FIRECELL ENGINEERS FREQUENTLY ASKED QUESTIONS

Q1.   How do I stop the sounders operating so I can test devices for a routine maintenance?

To disable the sounders, with the control panels 'Enable Control' ON, select;
'ACCESS LEVEL 3' (Default '3333') → *pin entry* → **ENGINEERING DISABLEMENTS AND SETTINGS** → **TIMED DISABLEMENTS** → **DISABLE SOUNDERS**

Q2.   How do I disable the Panels Relay Outputs?

The Fire, Alarm and Fault Contacts can all be independently disabled on the control panel, with the 'Enable Control' ON, by selecting;
DISABLEMENT / SELECT DELAYS → **DISABLE PANEL OUTPUTS**

Q3.   How do I view the Panels device event log?

To view the system event log, with the control panels 'Enable Control' ON, select;
'ACCESS LEVEL 3' (Default '3333') → *pin entry* → **'VIEW PRINT EVENT LOG'** → **'VIEW EVENT LOG'**

Q4.   How do I reset faults/alarms?

To reset faults & alarms from the control panel, with the 'Enable Control' ON, press **<RESET>**.

Q5.   How do I check what is disabled on the panel?

To check what is disabled on the Control Panel, with the 'Enable Control' ON, select;
'DISABLEMENTS / SELECT DELAYS' → **'VIEW & RESTORE DISABLEMENTS'**

Q6.   Devices are in disconnect fault after powering the system up for the first time, why?

The devices are not powered up. Check switch 1 is on for combined sounder detector devices and check power jumper links are on for all other device types. See individual device installation instructions for further details.

Q7.   How do I remove a new device from the Radio Hub?

To remove a device on the Radio Hub, select; *Front Display* ◉ **Remove Device**

Q8.   How do I add a new device to the FireCell System?

New devices must be added to the Control Panel and the Radio Hub, ensuring the Loop number and addresses programmed at the Radio Hub correspond to that programmed at the Control Panel. Once completed the new devices must be assigned. (See Q9).

- To add a new device on to the Control Panel, with the write switch enabled and the 'Enable Control' ON, select;
'ACCESS LEVEL 3' (Default '3333') → *pin entry* → **'EDIT CONFIG'** → **'ADD DEVICE'** → *select applicable loop number* → *select applicable loop address number* → *select applicable device type* → *confirmation of addition shown*

- Adding a new device to the Radio Hub can be achieved by one of two methods. (Either by log on or by ident). Both ways are shown below:

To add a new device on to the Radio Hub **by log on**, select;
From Front Display ◉ **Add New Device** ◉ *Select Desired* **RCC No 1** ◉ **Set Loop 1** ◉ **Addr 003** ◉ **Add By Log On** ◉ **Press Dev Log On** *followed by* **Add Dev 03456 Y?** ◉ **New Addr L1 A003**

To add a new device on to the Radio Hub **by ident**, select;
From Front Display ◉ **Add New Device** ◉ *Select Desired* **RCC No 1** ◉ **Set Loop 1** ◉ **Addr 003** ◉ **Add By Ident** ◉ *Select Device Type* **Optical** ◉ **Add Dev xxxxx N** *'Enter Device Ident* ◉ **Add Dev 03456 Y?** ◉ **New Addr L1 A003**

Q9.   How do I Assign a device to the Radio Hub?

All newly added devices need to be assigned to the system. To assign the devices, select;
From Front Display ◉ **Assign Device** ◉ **Assign ALL** ◉ **Dev 000 of 001** *changing to* **Done 001 of 001** *(once complete)*.

Q10.   How do I replace device on the FireCell System?

To replace a device on the system, the device must be removed from the Radio Hub (See Q7) and added back to the system (See Q8). Once added the new device will need to be assigned (See Q9).

Q11.   How do I check devices analogue values on the Control Panel?

Checking the devices analogue values and the interrogation of the devices signal readings is possible on the Control Panel, with the 'Enable Control' ON, by selecting; **'VIEW DEVICES'** → **'VIEW DEVICES BY LOOP'** → **'VIEW LOOP 1 - 14 DEVICES '** → *Scroll up and down to scroll through the devices on the selected loop. Note to identify what the analogue values represent, see Q14.*

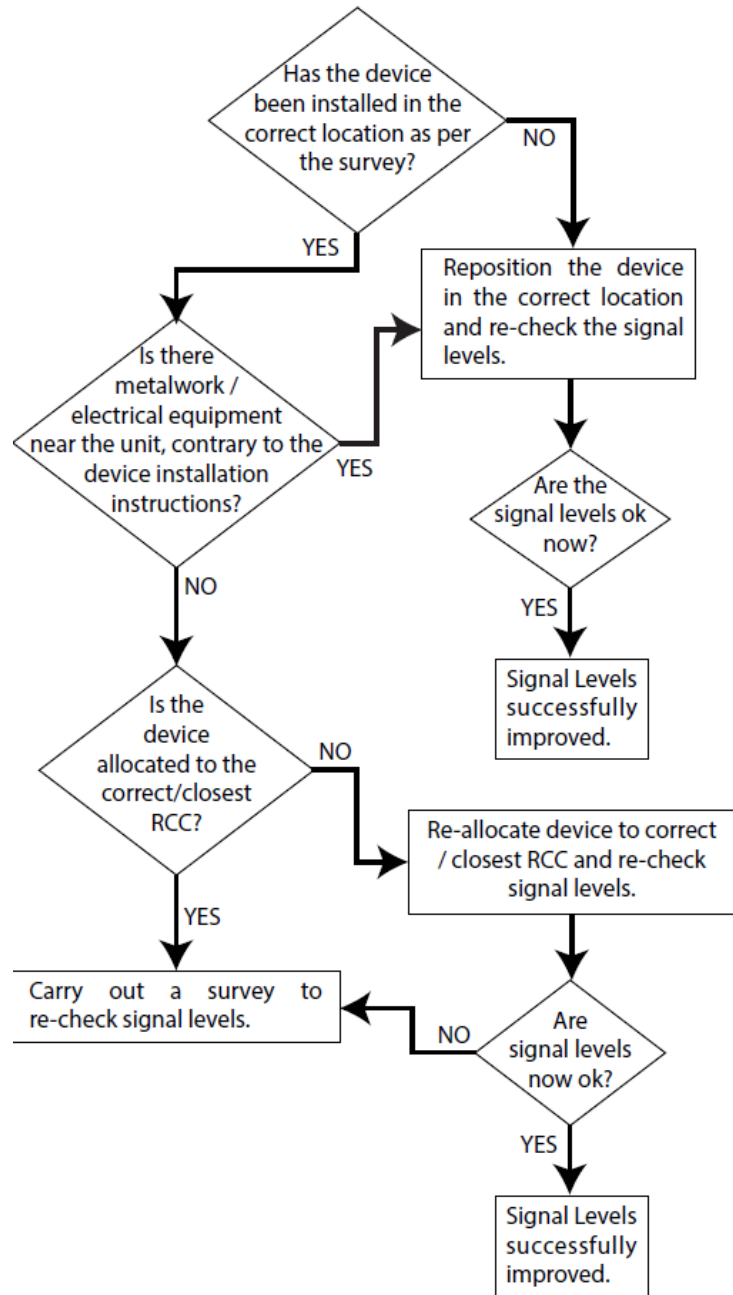## Q12.   How do I check signal levels for a device?

To ensure the signal levels for each device and each RCC are at an acceptable level the Global Sig Stat menu should be checked. This menu will display the signal level in dB for each device and RCC over a 24 hour period. This is listed in Loop and Address Number order. After the system has been running for a 24 hour period the device signal levels should display 24dB or above and the RCC signal levels should displayed 20dB or above. If any devices are under the signal level requirements check the flowchart On How to Improve Device Signal Levels section for guidance.
From Front Display ◉ **Advanced** ◉ **Global Sig Stat**

An example of a display showing the levels for a system with acceptable and unacceptable signal levels is shown below:-

FireCell System Setup	Loop Number	Shown on Menu Display	Acceptable Level?
Radio Hub	Loop 1 Address 1	N/A	
Radio RCC	Loop 1 Address 2	L1 A002 21dB	✓
Optical Detector	Loop 1 Address 3	L1 A003 35dB	✓
Optical Detector	Loop 1 Address 4	L1 A004 45dB	✓
Manual Call Point	Loop 1 Address 5	L1 A005 35dB	✓
Optical Detector	Loop 1 Address 6	L1 A006 38dB	✓
Heat CS Detector	Loop 1 Address 10	L1 A010 45dB	✓
Heat A1R Detector	Loop 1 Address 12	L1 A012 28dB	✓
Optical Detector	Loop 1 Address 13	L1 A013 25dB	✓
Sounder	Loop 1 Address 14	L1 A014 22dB	✗

Q13. How do I overcome signal level issues?

Has the device been installed in the correct location as per the survey?

- NO → Reposition the device in the correct location and re-check the signal levels. → Are the signal levels ok now? → YES → Signal Levels successfully improved.
- YES → Is there metalwork / electrical equipment near the unit, contrary to the device installation instructions?
  - YES → Reposition the device in the correct location and re-check the signal levels.
  - NO → Is the device allocated to the correct/closest RCC?
    - NO → Re-allocate device to correct / closest RCC and re-check signal levels. → Are signal levels now ok?
      - NO → Carry out a survey to re-check signal levels.
      - YES → Signal Levels successfully improved.
    - YES → Carry out a survey to re-check signal levels.

Q14. What do the fault event log descriptions mean and how do I resolve these issues?

Analogue Value	Device Type	System Log Description	Rectification Process
0	All Device Types	Disconnected Fault	Check that the device is in its location and is powered. If so we need establish whether the device or its location is the cause of the problem. (See How do I overcome signal level issues?).
0	All Device Types	Battery Missing.	Check all batteries are inserted correctly. Check voltage on batteries. Replace batteries if necessary or re-insert correctly.
0	Radio Cluster Communicator	Mains fail	Check the Mains supply to the RCC.
1	Detector	Head Fault.	Check the head is fitted correctly. If the problem is not related to the Detector Head connection it is recommended that the Detector Head be replaced.
1	Sounder	Sounder Audio Fault.	Check the Audio Detect Switch is in the Enable Position (2 On).
1	Radio Hub	Receiver Fault.	Try resetting the Radio Hub.
2	Detector	Head Missing (Head Removed From Base).	Check head in situ and check connectivity of head to base. The head missing fault will clear upon successful re-location.
3	Sounder	Sounder Missing (Sounder Removed From Base).	Check head in situ and check connectivity of head to base. The head missing fault will clear upon successful re-location.
4	All Device Types	Tamper.	Check device is inserted correctly into its base.
4	Input/Output	Tamper / Input Fault (S/C or O/C)	Check the 20k end of line resistor is in place and that connections are secure.
4	Radio Hub	Aerial tamper (Note: Only applicable with external high gain aerials).	Check for the 47k end of line resistor when measuring between the centre pin and the outer screen of both aerials cables and that connections are secure.
4	Radio Cluster Communicator	Aerial tamper (Note: Only applicable with external high gain aerials).	Check for the 47k end of line resistor when measuring between the centre pin and the outer screen of both aerials cables and that connections are secure.
5	All Device Types	Signal Strength - Warning.	We need establish whether the device or its location is the cause of the problem. (See How do I overcome signal level issues?).
5	Radio Hub	Signal Strength - Warning.	Has any electrical equipment recently been installed in close proximity of the Radio Hub. If so it may need to be moved to an acceptable distance. See Radio Hub Installation Instructions for more information.
5	Radio Cluster Communicator	Signal Strength - Warning.	Has any electrical equipment recently been installed in close proximity of the RCC. If so it may need to be moved to an acceptable distance. See RCC Installation Instructions for more information.
7	All Device Types	Battery Low.	Replacements required within 30 days. Replace all batteries in device.
7	Radio Cluster Communicator	Battery / charger Fault.	Check the integrity of the RCCs battery and its connection.
35	Detector	Head Dirty/Compensation.	Devices head requires cleaning with compressed air.