



Guide for the LightSYS 2 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

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 **LightSYS 2** System

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7. **Full, Part and Unset Alarm**
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11. **Grade of System and Equipment**
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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 - Elegant Keypad Controls










The standard keypad with the LightSYS 2 system is the Elegant Keypad which has a variety of different symbols and keys:

Elegant Keypad Indicators:

Power Symbol	
Condition	Description
On	Power OK
Off	No Power
Rapid Flash	Indicates AC Fault
Slow Flash	System is programming
Lock Symbol	
Condition	Description
On	System is Full Set
Rapid Flash	Alarm Activation
Slow Flash	System is in Exit Delay
Off	System is Unset
Lock in House Symbol	
Condition	Description
On	System is Part Set
Off	System is Unset
Ready Tick Symbol	
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
Warning Symbol	
Condition	Description
On	Zone/Keypad/External module has been tampered
Off	All zones are operating normally

Elegant Keypad Keys:

Key	Description
	Set
	Part Set
	Unset
	Scroll up a list
	Scroll down a list
	Move cursor to left
	Move cursor to right

Key	Description
	System Status
	<ul style="list-style-type: none"> • Enter Function Menu • Go Back (while in function menu)
	Accept Command
	Cancel Command
	Pressing both keys simultaneously for at least two seconds will activate the panic alarm
	Brightness
	Contrast
	Volume
	Language
RP432	Model

4 - Registering with the Phone App

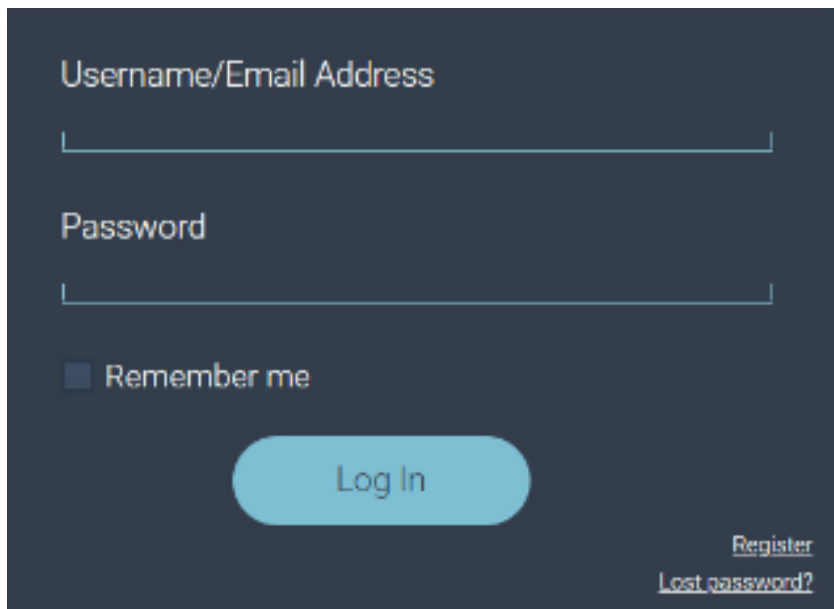
The iRISCO app will allow you to set and unset your alarm system using your phone. It's user friendly and simple to use.

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
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.



The screenshot shows a dark-themed login/register form. It features two input fields: 'Username/Email Address' and 'Password'. Below the password field is a checkbox labeled 'Remember me'. A large blue button labeled 'Log In' is centered below the form. In the bottom right corner, there are two links: 'Register' and '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.

Registration form fields:

- Email Address: Your Email address will be used as your login name
- Full Name
- Create Password: At least 8 chars, small and upper case | show
- Retype Password: Retype password | show
- Site Name
- Country: United Kingdom of Great Britain and Northern Ireland
- County / Province
- Time Zone: (GMT+00:00) Greenwich Mean Time : Dublin, Edinburgh...
- City
- Address
- Post Code
- Phone
- Equipment Type: Control Panel
- Equipment Id: SN for panel or MAC for other equipment
- System PIN
- CAPTCHA: HGWGK
- Re-Generate button

6 - 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

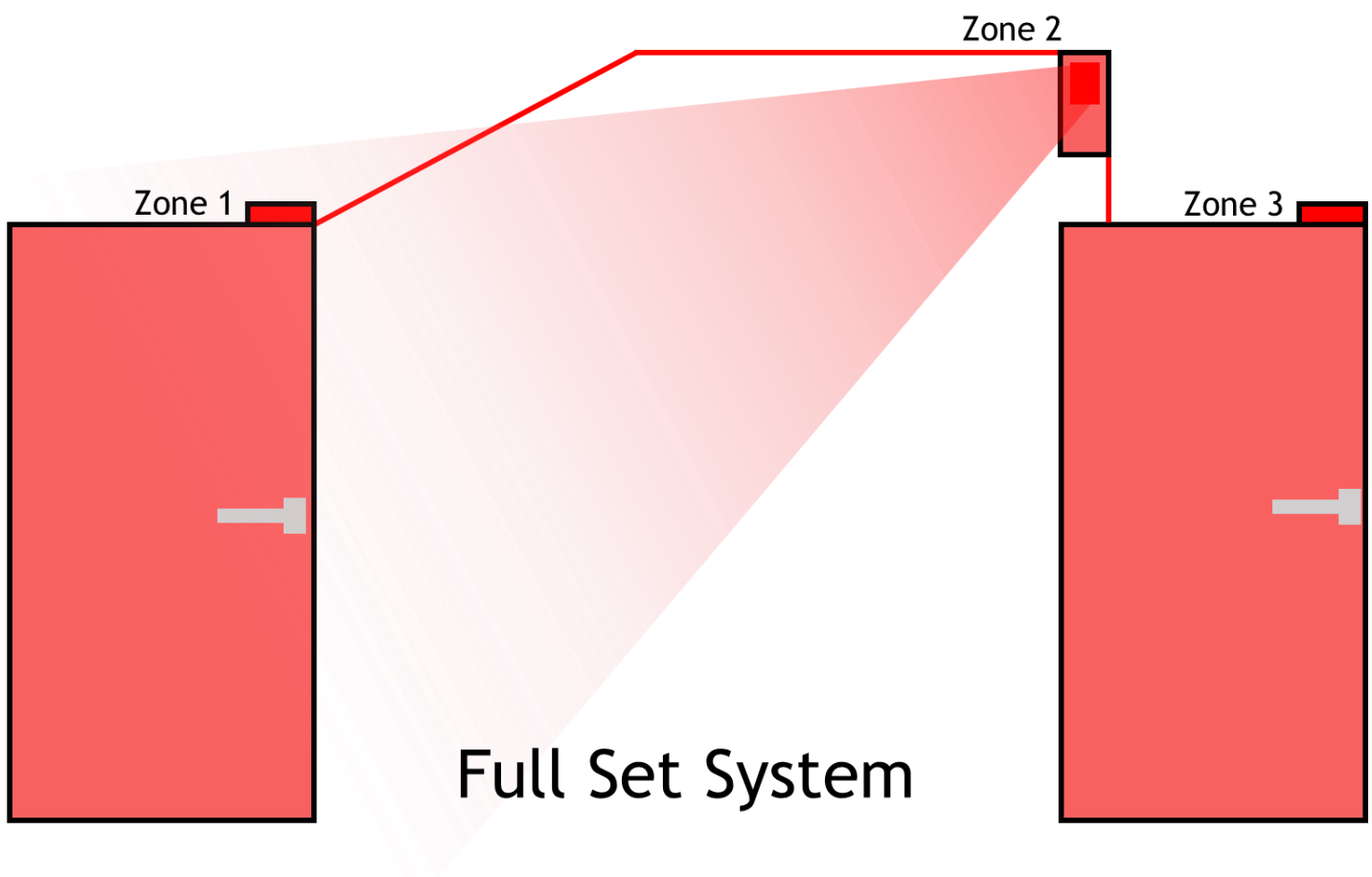
7 - Full, Part and Unset System

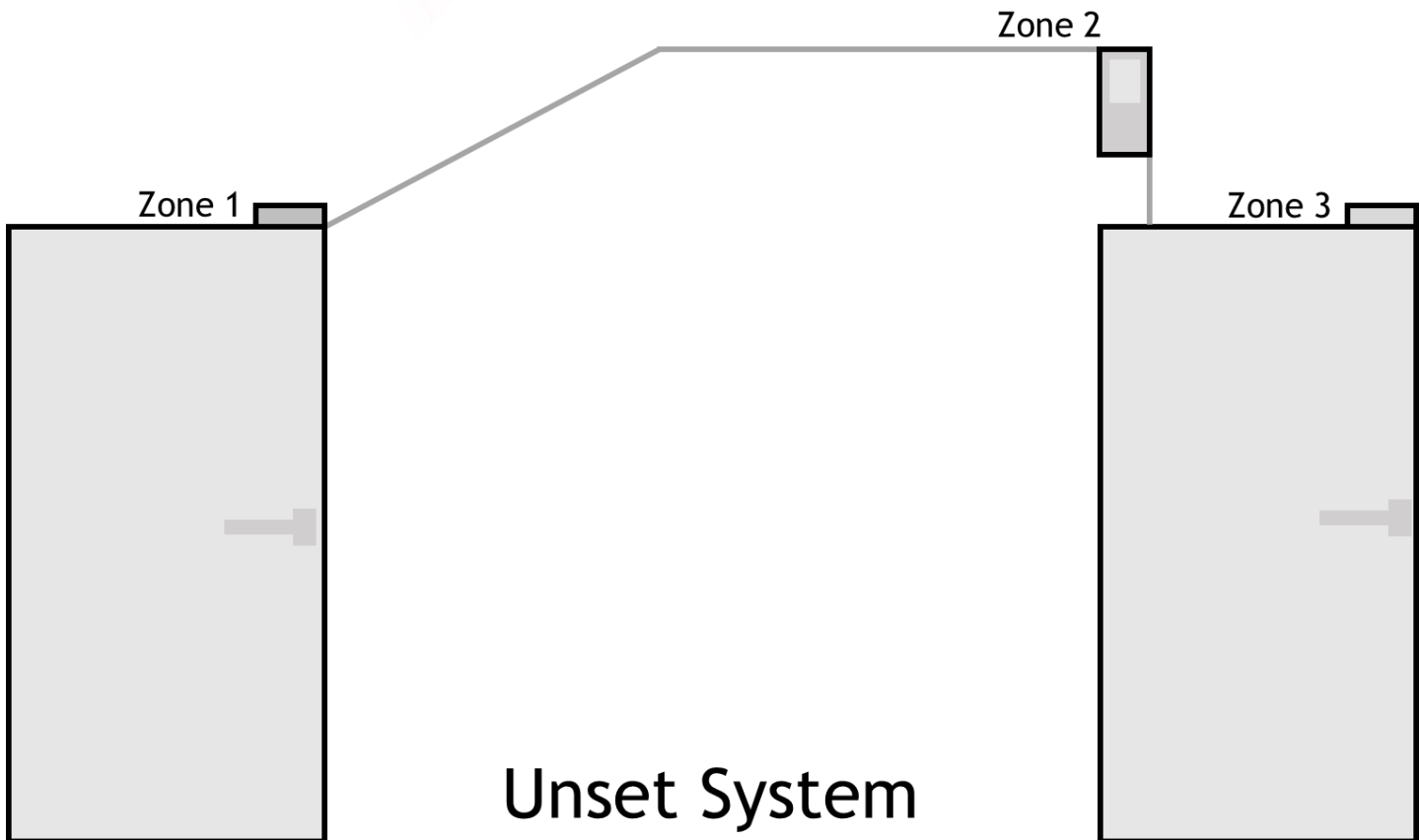
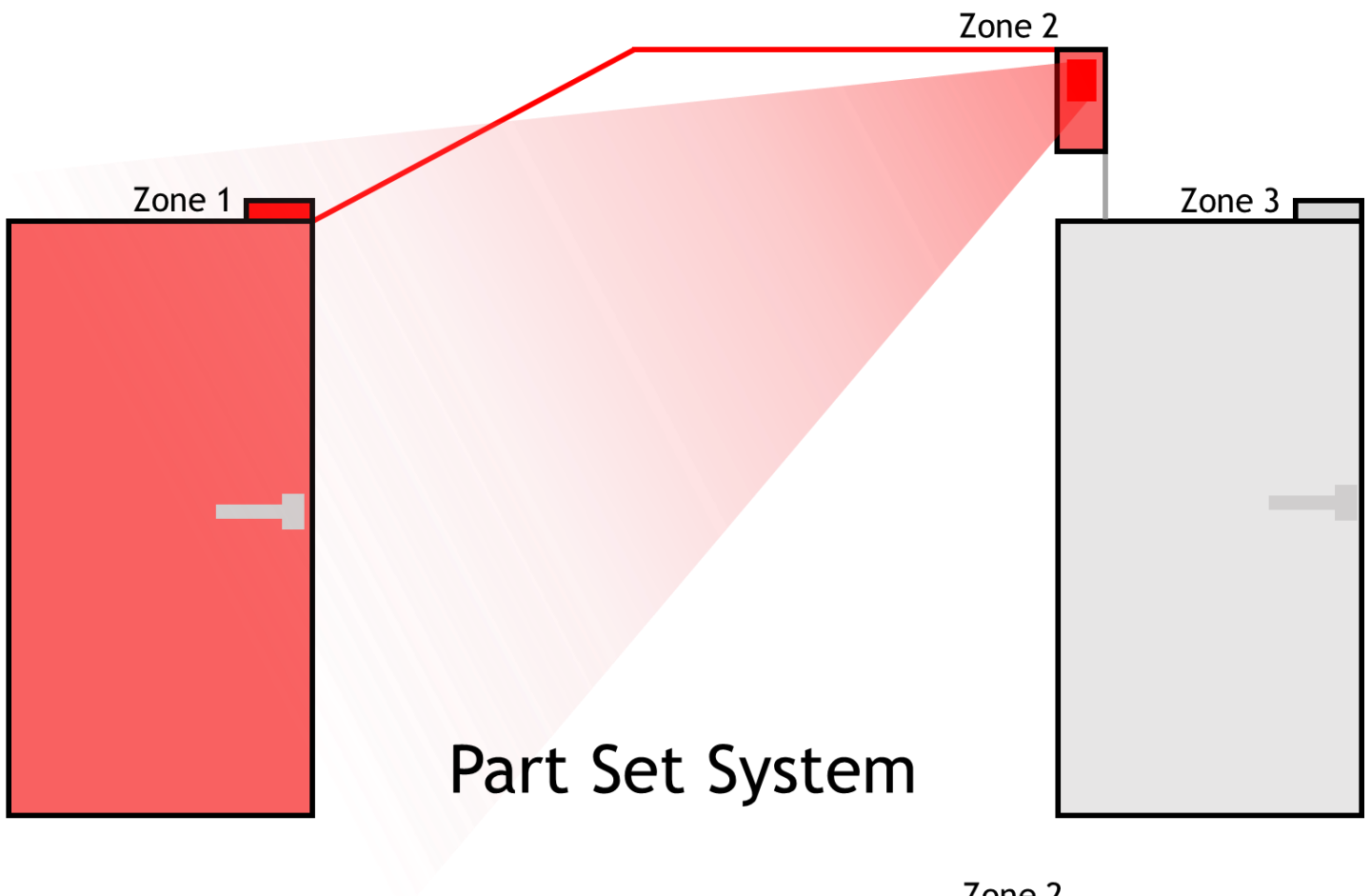
When an alarm system is fully set, the alarm will trigger following the activation of a door or window contact, PIR sensor or other detection device.

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.





8 - 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.

9 - 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. 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.

10 - 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

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 - 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.