

# Product Recall Notification

## TX-4200 Wireless Personal Panic Device

October 4, 2016



### Interlogix announces voluntary recall of TX-4200 Personal Panic devices

Interlogix recently discovered an issue with a small number of TX-4200 Wireless Personal Panic devices where the device may not operate when the panic button is pressed because the device has stopped transmitting signals to the alarm panel.

Recalled products are identified as part numbers: TX-4200-01-1 and TX-4200-01-2 with a manufacturing date code less than 16154.

End users can determine if their Personal Panic devices are working correctly by performing a sensor test from their alarm panels. **The test consists of pressing the panic button after you have put the alarm panel into “Test” mode to avoid sending a false alarm. Instructions for testing are provided at the end of this notice.** Follow the instructions listed for your alarm panel type, as instructions for other alarm panels may be different. You can also contact your professional security system installer for assistance to test the device.

**If after performing the test you discover, your Personal Panic device is not transmitting, please stop using the device and contact your professional security system installer for a free replacement.**

If the test shows that your Personal Panic device is working, but you at any time later notice that the red LED lights on either side of the panic button light up and remain lit, this means your device is no longer transmitting. **If the red LED lights on your device light up and remain lit (as shown in this image) you should stop using the device and contact your professional security system installer for a free replacement.**



**Interlogix will provide upgraded wireless Personal Panic devices at no charge upon request, regardless of whether your current device has experienced a transmission**

**issue.** Please contact your professional security system installer if you would like a new upgraded Personal Panic device.

**Personal Panic devices should be supervised by your alarm panel.**

Interlogix strongly recommends that when using a Personal Panic device, your alarm panel be programmed to “supervise” the device. When programmed this way your panel will regularly monitor or “supervise” the status of your Personal Panic device and notify you if the device stops transmitting for more than a fixed number of hours. On most Interlogix panels, this notification interval can be adjusted to anywhere between two (2) and twenty-four (24) hours. We recommend that you adjust the notification interval on your panel for your Personal Panic device to the shortest interval available on your particular model alarm panel. The available supervisory ranges for each panel are identified in the attached testing instructions. Your professional security provider can tell you if your alarm panel is set to “supervisory,” or update it to the “supervisory” setting free of charge.

For additional information regarding this matter, please contact you professional security system installer.

## Instructions for testing the TX-4200 Wireless Personal Panic device and supervisory ranges

The following instructions are for testing the TX-4200 Wireless Personal Panic device on Interlogix branded alarm system panels. Steps for testing vary by panel type. Locate your type of alarm panel below and follow the steps to ensure proper operation. The available supervisory notification range and default setting for each panel is also listed. If you are unsure which type of alarm panel you have, contact your security provider for assistance.

**Please Note:** Personal Panic devices and all sensors should be tested weekly to ensure proper operation as outlined in alarm panel user manuals.

### ***Instructions for testing on a Concord® 4 panel:***

1. Set the panel to Sensor Test mode by doing the following:
2. \*From a keypad, press **8**, then enter your 4-digit access code, then press **3**. The keypad sounds one beep and displays `SENSOR TEST`.
3. On the TX-4200 Wireless Personal Panic device, press and hold the button for 2 to 3 seconds. Operational status of the TX-4200 Wireless Personal Panic will be identified via the state of the LEDs located to the sides of the panic button.
  - If the LEDs flash multiple times and then stop, the device is transmitting correctly.
  - If the LEDs are lit and remain on, the device must be replaced.
  - If the LEDs do not light up, the battery is dead. Contact your security provider for a replacement Personal Panic device.
4. If the TX-4200 Wireless Personal Panic device is transmitting correctly to the panel you will hear one short, high-pitched beep coming from the keypad, and the display will show the device name (or number) and `OK`.
5. Press the Status button. The touchpad will display any untested sensors. When all sensors and devices have been tested, the display will state `SENSOR TEST OK`.
6. Test the TX-4200 Wireless Personal Panic device from several locations to ensure a consistent response.
7. To exit Sensor Test mode, press **1**, then enter your 4-digit access code.



**\*In multiple-partition systems, a keypad that is enrolled in the same partition as the Panic device must be used to place the system into Sensor Test mode and for completing the test.**

### ***Supervisory range for Concord® 4 panel:***

2-24 hours; default setting (if supervised) is 12 hours



***Instructions for testing on an Interlogix® NetworX panel:***

1. Set the panel to Walk Test mode by doing the following:
2. From a keypad, press \*, then press **CHIME**, followed by your access code. LED type keypads will flash the **CHIME** light while in Test Mode and LCD keypads will display “Walk-Test Mode.” If your keypad does not indicate the test mode in one of these two ways, contact your security dealer and ask for the Walk Test feature to be enabled.
3. On the TX-4200 Wireless Personal Panic device, press and hold the button for 2 to 3 seconds. Operational status of the TX-4200 Wireless Personal Panic will be identified via the state of the LEDs located to the sides of the panic button.
  - If the LEDs flash multiple times and then stop, the device is transmitting correctly.
  - If the LEDs are lit and remain on, the device must be replaced.
  - If the LEDs do not light up, the battery is dead. Contact your security provider for a replacement Personal Panic device.
4. The keypad will chime and the zone light on the keypad will illuminate.
5. To exit Walk Test mode, enter your access code.
6. Test the TX-4200 Wireless Personal Panic device from several locations to ensure a consistent response.

***Supervisory notification range for NetworX panel:***

1-225 hours; default setting (if supervised) is 24 hours



### ***Instructions for testing on a Simon® XT panel:***

1. Set the panel to Sensor Test mode by doing the following:
2. Press the down arrow to scroll to the “System Test” option, press **OK**. Enter your access code then press **OK**.
3. The panel will display `SENSOR TEST`. Press **OK**. The panel will prompt you to test the sensors.
4. On the TX-4200 Wireless Personal Panic device, press and hold the button for 2 to 3 seconds. Operational status of the Personal Panic device will be identified via the state of the LEDs located to the sides of the panic button.
  - If the LEDs flash multiple times and then stop, the device is transmitting correctly.
  - If the LEDs are lit and remain on, the device must be replaced.
  - If the LEDs do not light up, the battery is dead. Contact your security provider for a replacement Personal Panic device.
5. Listen for panel siren. You should hear a series of beeps and the display will identify the TX-4200 Wireless Personal Panic device and the number of transmissions received.
6. Test the TX-4200 Wireless Personal Panic device from several locations to ensure a consistent response.
7. To exit Sensor Test mode, press the **STATUS** button.
8. Exiting Sensor Test mode without testing all sensors will prompt the following error message, `SN Test Fail` or `Aborted`. This error message is not an indication that the TX-4200 Wireless Personal Panic is faulty, but rather indicates that other sensors have not been tested.

### ***Supervisory range for Simon XT panel:***

2-24 hours; default setting (if supervised) is 12 hours



### ***Instructions for testing on a Simon® XTi panel:***

1. Set the panel to Sensor Test mode by doing the following:
2. Select the “gear” in the bottom right corner of the screen.
3. Scroll down until you see the “System Test” option. Select **OK**.
4. Enter your 4-digit access code and press **OK**.
5. Select **SENSOR TEST**
6. All programmed sensors will be displayed on this screen. Press the arrows to scroll through the pages until you locate the TX-4200 Wireless Personal Panic device.
7. On the TX-4200 Wireless Personal Panic device, press and hold the button for 2 to 3 seconds. Operational status of the TX-4200 Wireless Personal Panic device will be identified via the state of the LEDs located to the sides of the panic button.
  - If the LEDs flash multiple times and then stop, the device is transmitting correctly.
  - If the LEDs are lit and remain on, the device must be replaced.
  - If the LEDs do not light up, the battery is dead. Contact your security provider for a replacement Personal Panic device.
8. The panel will beep and display the tripped device and number of transmissions received from your Personal Panic device.
9. Test the TX-4200 Wireless Personal Panic device from several locations to ensure a consistent response.
10. Press **CLOSE** repeatedly to exit to the main screen.

### ***Supervisory range for Simon XTi panel:***

2-24 hours; default setting (if supervised) is 12 hours