tyco

CONNECT ALARM

Connect Alarm app
Panel programming guide for
PowerSeries Pro

Rev. 02

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Connect Alarm

- The alarm system need to be set up in order to connect to the server that provides the connection service for the Connect Alarm smartphone application.

- The alarm system can connect to the server over Ethernet (*recommended*) or Cellular but not both.

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Connect Alarm – data consumption

- There are four sessions that can be used. In this document integration session 1 is used though any session can be used. See "configuration of four 'integration sessions' ".

- The Ethernet receiver can be defined as receiver 1 or 2 (in our document we use receiver 1) and Cellular receiver can be defined as receiver 3 or 4 (in our document we use receiver 3). See "configuration of four receivers".

- It is recommended to perform factory reset before starting the configuration ([999]<installer code>[999]). Be aware that this erases all previous configurations.

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- To enter HEX data, perform the following:
  - Step 1 – Enter a section that allows for HEX data entries
  - Step 2 – Press [*] to enter HEX programming, the 'Ready' LED will flash to indicate that HEX programming has been entered
  - Step 3 – Enter the required HEX data where switch from digits to letters is done with '*, button :
    1 = A
    2 = B
    3 = C
    4 = D
    5 = E
    6 = F
  - Step 4 – Press [*] to exit HEX programming, the 'Ready' LED will return to solid

- Alphanumeric keyboard (for entering the APN or the domain name of the server): to enter '.', change to ASCII (press the '*' button and switch to ASCII with the <> buttons) and enter 046 and press the '*' button.

1 abc	2 def	3 ghi
4 jkl	5 mno	6 pqr
7 stu	8 vwx	9 yz
* back shift	0 space	# forward shift

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Connect Alarm – Ethernet connection part 1

Menu	Option	Value/Name
300	001 (chosen receiver)	03 – alternate communicator receiver 1. change all other unused receivers (002-004) to '01-phone line' In case of using groups set to 02 – Alt Comm Auto (see slide 9 'group setting')
380	1	'Y' "Enable communication"
310	000	System Account Code (needs to be different from FFFF)
310	001-008	Partition 1-8 (needs to be set according to used partitions)
851	001	Static panel IP (0.0.0.0 – DHCP enabled) . panel's current IP can be seen in menu [851][992]
	002	Subnet mask (set automatically when DHCP is enabled)
	003	Gateway IP address (set automatically when DHCP is enabled)
	005	Set option '3' (Supervision Type)
	006	Set option '1' (Ethernet receiver enabled)
	007	Static DNS 1 (set automatically when DHCP is enabled) Panel's DNS IP can be seen in menu [851][988]
	008	Static DNS 2 (set automatically when DHCP is enabled). Panel's DNS IP can be seen in menu [851][989]

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Connect Alarm – Ethernet connection part 2

Menu	Option	Value/Name
851	010	Set option '2' (Video Verification Enabled)
	101	10 hex char -- Account code set receiver account to be identical to integration identification number ([851][422]) with 2 digits less. if for example the integration identification number is 1234567890ab, then the account will be 24567890ab.
	104	0BF5 (hex) -- 3061 Remote port
	106	Enter URL of the cloud server: **connect.tycomonitor.com** (receiver 1 URL name)
	425	Set options '3' (integration Over Ethernet) and '5' (Integration Protocol)
	426	Set option '3' (Real-Time Notification)
	429	0517 (hex) -- 1303 (dec) Integration Notification Port
	431	Enter URL of the cloud server: **connect.tycomonitor.com** (integration 1 URL name)

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Connect Alarm – Cellular connection part 1

Menu	Option	Value/Name
380	1	'Y' "Enable communication"
300	003	05 – alternate communicator receiver 3. change all other unused receivers (001, 002 and 004) to '01-phone line' In case of using groups set to 02 – Alt Comm Auto (see slide 9 'group setting')
310	000	System Account Code (needs to be different from FFFF)
310	001-008	Partition 1-8 (needs to be set according to used partitions)

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Connect Alarm – Cellular connection part 2

Menu	Option	Value/Name
851	005	Set option '3' (Supervision Type)
	006	Set option '4' (Cellular Receiver Enabled)
	201	10 hex char -- Account code set receiver account to be identical to integration identification number ([851][422]) without digit 1 and 3. If - for example - the integration identification number is 1234567890ab, then the account will be 24567890ab.
	204	0BF6 (hex) -- 3062 Remote port
	205	Enter name for APN
	206	URL of the cloud server: **connect.tycomonitor.com** (receiver 3 URL name)
	424	Add SMS label "neo go" – non-capital letters without quotes
	425	Set options '2' (integration Over Cellular) and '5' (Integration Protocol)
	426	Set option '3' (Real-Time Notification)
	429	0518 (hex) -- 1304 Integration Notification Port
	431	URL of the cloud server: **connect.tycomonitor.com** (Integration 2 URL name)

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Connect Alarm – group setting

- Visual verification can be sent to two receivers in parallel using the group feature. It is useful in case of connection to two power-manage servers or when using both SurGard receiver and power-manage server and wanting that the visual verification will be sent to both servers.
- Do the following:

  - Set [380] option 5 'Parallel Communications' to ON

  - Change [300][<two receiver numbers> 'entry 02' to 'Alt Comm Auto'

  - set [851][010] option 4 to ON (enable groups)

  - In menu [851][018] enter the two receivers that will receive the video. For example, to create a group of receivers 1 and 2, enter 0102.

Connect Alarm – further steps and remarks

- Connection to the cloud server is made via ITv2 and Fibro protocols in parallel to ensure smooth and quick app reactions. This is different from 'neo go' application that required ITv2 connection only.

- In case of concurrent connection with SurGard, both SurGard and power-manage cloud server should be getting events simultaneously

- Once fully programmed, please reboot panel (disconnect all power supplies including AC and battery)

- Make sure that non-used receivers IP fields are set to 0.0.0.0 (Ethernet Receiver 1 Address: [851][103], Ethernet Receiver 2 Address: [851][113], Cellular Receiver 1 Address: [851][203], Cellular Receiver 2 Address: [851][213])

- Make sure that option [020][007] is set to OFF during initial programming and activation

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Connect Alarm – further steps and remarks

- **Enable receiving Arm/Disarm events**
  go over menus [311] – [318] (all 8 partitions or according to the partitions in your panel) and in each enable [001], [002] and [003] to the relevant receivers so the alarm/tamper/open-close statuses will show up in the mobile app.

- **Enable siren for Panic Alarm**

  [015] -> 02 -> Y   - [P] Key Audible (Bell/Beeps)

- **Integration access code**

  [851][423] - make sure the access code is the default value (normally 2345678123456781234567812345678) before connecting first time to the server. The power-manage server changes this code after the first connection.

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Connect Alarm – configuration of four 'integration sessions'

- If Integration session 1 in panel is used for different purpose, then Session 2, 3 or 4 can be used instead.

Session 1	Session 2	Session 3	Session 4	
[423]	[450]	[477]	[504]	Session X integration access code
[424]	[451]	[478]	[505]	Session X SMS label
[425]	[452]	[479]	[506]	Session X Integration Toggle Option 2
[426]	[453]	[480]	[507]	Session X Integration Toggle Option 3
[428]	[455]	[482]	[509]	Session X Integration Server IP
[429]	[456]	[483]	[510]	Session X Integration Notification Port
[431]	[458]	[485]	[512]	Session X Integration Server DNS

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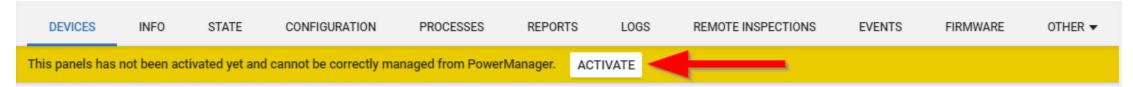
Connect Alarm – configuration of four receivers

- If the receiver 1 (for Ethernet connection) or receiver 3 (for cellular connection) are used for different purpose than Connect Alarm application can use the other receivers (2 or 4).

Receiver 1 (Ethernet-1)	Receiver 2 (Ethernet-2)	Receiver 3 (Cellular-1)	Receiver 4 (Cellular-2)	
[300] [001]	[300] [002]	[300] [003]	[300] [004]	"panel/receiver communication path" (not used paths should be configured to [01] "Phone Line")
[851][101]	[851][111]	[851][201]	[851][211]	Ethernet/Cellular receiver X Account Code
[851][106]	[851][106]	[851][206]	[851][216]	Ethernet/Cellular receiver X Domain Name
[851][104]	[851][114]	[851][204]	[851][214]	Ethernet/Cellular Receiver X UDP Remote port
[851][006][1]	[851][006][2]	[851][006][4]	[851][006][5]	Ethernet/Cellular X receiver enabled
		[851][205]	[851][215]	Cellular Receiver X APN

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Connect Alarm Activation

- Before end user uses the app for the first time, installer activation is required
- Activation can be done in one of two options:
  - Select a panel from the power-manage web GUI in Panels page and press the ACTIVATE button

| DEVICES | INFO | STATE | CONFIGURATION | PROCESSES | REPORTS | LOGS | REMOTE INSPECTIONS | EVENTS | FIRMWARE | OTHER ▾ |

This panels has not been activated yet and cannot be correctly managed from PowerManager. ACTIVATE

  - Notes:
    - The ACTIVATE button appears in panels that are not activated.
    - If installer code changes then the panel needs to be re-activated
  - Use of AlarmInstall app
    - Install 'AlarmInstall' app from Google Play Store or Apple App store
    - Start the app and accept Terms of Use
    - Select 'Remote'
    - On the welcome screen, enter server host address (connect.tycomonitor.com), enter email and password ('register new account' in case that you don't have a registered email&pwd) and press LOGIN
    - Press the '+' button (top right of the screen), enter panel web name (12 digits for Neo and 6 digits for power-master) and press 'Add' button
    - Tap on the newly created panel and enter the installer code.

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Connect Alarm Activation (cont.)

- The user-app activation which is done by the 'connect alarm activation' mobile-app can be performed only when there is an active connection between the power-manage server and the Neo panel. When using a GPRS/Cellular Neo panel, most of the time the panel is disconnected (the panel is connected when user is logged in the user-app 'connect alarm' and up to 5 minutes after exiting installer menu) from the server and therefore the panel cannot be activated. To reconnect the panel to the server please send to the panel the following SMS: connectXXXXXXXXXXX05205917105501304neo go or exit from installer code.

  - The XXXXXXXXXXXX should be replaced with the panel ID which is located in installer menu [851][422] (also called 'panel webname' in the 'connect alarm activation' or 'panel ID' in the 'connect alarm' application).

  - Sending the SMS will cause the panel to connect within few seconds to the server so the activation process can complete

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Connect Alarm – App installation and first use

- Install 'ConnectAlarm' app from Google Play Store or Apple App store

- Install app in your phone

- View the 'Connect Alarm Video Tutorial' in the web page http://dsc.com/connect-alarm/ for instruction how to start the application for the first time and how to control the panel using the app.

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Contact information

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