



## Guide for the **Agility 4** System





There are a handful of phone numbers you can call should you have a fault or issue with your system. If your alarm is sounding don't panic and if possible, try to get away from the noise while on the phone so you can concentrate.

**01268 75 76 77 - Shipman Security**

You can call us to request a routine maintenance visit or we can attempt to clear a fault over the phone to avoid a callout charge. You can also phone this number to pay an invoice or to request an upgrade and make changes to the system.

Alternatively, you can email us on  
[mail@shipmansecuritysystems.co.uk](mailto:mail@shipmansecuritysystems.co.uk)

**08448 79 17 03 - Custodian Monitoring**

You can call custodian to update your site or keyholder details and request a remote reset for your monitored system.





Panel ID:

This is found on right hand side of panel. (15 Digits)

PIN Code:

Given by Engineer, default PIN Code is 1234.

Memorable Word:

This word is used to grant access when speaking with the monitoring station.

**Important note: please keep this word away from unauthorised personnel.**

RISCO Cloud Username/Email Address:

RISCO Cloud Password:



## User Guide for **Agility 4** System

### Sections Included:

---

1. Introduction
2. Common causes of **False Alarms**
3. **LED** and **Sound** Indications
4. Registering with the **Phone App**
5. Registering with the **Web App**
6. Using your system with the **Keypad**
7. Using your system with a **4/8 Button Remote**
8. **Full, Part and Unset Alarm**
9. Understanding your **Zones**
10. **Monitored Systems and Keyholders**
11. **Hold Up Alarms / Panic Buttons**
12. **Grade of System and Equipment**
13. **Vacating the Premises**

# 1 - Introduction

---

Dear new customer,

Following the completion of your installation, we are pleased to welcome you to our customer service organisation. Your security system is designed and installed to comply with British Standards as required by the SSAIB and BAFE governing bodies.

This user manual is designed as a simple and easy to read step by step guide to use your alarm with ease and avoid unnecessary callout fees.

## 2 - Common causes of False Alarms

---

There are a range of reasons your alarm might be causing false alarms as well as a number of things you can do to reduce these:

- Ensure that all users at the premises are properly trained in the **operation** of the system.
- Always enter and leave the premises using the **agreed entry and exit route**.
- Always **switch off the system** before entering protected areas. Don't let anyone enter before you **unset the system**.
- If setting and unsetting times have been agreed, **advise the monitoring station** if you plan to set or unset the **system outside these times**.
- Make sure that all **windows and doors** are closed properly and that no contacts or PIRs are **being obstructed**.
- Be mindful of **moving animals or items** that might be creating false alarms while you are away, such as **rodents, birds, helium balloons or plants**.
- Make sure that your system is regularly **serviced and maintained**, at least once per year and let us know of **any damage to devices**.
- Double check that the **premises is empty** before setting the system.
- Let us know when there are any **changes or alterations** to your building or contents that might **affect the system**.
- Let us know if you have **experienced a false alarm** that is **unexplained**.
- Do not **remove or tamper** with the system or let any other tradesmen **remove or refit items**.

### 3 - LED and Sound Indications

Depending on different system statuses, your alarm system's main panel and keypad will show a variety of different colour lights and sounds:

#### Main Panel LED Indicators:

Power LED (Green)	
Condition	Description
On	Power OK
Rapid Flash	Indicates AC Fault
Slow Flash	Indicates Low Battery Fault
Full Set & Alarm LED (Red)	
Condition	Description
On	System is Full Set
Rapid Flash	Alarm Activation
Slow Flash	System is in Exit Delay
Off	System is Unset
Part Set LED (Red)	
Condition	Description
On	System is Part Set
Off	System is Unset

Ready LED (Green)	
Condition	Description
On	System is Ready
Off	Open Zones
Slow Flash	System is ready to be set while a specially designated entry/exit remains open
Fault LED (Orange)	
Condition	Description
Rapid Flash	Fault
Off	No Fault

#### Main Panel Sound Indicators:

Description	Condition
Continuous, rapid beeping	Intrusion Alarm
Staggered, rapid beeping	Fire Alarm
Slow buzzer beeps until the Exit Delay time period expires	Exit Delay
Slow buzzer beeps until the Exit Delay time period expires	Entry Delay
1 second tone	Confirm Operation
Three rapid error beeps	Reject Operation
1 siren chirp = system set 2 siren chirps = system unset 4 siren chirps = system unset after an alarm	Set/Unset chirp

### Panda Keypad LED Indicators:

Condition	Description
Cloud Symbol	<ul style="list-style-type: none"> <li>• On: System connected to cloud</li> <li>• Off: No cloud connectivity</li> <li>• Slow Flash: Cloud connectivity fault</li> </ul>
Tick Symbol	<ul style="list-style-type: none"> <li>• On: System Ready</li> <li>• Off: Open Zones</li> <li>• Slow Flash: Ready to set with open entry/exit zone</li> </ul>
Hammer Symbol	<ul style="list-style-type: none"> <li>• On: Zone/Keypad/External module has been tampered</li> <li>• Off: Normal Operation</li> </ul>
Lock Symbol	<ul style="list-style-type: none"> <li>• On: Fully Set</li> <li>• Slow Flash: Exit Delay</li> <li>• Rapid Flash: Alarm</li> </ul>
Lock inside House Symbol	<ul style="list-style-type: none"> <li>• On: Partially Set</li> <li>• Off: No omitted zones</li> </ul>
Warning Symbol	<ul style="list-style-type: none"> <li>• On: Fault in the system</li> <li>• Off: No Fault</li> </ul>



## 4 - Registering with the Phone App

---

The iRISCO app will allow you to set and unset your alarm system using your phone. It's user friendly and simple to use.

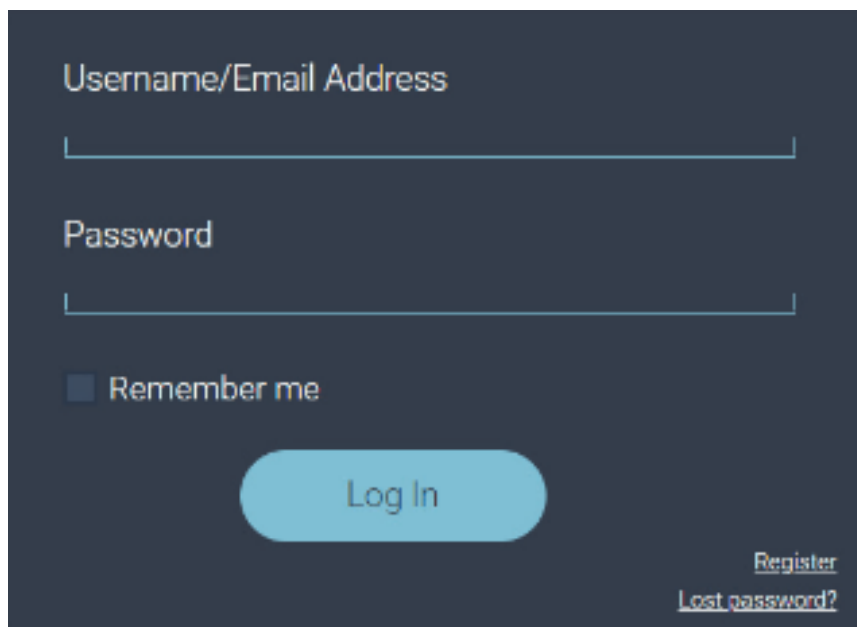
1. To begin, download the official **iRISCO** app from either the **Apple App store** for iOS device users or the **Android Play store** for Android device users.
2. Once you have installed the app on your phone, open it and press **register** at the bottom.
3. Fill in your details by adding your **email address** and **password** as well as your **first name**, **surname** and **phone number**. Your email and password will be required for your first-time activation.
4. On the next page, add your **address and postcode**, and choose whether or not to opt into promotional newsletters from RISCO, and tick the **terms & conditions box**.
5. On the following page, you can select a name for your site. Set the product as **Control Panel**. Below this you will need to enter the **15-digit panel ID**. Our engineers will tell you this, but it can be found on the **right-hand side of the alarm panel**.
6. Below this is the **PIN Code**, the PIN code would have been decided when it was set up on the keypad - but the default PIN Code is **1234.\***
7. Lastly, choose the correct time zone and pick an icon. After you press register, you will be sent an **email** by RISCO to verify your account using the email address you entered earlier.
8. After **clicking the link** within the email your account will be active, and you can log in with the details from earlier.

## 5 - Registering with the Web App

---

Logging into the iRISCO Web User app will allow you the same access as the smartphone app with added features such as the ability to change codes.

1. To access the RISCO Cloud online, go to [www.riscocloud.com](http://www.riscocloud.com)
2. Fill in your details by adding your **email address** and **password** as well as your **first name**, **surname** and **phone number**. Your email and password will be required for your first-time activation.



Username/Email Address

Password

Remember me

Log In

[Register](#)

[Lost password?](#)

3. Choose a name for your site and enter your **address**.
4. Enter the **PIN Code\***
5. Click **Enter**.
6. On the following page, you can select a name for your site. Then set the product as **Control Panel**. Below this you will need to enter the **15-digit panel ID**. Our engineers will tell you this, but it can also be found on the **right-hand side of the alarm panel**.
7. Enter the Captcha code as it is displayed.














8. Next, choose whether or not to opt into promotional newsletters from RISCO, and tick the **terms & conditions box**.
9. After you click register, you will be sent an **email** by RISCO to verify your account using the email address you entered earlier. After **clicking the link** within the email your account will be active, and you can log in with the details from earlier.









The screenshot shows a registration form with the following fields and options:

- Email Address:** Your Email address will be used as your login name
- Full Name:** (empty text input)
- Create Password:** At least 8 chars, small and upper case | show
- Retype Password:** Retype password | show
- Site Name:** (empty text input)
- Country:** United Kingdom of Great Britain and Northern Ireland (dropdown)
- County / Province:** (empty dropdown)
- Time Zone:** (GMT+00:00) Greenwich Mean Time : Dublin, Edinburgh... (dropdown)
- City:** (empty text input)
- Address:** (empty text input)
- Post Code:** (empty text input)
- Phone:** (empty text input)
- Equipment Type:** Control Panel (dropdown)
- Equipment Id:** SN for panel or MAC for other equipment
- System PIN:** (empty text input)
- Image:** A CAPTCHA image showing the letters 'HGWGK' on a noisy background.
- Text:** Enter the symbols you see on the image
- Button:** Re-Generate

## 6 - Using your system with the Keypad












The standard keypad we install is called the Panda Keypad, and below are some useful shortcuts on how to use it with your system.

Action	Result
Press 	Full Set
Press 	Part Set
Press partition number (1-3), then press Full Setting or Part Setting  	Partition Set
Press  and enter <b>code</b> , at Activities menu press , at  Omit Zone press 	Quick Zone Omit
Press  and then enter <b>code</b> or use <b>proximity tag</b> .	System Unset
Press partition number (1-3), press . Enter  <b>code</b> or use <b>proximity tag</b> .	Partition Unset
Press 	View / Hear System Status
Press  for two seconds.	View Last Alarm
Press  and  simultaneously.	Panic Alarm

Press  for two seconds.	System Chime
Press 	Wake Keypad
Press  for two seconds. Select volume level (0-4), and then press 	Main Panel Volume
Press  and  simultaneously for 2 seconds. Scroll  to select language, then press 	Change Keypad and Panel Language

## 7 - Using a 4 Button or 8 Button Remote

Your 4 or 8 button remote can be programmed with different functions, below are the standard.

4 Button Remote: Action		Result
Press 		Full Set
Press Small Button		Part Set
Press 		System Unset
Press  (for all assigned partitions)		Partition Unset
8 Button Remote: Action		Result
Press 		Full Set
Press 		Part Set
Press partition number (1-3), press Full Setting or Part Setting  then enter code. 		Partition Set
Press 		System Unset
Partition number (1-3), press , and  enter code.		Partition Unset
Press  and  simultaneously.		Panic Alarm

## 8 - Full, Part and Unset System

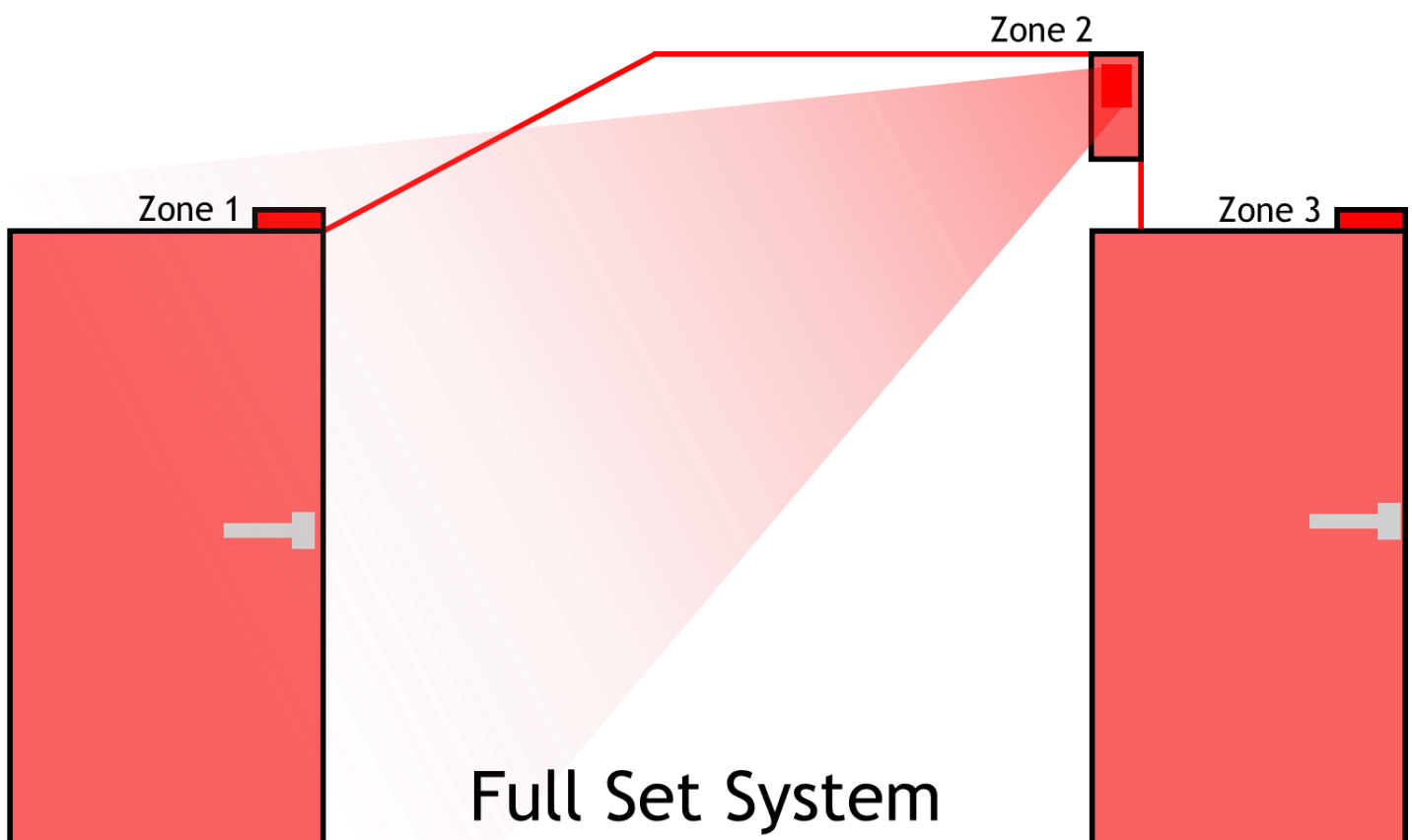
---

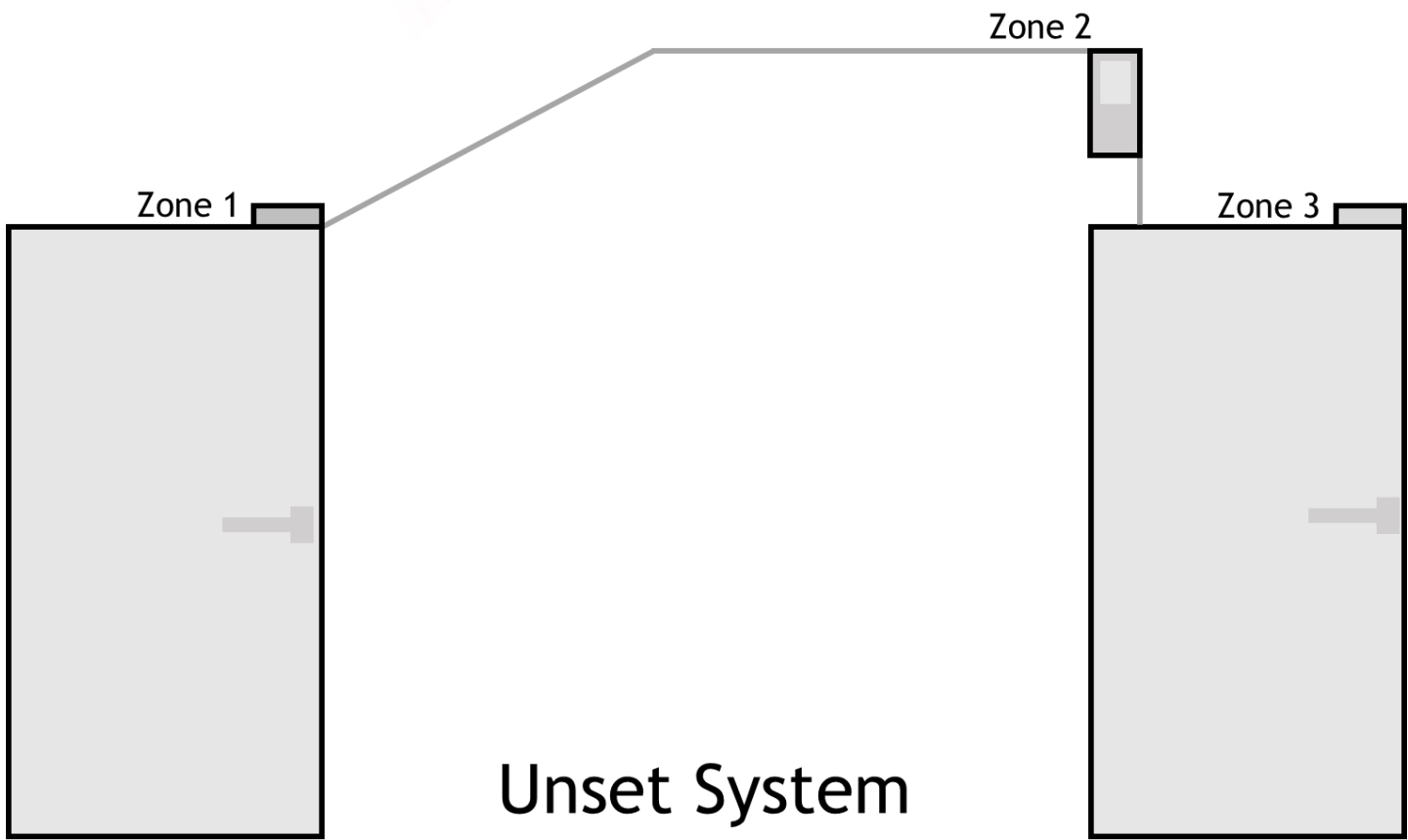
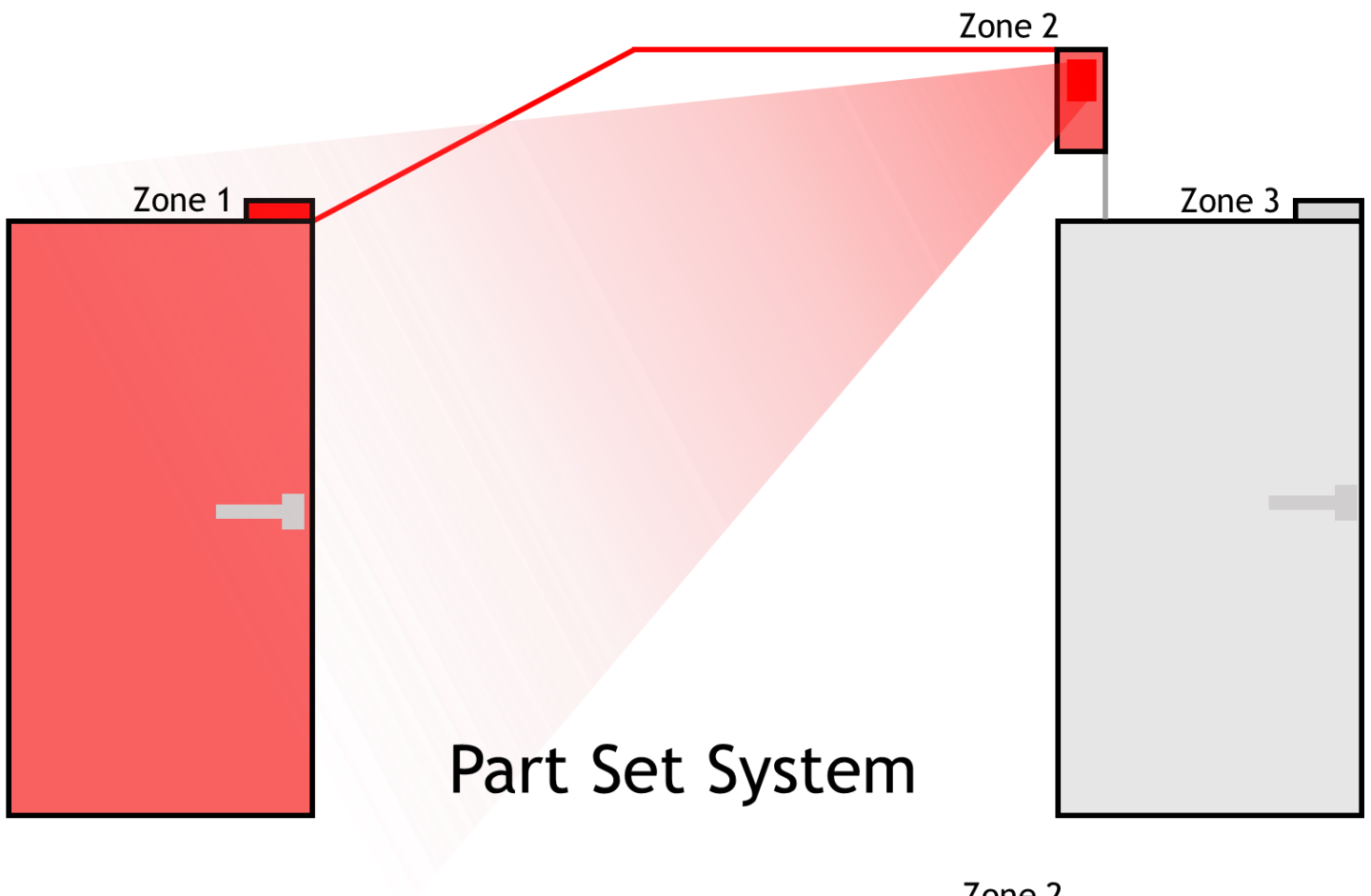
When an alarm system is fully set, the alarm will trigger following the activation of a door or window contact, PIR sensor or other detection device.

When a system is part set, it will only trigger after a set zone is triggered.

When an alarm system is unset, it will not trigger until it is switched to part or full set again.

The following is a visual representation of a set, part set and unset system.







## 9 - Understanding your Zones

---

Zones are particular areas of a premises that control how a security system manages and controls sensors. The different sensors are assigned to zones and when a sensor triggers the system, it informs you which zone has been triggered.

These zones can be grouped together to allow ease of disarming and arming multiple areas of a premises. Zones can be programmed to behave differently - one common set up is to have motion sensors and door contacts unset while having the front or back door and window contacts set to allow you to freely move around the house.

Our engineers can help you set up how you would like your zones programmed and help programme out zones that have issues until the problem is resolved. Extra zones can also be added at a later date if you decide to have more contacts or sensors.

## 10 - Monitored Systems and Keyholders

---

### Police Monitoring

We have the option for intruder alarms and personal attack alarms to be connected to police response. As a rule, the police will attend immediately following the activation of a monitored alarm system. If you choose to have police monitoring, we will install your alarm system to the required British Standards and meet the requirements of your insurance company. (A DIY system will not meet the requirements needed by the British Standards)

A URN ( or **Unique Reference Number**) will be given to the police as an identifier for your unique system. Please note the following information on police response.

1. Personal attack alarms will hold priority over intruder alarms.
2. A false alarm is an alarm that has been passed onto the police and is NOT a result from:
  - a. **A criminal actor attempt at such, on the protected premises.**
  - b. **Actions by the emergency services in the execution of their duty.**
3. Following **3 consecutive false alarms**, your URN will be **withdrawn by the police** and will need to be reordered.

## Keyholders

When a premises has police response, it will require a **minimum of 2 keyholders** who can be contacted via **telephone** in the event of the alarm being triggered.

They will be contacted in the order of your choice and you can have as many people who access to all relevant parts of the building.

Each keyholder must reside a **minimum of 20 minutes** travelling time to reach the premises and be properly **trained** in the operation of the security system. They will also need to be able to attend this premises at all times if needed.

In some situations where this is not possible, a **keyholding company** might be a more viable option - we can recommend these to you if required.

## 11 - Hold Up Alarms / Panic Buttons

---

Hold-up alarms (also sometimes referred to as **panic alarms**, **panic buttons** or **personal attack alarms**) are devices that are connected to police monitoring. These devices have two buttons that will need to be pressed at the **same time** to trigger the alarm.

Since they will be used in the utmost urgency (such as being held **at gunpoint**), it's extremely important they are not pressed in error, and should be marked clearly that they will **call the police**. When your system is installed, they should best be placed in locations where they won't be **accidentally activated**.

They can come in the form of a **button** that can be fixed under a desk or a **pendant**. Both types will have the two buttons. Keep in mind that a hold up alarm will give the police very little information. **A phone call** will help greatly with details of a crime such as **events and descriptions**.

## 12 - Grade of Signalling and Equipment

Alarm systems are installed to grades based on whether the system is monitored, the risk of an intruder through the signalling and equipment. Remember that the grade of system and grade of signalling are different - while you may require a minimum of grade 1 (ungraded) or grade 2 equipment, insurance companies will often require you to have a higher grade of signalling. (For example, jewellers will require a grade 3 system with grade 4 signalling.) If your system is monitored, we will install your system in accordance with the correct grade as set out by the British Standards required. Keep in mind that DIY systems will not conform to these standards.

See below for the grades and their meanings:

Level/Type of Grade	Description/Intruder	Signalling/Requirement of Grade	Risk/Use	Maintenance Visits
Grade 1 (Ungraded)	Intruders may have little or no knowledge of the alarm system and limited tools.	No Signalling - Bells Only	Low Risk	1 service visit a year
Grade 2 (Option X)	Intruders may have limited knowledge of the alarm system and some tools.	No Signalling - Bells Only	Low to Medium Risk	1 service visit a year
Grade 2 (Option B)	Intruders may have limited knowledge of the alarm system and some tools.	Bells and single link to monitoring station	Low to Medium Risk	2 service visits a year / 1 service visit and 1 remote check
Grade 2 (Option C)	Intruders may have limited knowledge of the alarm system and some tools.	Bells and two links to monitoring station	Low to Medium Risk	2 service visits a year / 1 service visit and 1 remote check
Grade 2 (Option D)	Intruders may have limited knowledge of the alarm system and some tools.	Single link to monitoring station only	Low to Medium Risk	2 service visits a year / 1 service visit and 1 remote check
Grade 3 (Option B)	Intruders may have some knowledge of the alarm system and a full range of tools.	Bells and single link to monitoring station	Medium to High Risk	2 service visits a year / 1 service visit and 1 remote check
Grade 3 (Option C)	Intruders may have some knowledge of the alarm system and a full range of tools.	Bells and two links to monitoring station	Medium to High Risk	2 service visits a year / 1 service visit and 1 remote check
Grade 3 (Option D)	Intruders may have some knowledge of the alarm system and a full range of tools.	Single link to monitoring station only	Medium to High Risk	2 service visits a year / 1 service visit and 1 remote check
Grade 4 (Option B)	Intruders may have extensive knowledge of the alarm system and a full range of tools.	Bells and single link to monitoring station	High to Very High Risk	2 service visits a year
Grade 4 (Option C)	Intruders may have extensive knowledge of the alarm system and a full range of tools.	Bells and two links to monitoring station	High to Very High Risk	2 service visits a year
Grade 4 (Option D)	Intruders may have extensive knowledge of the alarm system and a full range of tools.	Single link to monitoring station only	High to Very High Risk	2 service visits a year

## 13 - Vacating the Premises

---

If you are planning leave the property in the near future, you should notify us so that the maintenance contract can be properly cancelled to avoid any more invoices in your name. Please let us know **only by email or in writing** so we have the information on record. We will need to know:

- Your contact details, address of the property you are leaving and the date you are leaving it
- If possible, the contact details of the new owner(s) of the property

**Many thanks once again for choosing Shipman Security Systems as your security providers. We hope we can assist in keeping your premises safe and secure for many years to come.**