PowerSeries
Neo Go
INSTALLATION GUIDE

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PowerSeries Neo Go App

Panel Setup for Neo Go App

//The PowerSeries Neo Go App requires PowerSeries Neo communicator v4.11 and greater

- For assistance to upgrade your communicators please follow the instructions from this link:
  http://dlshelp.dsc.com/index.php?title=Remote_Firmware_Update

// The alarm system (panel and communicator) need to be set up in order to connect to the server that provides the connection service for the Neo Go smartphone application.

// The alarm system (panel and communicator) can connect with the server over Ethernet (*recommended*) or Cellular.

Cellular Data Consumption

Important: There is a difference in cellular data usage between backup communications and the PowerSeries Neo Go App.

//Ensure that an appropriate data (SMS) plan is in place for the panel's communicator.

- Please note that the app may consume up to 20M/month of data under typical usage.
    - Typical usage is 2 arm/disarm cycles per day on a 2 partition system with 15 enabled zones.
        - System configuration contributes directly to data consumption. Larger the system more data is required.
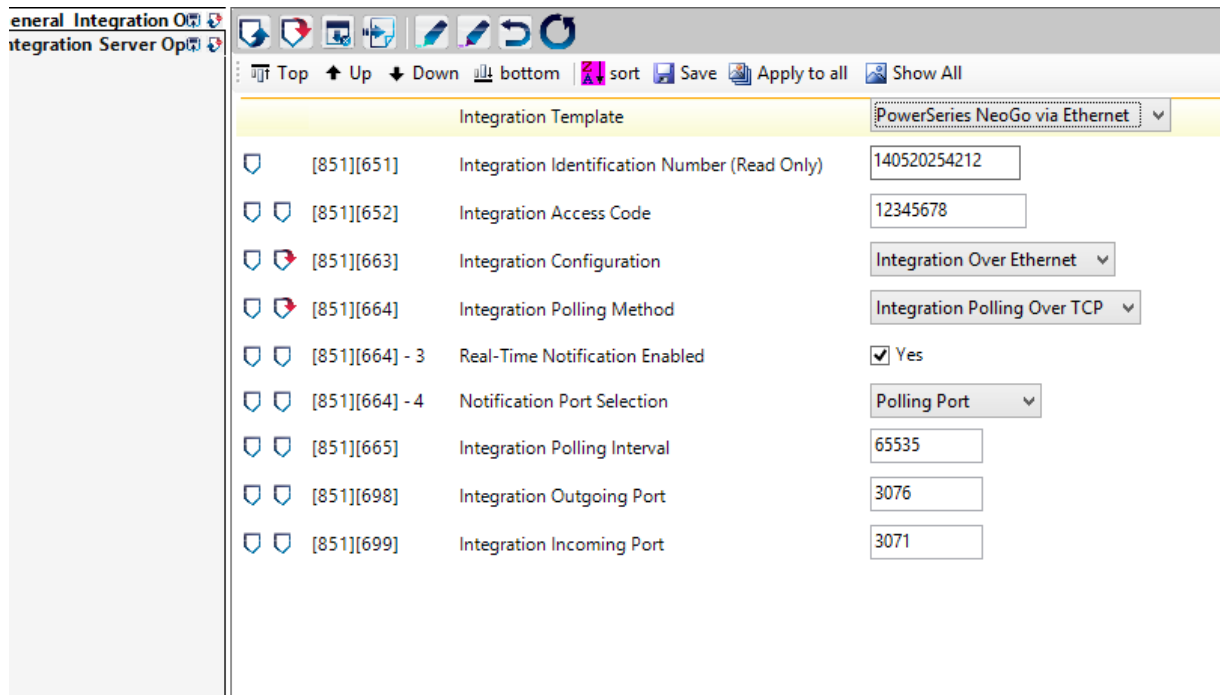
PowerSeries Neo Communicator Settings

➢ **The following sections need to be set in the communicator in order for the Neo Go App to be able to control the system.**

➢ **Enter into panel programming and enable the alternate communicator.**

  ➢ **Section [382], Option 5 ON.**

➢ **All programming is in the communicator subsections.**

  ➢ **Section [851]**

❑ **[651]** – Integration Identification Number (this is not programmable).

❑ **[663][2]** – (ON) Interactive communications will occur over Cellular, option [3] must be OFF.

❑ **[663][3]** – (ON) Interactive communications will occur over Ethernet, option [2] must be OFF.

❑ **[663][5] ON** – Communications with the App uses ITv2 interactive protocol.

PowerSeries Neo Communicator Settings Continued…

❑ **[664][1] OFF** – UDP connection disabled.

❑ **[664][2]** – for an Ethernet TCP connection to be enabled: set to ON. For a cellular connection, set to OFF.

❑ **[664][3] ON** – Real-Time Notification of events enabled.

❑ **[694]** – Integration Notification Port: set to 1E61 (Hex entry).

❑ **[695]** – Integration Polling Port: set to 0050 (Hex entry).

  ❑ Alternate port setting: C73D (Hex entry).

  ❑ This alternate port may be used if port 80 (primary port) is blocked by the local firewall.

❑ **[697]** – Integration Server DNS: set to connect.powerseriesneogo.com

PowerSeries Neo Communicator Settings Continued…

❑ **Through DLS-V, there is an Integration Template drop-down that will allow the settings for the communicator to automatically be populated (except for the cellular DNIS).**
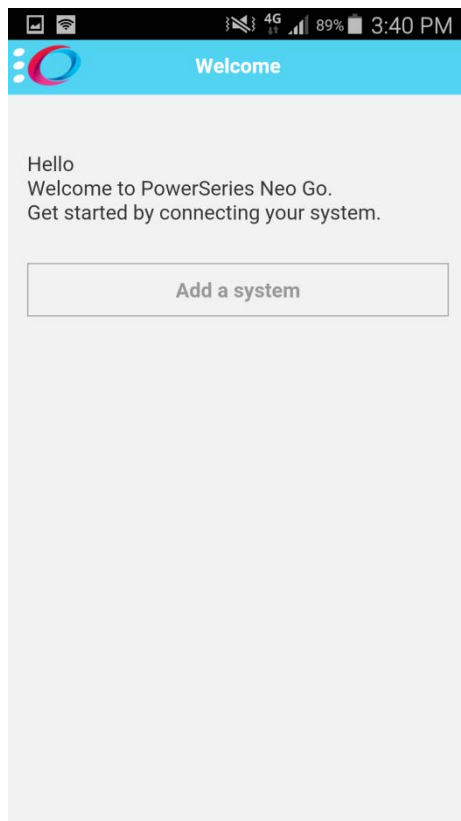
PowerSeries Neo Go App - Setup

// The Neo Go App can be installed from the AppStore for Apple or GooglePlay for Android based phones.
- Search for "PowerSeries Neo Go"
- This is a free app to install.

// The initial opening of the App will bring the user to the **Welcome** page containing the EULA (End User License Agreement) that the user needs to agree to in order to continue to use the app.

// Welcome screen follows agreement to the EULA, and the user is prompted to add a system.

PowerSeries Neo Go App – Setup cont'd

// The Add System page will request a site name, connection type, system phone number and Integration account code

// The name is to distinguish one site from another (Home, Office, or Cottage as examples)

// The connection type is a selection of whether the panel's interactive connection, whether it is Ethernet (set the option) or cellular (don't set the option)

// If the connection is cellular, then the system's cellular phone number will have to be entered

// The Integration Identification Number needs to be entered. This information is found in the communicator subsection [651]

- **Note:** if this section is all "FF"s or "00"s, use information from subsections [997] or [998]

PowerSeries Neo Go App – Setup cont'd

Notes On IMEI Use for Integration Identification Number

// If the panel does not have any information programmed into subsection [651], the unit will then use the MAC Address in subsection [998]

// If the unit is a cellular only device, then the IMEI number will be used, found in subsection [997]

// The IMEI number is 15 digits long, so the first 6 digits are used, skip the next 2 digits, and use the next 6 digits.

- **For Example:** if the IMEI is: 355323041918068, then the value to be programmed for the Integration Identification Number is: 355323191806

PowerSeries Neo Go App – Setup cont'd
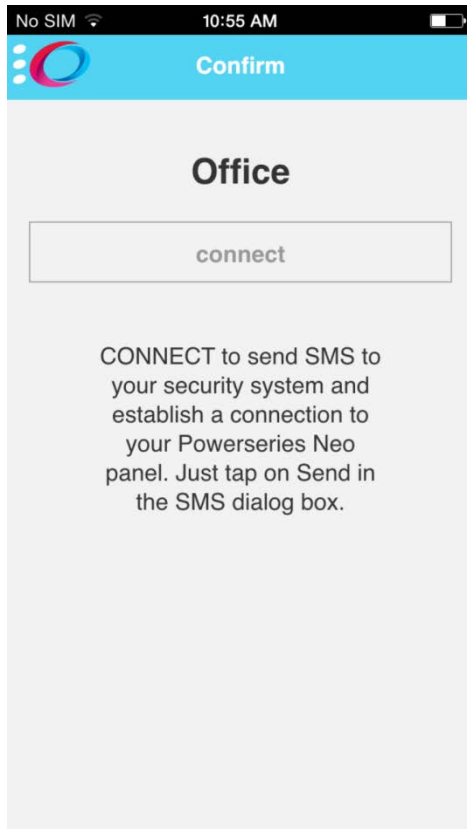
// If cellular connection to the panel, the user will be prompted with a dialog screen that an SMS message will be sent to connect.

// Once the user has agreed to send the SMS , the user will then be presented with a connection page, while the app syncs with the panel.

//The user is then presented with the app's home page, allowing for arming/disarming. However, the system's zone and trouble status will still be loading in the back ground.

PowerSeries Neo Go App – Setup cont'd
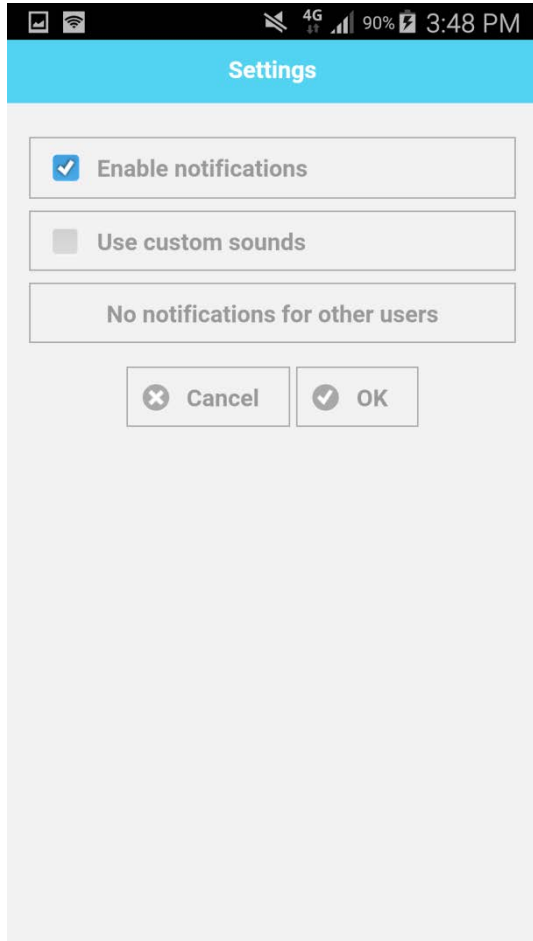
// Once the app is installed, the user can go into settings, and enable/disable notifications as well as use custom sounds verse the program's native sounds.

// The user may also disable notifications for other system users.

- This is desirable to disable notifications to a former employee or tenant.

// Be aware, that standard roaming charges will apply the user's wireless bill, if accessing the panel from outside of their home coverage area.

PowerSeries Neo Go App - FAQ

// How to set up an Ethernet communicator?

- [Neo Communicator Settings](#)

// How to set up an 3G communicator?

- [Neo Communicator Settings](#)

// What is my Integration Identification Number?

- Accessing this number can be done via DLS or the local keypad in the following ways:
  - Review subsection [651].
  - If there is no value in this section (either all 00's or FF's).
    - Review subsection [998], this is the communicator's MAC address, and will be used in place of the value in [651].
    - Review subsection [997], this is the communicator's IMEI number. Use the first 6 digits of this number, skip the next 2 digits, and then use the final 6 digits.

PowerSeries Neo Go App – FAQ cont'd

// What is the User Access code?
- User Access code is the same 4 or 6 digit pin that the user would enter at the local system keypad (for arming/disarming).

// The communicator has a Static IP, but is not connecting over the Ethernet?
- Be sure to have a DNS Server IP programmed in subsection [007].

// I have a 3G communicator, can I set it up for polling?
- No. In addition, the polling requires large data plans that can cause significant wireless costs.

// The panel is unreachable, what can I do to fix this?
- If the polling for Port 80 is not working, please set up the Interactive Polling Port (subsection [694]) for 15005.

PowerSeries Neo Go App – FAQ cont'd

// Why can I not access the Zone page?

- Depending on the number of zones, the zone types and the connection speed, it may take more time to load the Zones page.

// Why can't I see the PGM Output labels?

- Currently this is a limitation that will be addressed in one of the upcoming releases.

// Why can't I see the current status of the outputs?

- Currently this is a limitation that will be addressed in one of the upcoming releases.

// What are the supported platforms for this app?

- iOS: v8.1.2 and greater.
- Android: v4.3 and greater.

PowerSeries Neo Go App – FAQ cont'd

// Can I install this app in North America?

- No, the app is not available for North American customers.

// What are the supported products?

- Panel: v1.13 and greater
  - HS2016
  - HS2032
  - HS2064
  - HS2128
- Communicator: v4.11 and greater
  - TL280
  - 3G2080
  - TL2803G

Power Neo Go App – FAQ cont'd

// Why do I get multiple "Connection Lost" messages?

- When connecting over GPRS, if the "Cancel" button is pressed, and then a new connection is attempted within 30+ seconds, because of network delays, the "Connection Lost" message may appear several times.

// How do I change a remembered access code from the App? (This is the code that is used to log into the app.)

- Under "System Management" (on main side bar (left side)) select "Manage Systems". Under Manage Systems, select the gear icon for the system that the code is to be changed for, and select "Access code" in the "Modify System" screen.

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PowerSeries Neo Go App – Limitations

// Panel is Busy

- The panel can only handle one communication path at a time, so if the panel has to communicate to the central station, or DLS, then the application will show that the panel is busy, and user will have to try again (until the other connections have been completed).

// Single App Session

- With multiple users with access to the system via the Neo Go App, only one user may access the system at a time.

Contact Information

❖Installation guide provided with the panel also available for more details.

❖DSC Technical Support Information
tech@dsc.com
1-800-387-3630