

## C24-HUB

### Quick Installation Sheet

## Installation

This document will guide you through basic account activation using the C24-HUB and a compatible DSC control panel. The following steps must be performed for successful account activation. If the C24-HUB has been previously activated, please follow the Reset procedure prior to reactivation.

1. Antenna Orientation
2. Connection to RS-422 Interface
3. DSC panel programming
4. Web Portal Activation

## Package Contents

The following items should be included: If any of these items are damaged or missing, please contact your distributor immediately.

- C24-HUB
- Wi-Fi Antenna
- 12V 1A Power Adapter
- Ethernet cable
- Quick Installation Sheet

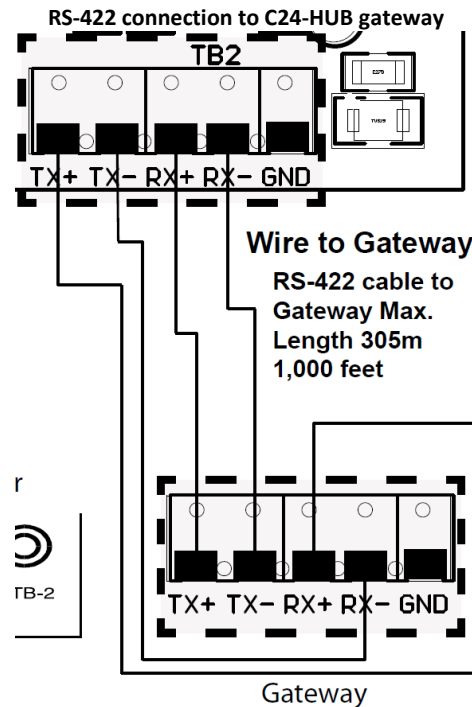
## Antenna Orientation

The C24-HUB may be desk or wall mounted. Locate the included Wi-Fi antenna and thread the antenna onto the WiFi port on the back of the C24-HUB. In both situations, ensure that the antenna is oriented in an upward position.

## Connections

The C24-HUB requires the following connections:

1. Ethernet connection from Broadband connector to Internet router
2. 4-wire connection to RS-422 interface
3. Power supplied by 12V 1A Power Adapter



## DSC panel programming

Access the DSC control panel installer's programming from a security system keypad.

In Section [382] ensure that option 5 is on.

Zone programming should be completed prior to web portal gateway activation.

## Web Portal Activation

An installer level login is required to activate an account. This access can be provided by your account administrator.

An internet connection is required to activate an account. Enter the following address into your web browser to access the activation portal:

<https://portal.c24manager.com/activation>

Note: Ensure the gateway is powered up and the Power and Device LEDs are solid green prior to activation.

1. Log into the activation portal with your installer login credentials.
2. Select the configuration appropriate to your security panel installation.
3. Enter the activation key found on the back of the gateway
4. The activation portal will search for your connection of the gateway on the server

The activation process will automatically detect the firmware versions of the gateway, RS-422 interface and DSC security panel. The device will be upgraded as needed as part of the activation process.

*Note: During the upgrade process the panel may go into Keybus fault indicated by a continuous tone on the system keypads. This is normal to the process*

5. Select the Service Package
6. Select the Upgrade Group
7. Create or associate the account to a master user.

The activation is now complete.

## Reset Procedure

If the C24-HUB had been previously activated or does not complete activation, the reset process must be completed prior to reactivating.

1. Remove power from C24-HUB
2. Use a sharp implement to hold down reset button on the back of the C24-HUB
3. With the reset button depressed, power up the C24-HUB
4. Wait for all the LEDs on the front of the unit to blink 3 times in unison or wait 15 seconds
5. Release the reset button

The unit is now ready for reactivation

## LED Status Indication

Power	Broad band	Devices	Status
Green (Blink)	Off	Off	Searching for Server
Green	Off	Green	Connected to server. Account not activated
Green	Green	Green	Connected to server. Active account and all devices operating normally.
Green	Green	Yellow	Connected to server. Active account with at least one enrolled peripheral missing.
Green	Yellow (Blink)	Green	Lost connection to server or account has been terminated.

## Specifications

Ports	RS-422 for security panel interface
	2 x 10/100 Ethernet Ports (1 Internal, 1 External)
	2 x USB 2.0 (1 debug, 1 host)
Radios	WiFi-802.11b/g
	Z-wave Radio
Other	Memory backup, Li-ion Cell. UL 1023

## Troubleshooting

### Activation - Unable to connect to Security Panel

Issue: The gateway is not able to communicate to the security panel interface module.

Steps:

- Check for loose connections of RS-422 interface
- Check versions of control panel and RS-422 interface for compatibility
- Confirm panel section [382] option 5 is enabled
- Confirm Keybus and PC-Link connections

### Security Panel or SPIM upgrade failed

Issue: The activation is taking longer than expected or a service (browser) interruption has occurred.

Steps:

- Close other web browser sessions and retry the upgrade.
- Reset the gateway and restart activation

### Yellow Device light

Issue: An enrolled device has lost communication with the gateway.

Steps:

- Check to see if enrolled touchscreens are running without AC attached. This is normal operation when touchscreens go into battery save mode.
- Check the Systems tab of the end user portal or the Devices tab of the admin portal to indicate missing device.

### Yellow Broadband light

Issue: The gateway has lost communication to the platform server.

Steps:

- Check connection from broadband port to premise router
- Check broadband service from premise router
- Contact platform support

## Listings

This product complies with FCC Part 15 Class B and Canadian ICES-003 Class B and RSS-210.

## Limited Warranty

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