How to stop panel beeping or power down your security system

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ⓘ **Not sure if you have a legacy panel or a self-contained panel?**

Legacy panels typically have a separate wall-mounted keypad and metal control box setup.

Self-contained panels typically combine the keypad and control panel into one single unit.

Legacy panel models

If your security system has separate parts — like a keypad on the wall and a metal control box hidden in a closet, basement or utility area — you may have a legacy panel model.

See below for instructions on how to silence beeping. For power-down instructions, see page **5**.

Concord 4

To silence beeping:
Press the asterisk (*).

NX

To silence beeping:
Enter your 4 to 6 digit PIN code.

Power Series – PC1555/3000/5010/5020

To silence beeping:
Press the pound key (#).

PC1555   PC3000   PC5010   PC5020

Power Series - PC1832/1864/1616

To silence beeping:

Press the pound key (#).

Power Series - Neo/Pro

To silence beeping:

Press the pound key (#).

Vista 15

To silence beeping:

Press any key.

Vista 20P/21P

To silence beeping:

Enter your 4 digit PIN code, then press 1 (OFF).

How to power down your legacy panel

1. Unplug the transformer

- Locate the transformer, typically a beige, white or black 3-by-2-inch square block plugged into a standard household outlet.

- The transformer is usually within 10 feet of the control panel and may be secured to the outlet with a screw.

- Wiring is hidden, making it difficult to trace from the control panel.

- **If the transformer can't be found or unplugged:** The system may be hardwired to your home's electrical system. In this case, turn off the circuit breakers one at a time until the system powers down.

2. Open the control panel

- Look for a square metal box (about the size of a cereal box, typically beige, grey or brown).
- Some panels include a tamper switch, which could trigger the alarm when the box is opened.
- The panel may be secured by either:

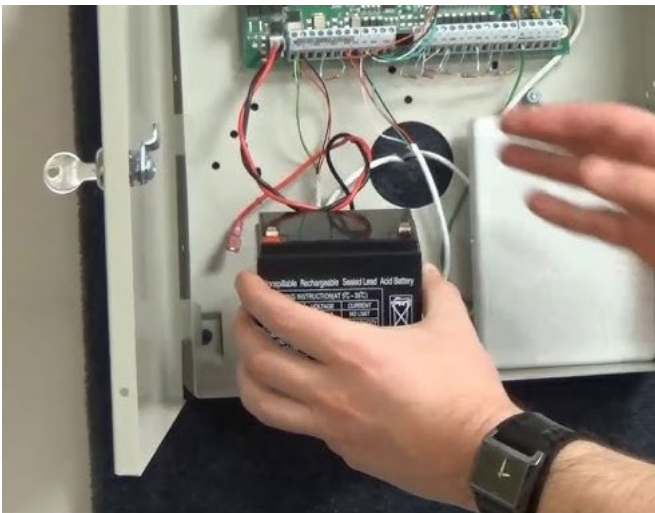**Key lock:** Check the top of the panel. Installers often leave the key there.

Screws: Feel along the edges to find the screws, usually located at the top and bottom of the box.

3. Disconnect the backup battery

- Inside the panel, locate the backup battery with two leads: red (+) and black (-).

- Hold the lead at its base and pull away from the battery prong.

- If the leads are crimped or tight, wiggle them side-to-side while pulling.

For installation, troubleshooting or assistance setting up, visit
telus.com/**SecurityManuals**

If you require additional support after following these steps, contact
TELUS SmartHome Customer Care & Technical Support at **1-833-540-2649**.

Self-contained panel models

If your security system has everything built into a single unit — such as the keypad, control panel and possibly the siren — you may have a self-contained panel model.

See below for instructions on how to silence beeping. For power-down instructions, see page **8**.

GC2/GC3

To silence beeping:
Press "Security" > Trouble Alert triangle > "OK"

GC2

GC3

Lynx/Lynx 5000

To silence beeping:
Enter your 4 digit-code, then press OFF.

Lynx

Lynx 5000

Simon XT/XTi

To silence beeping:
Press the status button.

Simon XT

Simon XTi

How to power down your self-contained panel

Visit telus.com/**SecurityManuals** for step-by-step instructions tailored to your specific panel model.

From the drop-down menu, choose "Battery Replacement Guides" and then select your panel type.

While these guides focus on battery replacement, they also walk you through accessing the control panel, including how to locate the power switch or power down the system as part of the process.