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## STERLING 10 Control Panel with Remote Keypads USER MANUAL (ICON and LCD)



**IMPORTANT:**  
Please note the Sterling 10 LCD keypad is not compatible  
for use with the Sterling 10 ICON keypad.



TS50131-3:2003  
EN50131-1  
PD6662:2004  
Security Grade 1  
Environmental Class 2

RINS415-9



**CONTENTS**

1. INTRODUCTION .....1  
1.1 Sterling 10 LCD Keypad .....1  
1.2 Sterling 10 ICON Keypad .....2  
2. MASTER AND LIMITED USER FUNCTIONS .....3  
2.1 Arming The Panel .....3  
    Arming Different Arm Modes .....3  
2.2 Silent Arming The Panel .....4  
2.3 Arming the panel when the Mains Fails .....4  
2.4 Arm with Omits .....5  
2.5 Disarming the Panel .....5  
2.6 Reset After Alarm Condition .....5  
2.7 Duress Arm/Disarm .....6  
2.8 Personal Attack Alarm (PA) .....6  
2.9 Fire Alarm .....6  
2.10 Turning Chime On and Off .....7  
2.11 Reading the Event Log .....7  
3. MASTER USER ONLY FUNCTIONS .....10  
3.1 Event Log Reset .....10  
3.2 System Test .....10  
3.3 Walk Test Mode .....11  
3.4 Changing Master and Limited User Codes .....12  
    Changing the Master Code .....13  
    Changing The Limited User Code .....14  
    Deleting a Limited User Code .....15  
3.5 AC Mains Loss (Fault Tone) .....15  
3.6 System Faults .....16  
3.7 Change Text (LCD only) .....17  
3.8 LCD Text Defaults .....18  
3.9 Setting Brightness (LCD only) .....18  
4. ZONE PROGRAMMING TABLE .....19  
5. NOTES .....20



## 5. NOTES



## 1. INTRODUCTION

Thank you for buying the Sterling 10 control panel. The Sterling panel uses the latest technology in design and manufacture.

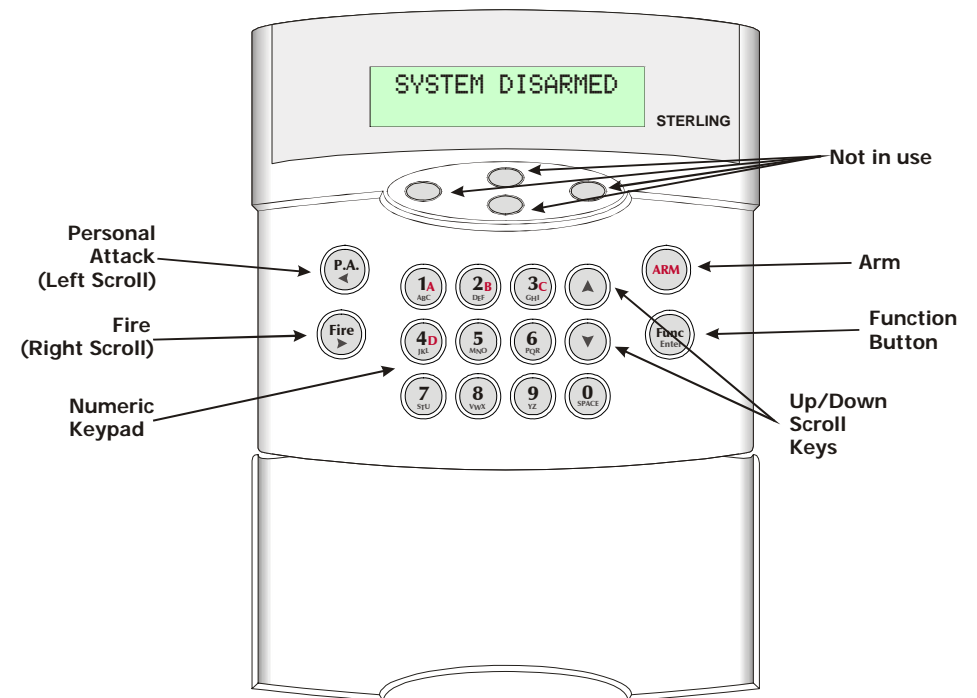
As the end user of the Sterling you will have been provided with either an LCD or ICON keypad. This manual is written to help you use the functions of your alarm system, enabling you to get the best out of your system. Once you are familiar with the panel and its functions, it is advisable to change the factory set 'Master' code.

There are two levels of user access to the system:

The **Master Code (Code 1 – default 1234)** allows access to all user functions and programming features.

The **Limited User Code (Codes 2 to 7)** allow arming/disarming of the panel, enabling and disabling of the door chime and viewing of the event log only.

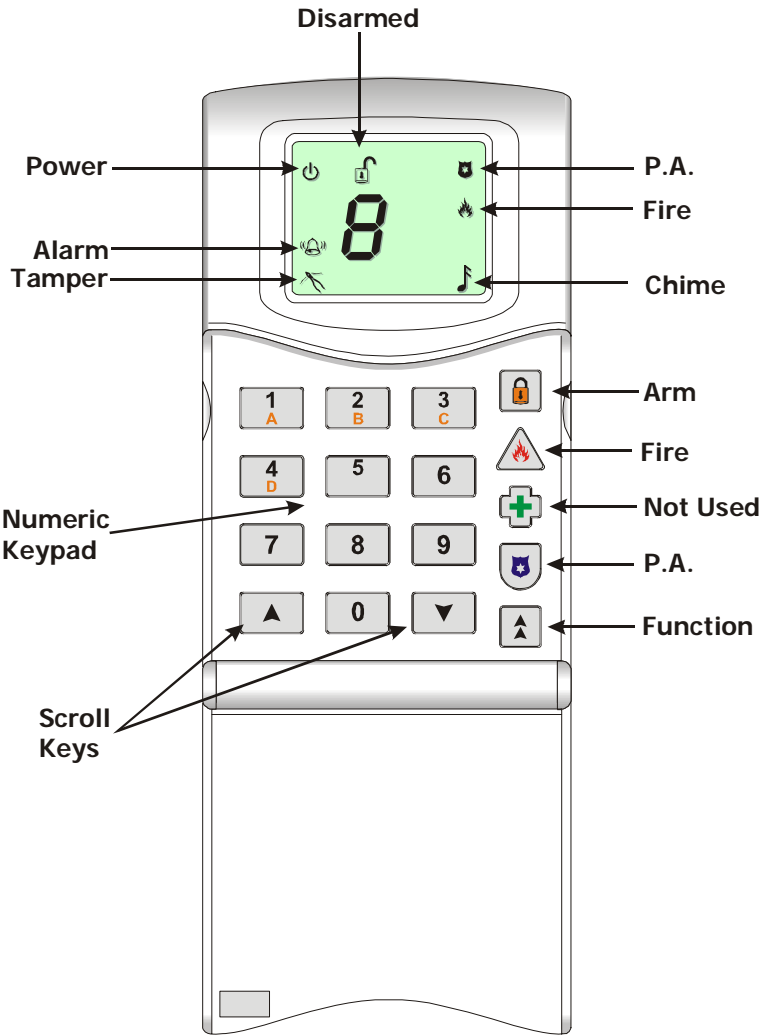
### 1.1 Sterling 10 LCD Keypad



**IMPORTANT:**  
Please note the Sterling 10 LCD keypad is not compatible for use with the Sterling 10 ICON keypad.



1.2 Sterling 10 ICON Keypad



Whilst the keys and displays for both keypads differ, their functionality is very similar. Where functionality is very similar. Where functionality differs, methods for both keypads will be described. Where functionality for both keypads is the same, only one set of instructions for both are described.

**IMPORTANT:**  
Please note the Sterling 10 LCD keypad is not compatible for use with the Sterling 10 ICON keypad.



4. ZONE PROGRAMMING TABLE

**STATUS KEY:**  
**E** = ENTRY/EXIT  
**A** = ACCESS  
**t** = TAMPER  
**I** = IMMEDIATE  
**o** = OMITTED  
**H** = 24 HOUR  
**F** = FIRE  
**P** = PERSONAL ATTACK  
**y** = MOMENTARY KEYSWITCH  
**d** = LATCH KEYSWITCH

**8 ZONE PROGRAMMING STATUS LABEL**

	ZONE 1	ZONE 2	ZONE 3	ZONE 4	ZONE 5	ZONE 6	ZONE 7	ZONE 8
ROOM								
ARM								
MODE A								
ARM								
MODE B								
ARM								
MODE C								
ARM								
MODE D								

**ENTRY/EXIT TIME**  **SECS**

**BELL OUTPUT** SAB  SCB

**BELL TIME**  **MINS**

**PIR LEDs**  
 ENABLED  
 DISABLED

**ENGINEER:** \_\_\_\_\_

**INSTALLATION CO:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_

### 3.8 LCD Text Defaults

The following shows the default labels:

Situation	Label
System Disarmed	SYSTEM DISARMED
System Armed	SYSTEM ARMED
First To Alarm Mode (After alarm, when code entered)	SYSTEM ARMED ALARM LOUNGE
System Faults	!SYSTEM DISARMED

Zone	Label
1	F DOOR
2	HALL
3	LOUNGE
4	DINING
5	KITCHEN
6	B DOOR
7	CONSERV
8	LANDING

User	Label
1 (Master User)	USER 1
2 (Limited User)	USER 2
3 (Limited User)	USER 3
4 (Limited User)	USER 4
5 (Limited User)	USER 5
6 (Limited User)	USER 6
7 (Limited User)	USER 7
8 (Limited User)	USER 8

### 3.9 Setting Brightness (LCD only)

- Press the key
- Use the key
- Scroll until the display shows 'SET BACKLIGHT'
- Press the key to accept.
- Press the key to increase the brightness, and the key to decrease the brightness.
- Press to accept the desired level

## 2. MASTER AND LIMITED USER FUNCTIONS

The following operations can be performed by both Master and Limited Users.

### 2.1 Arming The Panel

At the time of arming the Sterling 10, any four arm modes can be selected. i.e.

**ARM MODE A:** Whole system armed, nobody on premises.

**ARM MODE B:** Upstairs disarmed. Downstairs armed.

**ARM MODE C:** Upstairs armed. Downstairs disarmed.

**ARM MODE D:** Garage and kitchen off, remainder on.

This can be programmed by your engineer.

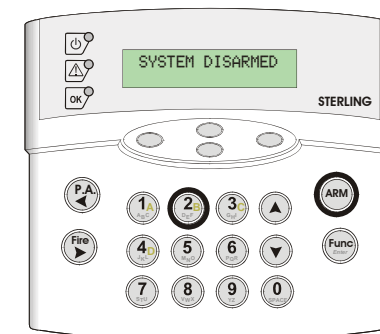
- To Arm the panel in Arm mode A, Enter your 4-digit code (**Default 1234**):



### Arming Different Arm Modes

To Arm the panel in different arm modes:

- Enter your 4-digit user code
- Press key (on the ICON press the ) and then the arm mode you require:
  - (for Arm Mode B)
  - (for Arm Mode C) or
  - (for Arm Mode D).





The Entry/Exit timer will start to countdown, after 30 seconds (default) the system will be armed.

If the Sterling hasn't armed you may have requested for a different exit mode:

*If **Final Door** is programmed:*

The exit timer will sound and keep sounding until an Entry/Exit zone is opened and closed. After 7 seconds (default) the system will be armed.

*If **Push To Arm** is programmed:*

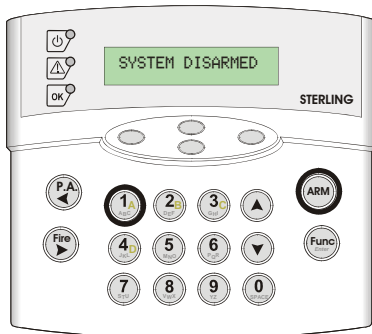
The exit timer will sound and keep sounding until a Push Button is pressed; once this is pressed the panel will be armed after 7 seconds.

## 2.2 Silent Arming The Panel

If you wish to silent arm the Sterling 10, so the entry and exit timer is silent:

- Press the key (on the ICON press the ) then the arm mode you require:
  - (for Arm Mode A),
  - (for Arm Mode B),
  - (for Arm Mode C) or
  - (for Arm Mode D).

The diagram below shows how to silent arm the Sterling 10 in Arm Mode A:



A dual tone will be heard on acceptance of the command, and another dual tone will be heard once the entry time has timed out and the system is armed.

## 2.3 Arming the panel when the Mains Fails

Under normal operation the panel will indicate a fault condition if the AC supply is disconnected. It will still be possible to arm and disarm the panel during a mains fail, unless disallowed by the engineer, and no further action is required. Full functionality of the panel is available during a mains failure.



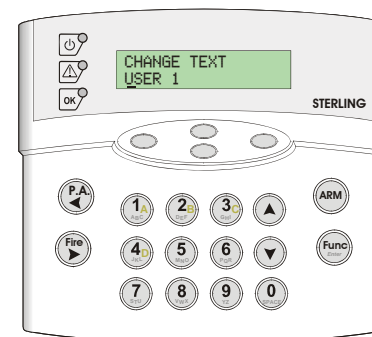
## 3.7 Change Text (LCD only)

It is possible to change the text for the users, so you can easily determine the last person to arm/disarm the panel (this will be displayed in the event log).

### LCD Keypad

- Press the key
- Then the key and scroll to 'CHANGE TEXT'
- Press the key to accept.

The following will be displayed:



Use the scroll keys to display the change text options. You can change the following When the required user is displayed the text can be changed by using the number keys 1 to 9:



Each key has been assigned three letters of the alphabet, and by pressing the key several times you can scroll through the number and letter sequence.





To insert spaces between characters press the key twice. When the desired letter or number is displayed use the and scroll keys to move between segments on the display and when the text is complete press the key to accept, the dual tone will be heard on acceptance.

**The key must be pressed or the text changes will not be accepted.**

- Use the key to scroll to 'EXIT'
- Press to accept.





### 3.6 System Faults

There are 4 fault conditions automatically detected by the Sterling 10. The user is informed of a fault via a flashing  (LCD keypad) or  (Icon keypad) and an error tone will be emitted every 5 seconds when the panel is in disarmed mode. Press the function key to stop the error tone. The  or  will remain on until the fault has been corrected.

#### LCD Keypad

To determine the fault go into the log by:


- Pressing the  key
- Followed by the  key.


The fault will be displayed:

Bell Fuse Failure.  
Auxiliary Fuse Failure.  
Telephone Line Failure.  
Mains (AC) Failure.

- Press  to exit the log.

#### ICON Keypad

The  symbol will be displayed.

- Press the  key to see the fault as described below:




- Bell Fuse Failure.
- Auxiliary Fuse Failure.
- Telephone Line Failure.
- Mains (AC) Failure.

- Press  to exit the log.

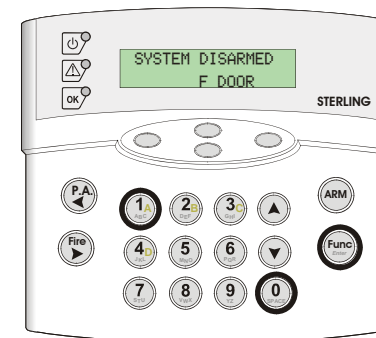


### 2.4 Arm with Omits

It is possible to arm the panel with one or more zones omitted (that is, not activated). The sensors for these zones will not activate the alarm system under any circumstances for that arm procedure.

- Enter your 4-digit code
- Press the  (LCD) or  (ICON) key
- Followed by the  key

Then enter the numbers of the zone to be omitted, (Zones 1 to 8). If, for example, you want to omit Zone 1 (default text F DOOR), the following will be displayed:



- Then press the  (LCD) or  (ICON) key.

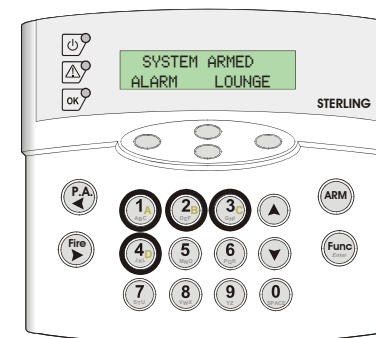
The Entry/Exit timer will start to countdown, once armed the chosen zone(s) will be omitted from that arm mode only. Arming the panel in future will not have these omits enabled unless you omit the zones again using the above function.

### 2.5 Disarming the Panel

The panel may be disarmed by entering the building via the Entry/Exit route and entering on the keypad either the Master Code or any User Code.

### 2.6 Reset After Alarm Condition

After an alarm condition, enter the user code (**Default 1234**):





Once entered, the zone that was activated will be displayed (as above). To reset the system, enter your user code again, and "SYSTEM DISARMED" will be shown.  
If the panel is not reset, then your engineer has enabled engineer or Anti-code reset. Please contact your installation company.

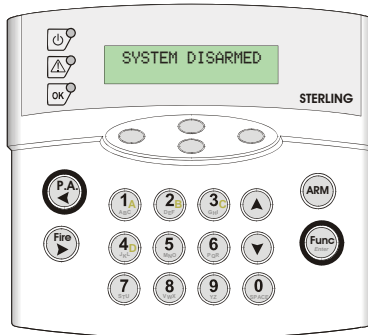
### 2.7 Duress Arm/Disarm

Enter your User Code, with the last 2 digits transposed. For example, if your code is 1 2 3 4, enter 1 2 4 3. The panel will appear normal, but a silent PA (Personal Attack) alarm will be sent to the Alarm Receiving Centre (if connected).

### 2.8 Personal Attack Alarm (PA)

To activate the personal attack alarm:

- **LCD Keypad:** press the key and then the key
- **ICON Keypad:** press the key and then the key.

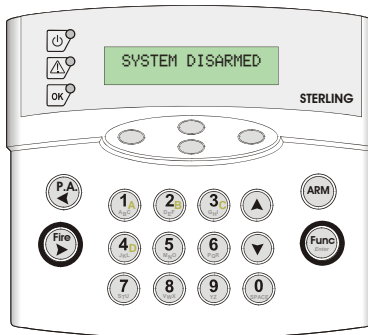


- To disarm the Personal Attack, enter your user code.

### 2.9 Fire Alarm

To activate the Fire alarm:

- **LCD keypad:** Press the key and then the key.
- **ICON Keypad:** Press the key and then the key.



- To disarm the Fire activation, enter your user code.



### Deleting a Limited User Code

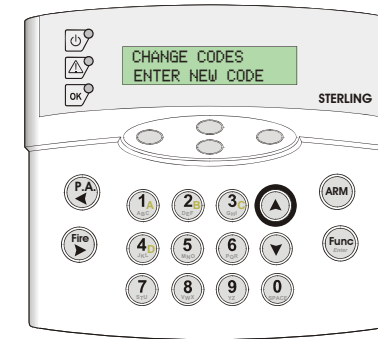
#### LCD Keypad

- Press the key
- Then the key
- Scroll to 'CHANGE CODES'
- Press the key to accept.

The following will be displayed

Enter your 4-digit Master User Code (Default 1234).

Enter any number from 2 to 7 to select the user code you wish to delete.



- Then press the key to delete the code. An acceptance tone will be heard, stating that the user code you chose has been deleted.

### 3.5 AC Mains Loss (Fault Tone)

If the AC mains fails, Power Fail will be shown on the display, and a fault tone will sound every 5 seconds.

The panel will automatically run off backup battery when there is a mains fail.

- To clear the fault tone, press the key.



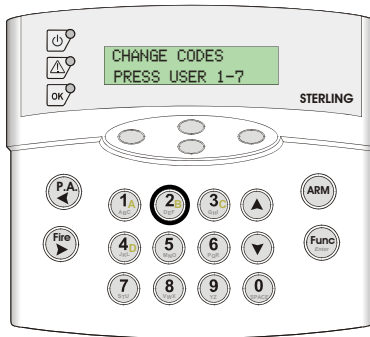


- Enter the new 4-digit new code twice as per the display prompts. Three tones will be heard an acceptance of each command. A single low tone indicates that the procedure hasn't been completed and the process will need to be started again.

### Changing The Limited User Code

#### LCD Keypad

- Press the key
- Then the key and scroll to 'CHANGE CODES'
- Press the key to accept.
- Enter your 4-digit Master User Code (Default 1234).
- Enter any number from 2 to 7 to select the user code you wish to add/change.
- For example, to add User 2, press the key:



- Enter the new 4-digit new code twice as per the display prompts. Three tones will be heard an acceptance of each command. A single low tone indicates that the procedure hasn't been completed and the process will need to be started again.

#### ICON Keypad

- Press the key
- Followed by the key.
- Enter the 4-digit Master Code.
- Enter any number from 2 to 7 to select the user code you wish to add/change.
- Enter the new 4-digit new code twice as per the display prompts. Three tones will be heard an acceptance of each command. A single low tone indicates that the procedure hasn't been completed and the process will need to be started again.



### 2.10 Turning Chime On and Off

If this option is selected, the panel will generate a three-note sound when an entry/exit tone is activated.

**NOTE: The panel must be in 'Disarmed' Mode.**

#### LCD Keypad

- Press the key.
- Then the key.

A will be displayed in the left hand corner of the LCD keypad.

To turn off the chime feature:

- Press the key
- Then the key.

#### ICON Keypad

- Press the key
- Then the key.

A will be displayed in the bottom left hand corner of the ICON keypad.

To turn off the chime feature:

- Press the key
- Then the key again.

### 2.11 Reading the Event Log

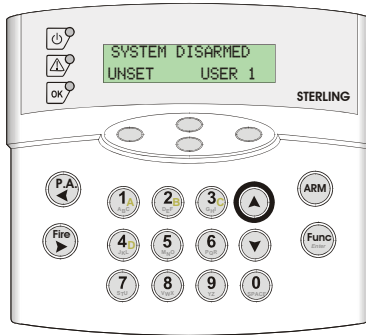
The Sterling 10 control panel incorporates a memory log of the last 100 alarm events and is accessible to both Users and the Engineer. It will record Fire, Intruder, Personal Attack and Tamper alarms and will also show if any of the 8 alarm zones have been triggered or omitted. To access the Event Log:

#### LCD Keypad

- Press the key
- Then the key.

The most recent event will be displayed.

If the key is pressed, the previous log entry will be displayed:



Similarly, if the down arrow key is pressed, the next most recent entry will be displayed. The up and down arrow keys may be used to scroll through the last 100 events in the event log. An error tone will be produced if an attempt is made to scroll outside either end of the event log.

- To leave this function, press the key.

#### ICON Keypad

- Press the key
- Then the key. The disarmed symbol will flash , and the most recent event will be displayed.

The up and down arrow keys may be used to scroll through the last 100 events in the event log. An error tone will be produced if an attempt is made to scroll outside either end of the event log.

Log entries are displayed as icons, with the zone or user number displayed after if appropriate. Zone and user numbers are displayed **AFTER** the log entry if you are scrolling from last to first log entry (using the key), and **BEFORE** if scrolling from first to last ( key).

The only exception to this is alarm activations. The zone number only will be displayed.

- To leave this function, press the key.

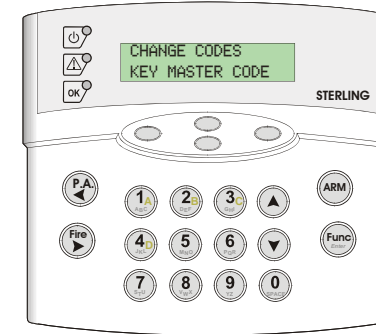


## Changing the Master Code

### LCD Keypad

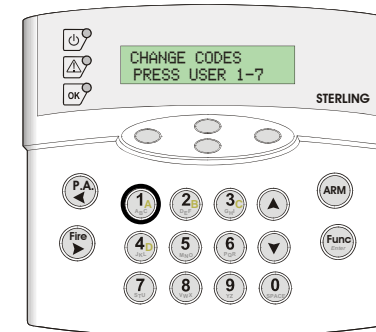
- Press the key
- Then the key and scroll to 'CHANGE CODES'.
- Press the key to accept.

The following will be displayed:



- Enter your 4-digit Master User Code (Default 1234).

The following will be displayed:



- Press the key. This is to select User 1 which is the Master User.
- Enter the new 4-digit new code twice as per the display prompts. Three tones will be heard an acceptance of each command. A single low tone indicates that the procedure hasn't been completed and the process will need to be started again.

### ICON Keypad

- Press the key
- Followed by the key.
- Enter the 4-digit Master Code.
- Press the key.



### ICON Keypad

- Press the key
- Followed by the key.
- Enter your 4-digit Master Code
- Press the key.
- Select the required arm mode, either , , or .

When the walk test mode is enabled the Chime symbol will flash. If the panel is then armed each active zone will cause a chime when triggered. This enables all the zone configurations to be walk tested individually. The walk test mode is cleared when the panel is disarmed. The numbers of any zones activated during the walk test will be entered in the event log.

- To exit the walk test enter your 4-digit user code.

### 3.4 Changing Master and Limited User Codes

The Sterling 10 can hold up to 7 user codes:

Limited User Code (Users 2 – 7) enables:

- Panel arming and disarming with a unique 4 digit code.
- Enabling and disabling of the door chime facility
- Event log viewing

Master User (User 1) enables:

- All Limited User facilities.
- Alteration of both User and Master User codes.
- Clearing of event log (if allowed by the engineer).
- System testing – Strobe/Bell/Extension Speaker.
- Walk test facilities for all four arm modes.
- Set Backlight.
- Changing display user name text.

**The default master code is 1234. Pyronix recommends that this should be changed as soon as your panel is up and running. Please also note that the Master Code cannot be deleted and is needed to change any other code.**



### EVENT LOG DISPLAY ICONS

Icon	Meaning
	A fault has occurred. The number following this icon identifies one of the following faults: <b>1</b> = Bell Fuse Failure <b>2</b> = Auxiliary Fuse Failure <b>3</b> = Telephone Line Failure <b>4</b> = Mains (AC) Failure
	Engineer mode entered.
	Panel was disarmed – followed by the user number.
	Personal Attack (button or zone) activated.
	Fire zone activated.
	Panel was armed – followed by user number.
	A zone was omitted – followed by the zone number.
	A tamper fault has occurred.
	Show which zone or user the log entry refers to. <b>Note: User 9 is a keyswitch zone (if programmed), not a normal user. There is no zone 9.</b>



### 3. MASTER USER ONLY FUNCTIONS

The following operations can only be performed by the Master User. The panel distinguishes who the user is by reading the last code that was entered to disarm the system. If the last code entered was by a Limited User, then these functions won't be available. Therefore to access these functions enter your Master Code (the panel will start arming), then enter your master code again (to disarm the panel), then these functions will be available.

#### 3.1 Event Log Reset

##### LCD Keypad

- Press the key
- Then the key and scroll to 'CLEAR LOG'.
- Press the key to accept.

A two-tone sound will be heard stating the event log has now been cleared.

**NOTE: This function will only be available if enabled by your engineer.**

##### ICON keypad

- Press the key,
- Followed by the key.

A two-tone sound will be heard stating the event log has now been cleared.

**NOTE: This function will only be available if enabled by your engineer.**

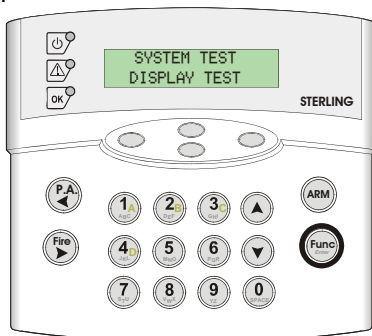
#### 3.2 System Test

The System Test function checks the display of the keypad, the strobe, the bell and the internal sounder if these are connected.

##### LCD Keypad

- Press the key
- Then the key and scroll to 'SYSTEM TEST'.
- Press the key to accept.

The Following will be displayed:



- Press the key to perform the next test: 'STROBE TEST' will then be displayed.
- Press the key to perform the next test: 'BELL TEST' will then be displayed.
- Press the key to perform the next test: 'SOUNDERS TEST' will then be displayed.
- Press the key once more to exit System Test.

##### ICON Keypad

- Press the key, followed by the key.
- Press the key to perform the Display Test – all symbols are displayed except for the Fault symbol.
- Press the key to perform the Strobe Test.
- Press the key to perform the Bell Test.
- Press the key to perform the Internal Sounders Test.
- Press the key to exit the System Test.

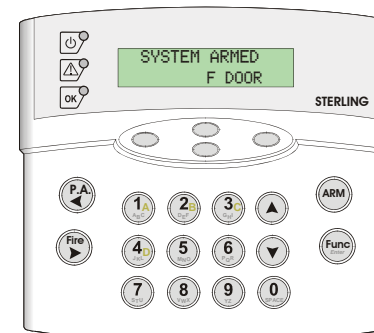
#### 3.3 Walk Test Mode

The Walk test function allows each of the Arm Modes to be checked in order to verify that all the intruder detectors on the alarm system are functioning correctly. When undergoing a walk test the Engineer or Master User can choose which of the Arm Modes they wish to test. Any zone used in that Arm Mode will cause a chime at the keypad or extension speaker if they are triggered.

##### LCD Keypad

- Press the key
- Then the key and scroll to 'WALK TEST'.
- Press the key to accept.
- Use the key to choose the desired Arm Mode you wish to Walk Test,
- Then press the key.
- Enter the 4-digit Master Code.

After the countdown timer (default 30 seconds) has stopped, the system is armed and ready to be tested. When the walk test mode is enabled the keypad will display any activated zones. As shown below:



This enables all the zone configurations to be walk tested individually.

- To exit the walk test enter your 4-digit user code.