NorthTech
Security & Technology Experts

NORTHTECH CUSTOMER GUIDE

Ness M1 Navigator

Everyday alarm use, changing codes and understanding keypad messages.



Ness M1 Navigator touchscreen keypad. Product image: Ness Corporation.

For the system at your property

Your installer can change how areas, delays, emergency keys and optional features work. Follow the handover instructions for your property whenever they differ from this general guide.

Getting to know the keypad

The main screen shows the alarm's current state and the area this keypad is controlling.

Status	Read the words at the top before arming. **Ready to Arm** means the area is ready. A fault or alarm message needs attention.
Area	The area name tells you which part of the property this keypad currently controls. Some properties have more than one area.
Menu	Opens keypad functions such as Change User Codes, History Log and Zone Status.
Exit / Stay	Arm the area for leaving or for remaining inside, according to your system's setup.
Chime	Changes the optional door or window chime setting. It does not arm the alarm.
View Violated Zones	Shows any doors, windows or other zones the panel currently reports as open or unsealed.

> **Emergency and shortcut keys**
>
> F1, F2 and other function keys may perform actions set by the installer, including emergency calls. Do not press them to explore or test the screen. Ask NorthTech what each key does at your property.

Before you arm

Close the protected doors and windows, then check the status. If the area is not ready, tap **View Violated Zones** and check the named zone. Avoid using Bypass to get around an unexplained open zone; bypassed detection cannot trigger an alarm during that arming period.

Arming and disarming

The keypad uses your alarm code, not your NorthTech website login.

Arm when leaving

1. Check that the protected doors and windows are closed and the screen is ready to arm.
2. Enter your alarm code. The Exit arming sequence and exit tone should begin.
3. Leave through the usual exit door before the exit delay ends. Check that the area shows the expected armed state.

Arm while staying inside

1. Check that the area is ready to arm, then enter your alarm code.
2. Tap **Stay** while the exit sequence is running. Confirm the keypad shows the expected Stay state.

Disarm on entry

1. Go to the keypad using the normal entry route.
2. Enter a valid alarm code before the entry delay ends. Confirm the armed state clears.

> **Your setup may behave differently**
>
> Quick arming, automatic Stay and extra Stay modes are optional installer settings. If the screen does not show the state you expect, contact NorthTech before relying on it.

Changing an alarm code

Only a Master level alarm code can open Change User Codes. An ordinary arming code may not have that permission.

1. From the keypad's main screen, tap **Menu**.
2. Tap **Change User Codes** on the first menu page.
3. If **Authorise** appears, enter your Master level alarm code.
4. Use **Next User** or **Previous User** to find the person. Check the displayed name or alarm user number.
5. Tap **Change Code** and enter a new, unique code. Use four digits, or six if your system is set up for six digit codes.
6. After the keypad accepts the change, close the menu. Give the new code to the person privately.

> **Keep codes private**
>
> Do not write an alarm code on this guide or send one in a support request, email or keypad photo. Tell NorthTech the alarm user number or name that needs help, without sending the code.

If the option is unavailable

Check that you are using a Master level code. If the person is not listed, the installer may need to enable that code position. Contact NorthTech rather than trying unknown codes; repeated incorrect entries can lock the keypad for a short time.

Messages and useful menus

A zone is open or unsealed

Tap **View Violated Zones** on the main screen to see the affected zone. Check the named door or window. If it appears closed and the message remains, note the exact zone name and contact NorthTech.

The keypad shows a trouble or fault

Write down the exact message and when it appeared. A recent power outage may explain a power or battery warning, but it does not prove the system is healthy. Do not open the control cabinet or disconnect the battery. Ask NorthTech to check a message that stays on screen.

An alarm has sounded

Enter your code to silence and disarm the system when it is safe to do so. The keypad may continue to show the cause until you enter the code again to acknowledge it. If the system is monitored and you know the activation was accidental, contact your monitoring centre promptly.

Other menu options

History Log	View recent recorded events. Keep this history available for NorthTech when reporting a fault.
Zone Status	View the current state of zones, one at a time.
Clean Screen	Temporarily disables touch input so you can clean the display with a soft cloth.

Features that depend on your installation

Select Area, Automation, Walk Test and Smoke Detector Reset may appear in the menu. Their effect depends on NorthTech's programming and connected equipment. Ask for your property-specific instructions before using them. Leave System Settings and System Tests to NorthTech.

Getting help from NorthTech

We can help identify a message or confirm how your M1 is configured.

What to tell us

1. The property and which keypad or area is affected.
2. The exact words on the screen, or a photo that does not show a code being entered.
3. What you were trying to do and when the issue began.
4. Whether the alarm is monitored and whether it has activated.

Contact

Call **03 8405 3002**, email **support@northtech.com.au**, or sign in at support.northtech.com.au to lodge a support request. Never include an alarm code.

Manufacturer references

Ness M1 Navigator Keypad Users Manual - keypad screen and menu labels, including Change User Codes.

Ness M1 Cross Platform Control User Guide - panel arming, disarming, trouble and chime behaviour.

This NorthTech guide is an original plain-English companion to the Ness manuals. It covers common customer tasks and does not replace the installation-specific handover or the manufacturer's full instructions. Ness and M1 Navigator are names used by Ness Corporation.