

**tyco**



# Panel programming guide Communicator version 4.11



PowerSeries Neo

## 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 1.2 and communicator firmware version 4.11. 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 two 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 and Cellular receiver can be defined as receiver 2
- 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<br>abc        | 2<br>def   | 3<br>ghi           |
| 4<br>jkl        | 5<br>mno   | 6<br>pqr           |
| 7<br>stu        | 8<br>vwx   | 9<br>yz            |
| *<br>back shift | 0<br>space | #<br>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.<br>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<br>set receiver account to be identical to integration identification number ([851][651]) with 2 digits less.<br>if for example the integration identification number is 1234567890ab, then the account will be 24567890ab. |
|             | 106           | Enter URL of the cloud server: <b>connect.tycomonitor.com</b> (receiver 1 URL name)   |
|             | 104           | 0BF5 (hex) -- 3061 Remote port  |
|             | 663           | Set options '3' (integration Over Ethernet) and '5' (Integration Protocol)  |
|             | 664           | Set option '3' (Real-Time Notification)   |
|             | 697           | Enter URL of the cloud server: <b>connect.tycomonitor.com</b> (integration 1 URL name)  |
|             | 694           | 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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| <b>Menu</b> | <b>Option</b> | <b>Value/Name</b>  |
|-------------|---------------|--|
| 382         | 005           | Y -- Alternate communicator module enabled   |
| 380         | 1             | 'Y' "Enable communication"   |
| 300         | 003           | 05 – alternate communicator receiver 3.<br>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   |
|             | 663           | Set options '2' (integration Over Cellular) and '5' (Integration Protocol)   |
|             | 664           | Set option '3' (Real-Time Notification)  |
|             | 707           | URL of the cloud server: <b>connect.tycomonitor.com</b> (Integration 2 URL name)   |
|             | 704           | 0518 (hex) -- 1304 Integration Notification Port   |
|             | 006           | Set option '4' (Cellular Receiver Enabled)   |
|             | 201           | 10 hex char -- Account code<br>set receiver account to be identical to integration identification number ([851][651]) without digit 1 and 3.<br>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 Sur-Gard communication, both Sur-Gard 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**

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

- **Integration access code**

[851][652] - make sure the access code is the default value (normally 12345678).

# 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<br>(Ethernet-1) | Receiver 2<br>(Ethernet-2) | Receiver 3<br>(Cellular-1) | Receiver 4<br>(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  |

# 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) 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][651])
- 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][651] (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][651]
- 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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