Comfort, the Intelligent Home System

Comfort II Quick Start Guide

SECTION 1 GETTING STARTED

Welcome to the world of Comfort, the Intelligent Home System. Comfort is an integrated Security and Home Automation System including a digital answering machine with 8 mailboxes. Comfort is also fun to use, besides protecting your home and family day and night.

Please read this manual to get to know how to start using Comfort. Please download the Comfort User Reference from http://www.cytech.biz/manuals.html to learn how to take full advantage of this unique system. Information on Comfort is available at http://www.cytech.biz. You can also find FAQs, hints, troubleshooting tips, and user support on the Comfort User Forums at http://www.comfortforums.com.

☎ The print version of the manual may not always have the latest changes. Please download the latest version if necessary from http://www.cytech.biz/manuals.html

Introduction to Comfort

- Comfort is an advanced, but easy-to-use Intruder alarm system which not only warns of burglary and fire, but also lets you listen to your home during alarms, monitors activity of elderly people, informs you at the office when your children return home, and can call any combination of 8 telephones, Monitoring Stations, or send SMS messages (UCM/GSM required *) depending on the alarm which is triggered.
- Comfort talks to you in a clear human voice through the Keypads, any phone in the premises or any outside phone, through a comprehensive Voice menu.
- Comfort is a practical Home Automation System which allows you to control your lighting, HVAC or home or office appliances via telephone, keypad, Time program, or when triggered by Events.
- Comfort's Keypads with one-touch arming keys and short-cut keys make it easy to operate the system, and van be used as intercoms for communications within the premises.
- Comfort's Door Station * intercom rings your home phones when you are at home, and calls you on your mobile phone when you are away, and even takes a message from visitors.
- Comfort is an advanced digital Answering Machine which can record messages from the keypad and telephone.
- Comfort keypads can be used as Baby Monitors.
- Reminder Messages can ring the phone or call your mobile phone to remind you of regular events or even act as an alarm clock.
- Time Programs can automatically switch off lights and appliances or arm the security system or perform many other functions at programmed times.
- Comfort can be controlled from the RCO1 handheld remote control * or any universal learning remote control
- Comfort can be accessed using an iPhone, iPad or Android app (UCM/Ethernet required *).
    * Optional Item

These are only a few of Comfort's advanced functions. Please take the time to read this manual to learn how you can make full use of Comfort to provide security and convenience for your home and family or office.

Getting to Know Your Keypad

Indicators | Green | Red | Red | Green | Red
Steady | Sec Off | Armed | AC Off | Memo | Mic ON
Blinking | Trouble | Alarm | Low Bat | Message |
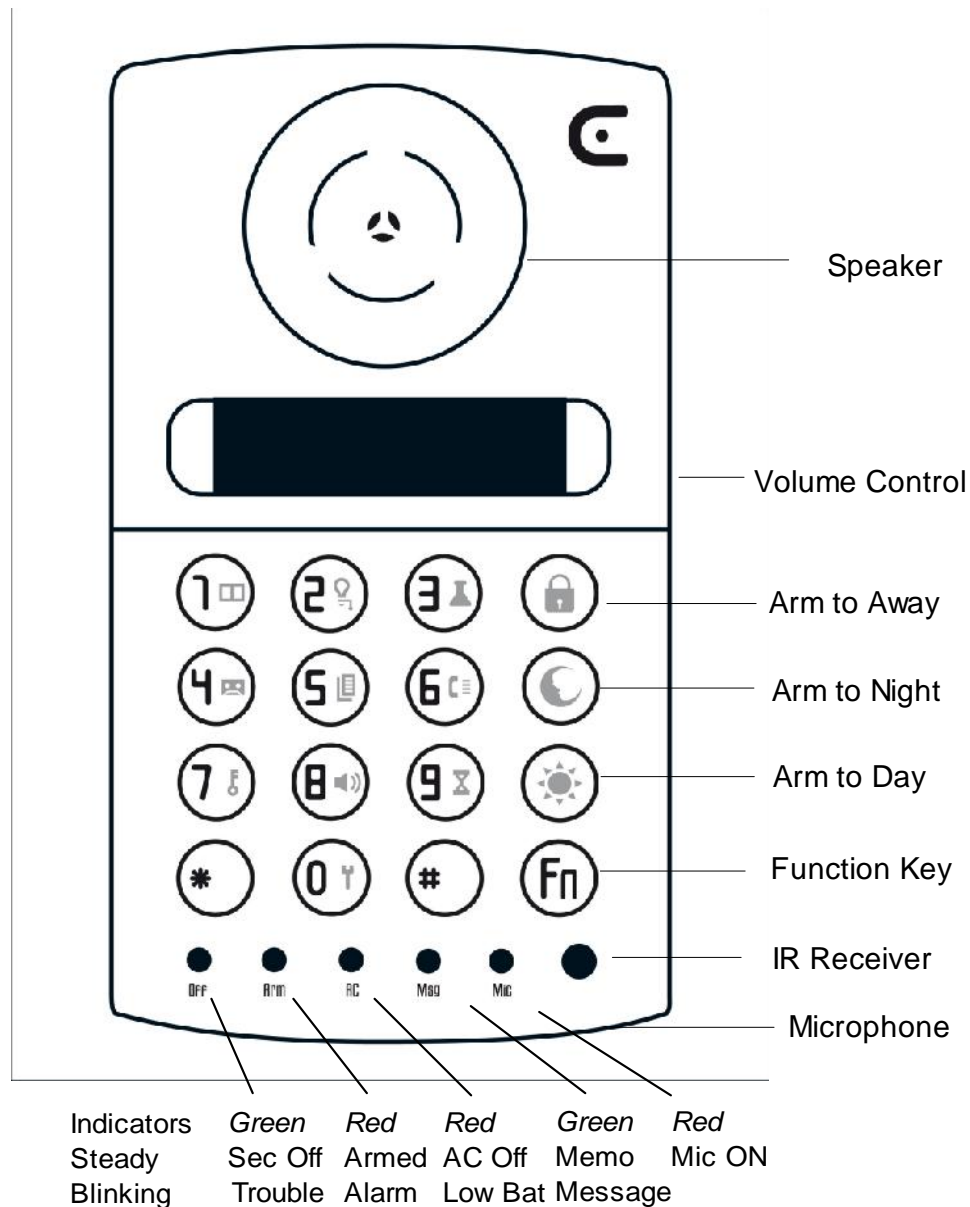
Figure 1-1 KP04 LCD Keypad

The Keypad is the control center for Comfort. In addition to arming and disarming the security system, your Keypad allows you to record and hear your messages on the built-in answering machine, has short-cut keys for commonly used menus and functions, and acts as an intercom with other Keypads on the premises. This chapter introduces you to the buttons, controls and indicators on Comfort's Keypads.

There are several keypad models which can be used with Comfort;

- KP04, KP05, KP06 LCD keypad with speaker, microphone and Infrared Receiver. These have similar functions so these instruction are applicable.
- KT03 Touchscreen Keypad to allow easy touch access for full control of Comfort.

Keypad LED Indicators

Steady if not armed. Blinking if Trouble (Phone Cut, AC Fail, Low Battery Zone Trouble)

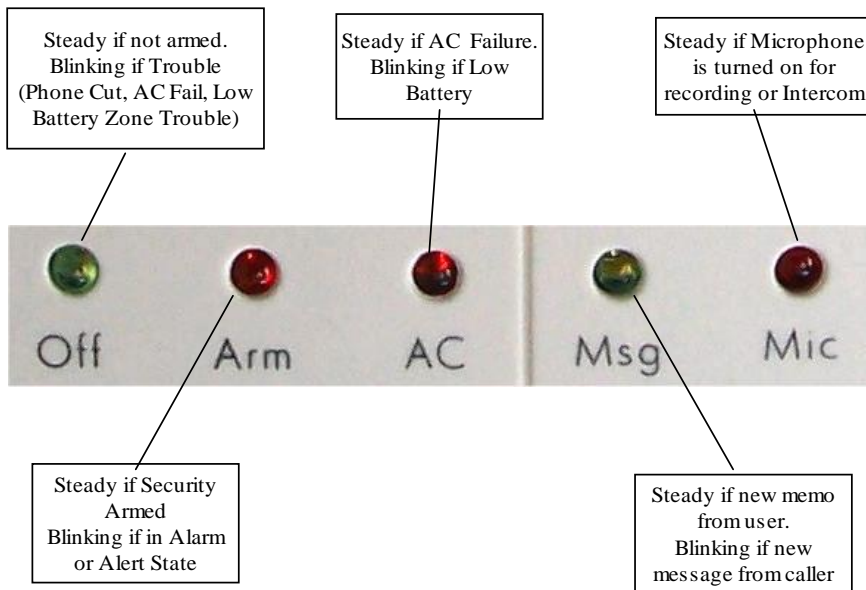Steady if AC Failure. Blinking if Low Battery

Steady if Microphone is turned on for recording or Intercom

Off   Arm   AC   Msg   Mic

Steady if Security Armed Blinking if in Alarm or Alert State

Steady if new memo from user. Blinking if new message from caller

Figure 1-2 - LED Indicators

Off/Trouble Indicator ("OFF")

The green OFF LED is steady when the system is not armed, i.e. Security is off, and there is no Trouble condition.

The OFF LED will flash and the keypad will beep fast if there is a Trouble condition, e.g. Phone line cut, Power Failure, Low Battery, or Communication failure. To acknowledge the trouble condition and to silence the keypad beeping, enter your user code on the keypad (default 1234#). The keypad will announce the trouble and stop beeping.

Arm/Alarm Indicator ("ARM")

The red ARM LED is steady when the system is armed, there is no Alarm condition.

The ARM indicator will flash and the siren will sound if there is an Alarm. To silence the alarm and disarm the security system to Security Off, enter your user code on the keypad (default 1234#). The keypad will say "Security Off", the ARM indicator will turn off and the green OFF LED will turn on.

The ARM LED will also flash if there is an Alert condition, i.e. the Entry Door has been opened and the entry delay is in operation, waiting for a valid code on the keypad.

AC Indicator ("AC")

The red AC LED is Off if the system is connected to mains power, and On Steady if mains power is off due to a power failure.

The AC LED flashes if the standby battery is weak. This may happen if mains power has been off for a few hours. When power returns, the battery will be recharged, but if the Low Battery indication persists after 24 hours, contact your installer.

Message Indicator ("MSG")

The green MSG LED is ON if there is a new message recorded by pressing the keypad F4 button and Flashing is a message is recorded from an incoming call. Press the # key to hear who the message is for. To hear the message, enter the user code and # key on the keypad.

MIC Indicator ("MIC")

The red MIC LED is ON if the system is in Intercom Mode, either with the Door Station or an internal or external phone.

One-Touch Buttons (Icons for KP04 Keypad)

KP05 and KP06 have the same Function keys as KP04 but the icons may be different.

Icon	Function and Instructions
🔒	Arm to AWAY Mode - when all occupants are leaving the premises
🌙	Arm to NIGHT Mode when going to bed. All zones are protected except for selected zones where movement is allowed. No Exit is required
☀	Arm to Day Mode during the day or at night to protect only doors and windows, allowing movement in interior zones. No Exit is required
#	If Messages Indicator is steady or blinking, press # to find out who has new messages. Press # during arming to automatically bypass all open zones. If # is pressed when the telephone is ringing, Comfort answers the phone immediately.
Fn	F + another number key selects a Function (see next table). The F key also ends the voice menu, Intercom or other keypad operation Comfort says "Thank you, goodbye"

☎ Pressing the F key while in a menu or Intercom Mode will end the keypad operation. Comfort will say "Thank You, Goodbye".

Function Keys

KP04, KP05 and KP06 the same Function keys but the icons may be different. Press the F key followed by a number key. Some functions require you to enter your sign in code and # key

F + Key	Function and Instructions
F 1	Bypass Zones (to disable zones temporarily) "Enter Zone number & # key. Press 1 to Bypass, 0 to unbypass
F 2	Home Control Menu. The list of devices to be controlled will be announced, if any.
F 3	Test Menu 1 - Battery Test (turn off AC to test battery) 2 - Security Check (announce activated zones) 3 - Dial Test (audible dial to programmed phones) 4- Siren Test (test the siren for a few seconds) 5 - Strobe Test (turn on and off strobe)
F 4	Record a message. MSG LED comes on. Enter code and # key to hear message
F 5	Event Log 1 - Next Event, 2 - Previous Event, 3 - Next Day, 4 - Previous Day, 9 - Last Event.
F 6	Program/Change Phone Numbers Select Phone 1 to 8. For each Phone, assign Phone Type as follows: 0 = No Phone, 1 = Voice Phone (mobile or landline) then "Enter new number and # Key"
F 7	Change Sign In Codes Sign in with your sign-in code. Enter new code and # key. Repeat to confirm

F + Key	Function and Instructions
F 8	INTERCOM with other keypads. All keypads can hear. Press any key on any other keypad to talk to originator and cut off other keypads. Only 1 side can talk at a time by pressing and releasing any key.
F 0	Enable Engineer Sign-in Code. Allow Engineer Code to gain access for programming when instructed by the Engineer.

Emergency Keys (2-key combinations)

Keys		Function
		F + AWAY together causes a PANIC Alarm
		F + NIGHT together causes a FIRE Alarm which has a distinctive cadence on the siren

Volume Control

Adjust the volume of the voice menu, announcements and siren tones to the desired level. This is a rotary wheel on KP04 and KP05, and Up/Down button on KP06.

Keypad Beeps

- Long Beep: Wrong user code is entered.
- Continuous Short Beeps: Trouble alarm Sign in to acknowledge and silence the alarm and to hear the trouble condition announcement.
- Slow Beeps: Slow Beeps when arming the system or when entering the premises as a reminder to disarm the system.

Trouble Conditions

Comfort constantly monitors the system for the following conditions;

- Telephone Line - Telephone line fault or disconnection.
- Power Failure - No AC power to the system.
- Low Battery - Standby Battery weak, needs replacement.
- Zone Trouble - Zone wiring shorted or not connected (open-circuit).
- Communications Failure - No communications to Keypads, Door Stations or other Comfort modules.

When any of these trouble conditions occur, the keypads will beep continuously, and the green Home/Trouble indicators on the keypads will flash. To silence the beeping, enter your code and # key on any keypad. The keypad will announce the cause of the trouble alarm, e.g.

"Phone Trouble"
"Battery Warning"
"Power Failure"
"Zone Trouble, (zone name or number)"
"Communications Failure"

Take note of the trouble alarm message shown on the LCD or announced on the keypad, and call your installer. The trouble alarm message will help the installer to diagnose the problem.

As long as the trouble condition persists, the green Home/Trouble indicator will continue flashing. Every time you sign in to the User Menu, the Trouble alarm

message will be announced. When the trouble condition is cleared, the Home/Trouble indicator will become steady.

Important Notice

Test Regularly

To help ensure that your system continues to function as intended, it is important that you test your system weekly. Refer to Checking Comfort in this chapter and follow the instructions carefully. If your system does not function properly, or if you have any questions about testing your system, call your installation company.

Despite regular testing, it is still possible for the equipment to fail to perform as expected, due to improper application, tampering, misuse and other reasons.

Safety Instructions

Please follow these basic safety precautions when using this product to reduce the risk of shock, injury or other possible damage. The manufacturer shall not be held responsible for damages or injury that are incurred by not using the product according to the safety instructions.

- Read this User Manual and understand ALL instructions given.
- The system must be installed by an authorized Comfort installer.
- The system should not be installed in a location that will be exposed to rain or moisture, or temperatures exceeding $40\,^{0}$C or lower than $0\,^{0}$C.
- Any appliance connected to Comfort should not be able to cause any hazard when turned on either remotely or automatically through Time Programs.
- No components within the system are to be removed or exchanged, except by an authorized Comfort installer or service center.
- Sign-in codes should be changed from the default values as soon as the system is installed in order to prevent unauthorized access.

SECTION 2 THE SECURITY SYSTEM

Your Sign-in Code (Very Important)

The default sign-in code is 1234 which is used to disarm the security system, and access your Comfort system using the local phone and from any remote phones. You can add up to 16 users with their own sign in codes in Comfort.

To change the sign in code, Press F and 7 on the keypad (with the Key symbol)

The Keypad voice menu says

> Please Sign In

Enter your existing code and # key (default code 1234).

> Enter new code and # key

Enter your new code of 4 to 6 digits and the # key.

> To confirm, Enter New Code and # key

If the entry matches, the voice menu will confirm.

> Sign-in Code OK

☎ To access Comfort by phone, dial to the home number and enter * followed by the user code and # key eg *1234#

☎ Always change your code immediately after Comfort is commissioned, to prevent unauthorized access.

Arming the Security System

You can arm the security system to Away, Night, or Day modes using the one-touch keys (the 3 keys on the top left). Follow the steps below.

Away Mode

Arm to Away if all occupants are leaving the premises, by pressing the Away Key ⬚   If any monitored door or window is open, their names will be announced repeatedly on all the keypads and also shown on the LCD, e.g.

> Kitchen Window,
> **Balcony Door,...**

Once they are closed, the keypads will announce

> Please Exit..
> Please Exit..

You can also Force-arm (temporarily bypass open zones) by pressing the # key (see below)

Leave the premises by the Entry door. When the door is closed, you will hear 2 beeps on the siren to confirm that the system is armed. If there is a strobe light, this will flash for several seconds. The red Armed/Alarm indicator on the keypad comes on steady (not flashing) and the keypad will announce

> **Away Mode**

All your lights and appliances can be automatically switched off, if programmed to do so by your installer.

Night Mode

Press the Night button ☾ (to arm to Night Mode before going to bed at night. If any security zone monitored by the security system is unsecured, i.e. doors and windows are open, their names will be announced repeatedly on all the keypads, e.g.

> Kitchen Window,
> **Balcony Door,...**

After all the announced doors and windows are closed, the security system will arm after a few seconds and the keypad will announce

> **Night Mode**

All zones are protected, with the possible exception of designated interior zones, normally Motion Detectors.

Day Mode

Press the Day button ☀ on the keypad to arm to Day Mode. In Day Mode, all interior zones will be inactive, while doors and windows are protected. Otherwise Day mode is the same as Night Mode above

Note: There may or may not be any difference between Day and Night Mode, depending on how your installer assigns the Motion detectors in the premises.

Force-Arming

When some zones are open when you are trying to arm the system, you may force-arm the system by pressing the # key. This automatically bypasses all open zones. If the open zones are closed later, they will be protected like other zones. This may be useful if a window is open which is on another floor from the keypad. You can force arm the system and then close the window after arming.

Arming by Telephone

Comfort can be armed from an internal phone or a remote phone. From the house phone, press * and enter your user code (default 1234) and the # key. From a remote phone, call home and wait for Comfort to answer, and while the greeting message is playing, press * and enter your user code (default 1234) and the # key. The Voice menu will be heard. Press 1 to Arm Security System; The Arm Security Menu is;

> Press 1 for Away Mode
> 2 for Night Mode
> 3 for Day Mode
> 4 for Vacation Mode
> Press # to End

Press the number corresponding to the mode required.

If zones are open while arming, press # on the telephone keypad to Force-arm (ie automatically bypass the open zones) the system, provided this operation is enabled in your system.

Security Off / Turn Off Alarm

To disarm, i.e. to turn off security, enter your user code (default 1234#) on the keypad.

☎ If you press * before your code, this will go into user menu. You can then press 0 to disarm the system

The red Armed/Alarm LED indicator turns off and the green Home/Trouble LED indicator turns on to show that security is off, and the voice says "Security Off".

If the Entry door is opened when the system is armed to any mode (Away, Night, Day, Vacation) an entry delay will be started to allow time for people coming home to disarm the system. During Entry Delay, the keypad beeps and the red Alarm/Alarm indicator flashes. Enter your code and # key to disarm to Security Off. If a valid code is not entered in the allowed time, an Intruder Alarm will be triggered.

When an alarm occurs, you can silence the alarm by entering your code (default 1234#). Do not press the * key before the code, as this will go into voice menu and not turn off the security or alarm. If you do get into the voice menu, press 0 for Security Off to disarm.

☎ Do not disarm the security system unless you are sure that there is no intrusion into the premises.

Bypassing Zones

To temporarily bypass a zone (i.e. cause the system to ignore a zone), press F +1 ▢ (open window icon). The Keypad voice menu says

> Enter Zone Number and # key

The Zone assignment table is at the back of this booklet. Enter the zone number to bypass and the # key. The zone is then announced, e.g.

> Kitchen Window Bypass Off
> Press 1 for On, 0 for Off

Press 1 to bypass and 0 to unbypass. A bypassed zone will not cause an alarm.

☎ All bypassed zones are automatically unbypassed when the system is disarmed.

Security Safeguards

Duress Code

If the duress code is entered twice, the system will seem to disarm normally, but Comfort will silently dialout to the designated programmed numbers. Enter your duress code if you are forced to turn off the security system by an intruder.

Your duress code is your sign-in code +/- 2. For example, if your sign-in code is 1356, the duress codes are 1354 or 1358. To safeguard against entering your duress code by mistake, you need to enter the duress code twice to activate the silent duress alarm. The first time you enter the duress code, it will not be accepted; there will be a long beep meaning wrong code. If you enter the duress code again, this confirms that you intend to generate a Duress Alarm. This safeguards against inadvertent user entry. If the Duress alarm is programmed to dial to a voice phone, Comfort will say the user name or number of the user who initiated the duress call.

You may disarm a duress alarm by signing in with the correct code on the keypad. A Duress Alarm cannot be disarmed remotely. Signing in with your duress code remotely is treated as a wrong code.

Sign In Tamper

Comfort has an effective safeguard against hacking, or the practice of trying to find out the sign in codes by repeatedly entering codes on the telephone or Keypad. After 6 unsuccessful attempts, a Sign In Tamper alarm will be generated, which cause a beeping alert and can be set to dial to the programmed phone numbers. The Sign in Tamper alarm is reset by entering a correct code twice. Double entry of a code to clear Sign in Tamper is another security feature to defeat hackers who happen to guess the correct code after a few attempts.

Engineer Code

The Engineer Code allows installers to remotely program Comfort. The Engineer Code is permitted only if the user gives authorization by pressing Keypad F 0 ⌐ The authorization is automatically canceled whenever the system is armed or at the end of each day to protect against unauthorized access.

Programming Telephone Numbers

Press F+6 ☎ The Keypad menu is

```
Select Phone
```

Up to 8 telephone numbers may be programmed for dial out in case of an alarm or event. First, select which of the 8 telephone positions to use. If your premises is monitored by a Central Station, phone positions 1 and 2 will be used, and 3 to 8 will be available for telephones or SMS messages (UCM/GSM required). If not, all 8 positions can be used. Press 3 for phone position 3.

> No Phone...
> Press 0 for No Phone
> 1 for Voice Phone
> 4 for Monitoring Station
> 6 for SMS *

☎ * SMS dial-out requires the UCM/GSM Module

To program a telephone for dialout (landline or mobile) press 1.

The voice menu says

> Voice Phone
> Enter new number and # key

Enter the new number and # key.

If you make a mistake while entering the phone number, press * or the AWAY key on the keypad to clear and start again.

Check that Comfort can dial to the programmed numbers with the Dial Test, described below in Checking Comfort

Event Log

Comfort has an Event Log for the most recent 600 events (250 for Comfort Optimum). The event log includes arming, disarming, alarms, zones triggered and all relevant security events. Each event is date and time stamped.

Press F+5 on the keypad. The Event Log will be announced in the format

(Date), (Time), (event)

For example,

> January 24 7:00 PM System Armed
> 8:53 PM Intruder Alarm
> 8:53 PM Kitchen Window
> 8:53 PM Phone Number 1
> 8:54 PM Monitoring Station OK
> 8:54 PM Phone Number 3
> 8:54 PM Phone Call Sign In.. John
> 9:05 PM Front Door
> 9:05 PM Entry Alert
> 9:05 PM John Sign In Code OK
> 9:05 PM Security Off
>
> Press 1 for Next
> 2 for Previous
> 3 for Next Day
> 4 for Previous Day
> 0 for 1st
> 9 for last

When listening to the Voice menu you can navigate through the Event Log by pressing 1 for next event, 2 for Previous event, 3 for Next Day, 4 for Previous

Day, 0 for 1st event, 9 for last event. Pressing any number during the event log announcement will immediately interrupt the announcement and go to the specified event. In this way, you can go quickly to the event of interest.

This is extremely useful to determine what happened during or before an alarm. The Comfigurator software is able to read the event log and save the log to a file on your computer.

☎ Ensure that the system Date and Time is accurate so that the event log can tell when the events occurred

Changing Date and Time

It is important to ensure that Comfort has the correct date and time. Events in the event log and messages in the mailboxes are date and time stamped. Time Programs also make use of Date and Time. To change the Date and Time, enter Program Menu (User Menu, 9), and press 2 for Date and Time

```
3:34 PM, 2013 February 1, Sunday
Press 1 to Change Date
2 to Change Time
3 for Holiday
```

Comfort knows the sunrise and sunset times for your location at all times of the year, and also keeps track of Daylight Saving time changes. This is important when Time Programs are used to automatically control your home or the security system if programmed by your installer. Refer to Time Programs in the Comfort User Reference.

What To Do During An Alarm

This section shows what you should do in the event of an alarm.

Turning off the Alarm

Enter your user code and # key on the keypad to disarm the alarm system and turn off the sirens.

☎ Do not press the * key before the code on the keypad, as this will go into voice menu and not turn off the alarm. If you do get into the voice menu, press 0 for Security Off to disarm.

Alarm Verification

Event Log (F5, or User Menu 3,3)

The voice event log can be used to check the events prior to or at the time of an alarm, like who armed or disarmed the system.

Voice Station (User Menu 5)

From User Menu, press 5 to any sounds through the keypad. If more than 1 Keypad is installed, you will be asked to select a keypad number. The Keypad remains in 2-way intercom mode for 90 seconds at a time. This allows you to listen to sounds or talk to whoever is in the area monitored by the Keypad. When the Keypad is on, the internal speaker is turned off temporarily to allow any noises to be heard more clearly. End monitoring by pressing * or #.

☎ During Voice Station mode, real time Alarm Tracking is also active, i.e. violated zones will be announced as they occur.

Dial-out to Voice Phone

- When Comfort dials to a Voice phone (telephone or cellular phone), it will announce the Alarm event which caused the dial-out e.g. "Intruder Alarm" , "Fire Alarm", "Panic Alarm", and the zone name (e.g. "back door", "kitchen window"). Comfort waits for a voice answer (e.g. "hello") before announcing so you must say something.
- Comfort will announce ..

> "Press 1 to Repeat This Message
> Press # to End"

If you did not hear the message well, press 1 to repeat the message. Otherwise, to acknowledge the message and end the call, press #. Pressing # will prevent Comfort from calling the phone number again.

- If you need to access Comfort to use the voice menu, press * and your user code and # key. This will allow you to go to the User Menu for you to operate the system.
- When you sign in with *, your user code and # key, the Alarm History will be announced. Check how the alarm was activated.
- From the User Menu, press 5 to go to Voice Station to listen on the Keypad to hear any sound on the premises. Any zones activated will be announced as they occur in real time.
- You can check event log in User Menu 3,3.
- When you sign in to access the user menu or press # to end the call, , the dialout is acknowledged, and Comfort does not call to the same number again. If you press # to end the call without signing in, Comfort will call to other phones in the dialing group. Never hang-up without pressing # or entering your code, as Comfort will call the same number again.
- ☎ A valid sign in during dial-out is recorded in the Event Log as " "Phone Call Sign in OK".

SMS Alerts

Comfort can send SMS messages to a GSM cellular phone (the UCM/GSM Module is required for this function) The following information will be displayed:

Identification Text - Alarm - ZZ

- (Identification text) is the 16 character text which identifies your system.
- Alarm is the Alarm Description in text form
- ZZ is the Zone Name or User number (1-16), or Device ID depending on the Alarm Type. For example, Intruder alarm type will report zone, while Arm and Disarm will report user number.

Dial-out to Central Monitoring Station

If your premises is monitored by a Central Monitoring Station, it will be programmed to dial first to the Central Station and report the alarm before dialing to other programmed phone numbers.

SECTION 3 OTHER FEATURES

Home Control Menu

The Home Control Menu can be programmed by your installer according to your requirements. This is accessed by pressing F2 on the keypad.

The Home Control menu announces the lights or appliances which can be controlled, for example,

> **0 for Lights,**
> **1 for Air-conditioners,**
> **2 for Appliances**

When you press any number, say "0 for Lights" the lights which can be controlled are announced, e.g..

> **0 for All Lights**
> **1 for Living Room Light**
> **2 for Master Bedroom Light**
> **...**

When one of the items on the list is selected, the actions which are possible for the device are announced, e.g.

> **Living Room Light is Off**
> **Press 0 for Off, 1 for On**
> **Press # for Previous Menu**

The real state of the device can be announced eg On, or Off

When an action is selected, the menu will return to the beginning.

Home Control Menu by Telephone

The Home Control Menu can also be accessed from the telephone.

To access Home Control Menu from a remote telephone, dial to your telephone number and let Comfort answer the call after the programmed number of rings. While the greeting message is playing (if any), press *, then your User and # key. If a valid code is entered, the User Menu will be played. Press 4 for Home Control

> Welcome, Security Off
> Press 1 to Arm Security System
> 2 for Messages
> 3 for Security System Menu
> 4 for Home Control
> 5 for Voice Station
> 6 for Door Station (if installed)

Testing Comfort

Comfort has a Test Menu which allows the basic system operation to be tested on a regular basis.

Press F+3 ✔ to hear the Test Menu

> Press 1 for Battery Check
> 2 for Security Check
> 3 for Dial Test
> 4 for Siren
> 5 for Strobe

This allows you to test your security system. Press F to end the voice menu at any time.

Battery Check

Press 1 to test your standby battery. This test will turn off the mains power to Comfort for 2 minutes . If a low battery condition is detected, a Low Battery Alarm is generated and the Mains is turned on again.

Security Check

Press 2 for Security Check. Walk through the premises, opening protected doors and windows and triggering detectors. All zones activated will be announced on the Keypads. 24 hour detectors like Smoke detectors and Panic switches can be tested without causing an alarm or dial out. To end, press any key. Warning: Any 24 hour detectors left on will cause an alarm.

Dial Test

Press 3 for Dial Test. This initiates a dial out to all the programmed phones. For SMS Messages (UCM/GSM required), the message reported is "Dial Test". For Voice Phones, the Alarm Type announced is "Dial Test". For Central Stations, the event reported is Test. During the dial test, all tones and sounds are audible, so you can monitor the progress of the calls.

Siren Test

Press 4 for Siren test. This produces a short burst on the siren to test that it still working.

Strobe Test

Press 5 for Strobe Test then 1 for ON or 0 for Off. Remember to turn off the strobe at the end of the test.

Comfort Voice Menu

Comfort has a comprehensive voice menu which guides the user through all operations. This can be accessed on the keypad by pressing your code and # key when the system is not armed. The menu is described in the Comfort User Reference. Press F to end the Voice Menu at any time.

Other Useful Features

Some of Comfort's most interesting features are described fully in the Comfort User Reference which can be downloaded from http://www.cytech.biz/user_guides.html.

Some of these include;

- Answering Machine
- Keypad to Keypad Intercom
- Baby Monitor Intercom
- Door Station Intercom
- Time Programs
- Reminder Messages
- IPhone/iPad/Android Apps
- SMS Messages for Alarms and Home Automation

Some of the above features may require optional modules.

SECTION 4 GETTING HELP

General Support

Your installer should be able to answer your basic questions and show you how to operate Comfort. You may also access http://www.cytech.biz to find out more about Comfort, and to download manuals and other information. You are invited to join the Comfort Forums at http://www.comfortforums.com to ask questions, to share your experiences, give your opinions as well as your suggestions on how Comfort can be improved further.

Product Registration

Register your product at http://www.cytech.biz/ Look for the Support menu and click Product Registration. Sign up as a new user and enter your details.

Frequently Asked Questions / Tips

The Comfort forums on the web can be accessed for assistance.

FAQS - Technical http://www.comfortforums.com/forum16/

FAQS - User http://www.comfortforums.com/forum17/

Questions on Using Comfort http://www.comfortforums.com/forum1/

User Code Forgotten

If the User Codes are forgotten, your installer should be able to reset the code to default 1234. They will probably charge for this, so please be careful not to lose your code!

Keypad beeps when any key is pressed

If one keypad is being used, other keypads are locked out, giving a long beep tone if any key is pressed. Press F on any keypad to end the current operation on the other keypad.

Keypad shows "Phone Trouble"

This indicates that the telephone line has not been connected correctly to Comfort, perhaps due to the telephone line installation. Please call your Comfort Installer.

My ADSL Broadband is affected by Comfort

An ADSL modem on the same telephone line as Comfort should be connected before Comfort, to the TEL IN connector, while telephones in the home must be connected to the TEL OUT connector. Please call your Comfort Installer.

Cannot Sign in using a Mobile Phone

Comfort detects DTMF tones. Some old mobile phones, eg Nokia have a setting for DTMF. Make sure that this is set to ON. Remember to press *, then the user code and # key.

Keypad shows Battery Warning Alarm

This means that the standby battery in Comfort is weak and must be replaced. A normal battery will last for 2 to 4 years. Call your installer about installing a new battery

If I remotely arm to Away Mode by phone, is Exit necessary?

No, Comfort knows that no one is in the premises, so it is not necessary to open and close the door. The system will be armed after 6 seconds if there are no open zones.

Limited Warranty

Cytech Technology Pte Ltd. provides a warranty for a period of 24 months from the date of purchase. This warranty covers defects in materials and workmanship under conditions of normal use by the original buyer only. In the case of any breach of such warranty, Cytech Technology Pte Ltd. shall either repair or replace the defective equipment upon return of the equipment to its repair center at the purchasers own expense.

This warranty does not apply to damages incurred in shipping, handling or other causes beyond the control of Cytech Technology Pte. Ltd., including but not limited to: alterations to the product, abuse, improper application, lightning, physical damage, mechanical shock, excessive voltage or extremes in temperature.

While the product is an advanced security and automation system, it does not offer guaranteed protection against burglary, fire or other emergency. Any Intruder alarm system is subject to failure or compromise.

Despite frequent testing and due to but not limited to all or any of the following; disruption in electrical supply or communications, criminal or accidental tampering, it is possible for the system to fail to perform as expected. Cytech Technology Pte Ltd. does not warrant that the product or system may not be compromised, or that it will in all cases prevent loss of property by Burglary, fire or otherwise, nor that it will in all cases give adequate warning or protection. A properly installed and maintained security system may only reduce risk of fire, burglary robbery or otherwise, but it is not a guarantee that these will not occur.

The warranty does not apply to firmware errors or bugs which do not have a serious or critical effect on the performance of the system.

Cytech Technology Pte Ltd. is not liable under any circumstances for any damages, loss of anticipated revenue, loss of time or any other losses resulting from the purchase, installation, use or failure of this product

Important Note

The printed manual may not always be the most current version. Please check and download the latest version from http://www.cytech.biz/manuals.html

The downloaded manual is in A4 size. To print this manual as an A5 Booklet, on HP PCL printers select Page Scaling = Fit to Printable Area. Select Properties> Finishing Tab, Document Options = Print on Both Sides, Booklet Layout = Left Side Binding. Other printers may have different settings to achieve the same result

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