

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Assign Codes to  
Readers

If you do not have Access Control or Wards, go to page F10.

Press **'YES'**

*(Press 'NO' to move to next menu)*



Wards Access

To assign a Tag to Access Control Readers, or a Ward Reader



Wards Access [3]  
Stores Door

Enter the Reader Numbers required.

Press **'YES'**

To cancel a reader from the list, Key in the number again.

Press **'YES'**

When you have completed the list, press **'NO'** again to go to the next menu.

## **Changing or adding new PIN Codes/Tags**

Using the numeric keys, you can enter a user name, similar to typing a text message on a mobile phone. Use '0' key for space.

The **A B C D** keys on the keypad are used as follows:



- 'A' – capital letters
- 'B' – moves cursor left
- 'C' – Clears Character, creates a space
- 'D' – Cursor moves right

eg to write 'Ben' simply press the  
'2' key twice  
'A' key for capital  
'D' move cursor right  
'3' key twice  
'D' move cursor right  
'6' key twice

Press **'Yes'**

When you have finished and wish to go to the next menu, press **'NO'**.

## Review History Log

---

REVIEW LOG?

Press **'YES'**

*(Press 'NO' to move to the next menu)*

Panel Log?

Press **'YES'**

To advance through the logs:

Date & Time  
<EVENT>

Press **'D'**

For added information:

<Area Involved>  
<User Involved>

Press **'C'**

To move backward to previous events:

Press **'B'**

To stop review:

Press **'NO'**

To move to the next menu, press **'NO'** again.

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## **Review History Log**

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If Access Control Facility is in use, a separate log is available dedicated to events using this function.

Follow the same procedure as described on page F11, but press '**NO**' to choose between 'PANEL LOG' and 'ACCESS LOG'.

Access Control is available if your panel is fitted with an MSX-76 or MSX-280 card.

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**SMS Phone Book**

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PHONEBOOK?

Press **'YES'**

*(Press 'NO' to move to the next Menu)*

SMS Numbers  
[1]

Use the 'D' key to scroll to which SMS telephone number you wish to change (1-4).

Press **'YES'**

Mobile No. 07  
951\_

Using the numeric keys, type in the new telephone number (do not leave any spaces). You can move the cursor back with the 'B' key and forward with the 'D' key. Use the 'C' key to delete a character.

Press **'YES'**

SMS Numbers  
[1]

Select the next mobile telephone number you wish to change, or Press 'NO' to move to the next menu.

## Walk Test

Press **'YES'**

*(Press 'NO' to move to the next Menu)*

WALK TEST?

Choose the area(s) you wish to test by pressing the appropriate ABCD keys.

Press **'YES'**

Walk Test Zone  
Front Door

All detectors waiting to be tested will scroll in the display.

Walk around the building and trigger all of the detectors.

The system will **'chime'** each time a detector responds.

When all detectors have been activated and are working, the display will show **'Walk Test Completed'**.

Walk Test  
Completed

To move to the next menu, press **'No'**.

WALK TEST?

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## Testing your Alarm Sounders

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SIREN TEST?

Press **'YES'**

*(Press 'NO' to move to the next menu)*

Testing Siren

Press **'YES'**

Siren will sound, Strobe will flash

SIREN TEST?

Press **'NO'** to move to next menu.

## Test CHC Communications

Your system may have been configured to send messages to a mobile telephone.

If so, the system will call the appropriate messaging bureau and forward the message to your mobile telephone whenever an event occurs that is important to you.

Message calls are charged at the normal network rate current at the time of the call. The fee for routine checking is collected automatically via a premium rate number when the *Euro-12* makes its regular authorisation and routing call to the messaging computer.

Should this call fail, the display will show 'CHC Test Fail' until the next time that the call is made successfully (see next page for making test calls to the CHC). This acts as a reminder that SMS Message signalling *may* not be operational, but will not interfere with this, or any other aspect of the alarm system.

If you wish to change the information sent to your mobile telephone, or the mobile telephone number, please contact your alarm system installation company.



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## Test CHC Communications

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**It is recommended that this test is *only* undertaken under the supervision of your alarm installation engineer.**



TEST CHC  
COMMUNICATIONS?

Press '**NO**' to move to the next menu

*(Press 'YES' to make the test (under the direction of an alarm engineer), the test call will be via a premium rate number)*



Press Y if using  
PABX or N if not

If your alarm panel is connected to an internal telephone network (PABX system) which requires a '9' for an outside line, press '**YES**', otherwise press '**NO**'.



Testing to CHC.  
Please Wait



Test sent to CHC  
Test Complete

Once test is complete, press '**YES**'.

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## Dial Out Menu

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Your alarm system may be configured so that you can control the system via a PC.

A screenshot of a blue screen with white text that reads "DIAL OUT MENU?".

Press **'YES'**

*(Press 'NO' to move to the next menu)*

A screenshot of a blue screen with white text that reads "Are you Sure?".

Press the **'YES'** key if you wish to continue or press **'NO'** to cancel.

A screenshot of a blue screen with white text that reads "Calling Remote PC".

---

## Allow Engineer Menu

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ALLOW ENGINEER  
MENU?

When your alarm installation engineer comes to your premises for a maintenance visit or to correct a fault after an alarm he will require access to the programming of the system.

Press **'YES'**



Allow Engr Menu?  
Yes [1]

Use **'B & D'** keys to make your choice.

Press **'YES'**

After the engineer has finished on site, you may return this setting to **'NO'**.

---

**Block UDL**

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If you wish that your alarm company can only dial into your system with their PC whilst their engineer is on site, this can be set up through the 'Block UDL' menu.



BLOCK UDL?

## Anti-Code Restore



ENTER ANTI-  
CODE?

(note, this item will ONLY appear if engineer restore is required and will appear first in the user menu)

Your Alarm Receiving Centre or Alarm Installation Company may permit you to reset the system without an engineer present.

Press 'YES'



Eng Restore  
Required G15234

You will be required to quote this 6-digit code by telephone (advise them that the system is a Castle Euro-12). You will then be given a special code which will reset the system **for that one occasion only.**



Enter your  
Code [ ]

Press 'YES'

After entering the correct anti-code you may continue using your system normally.

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## **User Programmable Functions**

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Persons holding Manager codes to Euro-12 have access to the following programming options:

*Set Date & Time (page F2)*

*Change User Codes (page F5)*

*Change Mobile Telephone Numbers (page F13)*

*Block UDL/Allow Engineer Access (page F19)*

*Inhibit (omit) Inputs from the system (page F3)*

To do so, press 'D' and enter your Manager PIN code or Tag.

Every user has access to the following programming options:

*Change his own code (page F5)*

*Allow Remote Set (page F20)*

*Allow Engineer Access (page F19)*

To do so, press 'D' and enter your User PIN code or Tag.

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## Menu Exit

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```
EXIT MANAGER  
MENU?
```

To exit from Manager Menu and return to normal mode.

Press **'YES'**

If you wish to select any of the Manager Menu items again press the **'NO'** key until your choice is displayed (*see F2*).

## Service Information

We are sure that you will be delighted with your *Euro-12* Alarm installation.

For your personal reference here is a record of the relevant service information.

Service Company			
Date of Installation	Day	Month	Year
Site Reference			
24hr Service Number	Tel:		
Keyholders	Name	Tel:	
	Name	Tel:	
Panel Type			
Software Version			
Installed to Grade	(See below)		
Environmental Class	2		

Euro-12 panels are suitable for use in installations designed to meet the requirements of Grade 2.

External set/unset readers and access control readers meet the requirements of environmental class 4.



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## **Disclaimer**

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Euro-MERIDIAN includes the facility to send electronic signals to an Alarm Receiving Centre (ARC), and also to send SMS text messages to mobile telephones.

Alarm, etc. signals may be transmitted via a PSTN link, using a variety of formats, to suitable receiving equipment located at the premises of an independently operated Alarm Receiving Centre.

Provision is also made for the use of third-party device to transmit signals to an Alarm Receiving Centre by means of the PSTN, GSM, IP or other network.

The SMS facility uses a PSTN connection to a special SMS Centre, where the information is transferred to the GSM network for delivery to the client's designated mobile telephone(s).

The SMSC services are provided by GSM network operators or other reputable companies, whose operation is outside of the control or influence of Castle Care-Tech Ltd.

Castle Control Panels have an embedded premium rate telephone number that is used to contact a Castle host computer prior to commissioning, in order to download the SMSC details and appropriate call routing authorisation. The control panel will continue to contact this CHC at regular intervals, to verify the operation and update and confirm the routing information and authorisation as appropriate. The charge for this service is raised by the use of the "premium rate" telephone number. Please check with your installer for exact charges.

Whilst we will use our best endeavours to resolve any issues relating to these uses of equipment manufactured by us, Castle Care-Tech are in no way responsible for the operation of the PSTN or other transmission media, the Alarm Receiving Centre or the SMSC - or for the end-to-end security and delivery of information and messages involved.





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