

PowerSeries  
**neo**



# Connect Alarm app Panel programming guide

## Connect Alarm

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- 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 Connect Alarm smartphone application.
- The alarm system (panel and communicator) can connect with the server over Ethernet (*recommended*) or Cellular (not both).
- Minimum required Neo panel firmware version is 1.3 and communicator firmware version 5.03 Panel firmware version can be checked via installer menu [900][000] and communicator firmware version via installer menu [851][991] (installer menu [851] can be accessed only after menu [382][5] is enabled).

## Connect Alarm – data consumption

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- There are four integrations/sessions that can be used. In this document integration session 1 is used for the Ethernet configuration and integration session 2 is used for cellular configuration.
- 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).
- It is recommended to perform panel/communicator factory reset before starting the configuration (communicator: [993]<installer code>[993] and then panel: [999]<installer code>[999]). Be aware that this erases all previous configurations.

# Connect Alarm – HEX and ASCII data

- 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

# Connect Alarm – Ethernet connection part 1

<i>Menu</i>	<i>Option</i>	<i>Value/Name</i>
382	005	Y -- Alternate communicator module enabled
300	001 (chosen receiver)	03 – alternate communicator receiver 1. change all other unused receivers (002-004) to '01-phone line'
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) Account Code (needs to be different from FFFF)
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)
	007	Static DNS 1 (set automatically when DHCP is enabled) Panel's DNS IP can be seen in menu [851][988]

# Connect Alarm – Ethernet connection part 2

<i>Menu</i>	<i>Option</i>	<i>Value/Name</i>
851	101	10 hex char -- Account code Use the integration identification number ([851][422]) to set the receiver account. The 1st and 3rd digits shall be removed from the integration identification number. For example, given the integration identification number is <b>123</b> 4567890ab, the receiver account number shall be 24567890ab.
	106	Enter URL of the cloud server: <b>connect.tycomonitor.com</b> (receiver 1 URL name)
	104	0BF5 (hex) -- 3061 Remote port
	425	Set options '3' (integration Over Ethernet) and '5' (Integration Protocol)
	426	Set option '3' (Real-Time Notification)
	431	Enter URL of the cloud server: <b>connect.tycomonitor.com</b> (integration 1 URL name)
	429	0517 (hex) -- 1303 (dec) Integration Notification Port
	006	Set option '1' (Ethernet receiver enabled)
	010	Set option '2' (Video Verification Enabled)
	008	Static DNS 2 (set automatically when DHCP is enabled). Panel's DNS IP can be seen in menu [851][989]

# Connect Alarm – Cellular connection part 1

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<i>Menu</i>	<i>Option</i>	<i>Value/Name</i>
382	005	Y -- Alternate communicator module enabled
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'
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) Account Code (needs to be different from FFFF)

# Connect Alarm – Cellular connection part 2

<i>Menu</i>	<i>Option</i>	<i>Value/Name</i>
851	005	Set option '3' (Supervision Type)
	206	URL of the cloud server: <b>connect.tycomonitor.com</b> (receiver 3 URL name)
	204	0BF6 (hex) -- 3062 Remote port
	205	Enter name for APN
	451	Add SMS label "neo go" – non-capital letters without quotes
	452	Set options '2' (integration Over Cellular) and '5' (Integration Protocol)
	453	Set option '3' (Real-Time Notification)
	458	URL of the cloud server: <b>connect.tycomonitor.com</b> (Integration 2 URL name)
	456	0518 (hex) -- 1304 Integration Notification Port
	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.



## Connect Alarm – further steps and remarks

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- Connection to the cloud server is made via ITv2 and Fibro protocols at the same time to ensure smooth and quick app reactions. This is different from 'neo go' application that required ITv2 connection only.
- In case of concurrent Surgard communication, both Surgard and cloud server should be getting events simultaneously.
- Once fully programmed, please reboot panel and communicator (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]).

## Connect Alarm – further steps and remarks

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### ■ 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

Connect Alarm allows the user to generate a Panic alarm. If the user wants to also activate the panel's siren when generating this panic event, the installer must enable the siren for Panic alarms. This can be done in:

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

### ■ Integration access code

[851][423] - make sure the access code is the default value (normally 12345678).

# Connect Alarm – further steps and remarks

- If Integration session 1 in panel is used for different purpose than Connect Alarm application, 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

# Connect Alarm – further steps and remarks

- If the receiver 1 is used for different purpose than Connect Alarm application, then Receivers 2, 3 or 4 can be used.

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][2144]	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

# Connect Alarm Activation

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- Before end user uses the app for the first time, installer activation is required
- Download the Connect Alarm activation app from Google Play Store or Apple App store
- Install app in your phone
- Start the app and accept Terms of Use
- On the welcome screen, enter server host address ([connect.tycomonitor.com](https://connect.tycomonitor.com)) and press Next
- On the next screen, choose option Register new account at the bottom
- Fill in necessary data and press register
- Provide your email and password you just set and press LOGIN
- Press „+” button to add panel
- Enter panel webname (Integration Identification Number – can be found in option [851][422])
- Click the panel and provide Master Installer Code
- The panel will be activated and can be used by end user

## Connect Alarm Activation (cont.)

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- 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: ConnectXXXXXXXXXXXX05205917105501304neo go or exit from installer code.
  - The XXXXXXXXXXXXXXX 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

# Connect Alarm – App installation and first use

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- Download the app from Google Play Store or Apple App store
- Install app in your phone
- Start the app and accept Terms of Use
- On the welcome screen, enter server address (connect.tycomonitor.com) and press „+” button (Android) or “Add New” button (iOS)
- Add preferred name for the panel and enter panel ID (Integration Identification number). This number can be found in option [851][422]
- Click the panel and enter Master User Code (first use) or User Code

# Contact information

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- Technical support:

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