



Reset Texecom alarm (Veritas shown after Premier)

Texecom make two types of alarm system – the Veritas and the Premier – check which alarm you have first.



Veritas



Premier

How to Reset Texecom Premier

To reset your Texecom Premier alarm you need to follow these instructions:

- ENTER your 4 digit code
- PRESS [RESET] button

NOTE - the RESET button on a Texecom Premier alarm keypad may say "Reset" or it may have a broken circle with an arrow on it. Either way, it is located as shown below





IF THE PREMIER 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.



How to Reset Texecom Veritas

To reset your Texecom Veritas alarm you need to follow these instructions:

First – Simply press “Reset”. Depending on how your system was programmed, this may be all you have to do. If this does not work, carry out the following -

- ENTER your 4 digit code
- PRESS [RESET] button

NOTE - the RESET button on a Texecom Veritas alarm keypad may say “Reset” or it may have a broken circle with an arrow on it. Either way, it is located as shown below



IF YOUR VERITAS SYSTEM STILL WILL NOT RESET

If neither of the procedures work and you still cannot reset your system, there are three possible scenarios

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

2 – The system is programmed as “Engineer reset”. 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. There are no statutory



reasons for a chargeable reset locked out by an Engineer Code on a none Police Response system.

3 – 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”. 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.