Honeywell
MORLEY IAS
FIRE SYSTEMS
Fire Safety



Integrated Fire Alarm Control Panel

Installation and Commissioning Manual

M-168.1-SERIE-LT-EN 2024 Version / 06.2024

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Intended Purpose

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Safety-Related User Information

This manual includes information required for the proper use of the products described.

To ensure the correct and safe operation of the product, all guidelines concerning its transport,
storage, installation, and mounting must be observed. This includes taking the necessary care when operating the product.
The term 'qualified personnel' in the context of the safety information included in this manual or on the product itself designates:

- project engineers who are familiar with the safety guidelines concerning fire alarms and extinguishing systems.
- trained service engineers who are familiar with the components of fire alarm and
- extinguishing systems and the information on their operation as included in this manual.
- trained installation or service personnel with the necessary qualifications for carrying out repairs on fire alarm and extinguishing systems, or who are authorized to operate, earth, and label electrical circuits and/ or safety equipment/ systems.

Symbols

The following information is provided in the interests of personal safety and to prevent damage to the product described in this manual and all equipment connected to it. Safety information and warnings to prevent hazards endangering the life and health of users and maintenance personnel, as well as causing damage to the equipment itself, are indicated by the following pictograms.
Within the context of this manual, these pictograms have the following meanings:



Warning - designates risks for man and machine. Non-compliance will result in risks to man and/ or machine. The word of warning indicates the level of risk.



Note - important information on a topic or a procedure and other important information.



Standards and guidelines - observe configuration and commissioning information in accordance with the national and local requirements.



This symbol precedes information about compliance with the standard(s).

Dismantling



In accordance with Directive 2012/ 19/ EU (WEEE), after being dismantled, electrical and electronic equipment is taken back by the manufacturer for proper disposal.

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SECTION 1: ABOUT THIS GUIDE

1.1 SCOPE

The purpose of this manual is to provide the user with step-by-step instructions related to the installation, commissioning, and troubleshooting of the Integrated Fire Alarm Control Panel, AGILE Wireless Devices, Connected Life Safety Services (CLSS) gateway, and Cloud application configuration.

1.2 REVISION HISTORY

Revision	Date	Description
1.0	June 2024	Initial release of the Installation and Commissioning Manual

1.3 INTENDED AUDIENCE

This guide is mainly designed for engineers responsible for installing and configuring the integrated system.

SECTION 2: OVERVIEW

The Integrated system consists of three main components. They are:

01. Fire Alarm Control Panel:

The (LT-159) Fire Alarm Control Panel (FACP) has analog addressable capabilities. It is designed for AGILE wireless equipment. This system streamlines the installation and commissioning process by connecting it to the wireless system gateway. This enables the FACP to easily identify the sensors, input modules, and installed sirens/flashes, significantly reducing installation and commissioning time.

02. CLSS Gateway:

The gateway acts as a portal among fire alarm panels, CLSS Site Manager, and peripheral devices. The gateway connection with the fire alarm panel enables the inventory to be read and the data to be transmitted. Connection with the CLSS Site Manager application facilitates remote monitoring and managing the fire detection systems.

03. AGILE Wireless Devices:

AGILE wireless devices seamlessly integrate within the panel. It is supported by AGILE IQ, a comprehensive 3-in-1 software application that provides essential features for efficient design, configuration, and diagnostics for the mesh network. AGILE IQ2 can manage up to 32 wireless devices per gateway, providing extensive management capabilities.

NOTE: Do not try to use the control unit and connected devices without reading this manual!

2.1 PREREQUISITES

Before installing the software, ensure that your laptop or computer has the necessary Firmware, Hardware, software, and required components as explained in the following sections.

2.2 HARDWARE REQUIREMENTS

The system requires the following hardware:

- A smart mobile phone
- USB A2B Cable
- Agile- IQ USB Dongle
- A laptop or PC with the following configuration:
    - 1.8 GHz quad-core or faster processor
    - 8 GB of RAM
    - A minimum of 1 GB must be available on the hard disk.

2.3 SOFTWARE REQUIREMENTS

The system requires the following software:

- Download the CLSS Mobile App from the Google Play store/ Apple App Store.
- Download the Morely Lite Panel software and Java Development Kit from:
    - PC Tool Driver:

      https://buildings.honeywell.com/gb/en/lp/morleytech
    - Java Development Kit (jre- 8u202- windows- i586.exe):

      https://www.oracle.com/java/technologies/javase/8u202-relnotes.html
- Download the Honeywell AGILE IQ software from:

  https://systemsensoreurope.com/products/AGILE-wireless-software-suite/

2.4 CLSS CREDENTIAL REQUIREMENTS

- Request login access from Honeywell, Connected Life Safety Services website:

  https://fire.honeywell.com/#/signup
- CLSS login credentials are required to configure the user accounts.

SECTION 3: INSTALLING THE FIRE ALARM CONTROL PANEL (FACP) AND CLSS

This section provides an overview of the parts and installation of the panel and CLSS gateway.

3.1 PRECAUTIONS

Before installing the panel, follow these precautions:

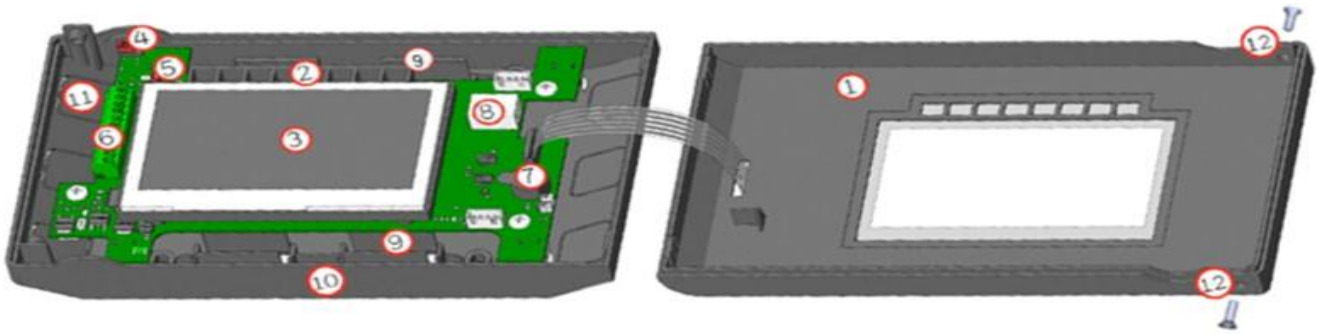
- The panel equipment is designed for mounting onto an internal wall of a protected building and is not suitable for mounting on outdoor applications.
- Install the panel enclosure according to the instructions reported in this manual.
- Bring the field wiring/ cables through the recommended entry points on the backbox. Prepare all cable/ wiring entries with appropriate fire industry-approved cable glands and label all field wiring correctly to aid termination.
- Install a fire industry-approved, AC mains power supply isolator 'fused spur unit' close to the FACP. The main supply cable must be brought into the enclosure, using a recommended cable entry point.
- Use this manual for recommendations on how to install batteries inside the enclosure.
- Once individual cables are checked, make the wiring of each circuit. The battery link is fitted during the commissioning power-up stage.

3.2 INSTALLING THE SYSTEM

This section describes how to unbox the panel, install the back plate, and terminations, and mount the panel on the wall.

3.2.1. UNBOXING THE PANEL AND INSTALLATION

01. Remove the panel cover screws (12) safely from the panel as shown in the figure.



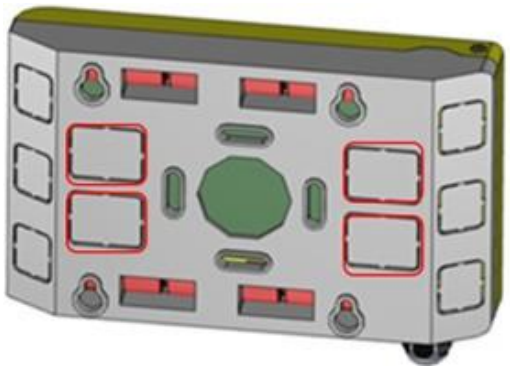
1	Front Cover	8	USB Port B Type
2	LED Indicators	9	Batteries Location
3	Display	10	Rear Cover
4	Fault Contact Jumper	11	Cable Entry Holes
5	Alarm Contact Jumper	12	Panel Closing Screws
6	Terminals	13	Serial Port 1
7	Buzzer	14	Serial Port 2

02. Open the front panel cover safely by removing the ribbon cable.

03. Carefully remove the printed circuit board (PCB) from the panel.

04. Remove the knockouts to fit the back plate

a. Detach the knockouts from the panel to mount the back plate.



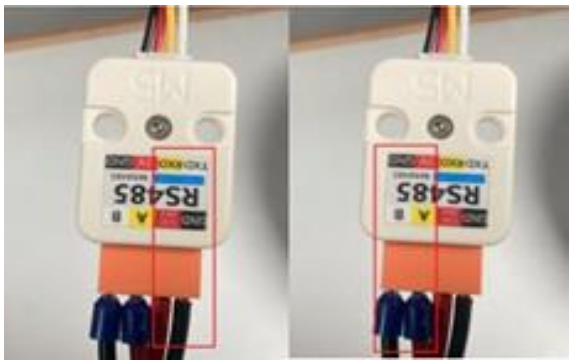
b. Secure the back plate in the desired location.



05. Mount RS 485 Connector.

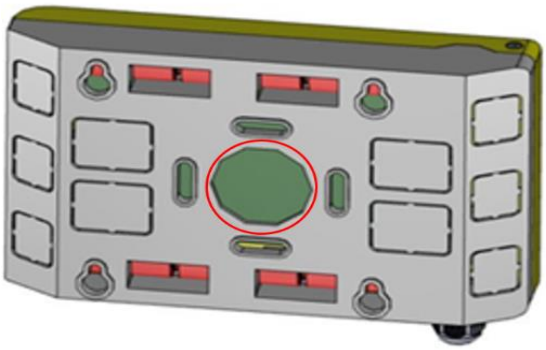


06. Connect the CLSS gateway cable (A and B) and power cable to the RS-485 converter (24V, GND)



RS 485 Power cable, 12/ 24V(+ve), GND (- ve).	CLSS Gateway communication, A(+ve), B (-ve).

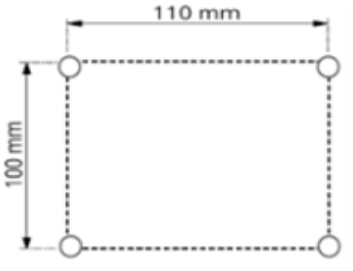
07. Route the following cables via the marked knockouts.



- Loop Wiring
- Panel Power Wiring
- RS-485 Connector Wiring

08. Mount the panel base in the desired location and secure it with a screw.

a. Measure and mark the hole's location on the wall as per the dimensions shown in the diagram.



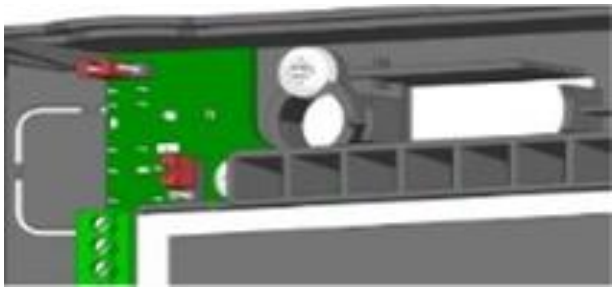
b. Drill and make four holes through the position of the hole marked.



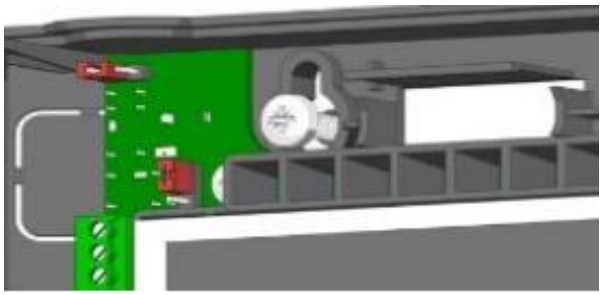
09. Insert anchor (appropriate size x 4) and install 50 mm long x 5 mm diameter screws through the drilled holes on the wall to secure the back box.

> NOTE: Ensure that the drilled areas are cleaned and free from debris and drilled holes are utilized.

10. Align the keyhole on the backbox to the screws as shown below.



11. Lock and secure the cover into the backbox as shown. Position the screws on the cover to align the keyholes on the backbox, then lock the cover in place.

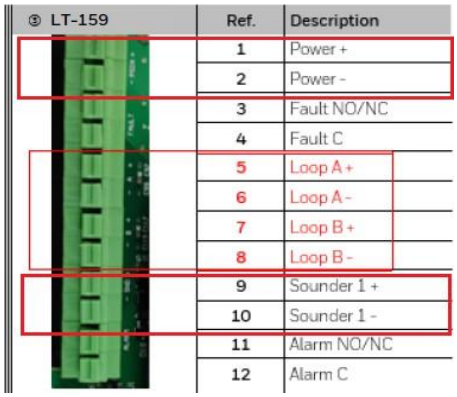


12. Secure the back box to the wall using screws.

13. Reinstall the PCB to the panel.

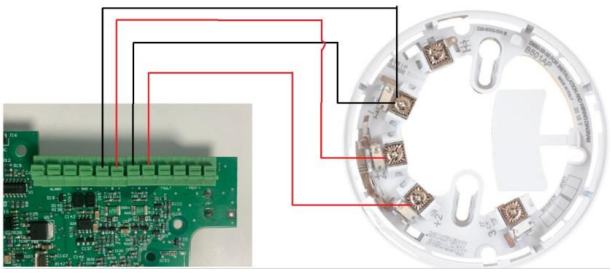


14. Terminate the wires into the respective terminals as shown in the figure.
15. Terminate the panel power cable with a Type G adapter.

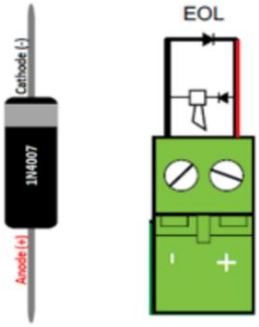


③ LT-159	Ref.	Description
	1	Power +
	2	Power -
	3	Fault NO/NC
	4	Fault C
	5	Loop A +
	6	Loop A -
	7	Loop B +
	8	Loop B -
	9	Sounder 1 +
	10	Sounder 1 -
	11	Alarm NO/NC
	12	Alarm C

16. Terminate AGILE gateway loop wire.



17. Connect the EOL diode to the main board sounder.



18. Connect RS-485/ CLSS gateway communication into the serial port 1 as shown in Figure (a) and fix the panel batteries in the respective slots as shown in Figure (b).

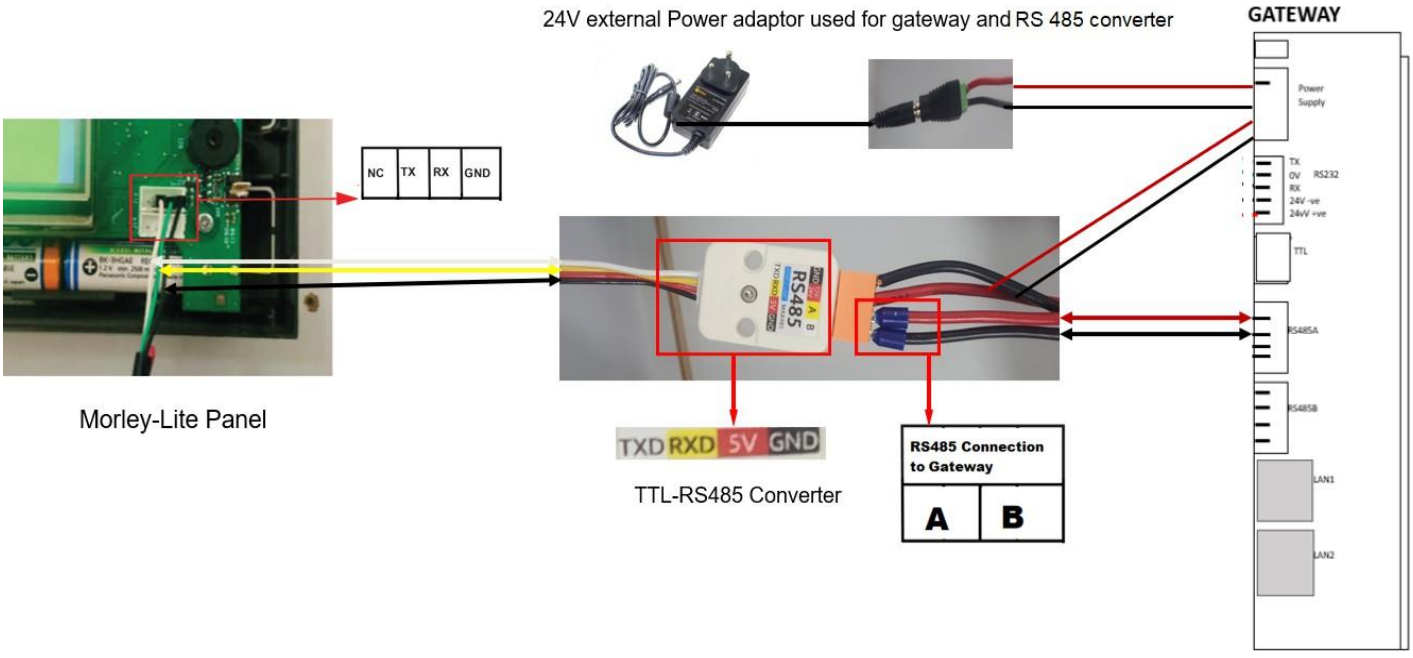
(a) (b)



3.2.2. CLSS GATEWAY INSTALLATION AND TERMINATIONS

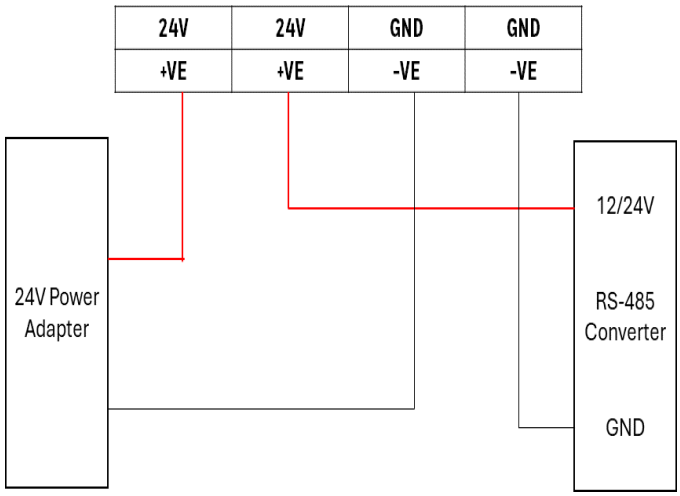
This section provides a step-by-step approach to the installation of the CLSS Gateway.

CLSS Gateway connection Overview



01. Mount the CLSS gateway with the screws.
02. Remove the required knockouts to route the wires.
03. As shown in the figure, connect the CLSS gateway with a 24V power adapter and output power to the RS-485 converter.





04. Connect the communication cable with the EOL from the RS 485 converter at 120 ohms.



NOTE: Ensure the converter is positioned more than 50 cm in length from the panel.

3.3 CONFIGURING THE AGILE WIRELESS DEVICES

01. Set AGILE Gateway Address and mount into the base.
02. Set all AGILE wireless device addresses.



03. Set the unique address for wireless devices.
04. Install the four batteries in the given slot and mount them into the base.



05. Keep the device's distance within 10 meters from the Gateway.

SECTION 4: COMMISSIONING THE FIRE ALARM CONTROL PANEL (FACP)

4.1 CREATING THE MESH NETWORK

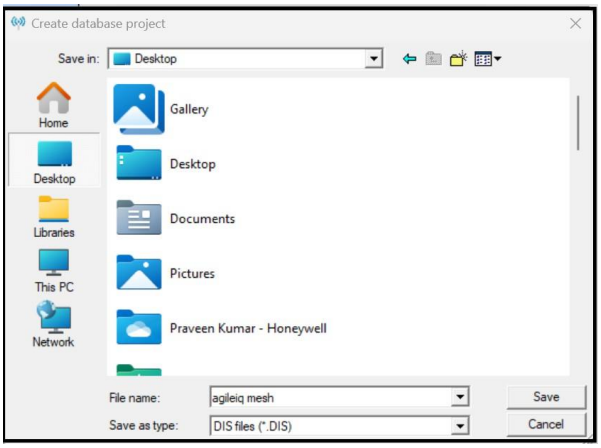
01. Switch ON the fire panel.
02. Download the "Setup AGILEIQ MOR" AGILE IQ Honeywell Morley IAS software suite from https://systemsensoreurope.com/products/AGILE-wireless-software-suite/ the link.
03. Install the software, an icon  with AGILEIQ Honeywell Morley IAS will be displayed on the desktop.
04. Plug in the Wireless USB Dongle to your Laptop/ PC.



NOTE: The trial version of AGILE IQ Honeywell Morley IAS software is valid only for one month. Kindly contact the respective vendor to purchase the software license.

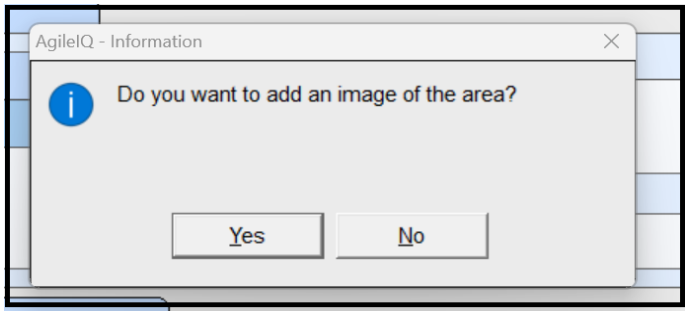
05. Open the AGILE IQ Honeywell Morley IAS software suite. By default, the "Site" tab displays.
06. In the 'Site" tab click the plus icon  to open a new window.

07. Choose the Path where you want to save the mesh file and enter the desired file name.

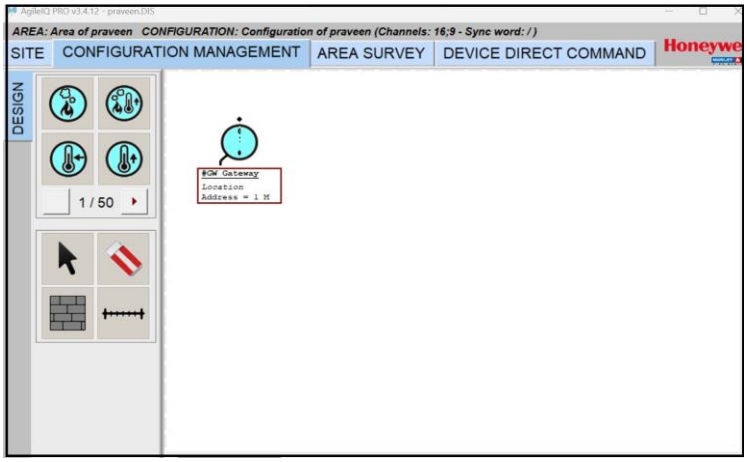


08. Click the "Save" Button.

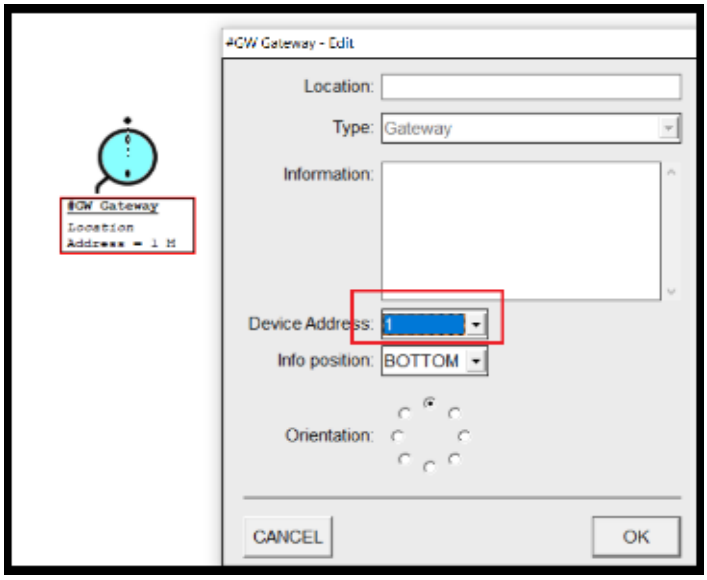
09. A pop-up window prompts, "Do you want to add an image of the area"?



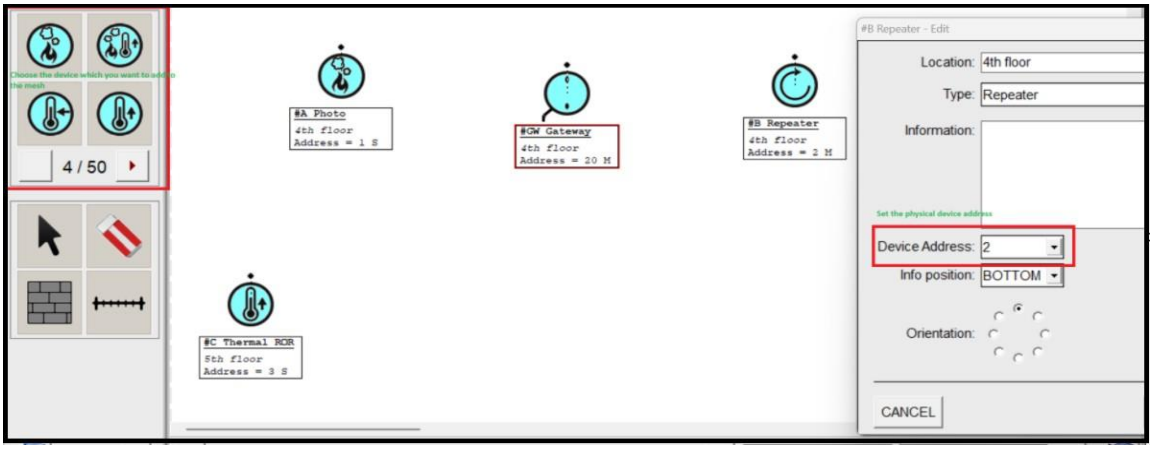
10. Select "Yes" or "No" based on your requirements. The application navigates to the "Configuration Management" tab, where a default gateway will be added.



11. Double-click on the displayed gateway to set the address that you have physically assigned.

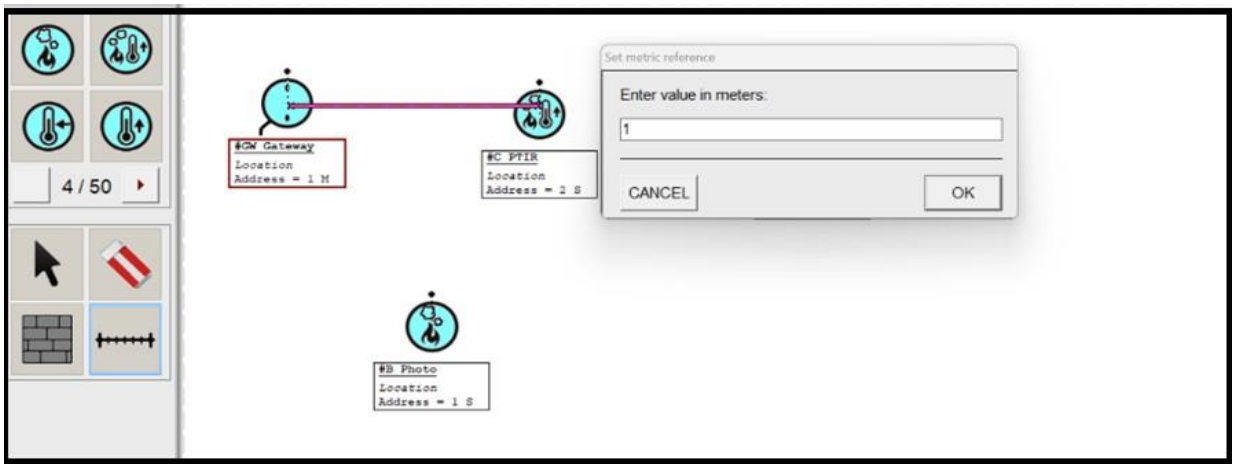


12. Choose the relevant device type icon.
13. Click on the configuration management area to add the chosen device.
14. Double-click on the chosen device to set the address as per the physical device.



NOTE: To avoid conflict, set a unique address for all the devices.

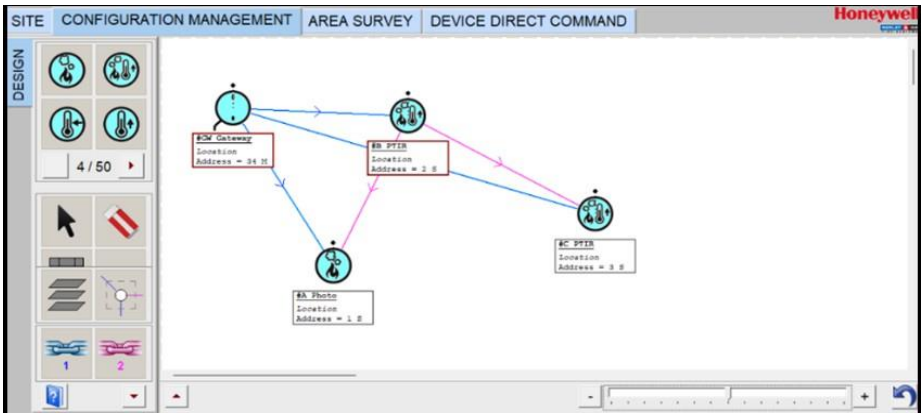
15. Click the "Set metric reference" to map the meter reference for the first device nearest to the gateway.



NOTE: Set the actual distance from the gateway to nearest device. The distance must be less than 10 mts.

16. Click the "Add Primary link" icon to configure the primary signal.

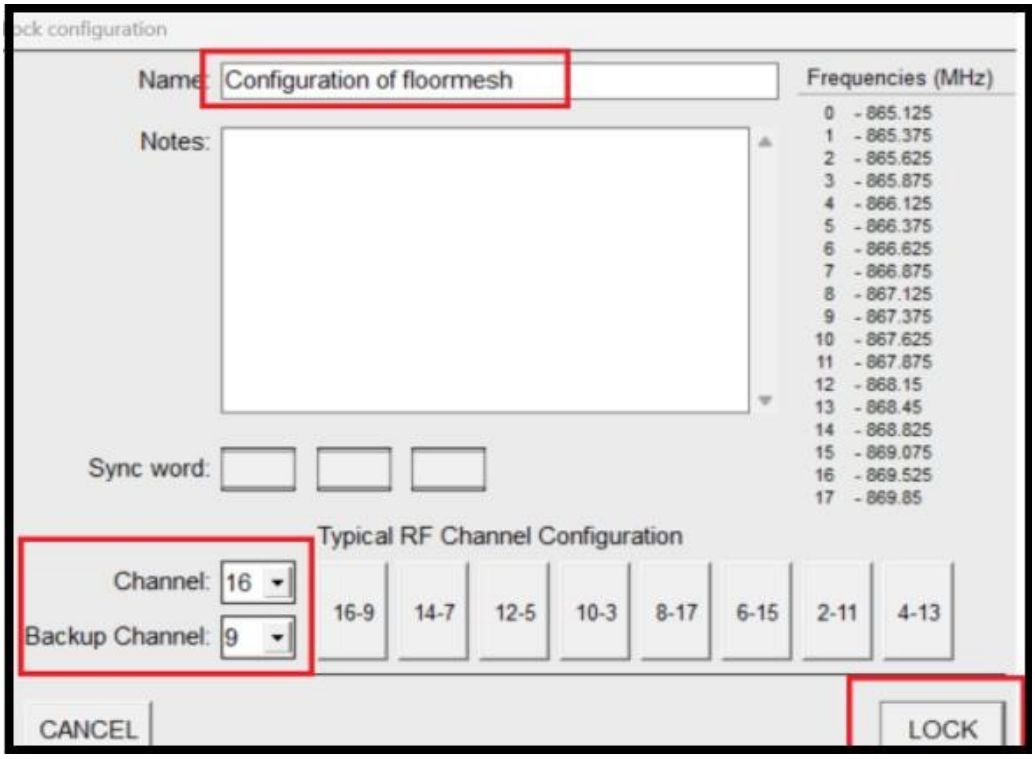
17. Click the "Add Secondary link" icon to configure the secondary signal.



NOTE: Ensure each device has a minimum of one primary signal and two secondary signals based on the device placement.

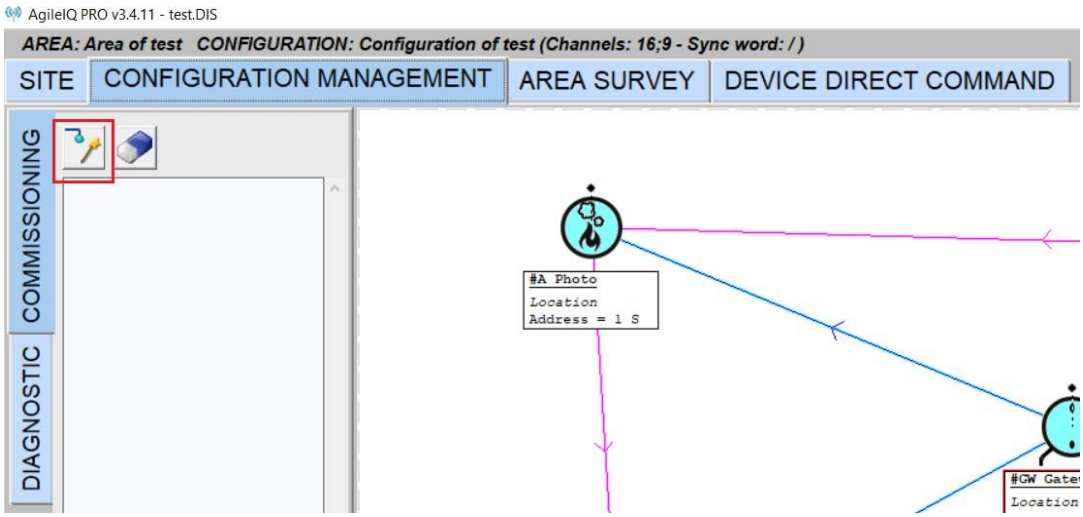
18. Right-click on the configuration window and select "Lock Configuration" to lock the configuration window.

19. Set the RF channel and click "Lock".

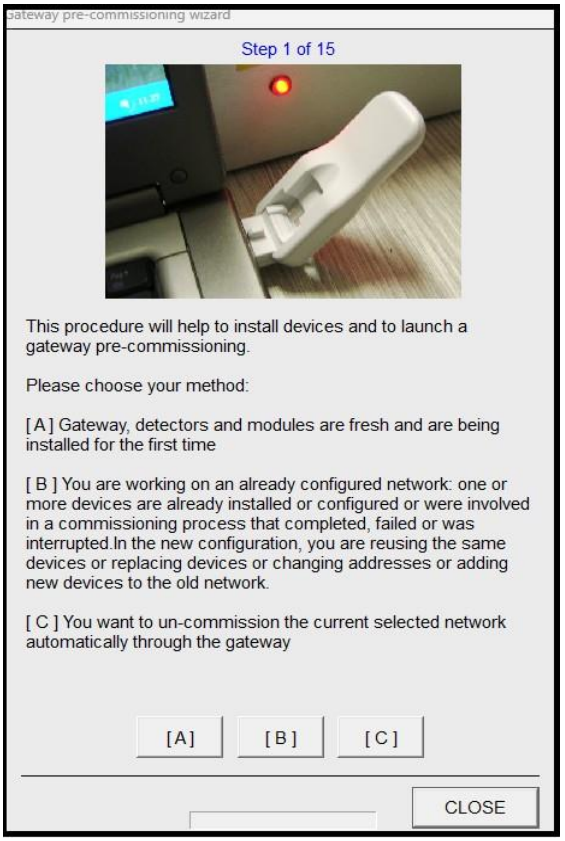


NOTE: The application switches to Pre-commissioning mode.

20. Click Start the Gateway Pre-commissioning Wizard.



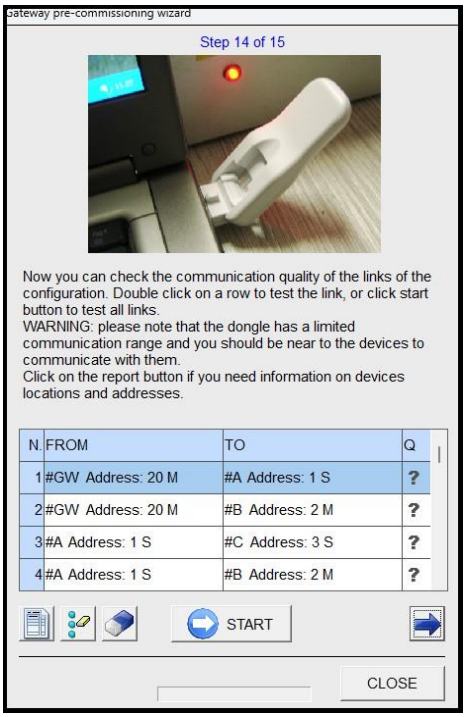
21. The following Gateway Pre-commissioning Wizard will be displayed.



22. Choose Option [A]
    For a fresh commission proceed with the pre-commissioning steps. (or)
23. Choose Option [B]
    If the configured devices already exist on the network when the devices are:
    - Failed or interrupted
    - Reusing the same devices
    - Replacing devices
    - Need to change the addresses
    - Adding new devices to the old network
    (or)
24. Choose Option [C]
    If you want to un-commission the current selected network automatically through the gateway.
25. Follow the wizard instructions to set up the devices on the network.



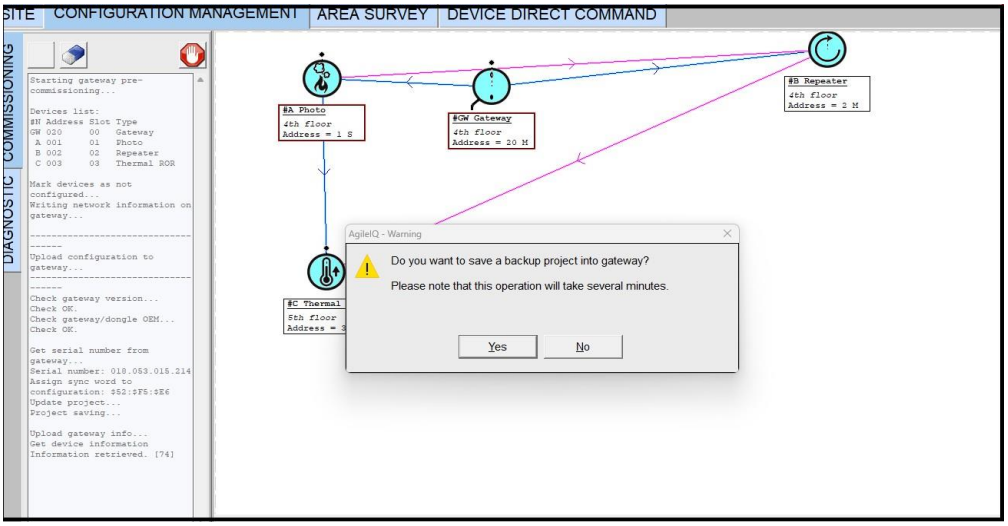
26. Click the "START" button to verify device communication.



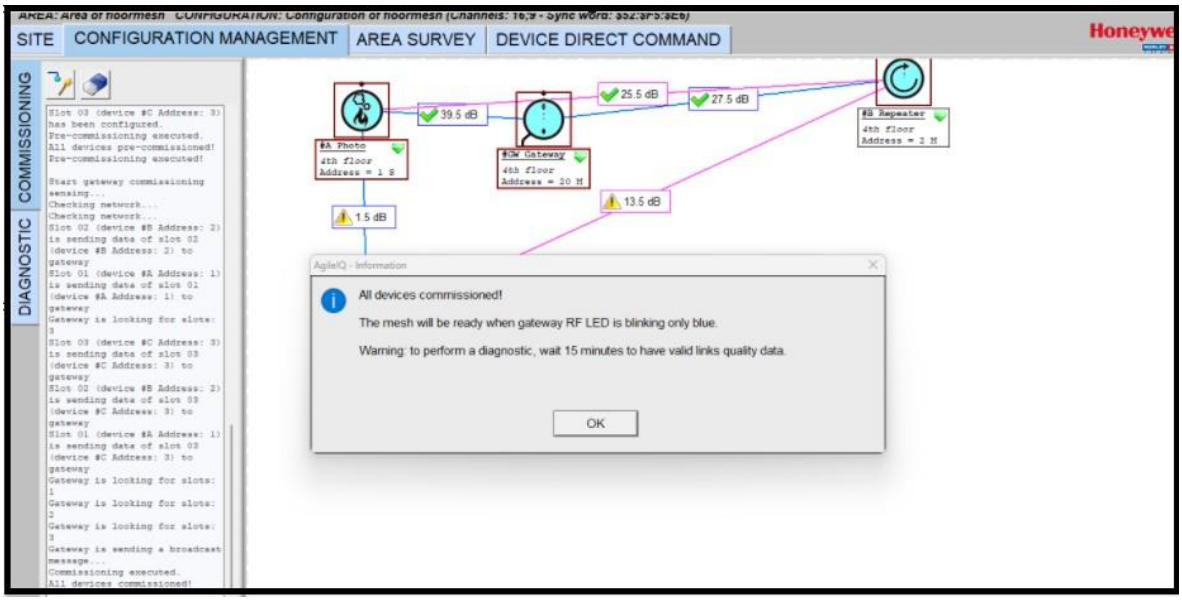
NOTE: This action will initiate the process to check the devices communication.

27. Once the communication of the devices is successful, click "Next"  to begin commissioning.

28. A pop-up displays, requesting you to save the backup project in the gateway.



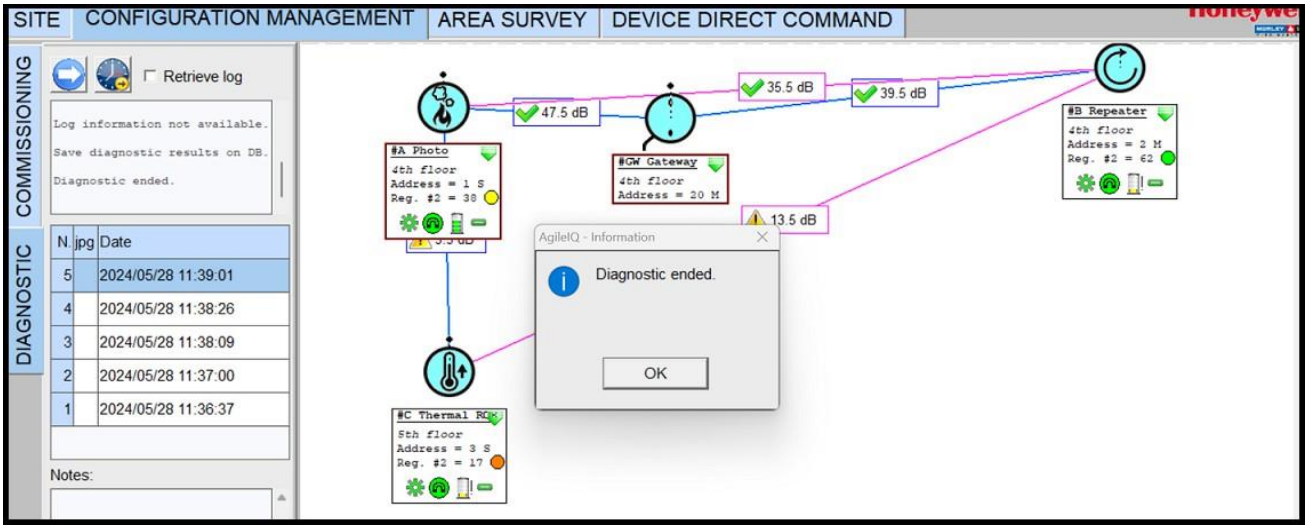
29. Select “Yes”, then commissioning starts. Refer to the AGILE manual for more information,



30. After commissioning, a pop-up display with "All devices commissioned".

> NOTE: If any issues arise during mesh creation, follow the instructions in the pop-up or refer to the AGILEIQ manual.

31. Navigate to the "Diagnostic" tab and click "Start Diagnostic" .



> NOTE: The tool displays all devices signal strength, battery level, and device status.

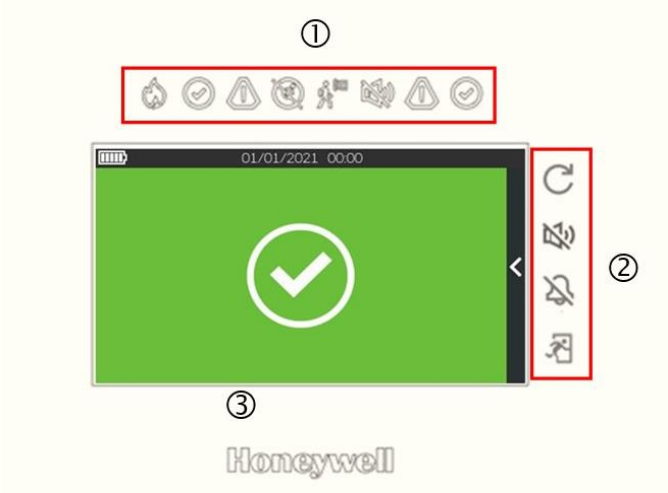
32. Place the wireless devices in the respective locations and click “Start Diagnostic” again to check the signal strength.

33. The wireless devices reported an "Unknown Device" fault on the panel screen.



4.2 PANEL CONTROLS AND FUNCTIONS

This section describes controls, functions, and descriptions along with the commissioning of the Morley Lite Panel.



1	LED Indicators
2	Functional Buttons
3	Touch Display

Icon Controls and Color Descriptions of Integrated Fire Alarm Control Panel.

STATUS ICON	CONDITION / CONTROL	COLOR	DESCRIPTION
	FIRE	Red (blinking)	A fire condition has been detected (buzzer active)
		Red (fixed)	The user has acknowledged the event by buzzer silence
	SYSTEM FAULT	Yellow (fixed)	System fault
	GENERAL FAULT	Yellow (blinking)	General fault, buzzer is active
		Yellow (fixed)	The user has acknowledged the event by buzzer silence
	DISABLE	Yellow (blinking)	A device or zone is disabled
	TEST	Yellow (blinking)	A zone is in test mode
	SOUNDER SILENCE	Yellow (blinking)	The internal buzzer is silenced
		Yellow (fixed)	The sounders are silenced

STATUS ICON	CONDITION / CONTROL	COLOR	DESCRIPTION
	POWER FAULT (from 100 ...230 Vac or batteries)	Yellow (blinking)	Mains fault
		Yellow (fixed)	Batteries fault
	POWER	Green (fixed)	The system is switched on and the power is supplied via the mains

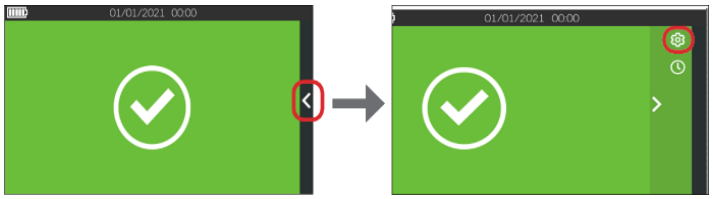
Push Buttons Descriptions and Functions

PUSH BUTTON	DESCRIPTION	FUNCTION
	RESET PANEL	Pressing the 'Reset Panel' button will reset the panel to return it to normal condition after an event
	MUTE	Pressing the 'Mute' button or tapping on the touch screen, will silence the active panel buzzer
	SILENCE SOUNDERS	Pressing the 'Silence Sounders' button will silence all Alarm sounders
	EVACUATE	Pressing the 'Evacuate' button and later confirming the evacuation in the pop-up window, will start all the panel sounder's output activation and the output configured for evacuation in the Cause and Effect I/ O Matrix

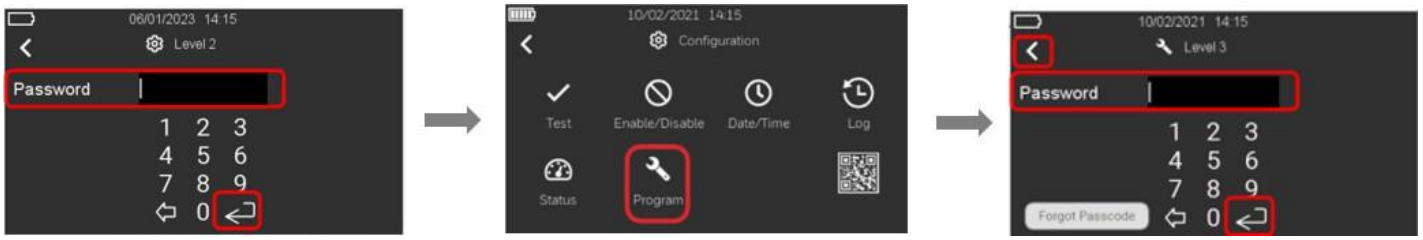
4.3 PANEL COMMISSIONING

To program, access the system configuration, as shown below.

01. On the touchscreen display, press the arrow on the right and then press the gear icon at the top right.

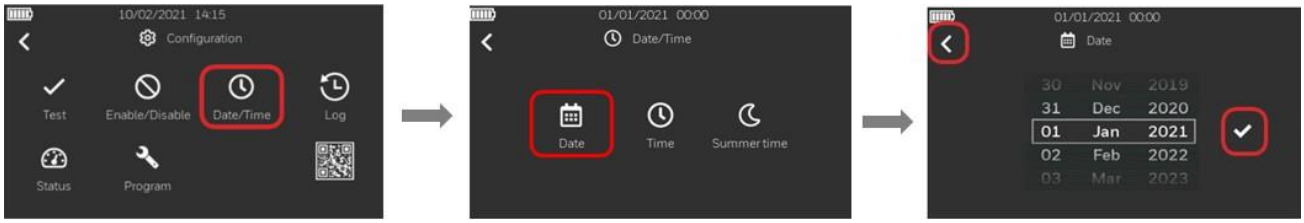


02. Insert level 2 passcode, the default password is: (2222) press enter then select the program icon.
03. Insert level 3 passcode, the default password is: (33333333) and press enter to confirm.



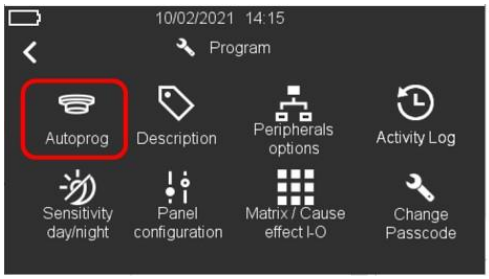
> NOTE: To change the default passcode, refer panel manual.

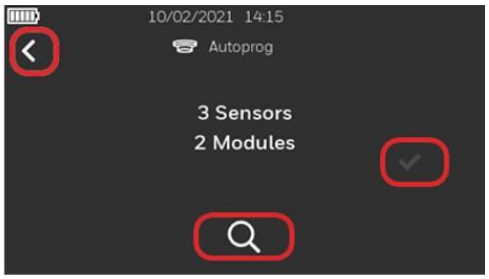
04. To set the Date and Time. Select the Configuration icon.
05. Set the Date by selecting the Date/ Time icon> Date. Choose the day, month, and year values and save them by confirming with a checkmark. Go back to the previous menu.
06. Set the Time by selecting the Date/ Time icon> Time. Choose the time accordingly and save it by confirming with a checkmark.



07. Once the configurations are set, press the left arrow to return to the previous menu.
08. To find and save the detected devices, select **Auto program** 

.
09. Select a checkmark  to save the listed devices.
10. Select the left arrow to return to the previous menu.





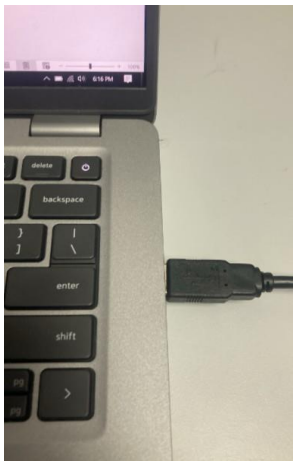
NOTE: Ensure "Unknown Fault" and "Passcode Unchanged Fault" are removed from the panel. In case, you forget the password, click on Forget Passcode option. A recovery passcode screen displays a 20-character alpha-numeric recovery key. Contact Honeywell Technical Service and share the key, to recover the level 3 passcode.

4.4 CREATING XML FILE FROM THE PANEL

This section describes the step-by-step procedure to generate an XML file required for the Device List Tab in the CLSS Site Manager. Follow each step to ensure precise configuration and creation of the XML file.

01. Use an A2B Cable to connect the PC tool to the panel. Ensure that the connection is secure before proceeding.





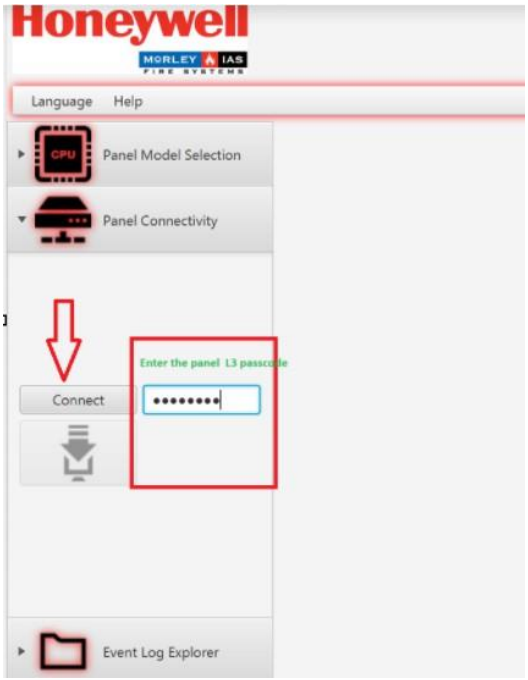
02. Open the Morley-IAS Panel 

configuration tool on your PC.

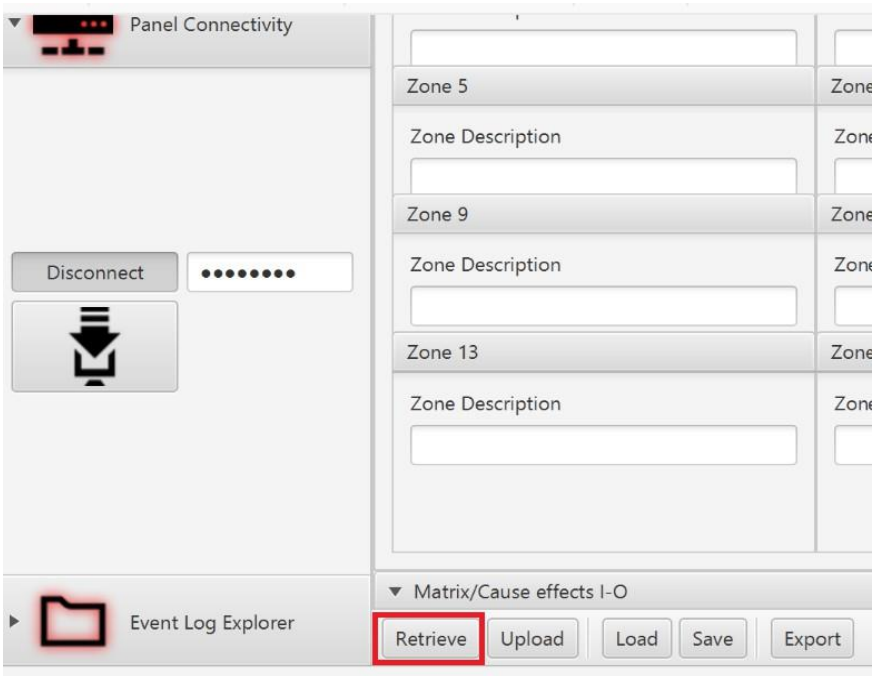
03. Select the Panel Model (LT- 159).



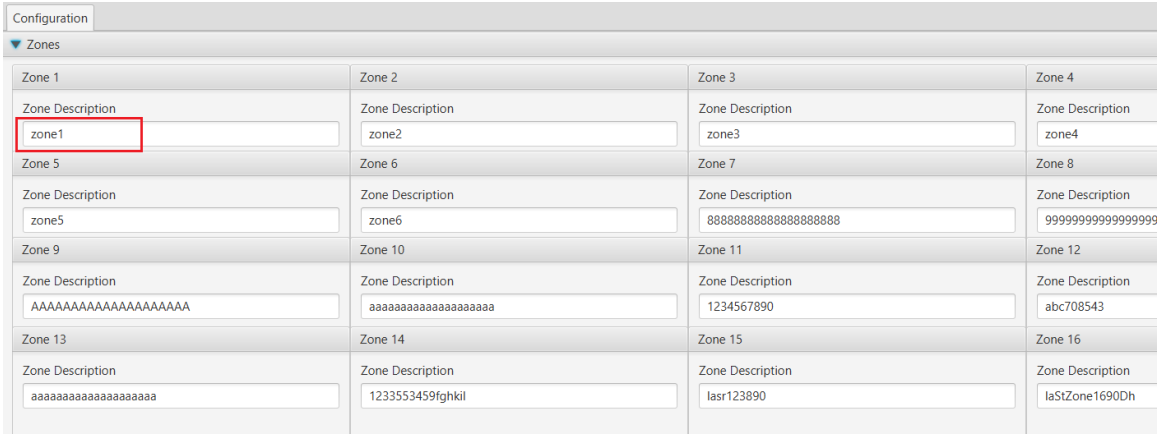
04. Click and expand the "Panel connectivity" section.
05. Enter the Panel's level-3 password in the designated field.
06. Click the "Connect" button to establish a connection with the panel.



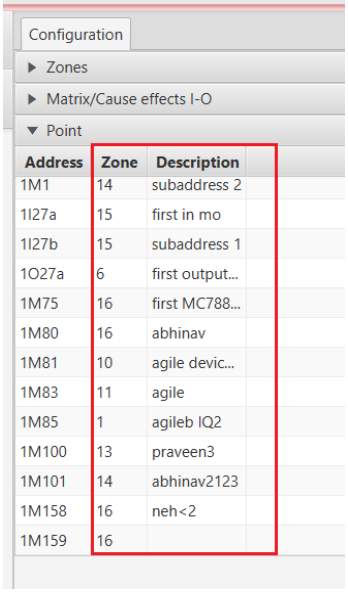
07. Click the "Retrieve" button to download the current configuration from the panel to the PC tool application.



08. Expand the zones section to configure the zone label.



09. Expand the "Points" section to configure device location/ zone number.

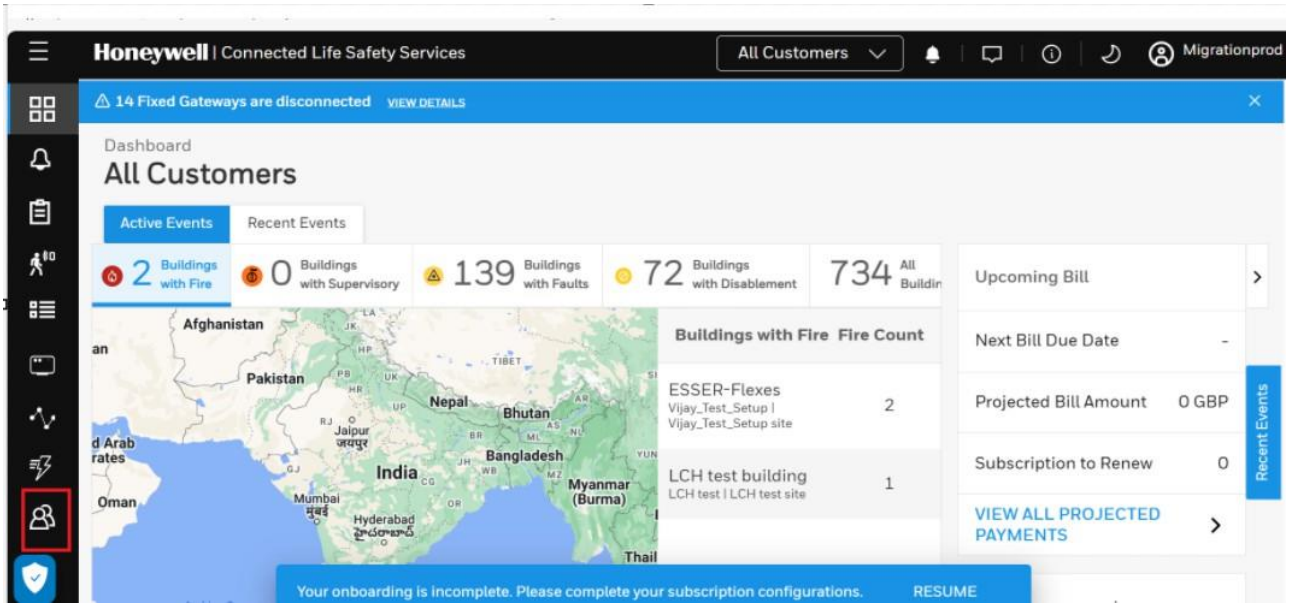


10. Click on the save button to save the data locally.
11. Click the "Upload" button to return the updated configuration to the panel.
12. Click the 'Export" button to save the XML file in the folder.

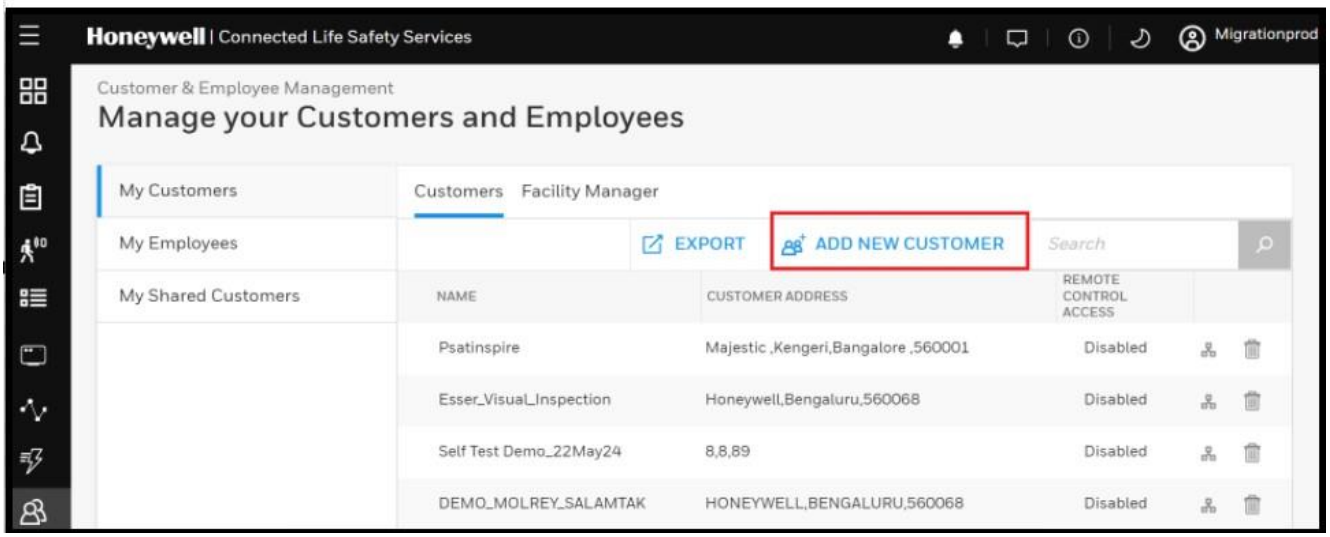
4.5 CREATING CUSTOMER PROFILES AND MANAGING SITES

To create a new site and add Villa, proceed with the following steps:

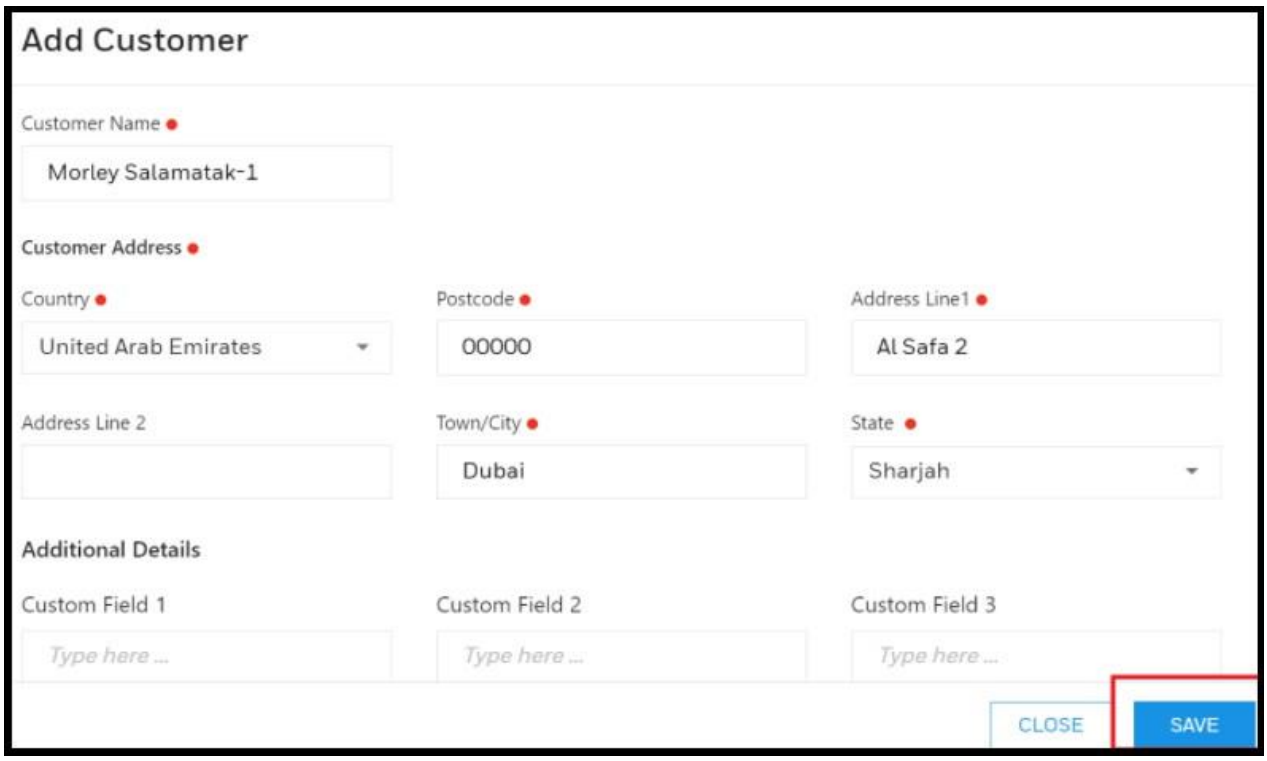
01. Switch ON CLSS Gateway.
02. Login with the site manager account using this URL: https://fire.honeywell.com/#/signup to create the customer profiles and manage the remote sites.
03. Close any notifications and click "CUSTOMER & EMPLOYEE MANAGEMENT".



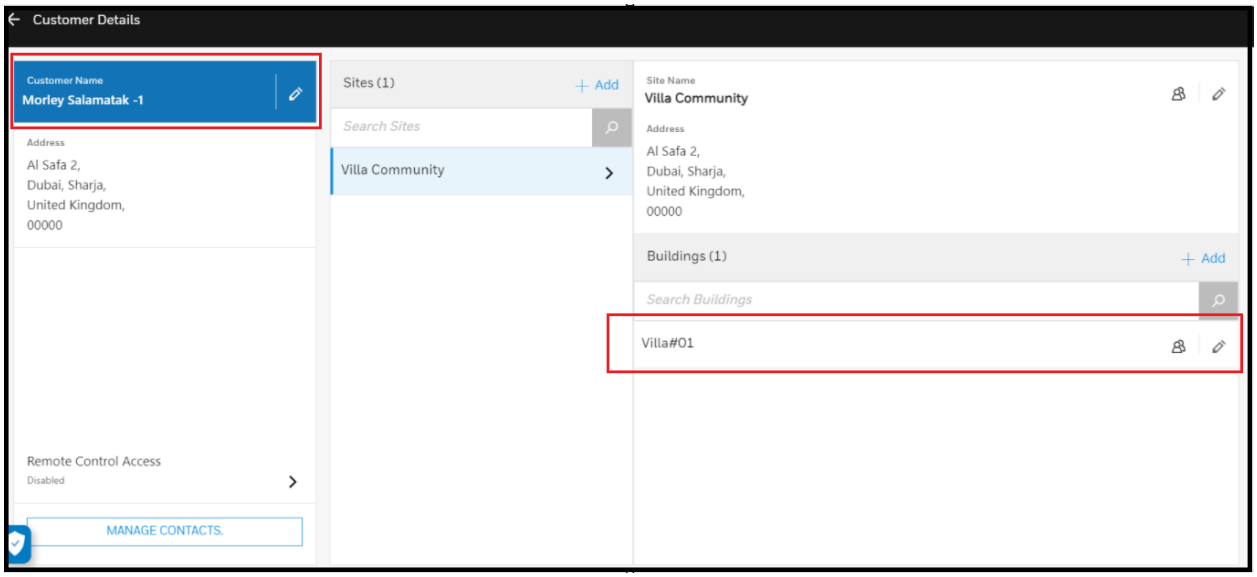
04. On the "Manage your Customers and Employees" page, click "ADD CUSTOMER".



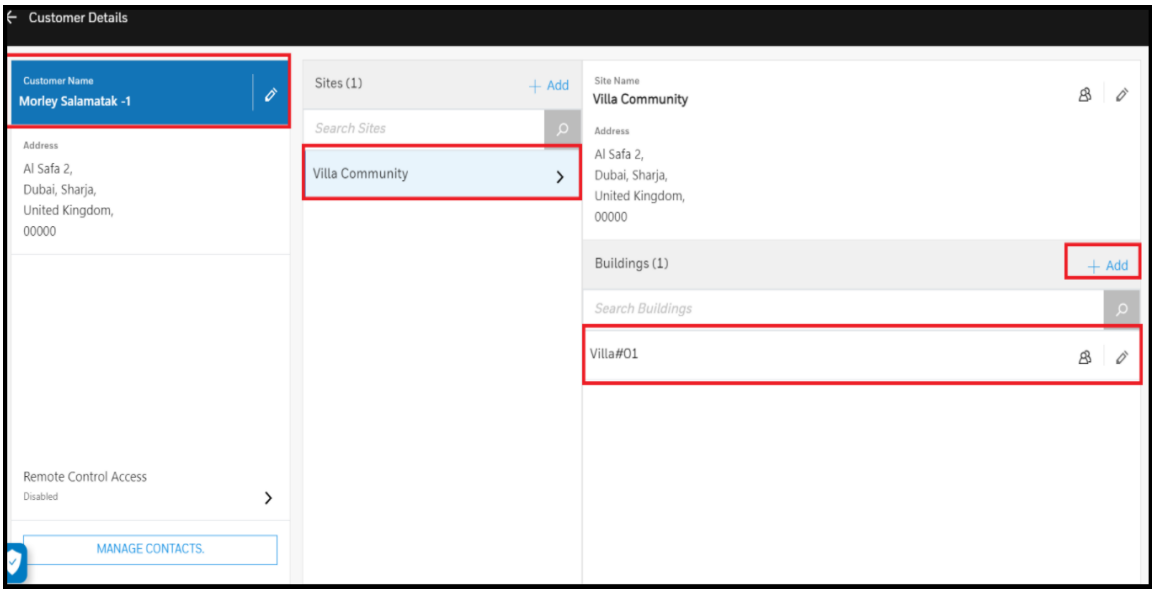
05. Fill in the required details on the "ADD Customer" page and click on the "Save" button.



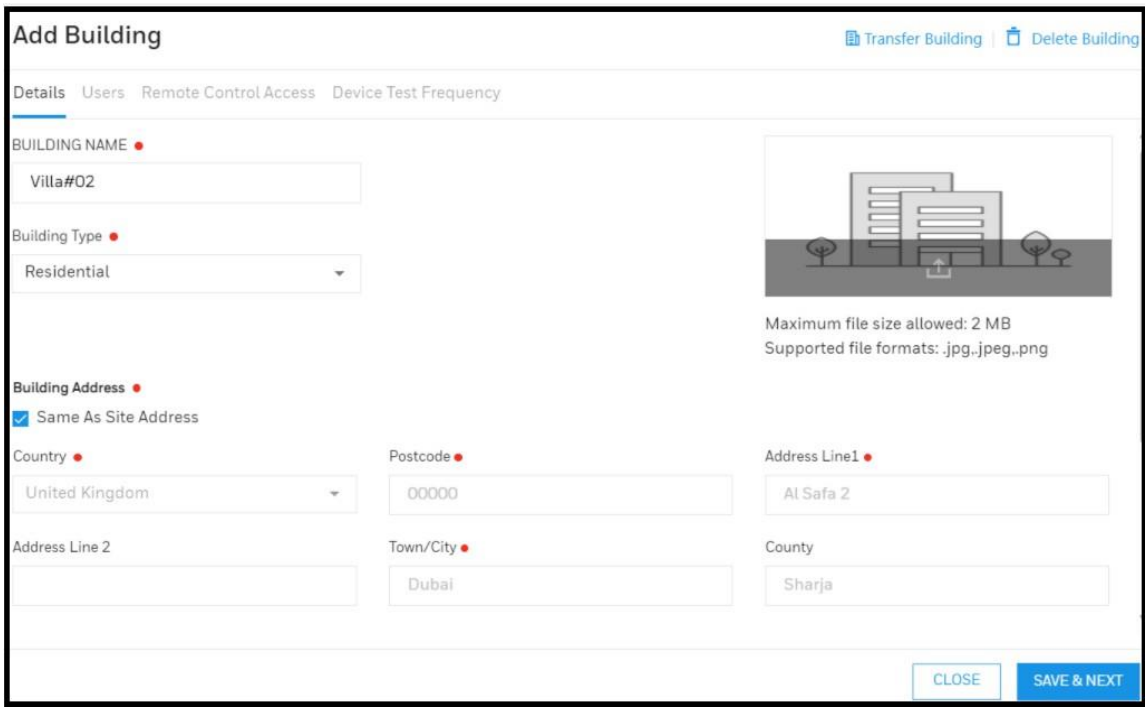
06. Upon saving, the customer profile and a Villa will be automatically created.



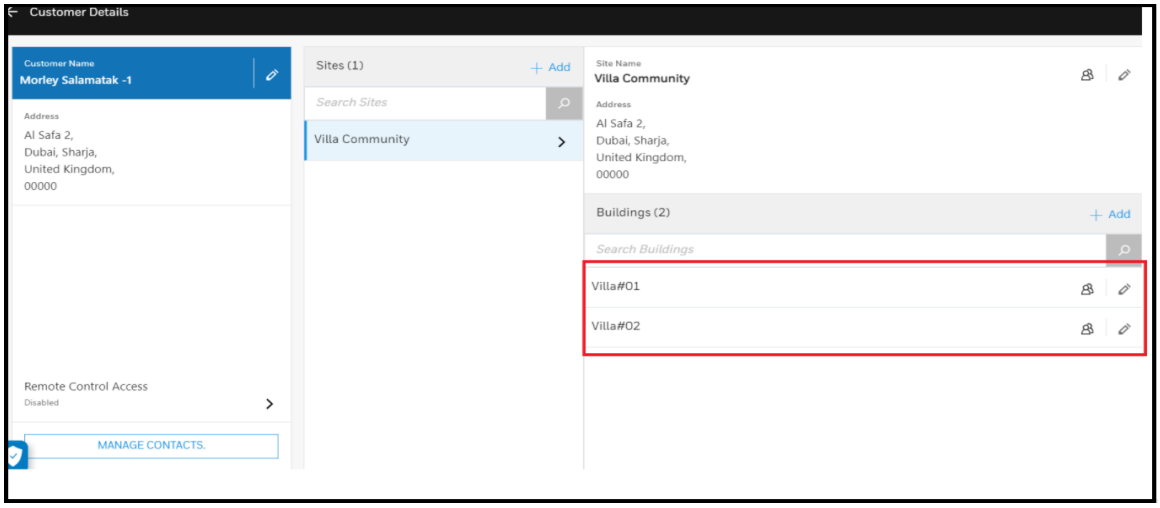
07. To add more villas under the same site, click the “Add” button.



08. Enter the villa details and click “SAVE & NEXT”.

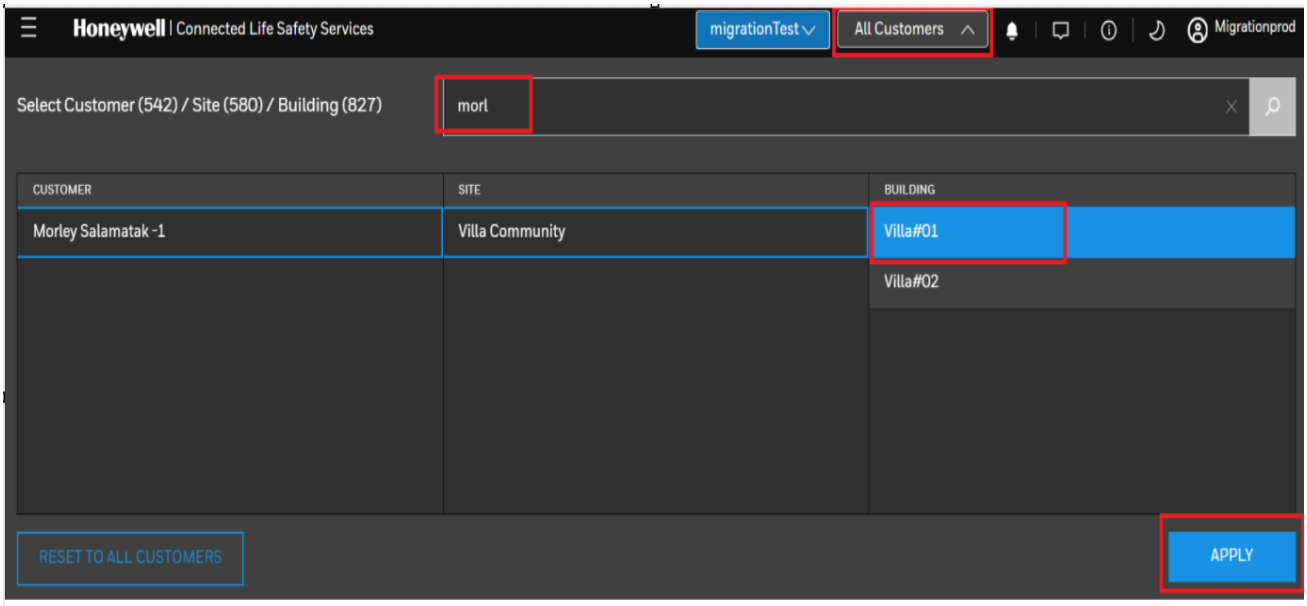


09. Save the configuration. Now the site manages multiple Villas.

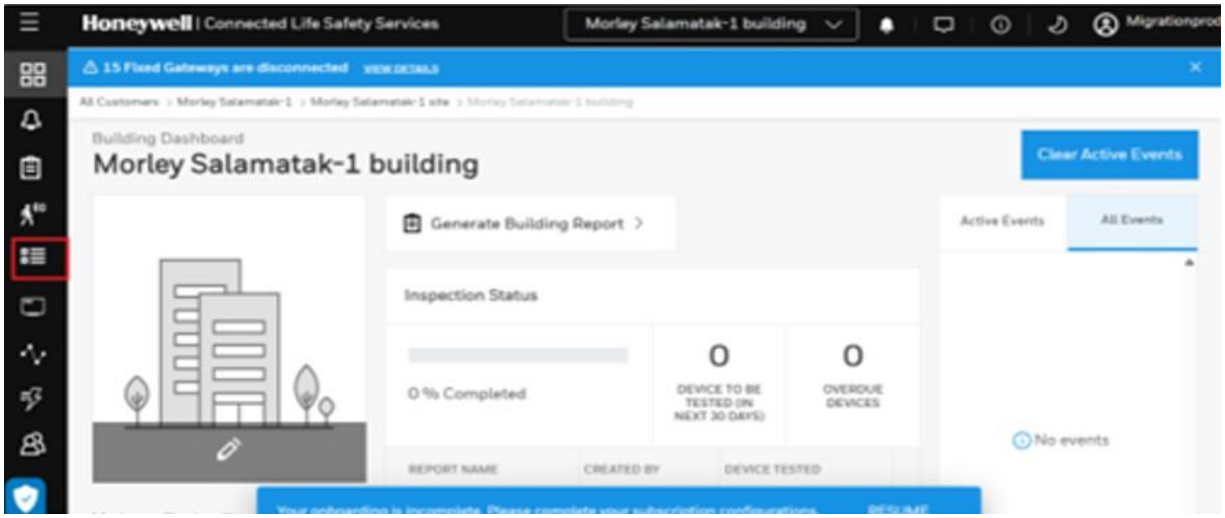


10. Navigate to "All Customers" and search for the desired site.

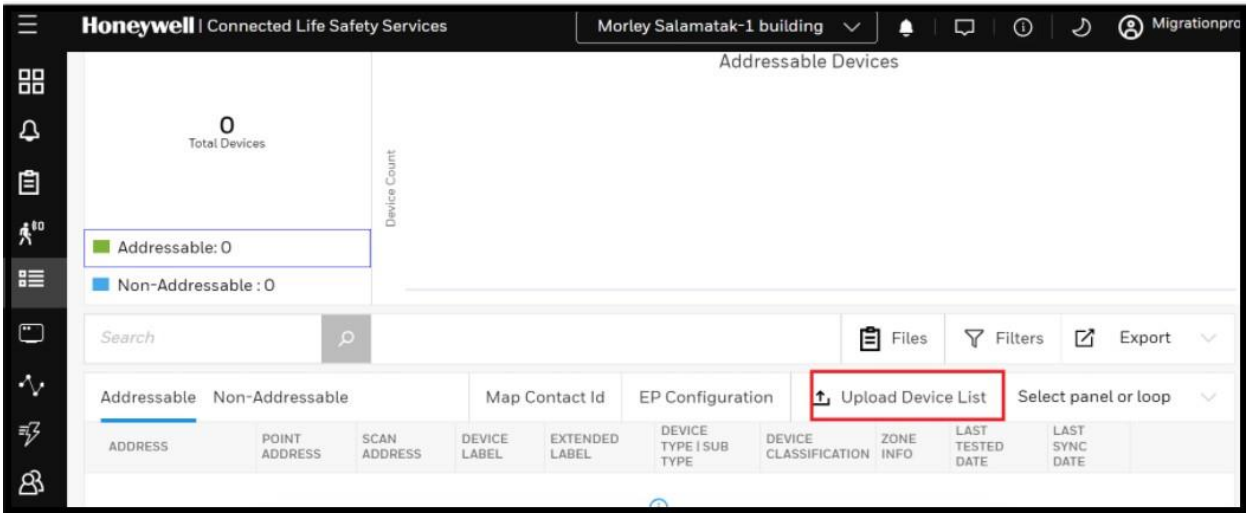
11. Select the villa where you want to upload the configuration file and click on the "Apply" button.



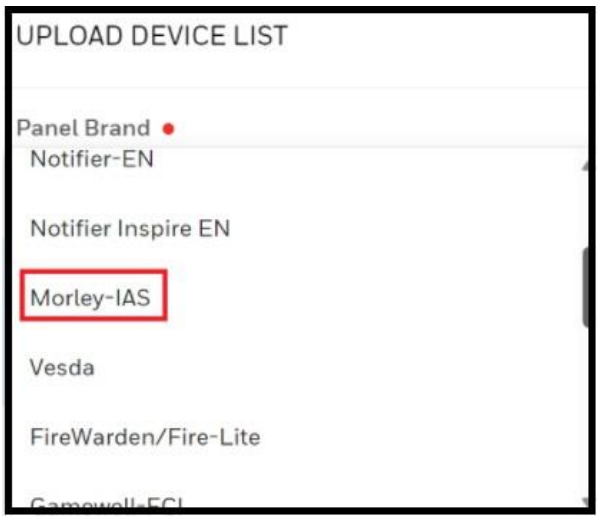
12. Click on "Device List".



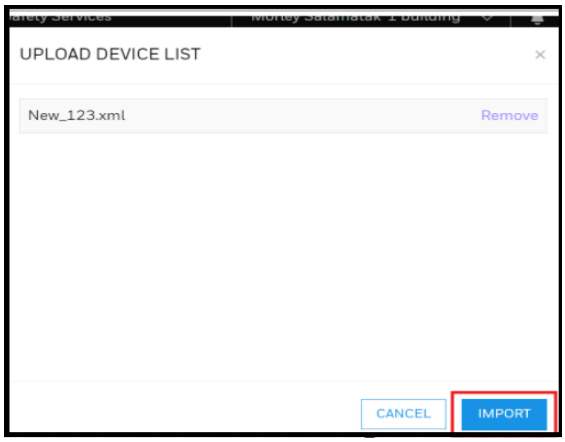
13. Select "Upload Device List".



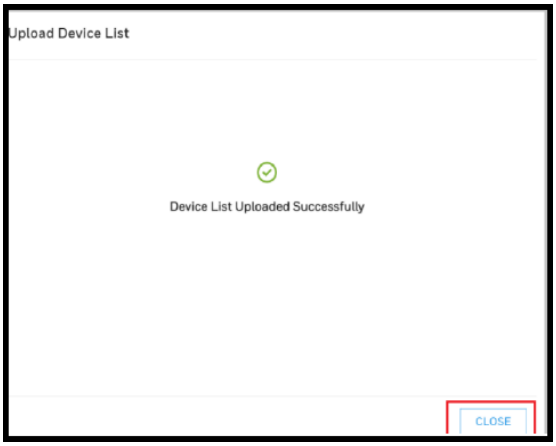
14. Choose the "Upload Device List" option and select the Morley IAS panel Brand.



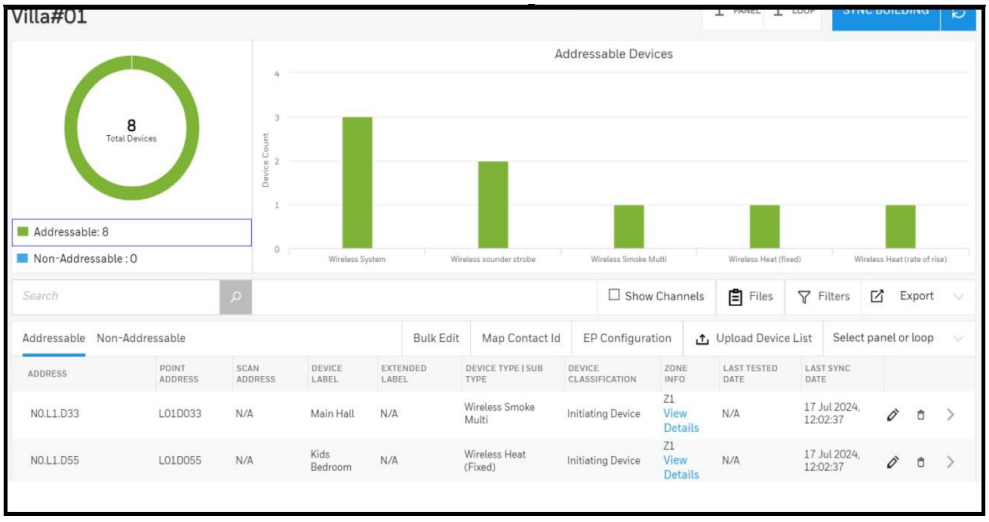
15. Choose the XML file from the saved folder and click the "Import" button.



16. Click "Close" after the devices are successfully uploaded.

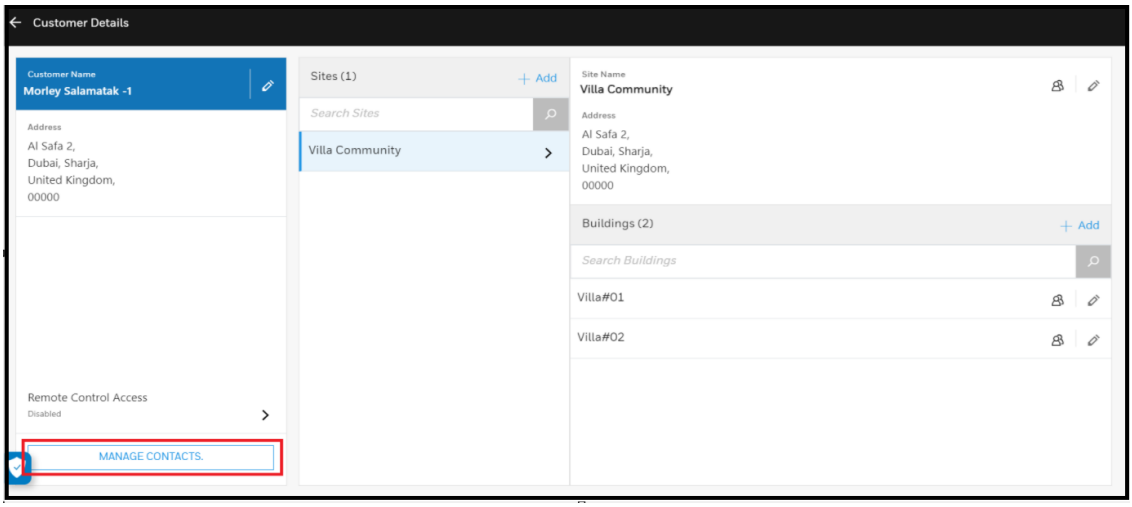


17. The uploaded devices list will be displayed on the site.

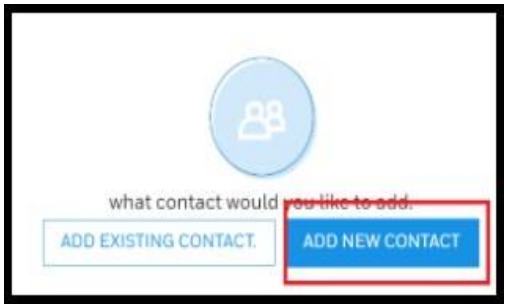


4.6 CREATING COMMUNITY SUPERVISOR ACCOUNT

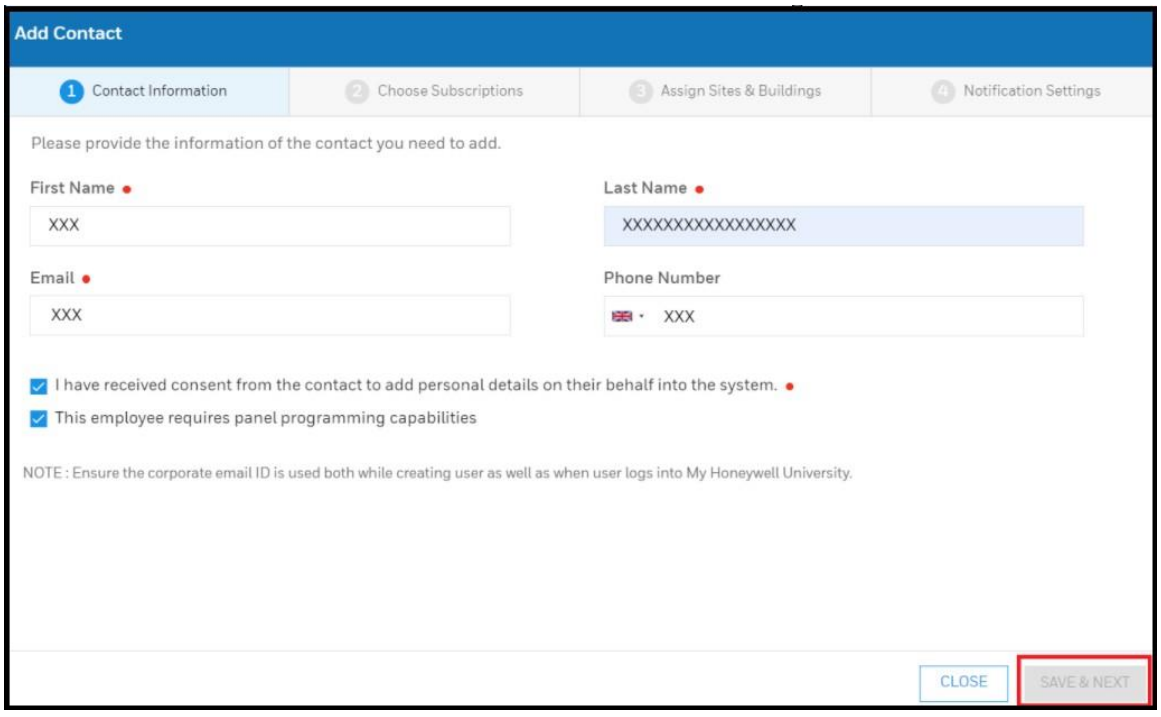
01. Click "Manage Contacts".



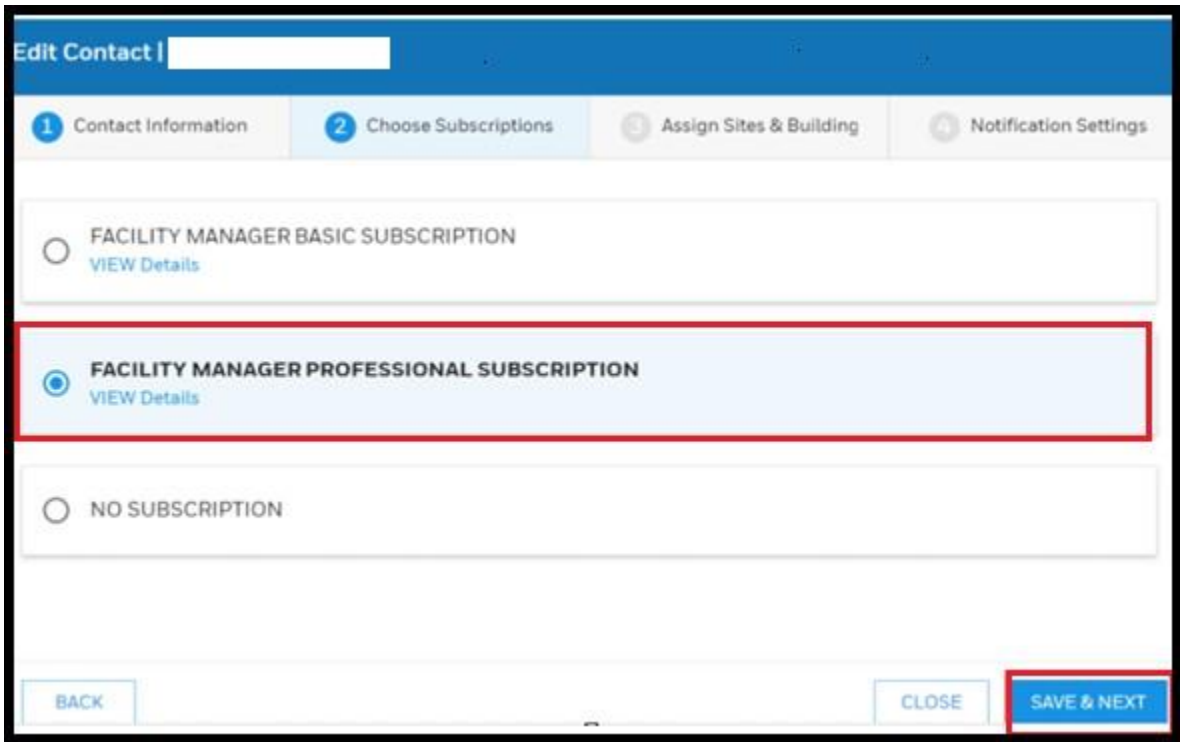
02. Click "Add New Contacts" on the Contacts page.



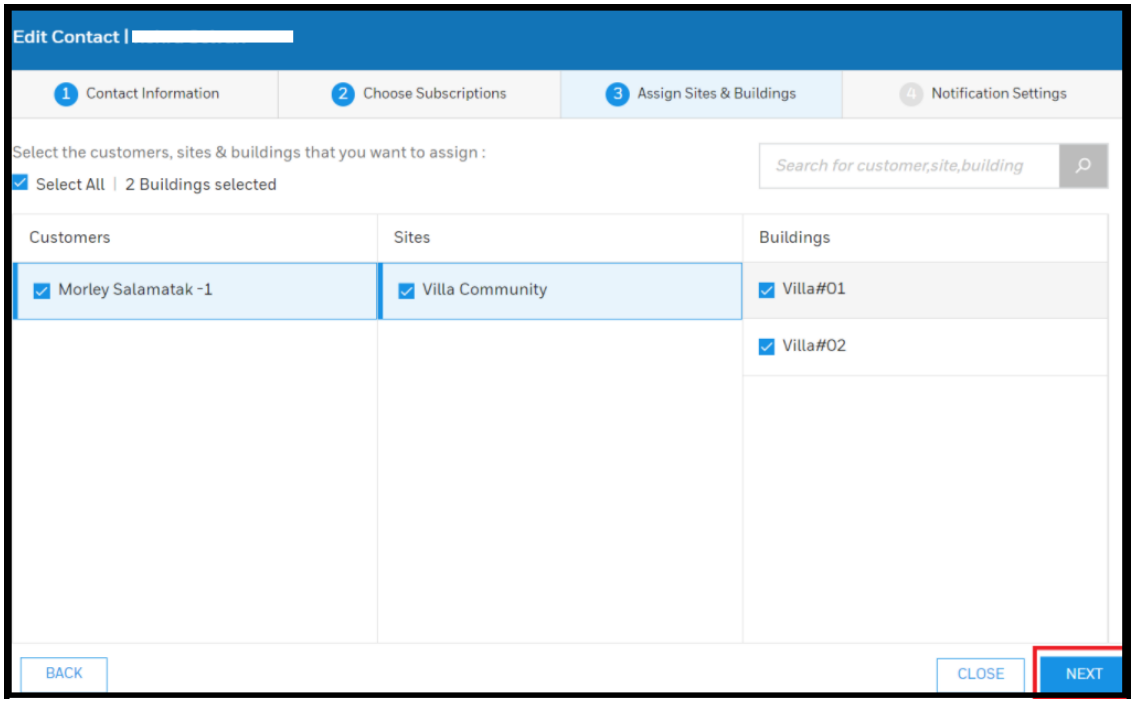
03. Enter the required contact information on the "Add Contact" page.



04. Click "Save & Next" to switch to the "Choose Subscriptions" tab. Select the appropriate subscriptions and click on "Save & Next".



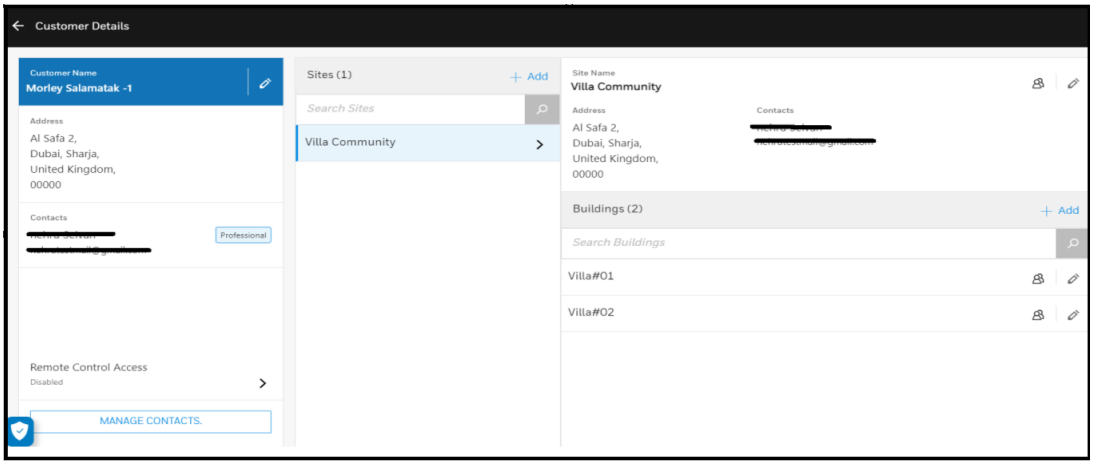
05. Choose the "Assign Sites & Villas" tab and assign the specific villa to the new community supervisor then click "Save & Next".



06. Click "Save & Close". The added contact details page will open.



07. Click "Close" to update the contact details in the customer details section.



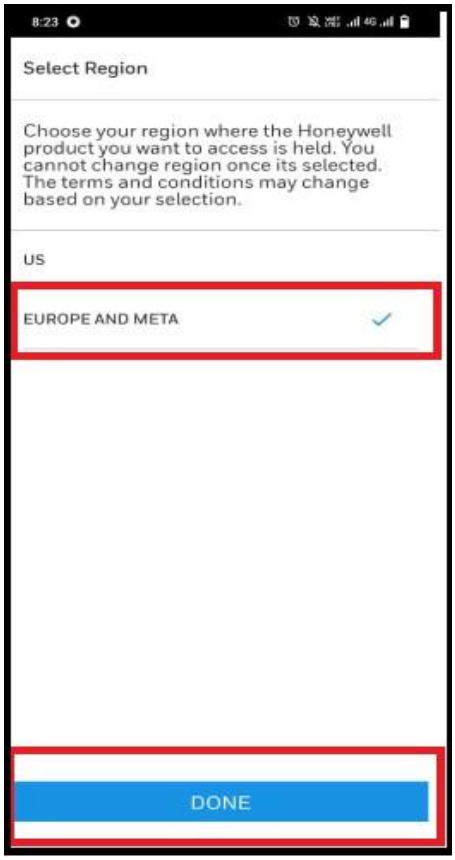
08. Check the email specified during the contact addition process. The community supervisor account details (username and password) will be sent to this email.

09. Inform the community supervisor to log in to the website using the provided credentials to access the assigned Villas.

4.7 CLSS GATEWAY CONFIGURATION FOR MORLEY PANEL

Follow these steps to install the Fixed Gateway using the Connected Life Safety Service (CLSS) mobile application.

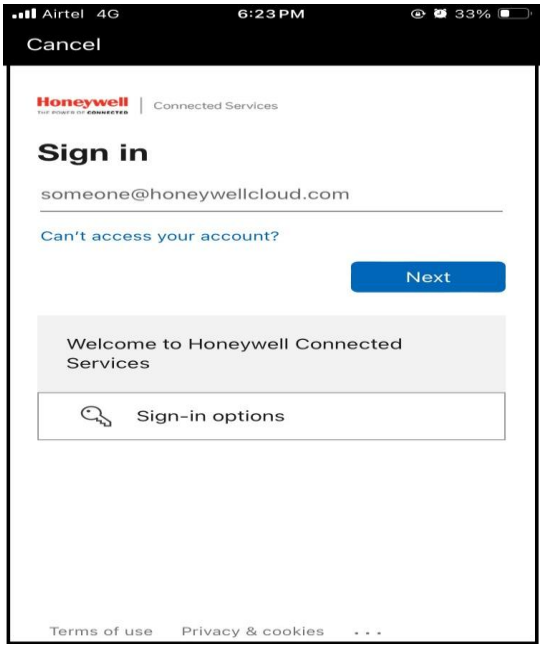
01. Download and install the Connected Life Safety Service mobile app from the Google Play Store for Android mobile / App Store for IOS mobile devices.
02. Select Region
03. Open the CLSS mobile app.
04. Select "EUROPE AND META".
05. Click the "DONE" button. (Refer to figure)
06. Click the "ALLOW" button when prompted to let CLSS send notifications to the mobile application.
07. Click the "ALLOW" button when prompted to allow CLSS access to photos and videos on your device.



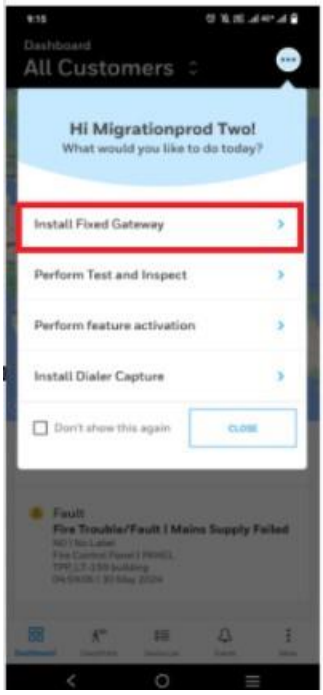
08. Click the "Login" button.



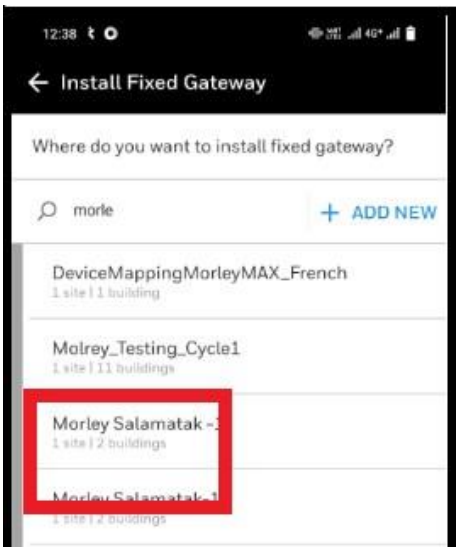
09. On the Sign-in page, enter the Site Manager credentials, click "Sign in" and enter the password on the next page.

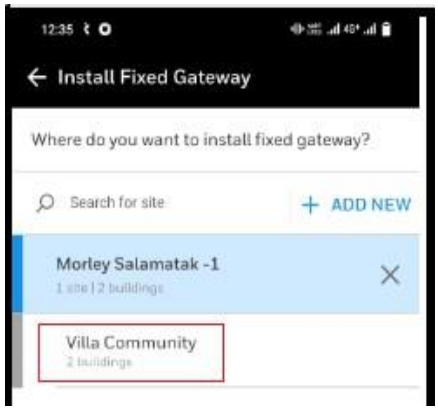


10. Select "Install Fixed Gateway" from the displayed options.

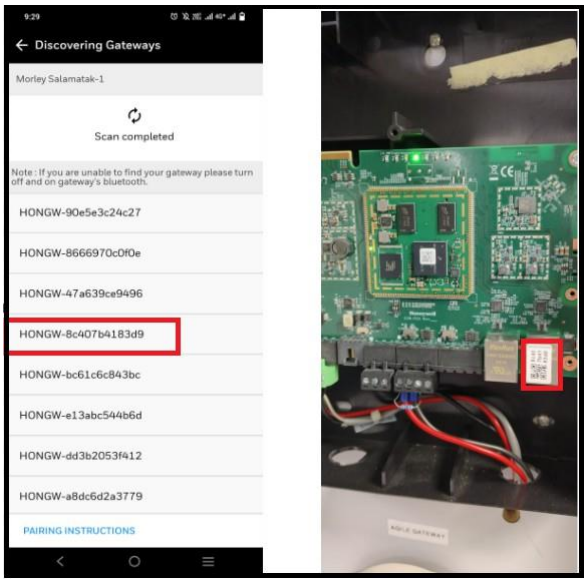


11. Search for your customer's name and select it. Choose the appropriate site from the list, and then select the Villa.

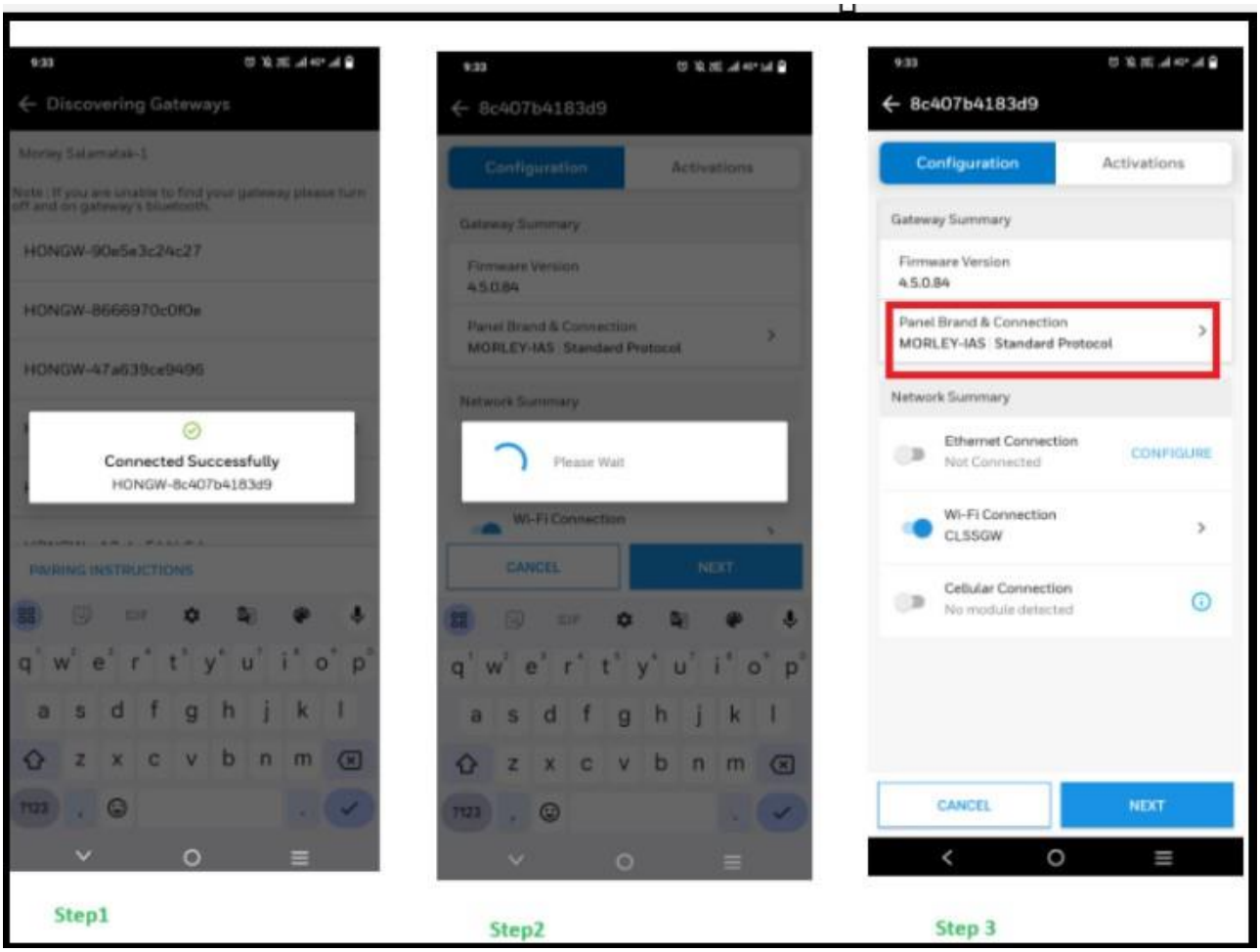




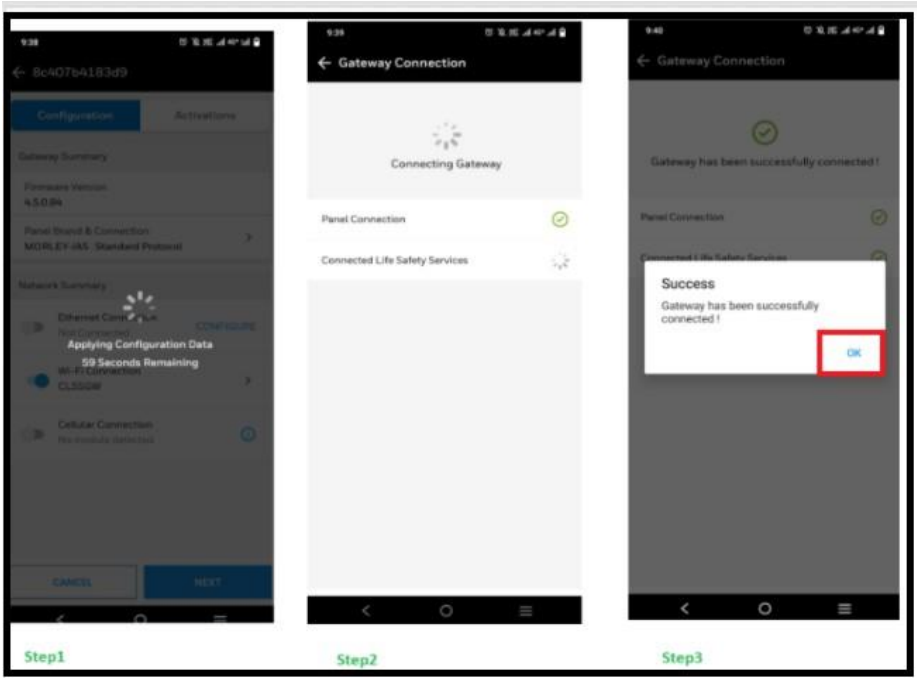
12. The app starts discovering gateways. Select your respective gateway from the list by referring to the ownership code.



13. Ensure the Panel Brand and Connection are set to "MORLEY-IAS Standard Protocol".

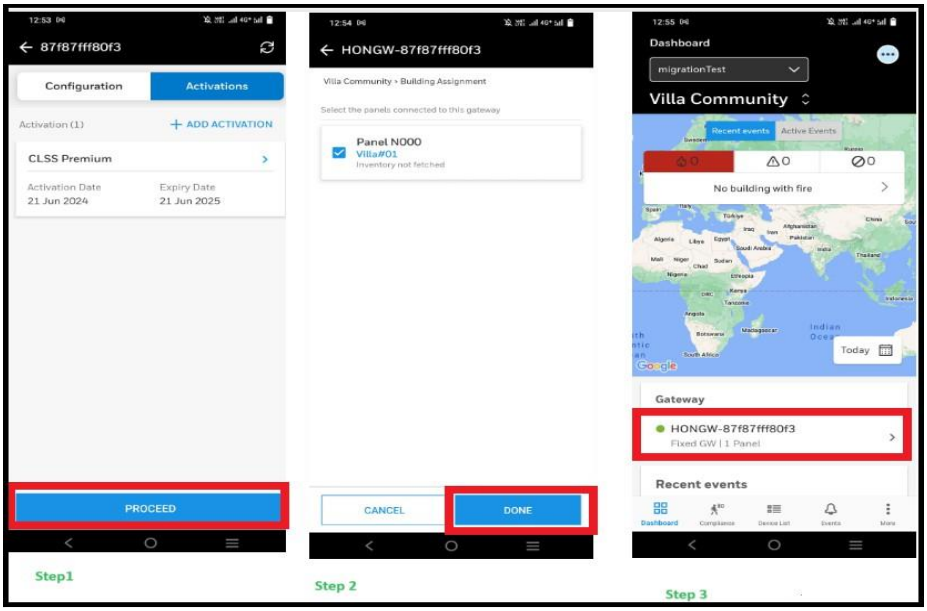


14. Click the "NEXT" button to start applying configuration data and panel connection for the Connected Life Safety Service.



15. The Success message is displayed. Click the "OK" button.

16. On the next screen, click the "PROCEED" button, select the panel, and then the "Done" button. The gateway connection status will be visible on the Site dashboard.



4.8 REMOVING THE PANEL FRONT COVER

Before working on the FACP, remove the panel front cover.

01. Remove the plastic cover on the touch screen.



02. Connect the display ribbon cable, fix the front cover, and remove the plastic attached to it as shown in the figure.

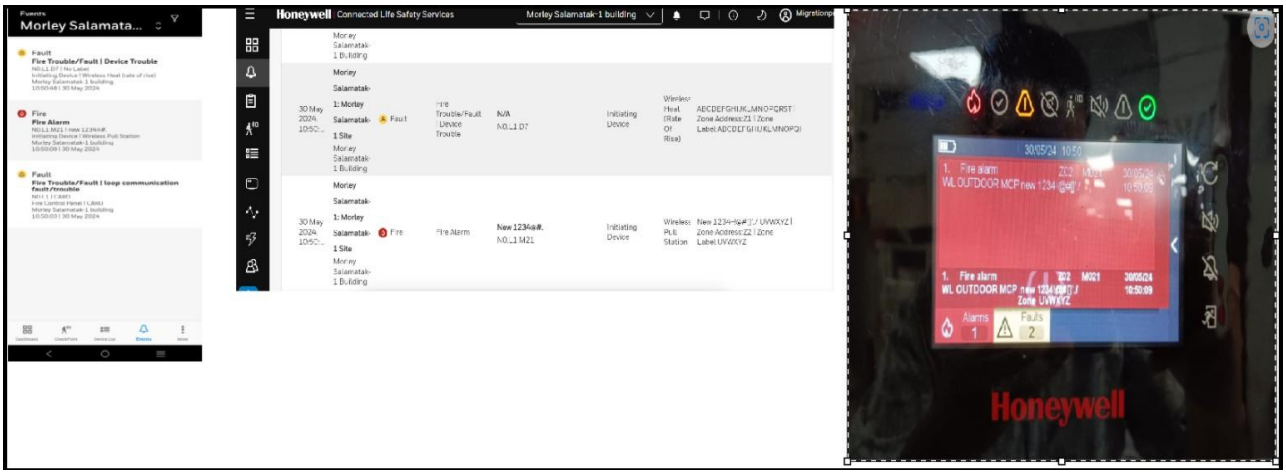




4.9 VERIFYING EVENTS IN WEB APPLICATION

This section describes the procedure for verifying the events in web and mobile applications (Fire and Fault Events) using a community supervisor account:

01. Login with the Community Supervisor account on the mobile app and the cloud platform.
02. In the mobile application and cloud platform, select "All customers" -> select your site -> select the Villa, then click on the "Apply" button.
03. Click "Events" to refer to any earlier and current events.



SECTION 5: SUPPORT

5.1 TROUBLESHOOTING SCENARIOS

This section outlines various scenarios that may arise during installation and commissioning, along with the corresponding corrective measures. These scenarios can be handled using the following corrective actions or by contacting Honeywell Technical Support.

S. No	Description	Corrective Actions
1.	In case the panel detects a fault in the main power supply	Verify the primary power supply to the panel
2.	In case the panel detects a Battery Fault	Inspect the battery in the panel and replace it if needed
3.	In case the panel indicates a Tamper fault	Make sure the panel door is securely closed.
4.	In case the panel detects a Sounder 1 OC/ SC	**Sounder 1 OC:** Indicates that the onboard sounder of the panel is not connected to the End of Line (EOL). **Sounder 1 SC:** Indicates that the onboard sounder line of the panel is shorted.
5.	In case the panel detects a Loop Fault	This occurs if there is an open or short circuit in the loop wiring
6.	In case the panel detects a Loop Fault @ Unknown	This occurs when a new device is added to the panel loop, and the panel reports a fault related to it.
7.	In case the panel detects a @ Loop Fault Device Address 0	The loop device is configured with address 0, resulting in the fault.
8.	In case the panel detects a Device Fault - Tamper Fault	The wireless device base is either not properly fitted or not fitted at all.
9.	In case the panel detects a Device Fault - Battery not fitted/ Battery Warning	Check via AGILEIQ or the panel status menu. The Wireless device battery may be drained, so replace it as needed.
10.	In case the panel detects a Device COM Fault	The wireless device is unable to communicate. Verify its placement within the communication area using AGILEIQ.
11.	In case the panel detects an RF Communication Fault	Check via AGILEIQ and ensure the wireless device is within the communication area.
12.	In case the panel detects a Missing Device Fault	Check via AGILEIQ. The wireless device may be unable to communicate due to drained batteries or a faulty device.
13.	In case the panel detects a Device Fault - Input Supervisory Fault	Possible Causes: • When the End of Line (EOL) resistor is not connected. • When there is an open or a short circuit in its input line.
14.	In case the panel detects a Device Fault - Output Supervisory Fault	Possible Causes: • When the End of Line (EOL) resistor is not connected. • When there is an open or a short circuit in its output line.
15.	In case the device is not communicating during the pre-commissioning process	Action: • Uncommission the specific device and repeat the pre-commissioning process.

S. No	Description	Corrective Actions
16.	While establishing a mesh network in the pre-commissioning phase	Suggestion: • Ensure devices should be positioned at a distance exceeding 3 meters but not surpassing 10 meters from the Gateway (GW)
17.	In case the panel detects a Communication Loss Message in the site manager	Follow these steps: 1. Inspect the CLSS Gateway hardware 2. Verify panel- to- CLSS Gateway communication via RS-485 connectivity 3. Confirm the EOL resistor installation in the RS-485 port at the CLSS Gateway 4. Check the CLSS Gateway's internet connection (Wi-Fi or Ethernet)

5.2 TECHNICAL SUPPORT

For any technical-related queries contact Honeywell Building Technologies customer support.



Honeywell Building Technologies | Customer Support Numbers

Sub Region / Country	Toll Free Number	Local Number
United Arab Emirates	80004440010	+902169001220
Saudi Arabia	8008501367	
Egypt	8000060330	
Qatar	800101608	
Kuwait		+96522055733
Turkey	800448820684	+908006212406
Jordan		+96264296309
South Africa	800105510	+902169001220
All other META Countries		+902169001220

Hours of operation: Sunday to Friday, **8:30 AM** to **5:30 PM**, Gulf Standard Time.

Technical Support E-mail: fire.ts.meta@honeywell.com
Customer Service Email: fire.cs.mea@honeywell.com