

Enjoy Smart & Safe Life



User Manual

**WiFi - GSM- APP**  
Smart Home Security System

FCC ID: 2AKOIPHW  
FCC ID: 2AKOIPH818HW  
FCC ID: 2AKOIPH818MC  
FCC ID: 2AKOIPH818YK

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

## **Tips:**

Please read through this user manual before installation so as to operate properly.

Please keep well of the user manual for further reference.

Please get around understanding of this manual for properly operation.

## Foreword

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Dear users:

Thanks for selecting WiFi and 3G security system. The system adopts WiFi and 3G dual network to transmit alarm message. It pushes the alarm message to users' smart phone App when alarming. Meanwhile, it's able to send SMS and make phone calls. By using dual network, it is more stable, safer and faster. Also users could remote control the alarm panel and open IP camera monitoring on site.

For more convenient using, please follow the steps on this user manual. Please feel free to contact us if you have any questions or problems while using, we are much pleased to be on your service.

## Features

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- ★ Adopting WiFi & 3G/2G network, enable to be controlled by iOS and Android APP.
- ★ Support 1 Householder, 99 users.
- ★ Adding sensors by scanning QR code.
- ★ Support HD IP cameras, live video communication.
- ★ 24 hours monitoring temperature and humidity, enable to preset alarm value.
- ★ Auto detect WiFi & 3G/2G signal status.
- ★ 24 hours detecting doors/windows closed or not.
- ★ Low battery alert for sensors, auto detect whether sensors connected alarm panel or not.
- ★ Monitoring AC power, failure or recovery status.
- ★ All the operation logs can be checked on Vcare App.
- ★ Siren prompt and SMS prompt when arm/disarm by remote controller.
- ★ Setup siren alert time (0~254 seconds for optional).
- ★ Delay alarm/arm/disarm functions(0~60 seconds for optional).
- ★ Six languages and voice prompt(English,Russian,German,Spanish,French and Chinese).
- ★ Support 99 normal sensors, 20 remote controls,2 wired zones.
- ★ Support wireless strobe siren and 2 routes home appliance control switch.

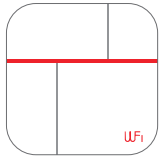
### 3G/2G Mode:

- ★ When WiFi network failure, auto switch to 3G/2G network.
- ★ 3 SMS alarm numbers and 3 alarm call numbers.
- ★ Support two-way communication, arm or disarm on phone keypad.
- ★ Recorded voice for 10 seconds.

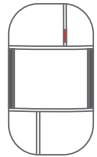
## 1. Package List

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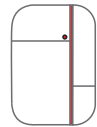
### 1.1 Kit A



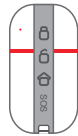
Alarm Panel\*1



PIR Detector\*1



Door Sensor\*1



Remote Controller\*2

Other accessories:

Power adapter\*1, alarm panel mounting bracket\*1, PIR mounting bracket\*1

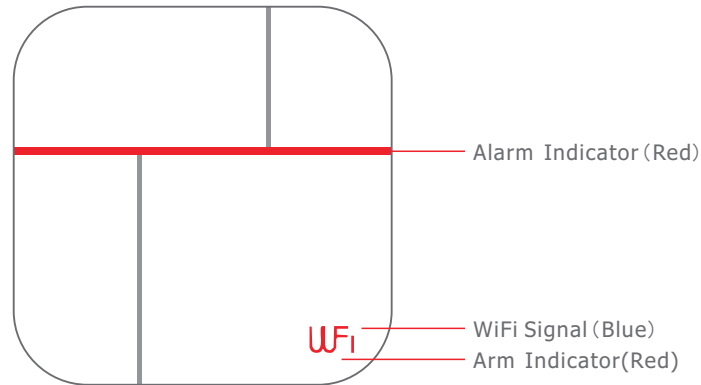
door sensor double-sided adhesive\*1, user manual\*1.

Notice: The version is dual network of **WiFi+3G/2G**.

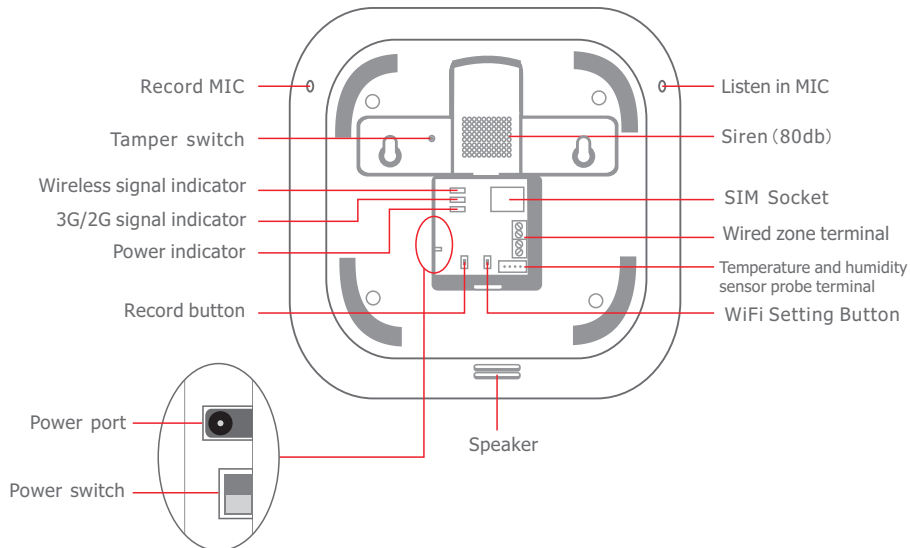
## 2.Preparation before using

### 2.1 Alarm Panel and Sensors

#### 2.1.1 Control Panel: Front



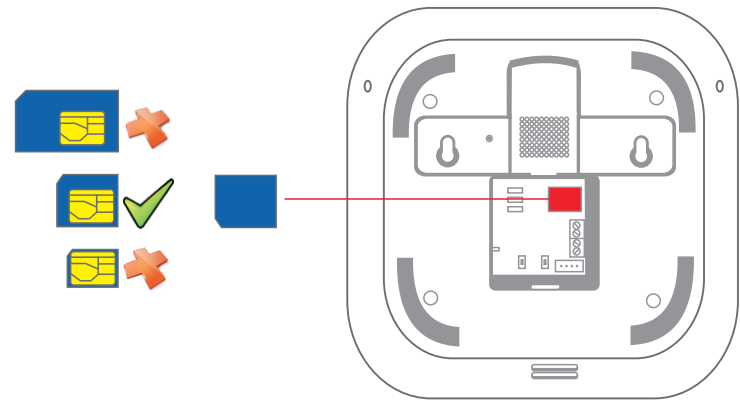
#### 2.1.2 Control Panel: Back



### 2.2 Insert SIM Card

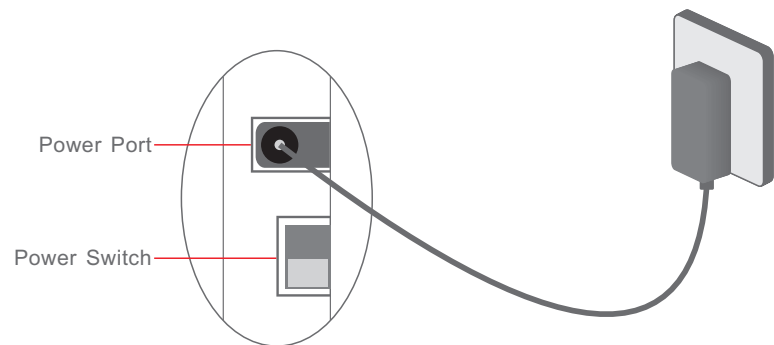
This system is WiFi & GSM/WCDMA intelligent security system, Once alarm occurs, the host will push alarm message to the users via WiFi. If the WiFi network failure, the alarm panel will automatically switch to the GSM/WCDMA network, sending SMS and making calls to alert users for alarming. Hence, we recommend you to insert SIM card inside.

- 1.Select the appropriate SIM card.
- 2.SIM card is inserted into the host's SIM port.



### 2.3 Plug Power & Turn On System

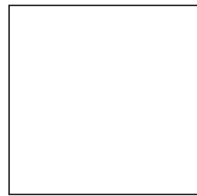
- 1.Plug power adapter to power port.
2. Push power switch from OFF to ON for turning on the system.



## 3. Adding Users Via APP

### 3.1 APP Download and Installation

Scan the QR code, download APP to your smart mobile system (iOS or Android System) and install it.



QR Code



### 3.2 Add Users

Adding APP to your mobile, it allows 1 householder, 99 users.

3.2.1 First, add 1 user as householder, please do it as following steps.



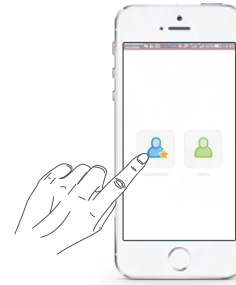
1. Click to open APP on your mobile



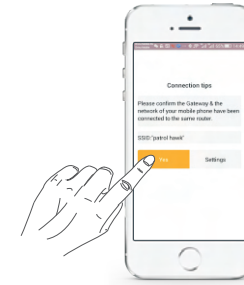
2. After the welcome interface, then entry into emergency call interface, click ">" on the right side, get into the main interface.



3. On the main interface, click "Devices"

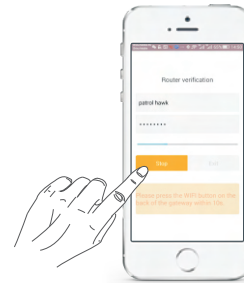


4. Click "Householder"



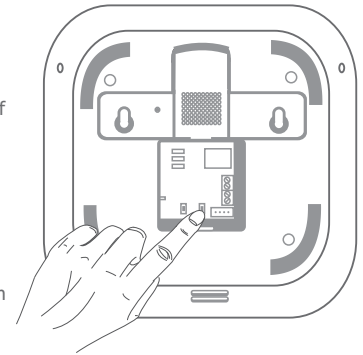
5. Make sure the WiFi network which you want to connect panel and the WiFi network your current mobile phone connecting are in the same router, please click "Yes" to finish connection.

6. If not, please click the "settings", then choose the correct WiFi network, reconnect it and then click "Yes".

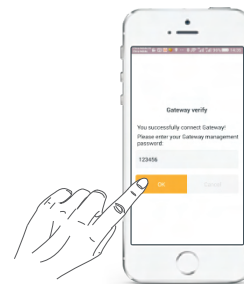


7. Enter WiFi password.

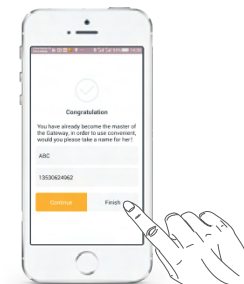
8. Quick press the "WiFi Setting Button" on the back of the panel. (As shown in the picture on the right.)



9. After heard "beep" sound from the host, click "Start" on APP to configure, also you can see the progress bar of the configuration.



10. Enter "6 Digit Password of panel", and then click OK (Note: Default password is "123456").

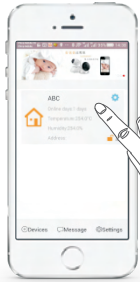


11. Make a personalized name as you like for and click "Finish".



12. Well Done.

3.2.2 Add users, please refer to the following pictures step by step. (Note: It can add up to 99 users, the user can not set the parameters of the host, but the other functions are same as householder.)



1. Click "Admin User" enter into Management interface.



2. Click "Members".



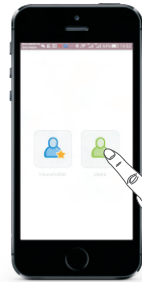
3. Click "Invite"



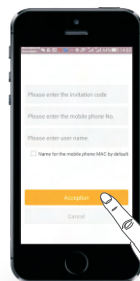
4. Send invite code by SMS to the family members you want to add them in.



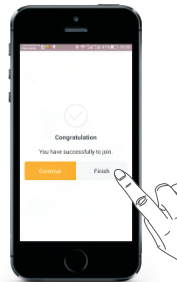
5. Open your family member's phone, then enter the main interface, click "Devices"



6. After entering adding users interface, click on the "Users".



7. Enter the received invitation code.
8. Enter your mobile phone number.
9. Enter user name, for example "Jason"
10. Click "Accept".



11. Complete. Click "Finish".

## 4. APP Interface & Features.

### 4.1 Emergency Call Interface

Weather forecast, real-time update the weather for you.

3 latest message scrolling listed.



SOS emergency call function, quite suitable for the elderly and children. When he/she feel not well or get lost, click on the "SOS" button, APP will immediately record a small video, and push GPS location information to all members in APP.

### 4.2 Main Interface

Weather forecast.

Check all the event records about the host.



- All the added devices will be listed here.
- Each device will display name, using time, temperature, humidity and installation address.
- Also displays the current arm/disarm status and whether there are contents unreviewed.
- You can also click settings icon for settings.

### 4.3 Admin Management Interface

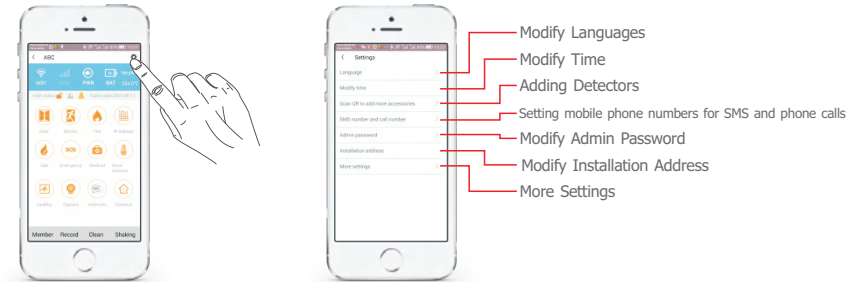


- Return to previous interface
- WiFi connecting status
- host arm/disarm status
- GSM network status
- Anyone at home
- Enter into setting interface
- Temperature / humidity data
- Validity period
- Backup battery status
- Power connecting status

	Door/Window Sensor	 Door/Window Open	 Door/Window Closed	 Door/Window Sensor disconnect	 Door Sensor Low Battery
	PIR Motion Sensor	 Somebody In	 PIR Detector Disconnected	 PIR Detector Low Battery	
	Smoke Detector	 Fire Alert	 Smoke Detector Disconnected	 Low Battery Alert	
	Water Leakage Detector	 Water leakage Alert	 Water Sensor Disconnected	 Low Battery Alert	
	Gas Detector	 Gas Leakage Alert	 Gas Detector Disconnected		
	Emergency Button	 Emergency Call Alert	 Emergency Button Disconnected		
	Medical Call Button	 Medical Call Alert	 Medical Call Button Disconnected		
	More Detectors	 Detectors Alert	 Detectors Disconnected	 Detectors Low Battery	
	IP Camera				
	Smart Control				
	Intercom				
	Health Monitoring				



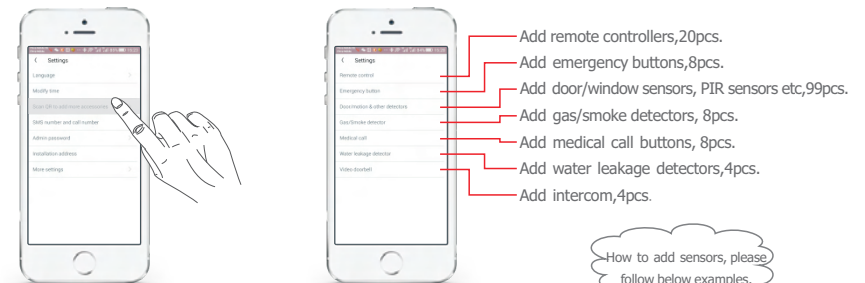
#### 4.4 Setting Interface



4.4.1 Modify languages: Support Chinese, English, Russian, French, German, Spanish. After modification, pushing message will use that language; (Note: Command according to APP prompts)

4.4.2 Modify System Time: Recommend users reset time for new host. (Note: Command according to APP prompts)

4.4.3 Adding Wireless Accessories: You can add all kinds of intrusion detectors and emergency detectors, for details refer to the following description.

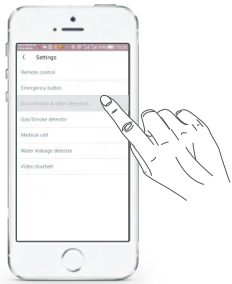


1. Click "Wireless sensors" into adding sensors interface

2. Adding wireless sensors interface



Example: Add and delete door/window sensor



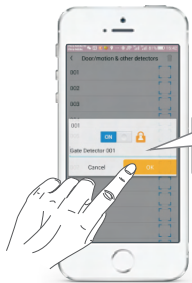
1. Click to enter into the interface of adding door/window sensor.



2. Click the scan detection.



3. Scan QR code on the back of the sensors.



Enter a personalise name for easily recognition.

4. Click ok. App will automatically recognize the door/window sensor.



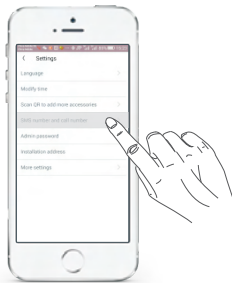
5. Adding successfully.

Click here to delete all detectors.

Click here to delete sensors one by one.

6. All the accessories are added by scanning QR code, simple and fast.

4.4.4 Set phone number for SMS message and phone call. (Note: this function are special for GSM/WCDMA edition. While WiFi network is not working, it will automatically switch to



1. Click into SMS and phone call numbers setting interface.



2. Click to set numbers, can setup 3 SMS and 3 phone call numbers.



3. After setting phone numbers, click "ok" to finish settings.

4.4.5 Modify admin password. (Note: please refer to step 4.4, according to App prompts.)

4.4.6 Modify installation address. (Note: please refer to step 4.4, according to App prompts)

4.4.7 More settings.

Items	Functions
WiFi network breakdown alert	If WiFi network breakdown, host will push alert message.
GSM/CDMA network breakdown alert	If GSM/CDMA network breakdown, App will push alert message.
Door/window not closed alert	When arming, App will push alert message if door/window isn't closed properly.
Accessories low battery alert	If accessories in low battery, APP will push alert message.
Power breakdown alarm	If power breakdown or out of power, App will push alert message.
Arm/disarm SMS alert	When arm or disarm the panel, whether sending SMS alert.
Siren prompt when arm/disarm by remote controllers	When arm or disarm by remote controllers, whether need siren prompt.
The volume of internal siren	The Siren volume can be adjusted, High/Medium/Low for optional.
Delay arming time (s)	The arming delay time can be chosen from 0~99s, default is 30s.
Delay alarm time (s)	Delay alarm time could be chosen from 0~99 seconds, default is 0s.
Delay disarm time (s)	Delay disarm time could be chosen from 0~99 seconds, default is 0s.
Siren alert time (s)	Siren alert time could be chosen from silent or 0~254s/keep alerting. Default is 90s.
Timing arm	Three group of timing arm can be setup.
Timing disarm	Three group of timing disarm can be setup.
Timing stay arm	Three group of timing stay arm (home stay) can be setup.
NC/NO alarm for wired zones	The alarm mode for wired zones: NC or NO, default is NC.
GSM/CDMA network alarm	GSM/CDMA Alarm function could be chosen from Closed/Open/Auto Change.
Temperature alarm (°C)	Temperature alarm can be set from Closed or 0°C~120°C. default alarm is 85°C.
Someone at home reminder	Could set somebody at home reminder, the default is closed for this function.

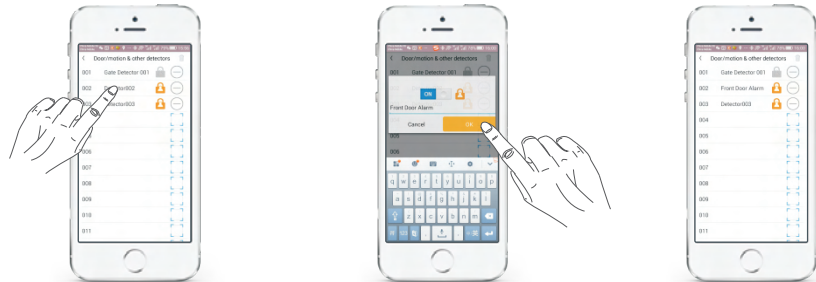
#### 4.4.8 Setup home stay arm zones

**Note:** All new added sensors are in home stay arm zone, the following steps can cancel home stay arm zone.



1. Enter into sensor management interface, click the icon of home stay arm.
2. In pop up window, switch to OFF status and confirm.
3. After setup, the sensors are not in status of home stay. It will not be triggered to alarm when the panel in home stay mode.

#### 4.4.9 Modify Zone Name



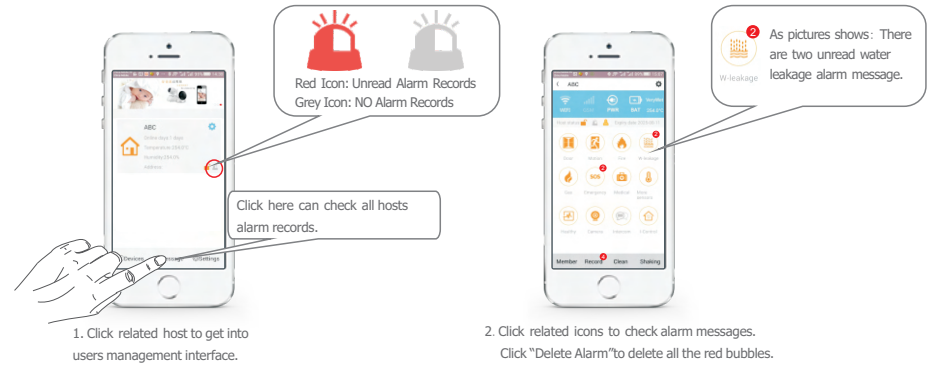
1. Enter into sensor management interface, choose the zone.
2. In pop up window, input new name, for example, "Front Door Alarm".
3. Modified successfully.

#### 4.4.10 Check Sensors' Status



1. Click into sensor management interface, choose the zone.
2. The management interface of door/window sensors.

#### 4.4.11 Check Alarm Records



1. Click related host to get into users management interface.
2. Click related icons to check alarm messages. Click "Delete Alarm" to delete all the red bubbles.

#### 4.4.12 APP Alarm Handling and Some Notices

1. Intrusion detectors (Door Sensor/ PIR motion sensor/ More detectors) only can be triggered to alarm when host is in ARM status. Other types detectors (SOS button / medical call button / fire detector) can directly trigger to alarm even in disarm status.
2. In Home Stay ARM status, the switch of intrusion detectors needs to turn on so that can be triggered to alarm. (Default for newly added detectors are home stay arm detectors, user can modify the zone types, details please refer Step 4.4.8).
3. If sensors had been triggered to alarm, there will be a red spot on sensor management interface. Other types such as (operating record/power failure/ temper switch) alarm message will appear in "Alarm Records", with a red spot there. After checked, the red spot will disappear. Or click "clean" to delete all red spot.
4. Different type of alarm message, APP will push different alarm music to inform users.
5. If turn on "when GSM network breakdown, APP push message alert" function, when the host detect there is something wrong with the GSM network, APP will push message to alert all the users.
6. If turn on "When WiFi network breakdown, auto change to GSM network" function, when WiFi network breakdown, Host will send SMS to the 3 preset SMS numbers for reminder.
7. When those sensors such as door/window sensor, PIR detector, gas detector, water detector, smoke detector are disconnected with alarm host, APP will push alert message (without SMS alert message), and in sensors management interface the related icon will be in grey color.
8. When those sensors such as door/window sensor, PIR detector, gas detector, water detector, smoke detector are in low battery, the APP will push low battery alert message every two hours. ( This function can be turn off), also in sensor management interface there will be low battery icon listed.
9. Door sensor closed/open status can be checked and if door had not been closed properly when host armed, APP will push alert message, also in sensor management interface there will be door open/closed status icon listed.

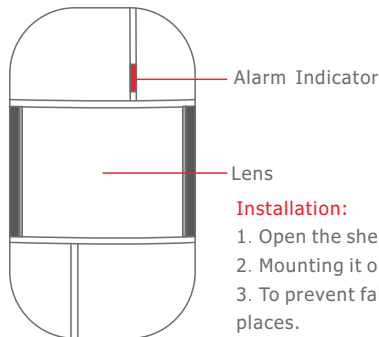
#### 4.4.13 Phone Call Alarm Handling

1. If choose GSM/CDMA network (with GSM/CDMA SIM card insert), the system will push alarm information to Vcare APP, and it will also send SMS and make phone call to preset mobile numbers. If don't choose GSM/WCDMA network, it will neither send SMS text message nor make calls when alarming. If choose "smart mode", alarm host will send SMS and make phone call to preset phone numbers in the situation of WiFi network breakdown.

2. When using GSM/WCDMA network, alarm host will send SMS firstly and then make phone call to preset mobile numbers. If someone answers it, the calling will stop, then hearing the pre-record and alarm voice message, get into listening status. At this moment, press "1" on mobile keypad, host will be in armed status, press "2", get into disarmed status, press "3" to start siren, press "4" to close siren prompt. If the calling is busy or no answer, it will auto dial to next mobile phone number until someone answers it. It will call 3 times in cycle, if still no answer, it will stop calling finally.

## 5. Accessories

### 5.1 PIR Motion Sensor



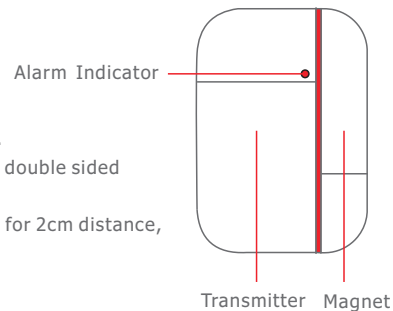
#### Installation:

1. Open the shell, remove the insulation strip.
2. Mounting it on the wall with height at 2.20 meters.
3. To prevent false alarm, avoid facing vents, air condition, etc places.

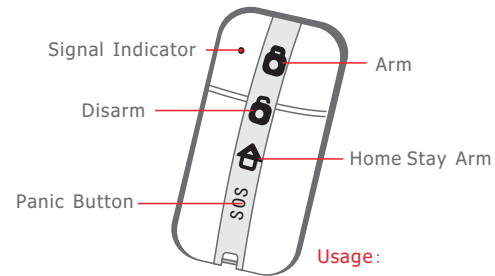
### 5.2 Door/Window Sensor

#### Installation:

1. Open the shell, remove the insulation strip.
2. Paste the two parts on window/door with a double sided adhesive tape.
3. When magnet move away from transmitter for 2cm distance, it will be triggered to alarm.



### 5.3 Remote Controllers



#### Usage:

1. Press the button, the alarm host will give related response.

## 6. APP Interface

### 6.1 Arm/Disarm/Home Stay Arm



1. Click "Arm Status", get into "Arm/Disarm" management interface.



2. Arm/Disarm management interface.



**ARM:** After arming, once trigger the sensor will activate alarm.



**Home Stay Arm:** Only those sensors set to home stay armed mode will be triggered to alarm.



**Disarmed:** After disarmed, all intrusion type sensors will not alarm, only panic button, gas sensor, smoke detector will be activate to alarm.



**Start Siren:** Press this button to start siren.



**Stop Siren:** Press this button, the siren will stop ringing.

## 6.4 FAQ about IP Camera

1. Q: When adding a device, APP did not prompt the discovery of a new equipment.

A: Please check if the camera and cell phone are in the same LAN;  
Please check if the camera's network indicator keeps on;

If camera and cell phone are not in the same LAN, it is recommended to use the ID number manually add camera.

2. Q: When viewing live video, the device reminds the password is wrong.

A: Please check if the remote access password which being set when add the device is right or not. If not, please select edit to re-set it from the list of entries in the camera.

If you forget your remote access password of the camera, suggest you to press the reset button to restore the device to factory defaults(password:123).

3. Q: "Device list" reminds the device is offline.

A: Please check whether the network of the camera is normal, and network indicator of device is on.

Please check whether the router network is normal.

4. Q: Unable to search the video files during playback.

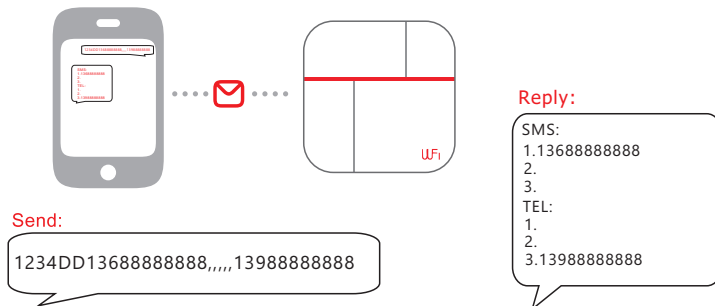
A: Please check if the SD card is damaged. Please check the retrieval time of the video file, the system time of the camera.

## 7. Gateway Settings by SMS Text

### 7.1. Setup Phone Number by SMS

SMS Format: "Password + DD + 1st SMS alarm number, 2nd SMS alarm number, 3rd SMS alarm number, 1st calling number, 2nd calling number, 3rd calling number"

For example, set 13688888888 as the 1st SMS alarm number, 13988888888 as the 3rd calling number, then send SMS: 1234DD1368888888,,,,,13988888888



Remark: User can setup the 3 SMS numbers and 3 calls numbers by sending one SMS command, also can D.I.Y to setup any one or more of the phone numbers as they mind.

User should use a comma to separate each phone number, and the last number is unnecessary to add comma. (Note: The first SMS alarm number is necessary as all the setting messages will be sent to first SMS number.)

### 7.2. Delete Phone Numbers

SMS Format: Password + DD + \*,\*,\*,\*,\*,\*

Remark: \*,\*,\*,\*,\*,\* means relevant alarm SMS numbers and calling numbers. If need to delete 1st alarm SMS number and 3rd alarm calling number, the command should be: 1234DD\*,,,,,\*

Send: 1234DD\*,,,,,\*

### 7.3. Inquiry Set Alarm Numbers

SMS Format: Password + DD

The set numbers will be replied to the 1st alarm SMS number. (Note: The first SMS alarm number is necessary as all the setting messages will be sent to first SMS number.)

Send: 1234DD

### 7.4. Arm/Disarm

Arm: Password + A1

Disarm: Password + A2

For example: Initial password is 1234, arm remotely by sending SMS: 1234A1

Alarm host replies with "Panel armed", the message will be sent to the 3 alarm SMS numbers.

## 8. Cautions

1. Keep away from water.
2. Install host in hidden place with good WiFi and GSM/WCDMA signal.
3. Turn Off power when insert/take out the SIM card.
4. Connect power adapter well and keep good heat dissipation.
5. Enter into normal running status about 12 seconds later.
6. Check all the detectors batteries in time and charges them when battery is low.
7. Don't install alarm host close to the objects with strong interference, such as TV, computer etc.
8. Regularly check the SIM card in the alarm host ( Check GSM/WCDMA signal, balance, etc.)
9. Inspect the alarm systems operation regularly.
10. The smart mobile phone for installing APP should keep the network unblocked, in case information can't arrive in time.
11. Design for indoor use rather than outdoor.

### 9. How to reset the Gateway to factory default.

Please switch off the power of gateway, hold pressing the REC button (the REC button is on the back of gateway), switch on power at the same time, it will be reset successfully after the gateway make 3"di, di,di" beep sounds.

You could setup the gateway again for 25s later.