











TELUS Custom Security Systems

TELUS Secure Business panel user guide – DSC NEO.

-  **Stay** - Hold for 3 seconds to arm in Stay mode.
-  **Away** - Hold for 3 seconds to arm in Away mode.
-  **Chime** - Hold for 3 seconds to turn the chime on/off.
-  **Panic buttons** - Hold down both buttons to send a panic signal. Fire, medical, or police.

-  **Ready light** - All zones are closed and system can be armed.
-  **Red light** - The system is currently armed.
-  **Trouble light** - There is a trouble, see above to troubleshoot.
-  **AC power light** - The system has power.

Arming the system.

Away - will arm everything:

Press and hold the **AWAY** button for 3 seconds, or just enter your code

Stay - will not arm the motion sensors:

Press and hold the **STAY** button for 3 seconds

Acknowledging troubles or to stop beeping.

- 1** Press [*]+[2]. This will now bring up a trouble display
- 2** Follow the menu prompts to diagnose the trouble
- 3** Press [#]+[#] when finished. The trouble beeps will now have been stopped

Contact information.

For technical support or service: **1-855-909-8277**

For email support: **TCSSservice@telus.com**

For monitoring support: **1-888-675-3585**

Your account number is: _____

Disarming the system.

Enter your **4-digit access code**.

(If you make a mistake, press [#] and start again)

Bypassing a sensor.

Want to arm everything except a single door or window? **Bypass it.**

- 1** Press [*]+[1]. Now scroll through the sensors using the arrow keys.
 - O:** if it is opened
 - B:** if it is bypassed
- 2** When you see the sensor you wish to bypass, press [*] to select it
- 3** Press [#]+[#] when you have selected all zones to bypass
- 4** Those zones will stay bypassed until the next time the system is disarmed