



Reset Galaxy alarm

To reset your Honeywell Galaxy alarm after an activation you first need to enter your user code.

You will then see the message 'Status 01 events'. (or 02 events, 03 events etc).

Press the A key to view ALL events in turn until [END] appears on screen. The B key will allow you to go backwards.

Once you have viewed ALL of the events, press 'Ent' to reset.

Once done, press <ESC> to return to the home screen.

If the events do not 'disappear', you have not viewed ALL events relating to the reason that a reset is required.

On the next setting of the Galaxy, if any of the zones that were opened during the previous alarm (the incident that triggered the alarm in the first place) have not closed since the alarm activation (i.e. if it is a door, you MUST go and close that door, if it is a Motion Sensor you MUST make sure there is no motion in that area etc), then the system is prevented from setting. The addresses of the open zones are displayed on the keypad; there is no sounder activation. Closing the zones permits the setting procedure to start. This is deliberate to ensure that the device that caused the alarm is still functional and that the issue has been addressed.

NOTE: This is not the same as currently open zones that did NOT cause the alarm being indicated on the keypad; these are accompanied by rapid tones on the Entry/Exit Horn.

Recording of Events - During any given set period, there is no limit to the number of signals sent from individual activations. However, no more than three events from any single detector will be recorded in the event log. This is to prevent the log being flooded by events from a potentially faulty detector.

CONTINUED OVERLEAF



IF THE SYSTEM STILL WILL NOT RESET FOLLOWING THE ABOVE PROCEDURE

If the procedures do not work and you still cannot reset your system, there are four possible scenarios

1 – A fault is still present – The system will NOT reset if a fault is still active. Please call your engineer.

2 – You do not have the level of authority to carry out a “User reset”. This is almost always confined to commercial systems where some operators may have the ability to Arm and Disarm, but other issues have to be dealt with by more senior staff. This is normally indicated by the message “Manager Reset Required” or “Insufficient Access Rights” (or similar) appearing on the keypad. The Manager Code should have been given to the senior representative when the system was fitted and is the same code that is used to add / remove other codes. Seek the person that holds the Manager Code. If the installer did NOT give the Manager Code to the client, treat it as an “Engineer Code” as shown below. “Insufficient Access Rights” indicates that other codes below the level of Manager Code but above the level of your code have been authorised to reset the system whereas yours has not.

3 – The system is programmed as “Engineer reset”. This will be indicated by the message “Engineer Reset Required” on the screen and this should ONLY apply to Police Response systems. If your installer has set a none Police Response System as “Engineer Reset”, we strongly recommend that you change your installer immediately. There are no statutory requirements for a chargeable reset locked out by an Engineer Code on a none Police Response system. This is a favoured tactic of large installers who will sell (or rent) you the system at a “discount” or on credit terms, and then usually charge significantly more than other companies for any works that are required on it at a later date. We do not consider an Engineer reset on a none Police Response system as required or necessary. You cannot bypass this without crashing & reprogramming the entire system.

4 – The system has been set as “Anti Code” reset. This is exactly the same as an “Engineer Reset” except you have to call your installer to get the “Anti Code” and is indicated by an “ANTI CODE” message on the screen when you attempt a User reset. Again, on a none Police Call system there is no statutory requirement for this, in our opinion it is simply an excuse to make money from unsuspecting clients. You cannot bypass this without crashing & reprogramming the entire system.