FORTLINE Help sheet

Orisec intruder alarm: reset, faults and the Control Plus 2 app

Covers: Orisec CK/CT/CP series keypads and panels; ControlPlus2 app

Stop and call us

- If you think someone is inside, don't go in. Move somewhere safe and call 999.
- Don't open the panel, bell box or detectors. Tamper alarms need an engineer.
- Never share your user code or tag, and never write it on or near the keypad.
- If the system asks for an engineer reset or a code from the monitoring centre, call us.

Setting and unsetting

1. At the keypad, enter your user code or present your tag, then choose the setting option you need.
2. In the Control Plus 2 app you can fully set, part set or unset the alarm, and see alerts and recent activity.

Resetting after an alarm

1. Enter your user code or present your tag. This silences the sounders and shows why the alarm went off.
2. Enter your code or present your tag again.
3. If you know what caused the alarm, press the Enter (tick) key to reset and return to normal.

4. You can also reset from the user menu: scroll to 'Reset Alarms' and press Enter.
5. If a screen appears after reset asking you to contact your alarm company, call us.

Faults and keypad messages

1. Fault showing: enter your code or present your tag to silence it and see the reason.
2. Once the cause is put right, press Enter to reset. If the fault screen comes back, the fault is still there: call us.
3. 'AC Fail': the mains is off. Check for a power cut. If there isn't one, call us.
4. 'Masked': something may be blocking a detector. Check the area in front of it is clear.
5. 'Tamper' or 'Battery Fault': don't open anything. Call us.
6. Won't set: a door or window may be open. Close it and try again. If it still won't set, call us.

Not sure, or it hasn't worked? Call **01635 938998**
Mon–Fri 8:30am–5:30pm. Out of hours, call 01635 938998

User steps only. Use your own user code or key and never write it on this sheet. More help: fortline.co.uk/help.html