

# ***HSGW-Gen2-V1***

## ***IP Alarm System***

### ***User Manual***

---

Certified by Telefication BV  
Manufacturer: Climax Technology, Taiwan  
Type: **HSGW-Gen2-V1**  
Compliance with Standard:  
**EN50131-3:2009 / EN50131-6:2017 /**  
**EN50131-5-3:2017 / EN50130-4:2011+A1:2014 /**  
**EN50131-10:2014 / EN50136-2:2013 /**  
**EN 50130-5:2011, Security Grade 2**  
Environmental Class II  
CIE Type A

August 19, 2022

# Table of Contents

<b>1. INTRODUCTION</b>	<b>1</b>
1.1. SYSTEM SPECIFICATION	1
1.2. PACKAGE CONTENT	3
<b>2. PANEL INFORMATION</b>	<b>4</b>
2.1. IDENTIFYING THE PARTS:	4
2.2. THE POWER SUPPLY:	5
2.3. SYSTEM REQUIREMENTS:	5
<b>3. GETTING STARTED</b>	<b>6</b>
3.1. HARDWARE INSTALLATION	6
3.2. CONNECT TO PANEL	8
<b>4. DEVICE MANAGEMENT</b>	<b>12</b>
4.1. LEARNING	12
4.2. SENSOR MANAGEMENT	14
<b>5. PANEL MANAGEMENT</b>	<b>17</b>
5.1. ARMING SETTING	18
5.2. SOUND SETTING	19
5.3. MONITORING STATION SETTINGS	20
5.4. TIMER	21
5.5. TROUBLE CONDITION SETTING	21
5.6. USER CODES	22
5.7. WI-FI SETTING	23
5.8. MISCELLANEOUS SETTING	23
<b>6. SYSTEM SETTINGS</b>	<b>24</b>
6.1 CENTRAL STATION REPORTING	24
5.2. ENABLING EN GRADE 2/INCERT MONITORING	25
5.3. DATE AND TIME	26
6.4. CHANGE PASSWORD	28
<b>7. NETWORK</b>	<b>31</b>
7.1. CELL AND IP COMMUNICATION	31
<b>8. SYSTEM OPERATION</b>	<b>33</b>
8.1 FAULTS AND TAMPERS	33

8.2 VIEW HISTORY	35
8.3 HISTORY	36
8.4. REQUESTING A FIRMWARE UPGRADE	37
8.5 SYSTEM OPERATION AND MAINTENANCE	37
<b>8.5.1 Device Test</b>	37
<b>8.5.2 IP/GSM reporting</b>	37
<b>9. AUTOMATION DEVICES</b>	<b>40</b>
9.1. DEVICE LEARNING AND OPERATION	40
<b>10. APPENDIX</b>	<b>41</b>
APPENDIX A: SENSOR GROUPS	41
APPENDIX B: FAULTS	43

# 1. Introduction

**HSGW-Gen2-V1** is a fixed wall mounting wireless alarm system control panel. It is designed to protect your home by forming an alarm system with various wireless sensors. When an intruder is detected, the wireless sensor will transmit signal to the control panel to raise an alarm and report to the Central Monitoring Station.

**HSGW-Gen2-V1** features RF and Z-Wave wireless protocol for communication with accessory devices. The RF devices are simple and easy to use while the Z-Wave devices, using corresponding network, is capable of performing more advanced function and add flexibility to alarm system such as using Remote Keypad to control system mode, view alarm memory and event log, or capturing alarm pictures using PIR Camera to send to panel wirelessly for alarm visual verification.

Integrating IP, GSM, Z-Wave and RF for multi-path reporting, **HSGW-Gen2-V1** features a user-friendly webpage for the user to connect via Local Area Network for easy programming and control.

## 1.1. System Specification

<b>Function</b>	
<b>Zone Number</b>	<b>160 Wireless Zones</b>
<b>Area Number</b>	<b>2</b>
Zone Types	Start Entry Delay, Burglar Follow, Burglar Instant, Burglar Outdoor, 24 Hours, Fire, Medical, Emergency, Emergency (Quiet), Water, Set/Unset, Silent Panic, CO, Gas, Heat  For information on configuring Zone Groups, please see Appendix A
User PIN Codes	6 Users, 1 PIN Code each user (6-digits, number 0~9), available combination from 000002~999999 (999998 different combinations, 000000 and 000001 are disallowed).  Note: Input of 5 invalid User PIN codes at the remote keypad will lock the remote keypad for 15 minutes.
Control Facilities	Remote Keypad & Remote Controller Alarm.com Server Webpages
Report Destinations	20 Monitoring Stations or mobile number
Reporting Format	Contact ID, SIA, SMS Text,
Arming Modes	Away, Home 1, Home 2, Home 3
Alarm Type	Burglar, Panic, Fire, Medical, Emergency, Water, Silent
Siren Timeout	Programmable (3 min. by default), For Remote Keypad use only

Supervision	Programmable time frame for inactivity alert	
Special Function	Tamper Protection	
GSM Standards	Compiles with CE standards	
<b>EN Classification</b>	EN Grade 2 Class II	
Alarm Transmission Path	Dual Path: DP1 (EN50136-1:2012)	
Supported RCT	Alarm Report Server (ARS), Fibro, OH200, MasterMind, Manitou, MicroKey and SIA DC 09	
Mode of Acknowledgement Operation.	Pass-through (EN50136-2:2013, Clause 6.1.3)	
<b>Memory</b>	DDR3L SDRAM: 512Mbyte eMMC : 4GByte	
<b>Electrical</b>		
Power Source	Built-in switching power supply, 100-240V, 50/60Hz input, 12V 1.5A output	
Power Supply Type	PS Type A, not suitable for use external to supervised premises.	
Backup Battery	7.2V, NiMH 600mAh AAA rechargeable battery pack (built-in)	
APS fault Low Voltage SD signal threshold	7.3 V $\pm$ 3%	
<b>Battery Duration</b>	14 hours	
Battery Recharge Time to 80% of 600mAH	72 hours	
Minimum Energy Level of Backup Battery	86%	
<b>Current Drain</b>	<b>AC Powered</b>	Average. 126mA/12V standby 839mA/12V full load
	<b>Battery Powered</b>	Average. 42mA/7.2V standby 876mA/7.2V full load
<b>Wireless</b>		
<b>WCDMA Frequency</b>	B1/B2/B5/B8	
<b>LTE Frequency</b>	B1/B2/B3/B4/B5/B7/B8/B28/B40	
<b>RF Frequency</b>	433.82MHz	

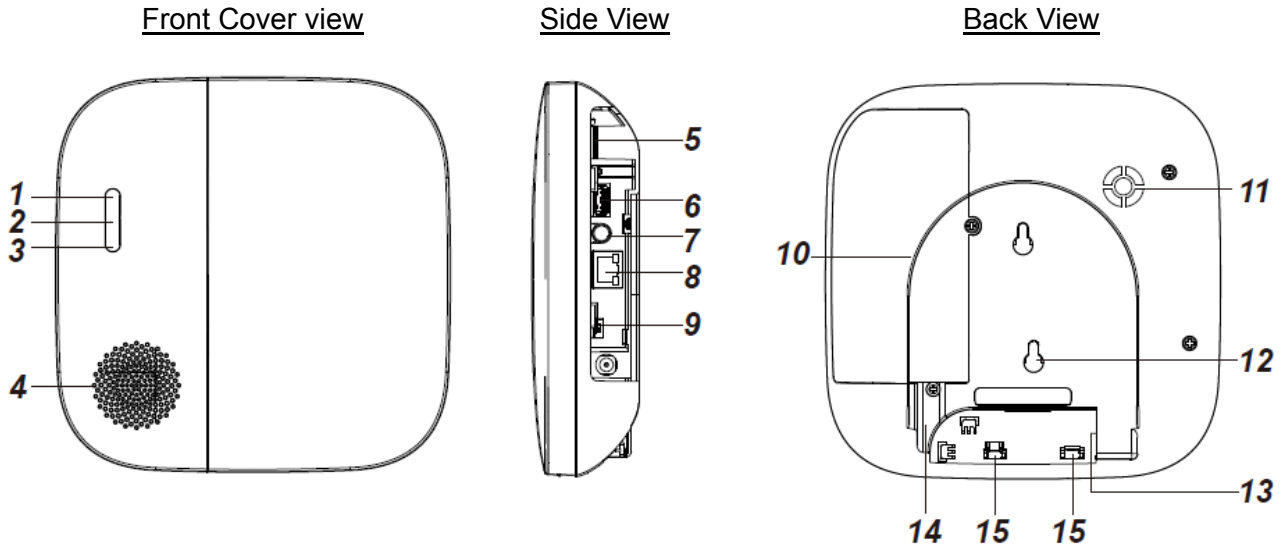
Z-Wave Frequency	908.4/916/919.8/921.4M
Antenna Type	GSM: Main – PIFA; AUX – Dipole ZW: Monopole RF: Monopole
Encryption	Private Encryption Method
Protocol	Climax
<b>Physical Properties</b>	
Operating Temperature	-10°C to 45°C (14°F to 113°F)
Humidity	50 ~ 85% relative humidity @23°C, non-condensing
Size	185mm x 185mm x 50mm
Weight	580g (Includes backup battery)

## 1.2. Package Content

- 1 x HSGW-Gen2-V1 Control Panel
- 1 x AC Power Cord for Built-in S.P.S (12V 1.5A)
- 1 x Installation and Instruction Manual
- 4 x Screws and Wall Plug for wall mounting

## 2. Panel Information

### 2.1. Identifying the parts:



#### 1 LED 1 - Area 1 (Green/Red)

- Full Arm mode - Red lighting up
- Home/1/2/3 mode - Red flashing
- Disarm mode - Green lighting up
- Walk Test or Learning mode - Green flashing

#### 2 LED 2 - Area 2 (Green/Red)

- Full Arm mode - Red lighting up
- Home/1/2/3 mode - Red flashing
- Disarm mode - Green lighting up
- Walk Test or Learning mode - Green flashing

#### 3 LED 3 - Status (Orange/Red)

- System Fault - Orange lighting up
- Alarm Trigger – Red flashing
- Alarm in Memory – Red lighting up

#### 4 Speaker

#### 5 Micro SIM Card Compartment

#### 6 USB Port

#### 7 Learn/Reset Button

#### 8 Ethernet Port

#### 9 Battery Switch (slide to “ON” to meet requirements of the applicable EN standard.)

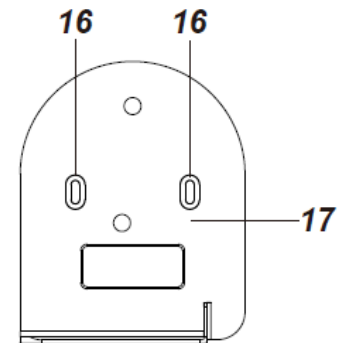
#### 10 Internal Cover

#### 11 Buzzer

#### 12 Tamper Switch

The panel is protected by an internal tamper switch which is compressed when the panel is

#### Mounting Bracket



hooked onto the mounting bracket. When the panel is removed from the mounting bracket, the tamper switch will be activated and the panel will send a tamper open signal to remind the user of this condition.

### 13 Power Cord Inlet

### 14 Wiring Hole

### 15 Fixing Screws x 2

### 16 Wall Mounting Holes x 2

### 17 Mounting Bracket

## 2.2. The Power Supply:

### Built-in Power Supply

- Built-in Switching Power Supply (S.P.S) is installed in the Control Panel. You can use the AC Power Cord for Built-in S.P.S to connect to the mains power.

#### Please note:

- ☞ Ensure to turn off all power supplies including the built-in power supply and battery before connecting or removing cables or wires.

### Rechargeable Battery

- There is a rechargeable battery inside the Control Panel, which serves as a backup in case of a power failure.
- The battery switch for the rechargeable battery must be switched **ON** for the Control Panel to meet requirements of the applicable EN standard.
- During normal operation, the built-in switching power supply is used to supply power to the Control Panel and at the same time recharge the battery.

#### <NOTE>

- ☞ If the AC power is missing and the battery is near exhaustion, a low battery message will be displayed and the internal siren will be disabled to conserve power.
- ☞ When the AC power is restored, the low battery message will be dismissed.

## 2.3. System Requirements:

The Control Panel requires a TCP/IP network environment to access its webpage for programming and control. To view the Control Panel webpage, your computer must have:

- Microsoft Windows 8 or Windows 10 operating system, or later
- Google Chrome 104 or Mozilla Firefox 103, or later.
- CPU: Intel Pentium II 266MHz or above
- Memory: 32MB (64MB recommended)
- VGA resolution: 800x600 or above



### 3. Getting Started

Read this section of the manual to learn how to set up your **HSGW-Gen2-V1** Panel and program System Settings over the Web page.

#### 3.1. Hardware Installation

The panel can be either fixed on the wall or placed on desktop. **For the panel to meet requirements of the applicable EN standard, wall mounting installation must be used.**

- 1 Remove the 2 screws that secured the panel casing to the mounting bracket. (Figure 1)
- 2 Remove the mounting bracket to reveal the back cover fixing screw. (Figure 2)

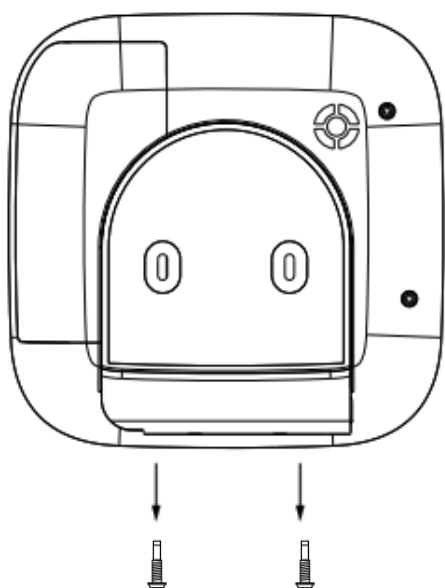


Figure 1

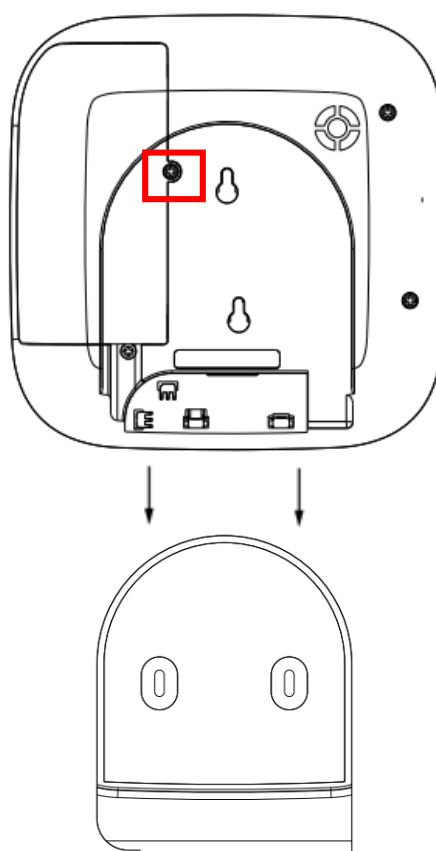
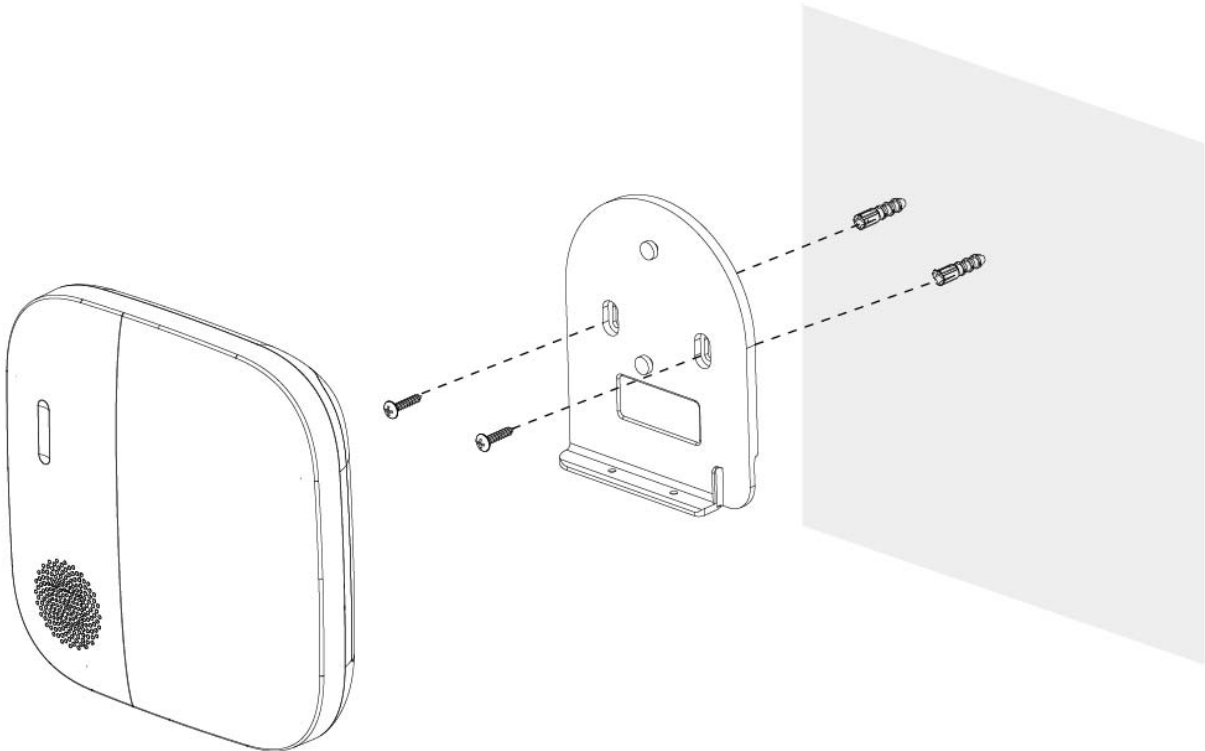


Figure 2

- 3 Remove the screw securing the **back cover** (as circled in Figure 2).
- 4 **Set up the Control Panel through the following steps:**
  - I. Connect Ethernet cable to panel Ethernet port.
  - II. Insert a functional micro SIM Card into Micro SIM Card Compartment, the SIM Card PIN Code must be disabled first.
  - III. Slide Battery Switch to ON position.
  - IV. **Use the AC Power Cord for Built-in S.P.S to to connect to the mains power.**
- 5 **Wire the cable, close the back cover and secure it by fastening the screw. Proceed to mount the panel onto the wall.**

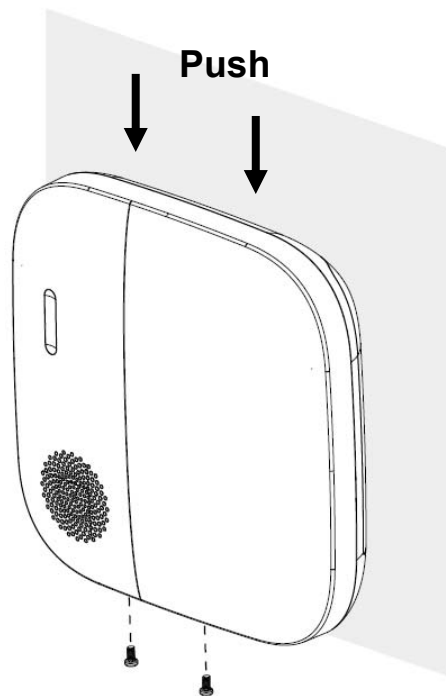
Wall Mounting: (EN Compliance)

- I. Use the **mounting holes** as template, mark mounting locations on the wall.
- II. Secure the **mounting bracket** onto the wall by tightening the 2 screws through the wall **mounting holes**.



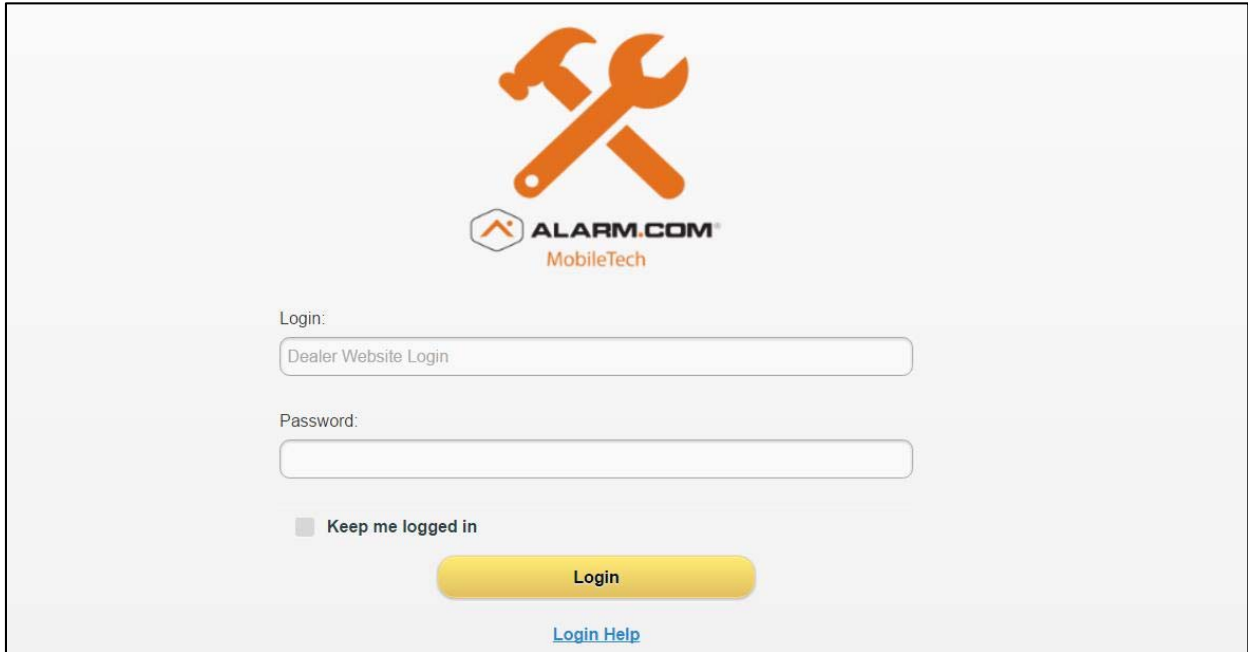
- III. Mount the Control Panel with the hooks of the mounting bracket latched onto the back cover of the the panel, and push it downward until you hear a clicking sound.

Make sure the tamper switch is properly compressed against the hook of the mounting bracket. Then fasten the 2 bottom fixing screws to complete the installation.



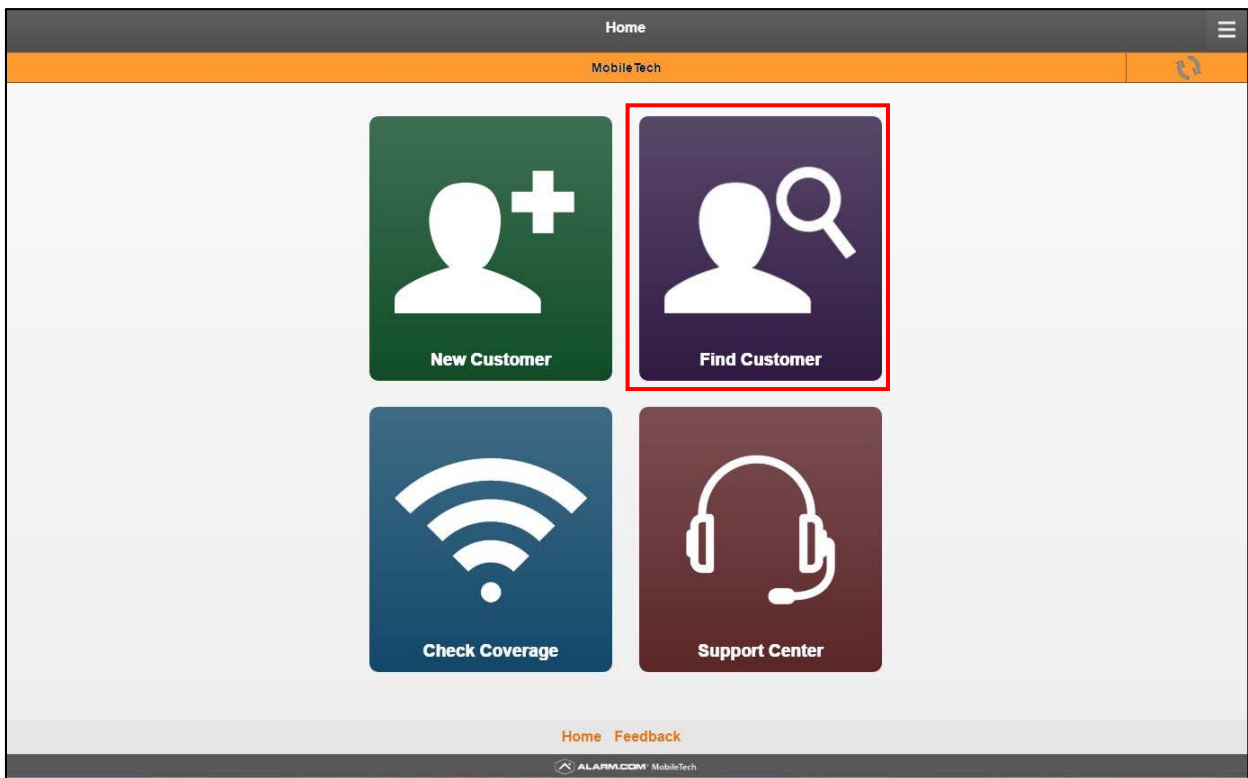
## 3.2. Connect to Panel

**Step 1.** Connect to <https://alarmadmin.alarm.com/mobile/Default.aspx> and log in with provided username and password



The image shows the login page for ALARM.COM MobileTech. At the top center is the logo, which consists of two crossed wrenches above the text "ALARM.COM" and "MobileTech" below it. Below the logo are two input fields: "Login:" with a text box containing "Dealer Website Login" and "Password:" with an empty text box. Underneath the password field is a checkbox labeled "Keep me logged in". A yellow "Login" button is centered below the checkbox, and a blue "Login Help" link is positioned directly below the button.

**Step 2.** In the main page, select "Find Customer".



**Step 3.** Select “Recent Customers” to expand.

Recent Customers

Customer ID:

CS Account #:

Alternate ID:

First Name:

Last Name:

Company Name:

Email:

Phone:

Advanced Search

Search

**Step 4.** Select the panel account you wish to access.

Recent Customers

- ClimaxENLab Sample1 (4664832)
- Climax EN Grade II Demo 1 (4520799)

Customer ID:

CS Account #:

Alternate ID:

First Name:

Last Name:

Company Name:

Email:

Phone:

Advanced Search

Search

**<IMPORTANT NOTE>**

- ☞ The Installer Access function must be granted by user first to enable installer functions. By default, Installer Access is granted for 6 hours per session.
- ☞ After logging into the Installer App, if there is no activity for 10 minutes, the installers session will timeout and the rep will be logged out of the application.

**Step 5.** You will access the panel user's customer information.

**This panel is temporarily unlocked and will be re-locked at 04:25:39 am. [If you are done, re-lock immediately here.](#)**

Name: **ClimaxENLab Sample1**  
Customer ID: **4664832**  
Website Login: **ClimaxENLabSample1**  
Service Plan: **Interactive Gold**  
Unit ID: **94627488**  
Panel Type: **Panel 19 DP**  
Network: **Vodafone (HSPA GPRS)**  
Module Serial #: **3053598473**  
Firmware Version: **1901191**  
Phone #: **[703-531-8184](tel:703-531-8184)**  
System Location: **Install Street: 8281 Greensboro Drive  
Suite 100 Tysons, VA 22102, USA (Eastern)**  
Current Trouble: **08/31/16**  
Conditions: **CS Forwarding set to NEVER**

[Equipment](#)  
[System Check](#)  
[Plan](#)  
[Monitoring](#)  
[Logins](#)  
[Swap Module](#)

**<IMPORTANT NOTE>**

- ☞ The Installer Access function must be enabled by user first, otherwise login attempt will fail.
- ☞ To enable user access, ask the user to follow steps below:
  - I. Go to <https://www.alarm.com/login.aspx> and login with the user account information.

The screenshot shows the Alarm.com Dealer Website interface. At the top, there is a navigation bar with 'SOLUTIONS', 'PRODUCTS & SERVICES', the 'ALARM.COM' logo, and 'ABOUT US', 'PARTNERS', 'GET STARTED'. Below the navigation bar, there is a 'Customer Login' section with a 'Customer Login' input field, a 'Password' input field, and a 'Sign In' button. There are also 'Remember Me' and 'Login Help?' options. To the right of the login form, there is a promotional banner titled 'Know who's coming and going.' with the text 'See who armed or disarmed your system with arming notifications.' Below the banner is an image of a smartphone displaying an Alarm.com notification: 'Alarm.com The Smith Home: System was DISARMED by HappyPaws at 12:30 PM on Thursday, 01/31.' The notification has 'Cancel' and 'OK' buttons.

[Alarm.com Dealer Website >>](#)

## II. Select “Profile” – “Manage Logins” – “Edit Dealer Setting”.

ALARM.COM

ClimaxENLabSample1 / Sample1's Home | Support Center | Logout

Security | Image Sensor | Notifications | History | Mobile | Profile

Feature Usage | **Manage Logins** | Login Info | Account Info | System Info | More »

### Manage Logins

**Dealer Settings**

Allow dealers or central station operators to access your system to perform actions on your behalf, view video and images, confirm system alarms, or monitor activity.

**Edit Dealer Settings**

**User Logins**

Create additional logins that can access this account through the website or mobile app. You have control to limit access and permissions by login.

Login Name	Email Address
ClimaxENLabSample1	tduff@alarm.com

+ Add a Login

powered by ALARM.COM

Copyright © 2000-2016, Alarm.com. All rights reserved.  
Alarm.com and the Alarm.com Logo are registered trademarks of Alarm.com.  
[Terms of Use](#) [Privacy Policy](#)

## III. Set “Installer Access” to “On” then save the setting.

ALARM.COM

ClimaxENLabSample1 / Sample1's Home | Support Center | Logout

Security | Image Sensor | Notifications | History | Mobile | Profile

Feature Usage | **Manage Logins** | Login Info | Account Info | System Info | More »

### Dealer Settings

**System Arming**

Allow dealer representatives or central station operators to arm and disarm my system:

Full Access to Arming and Disarming

**EN Grade II Settings**

Installer access is disabled by default to comply with EN Grade II regulations. Installer access can be enabled through the toggle below. Access will automatically expire after 6 hours.

**Installer Access**  OFF

[Back to Manage Logins](#) **Save**

powered by ALARM.COM

Copyright © 2000-2016, Alarm.com. All rights reserved.  
Alarm.com and the Alarm.com Logo are registered trademarks of Alarm.com.  
[Terms of Use](#) [Privacy Policy](#)

### <IMPORTANT NOTE>

- After 20 minutes of inactivity on the Customer App, the user's session will timeout and the user will need to log in again to use any functions.

## 4. Device Management

Under Customer Info page, select “Equipment” to for device management.

This panel is temporarily unlocked and will be re-locked at 04:25:39 am. [If you are done, re-lock immediately here.](#)

Name: ClimaxENLab Sample1  
Customer ID: 4664832  
Website Login: ClimaxENLabSample1  
Service Plan: Interactive Gold  
Unit ID: 94627488  
Panel Type: Panel 19 DP  
Network: Vodafone (HSPA GPRS)  
Module Serial #: 3053598473  
Firmware Version: 1901191  
Phone #: [703-531-8184](tel:703-531-8184)  
System Location: Install Street: 8281 Greensboro Drive  
Suite 100 Tysons, VA 22102, USA (Eastern)  
Current Trouble: 08/31/16  
Conditions: CS Forwarding set to NEVER






**Equipment**  
System Check  
Plan  
Monitoring  
Logins  
Swap Module

### 4.1. Learning

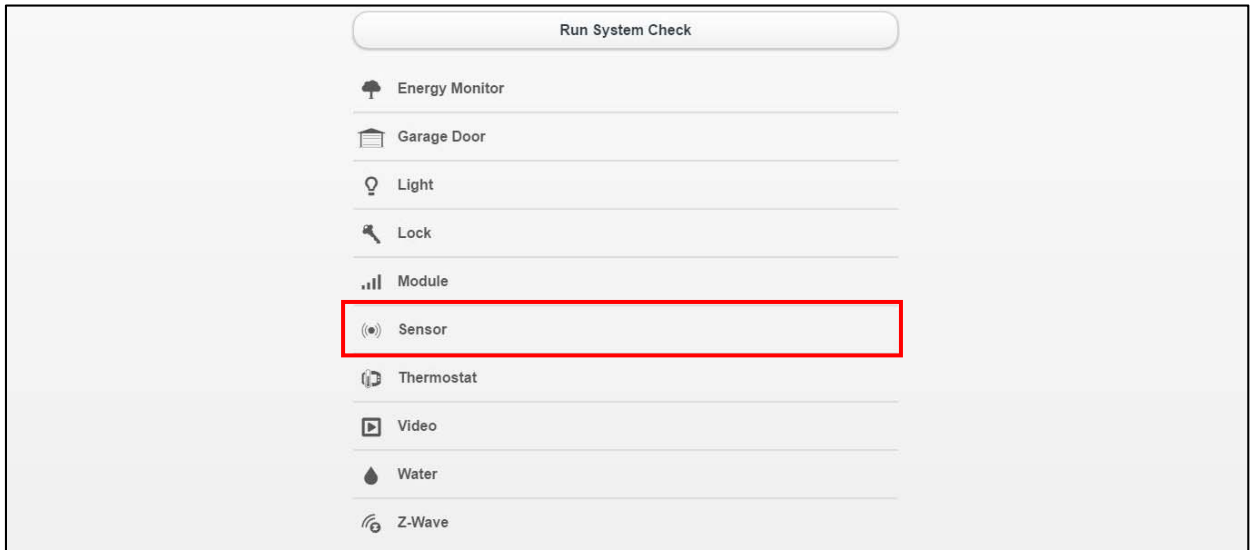
**Step 1.** Under Equipment page, select “Add Devices”.

**Add Devices**  
System Check  
Request Updated List

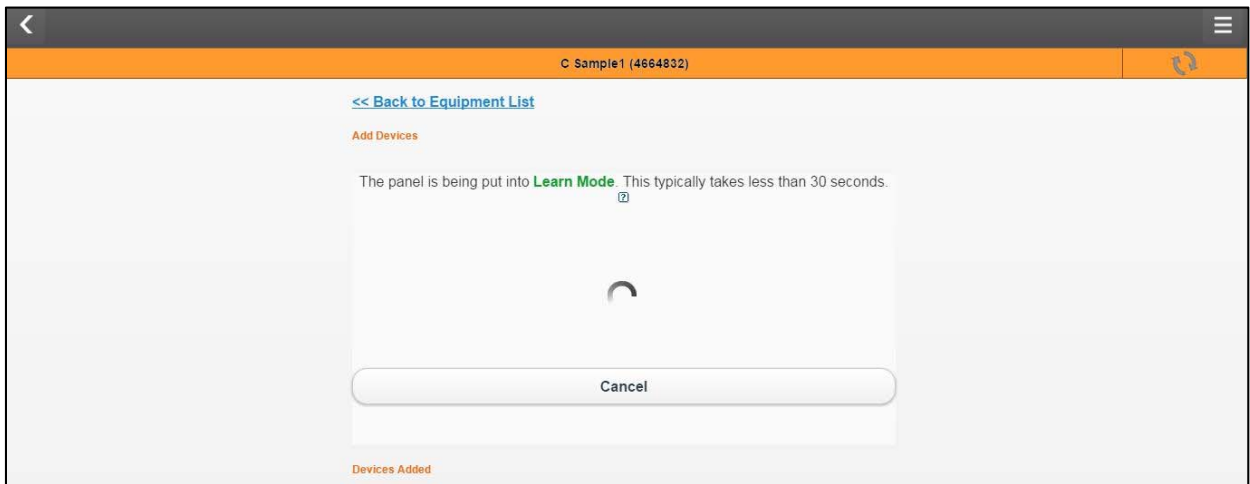
Expand All

	Communication	1	▼
	Panel/Partitions	1	▼
	Sensors	0	▼
	emPower®	0	▼
	Geo-Services	0	▼

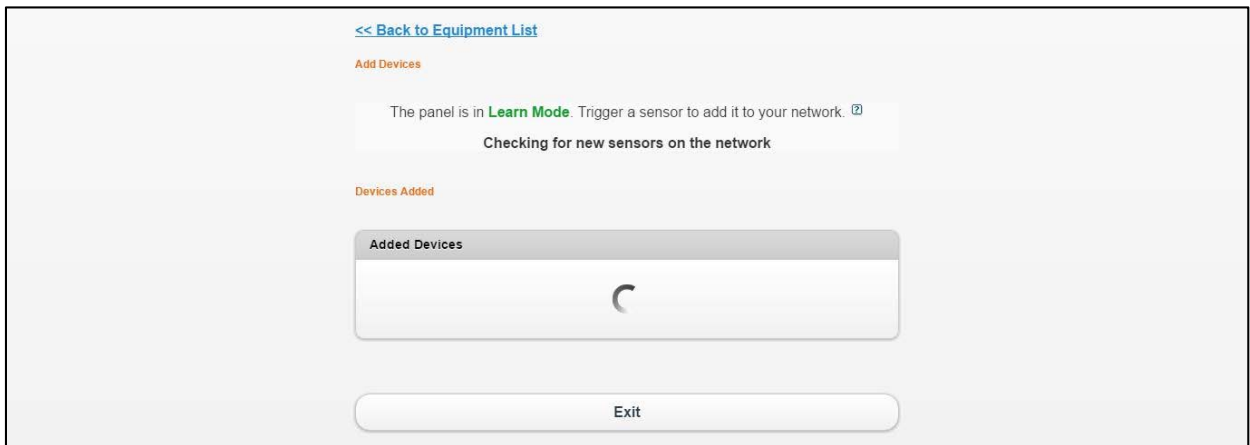
**Step 2.** Select the device type from the menu. For example, select “Sensor”



**Step 3.** The Panel will begin to enter learning mode.

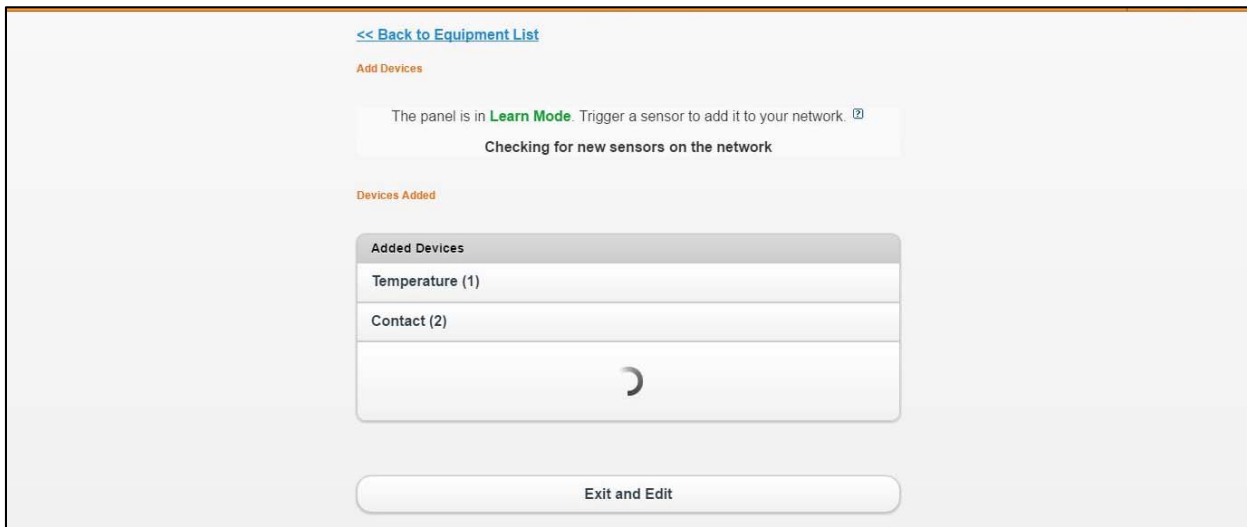


**Step 4.** After the panel has entered learning mode, activate the device to send signal to panel.



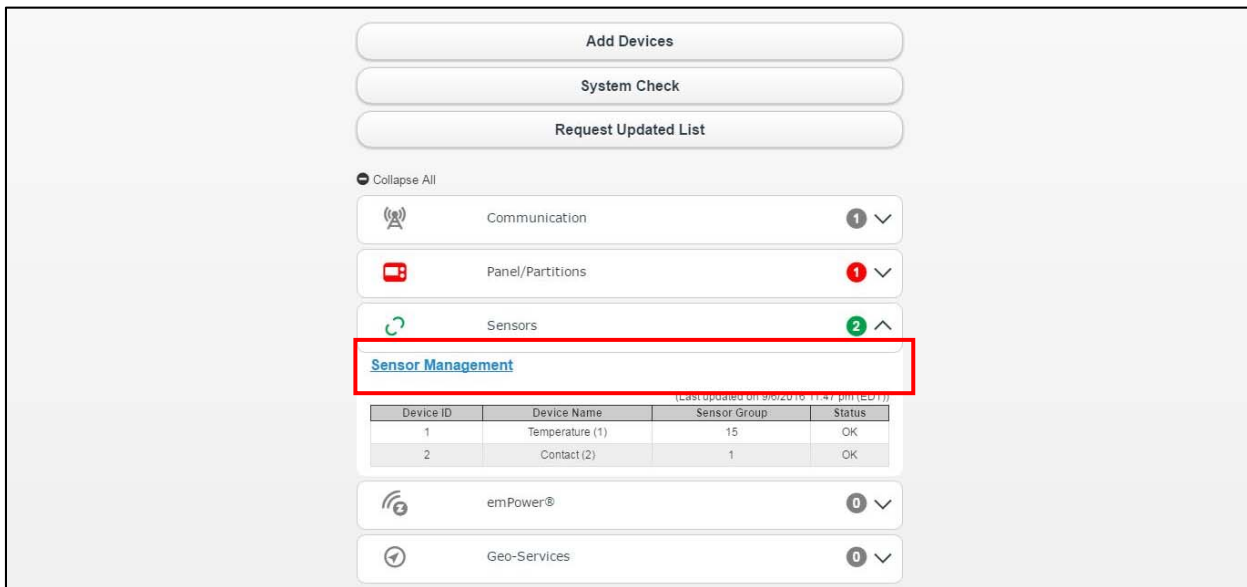


**Step 5.** When the panel receives sensor signal, the sensor info will be displayed on webpage. Add any additional devices and click “Exit and Edit” to proceed to next step.



## 4.2. Sensor Management

The Sensor Management page can be accessed either after finish adding new device, or by selecting “Sensor” – “Sensor Management” under Equipment page.



- Under the Sensor Management page, choose to edit device name, sensor group and activity monitoring, then click Save to confirm. Sensor Group allows the configuration of the sensors as different Zone types. Please see Appendix A for descriptions of Sensor Groups.

### <NOTE>

- ☞ For EN Grade 2 Compliance, the Activity Monitoring box may NOT be checked. Without Sensor Activity Monitoring, Automation rules will still function, however sensor based Notifications from Alarm.com will not work.

Make your edits to the device information and click "Save" when finished

The names shown under 'Device Name (Web)' will appear throughout the customer web, mobile and notification interfaces.

Device ID	Device Name (Web)	Sensor Group	Activity Monitoring
1	Temperature (1)	29	
2	Contact (2)	10	<input checked="" type="checkbox"/>

Save

Advanced Sensor Settings

Add Sensor

Delete Sensor

Walk Test

- The sensor partition can be edited by selecting “Advanced Sensor Settings”. Choose new partition for the device and click “Save Changes” to confirm.

Make your edits to the device partition and click "Save" when finished.

Note: Device Names cannot be edited from this page.

Device ID	Device Name	Partition
1	Temperature (1)	1
2	Contact (2)	1

Save Changes

- Click “Add Sensor” to learn new sensors, see *4.1. Learning* for detail.
- Click “Delete Sensor” to remove device, you will enter device removal page. Select the device to be removed and click “Send Command” to confirm.

Please choose the sensor(s) you wish to delete from the system. When you are finished, click the 'Send Command' button. Commands will take effect in approximately 5 minutes.

Sensor ID	Sensor Description (Web Site)	Delete
1	Temperature (1)	<input type="checkbox"/>
2	Contact (2)	<input type="checkbox"/>

Send Command

- Click “Walk Test” to access Walk Test function. The Walk Test function allows you to test signal strength of the device.
  - I. Click “Begin Walk Test” to put panel into Walk Test Mode.

A walk test is performed to confirm that the installed devices are within an acceptable range of the panel. To begin the walk test, press 'Begin Walk Test' and then trip the devices (in their final locations) one by one. As the panel receives a signal, a message should appear below within 10 seconds. The walk test will time out after 5 minutes.

No records were found.

Begin Walk Test

- II. When the panel is under Walk Test mode, activate a learnt in device to send signal to Panel.

A walk test is performed to confirm that the installed devices are within an acceptable range of the panel. To begin the walk test, press 'Begin Walk Test' and then trip the devices (in their final locations) one by one. As the panel receives a signal, a message should appear below within 10 seconds. The walk test will time out after 5 minutes.

Time stamp (EDT)	Event Description
9/7/2016 1:37 am	Panel Sensor Test Start

End Walk Test

- III. When the panel receives signal from panel, the webpage info will be updated with sensor info. After finish testing all sensor, click End Walk Test to exit Walk Test Mode.

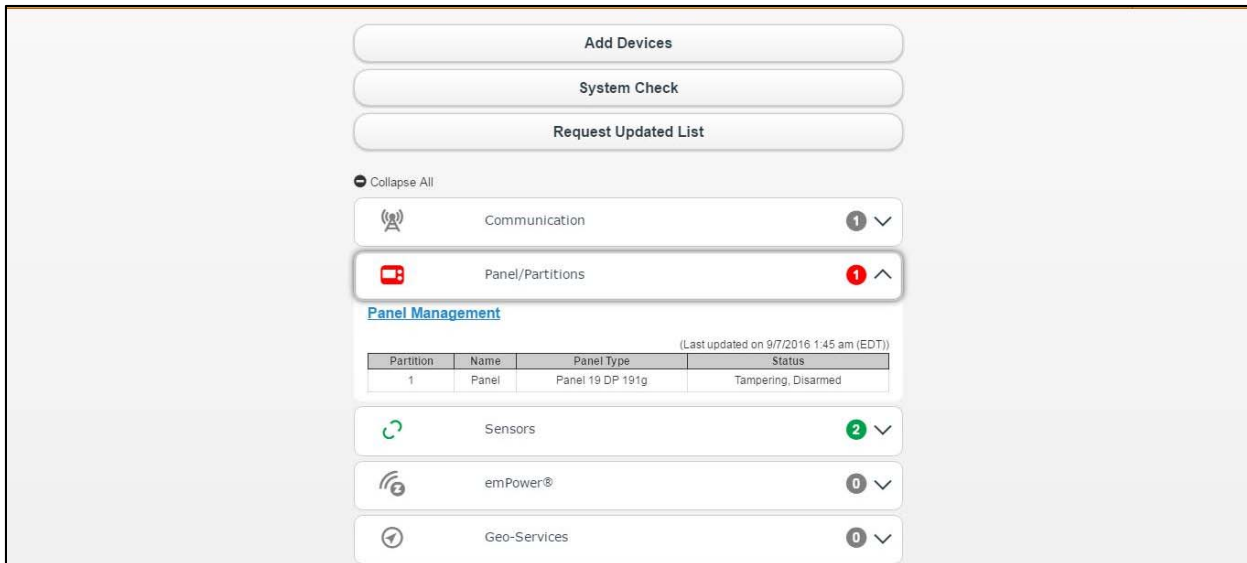
A walk test is performed to confirm that the installed devices are within an acceptable range of the panel. To begin the walk test, press 'Begin Walk Test' and then trip the devices (in their final locations) one by one. As the panel receives a signal, a message should appear below within 10 seconds. The walk test will time out after 5 minutes.

Time stamp (EDT)	Event Description
9/7/2016 1:38 am	Temperature (1) (Sensor 1) Activated
9/7/2016 1:37 am	Panel Sensor Test Start

End Walk Test

## 5. Panel Management

Under Customer Info page, select “Panel/Partitions” – “Panel Management” to access panel management page.

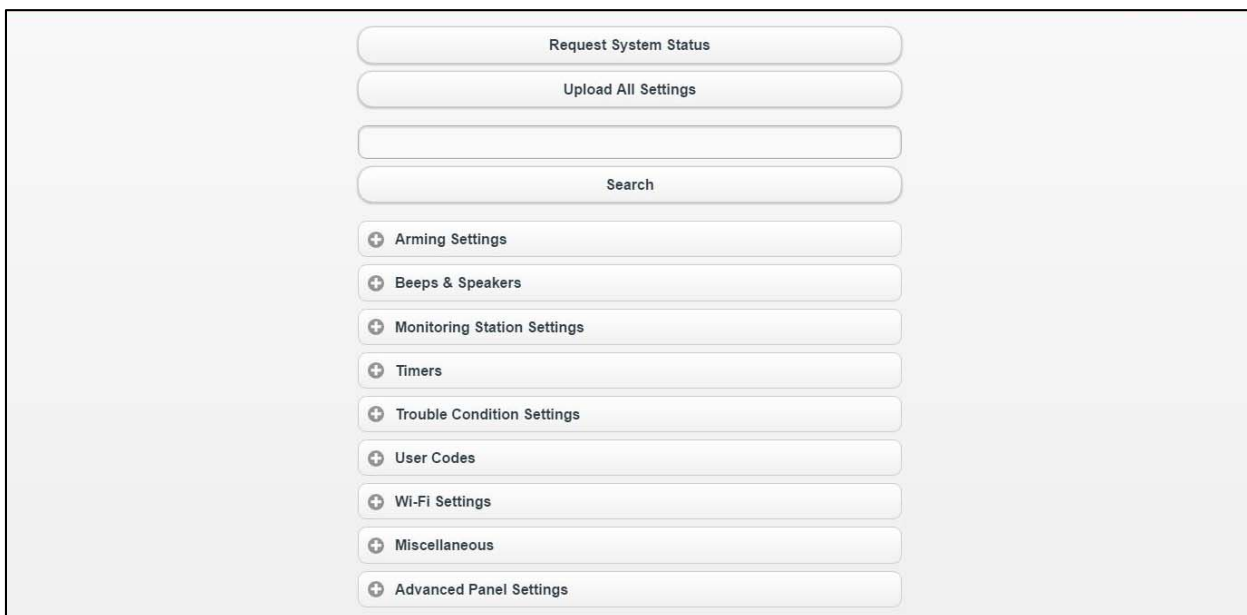


The screenshot displays the Panel Management interface. At the top, there are three buttons: "Add Devices", "System Check", and "Request Updated List". Below these is a "Collapse All" option. A list of system components is shown, each with an icon, a name, and a status indicator (a red circle with a white number and a dropdown arrow). The "Panel/Partitions" component is highlighted in red and has a red circle with the number "1" and an upward arrow. Below this is a link for "Panel Management" and a timestamp "(Last updated on 9/7/2016 1:45 am (EDT))". A table with four columns (Partition, Name, Panel Type, Status) is displayed. The table contains one row with the following data:

Partition	Name	Panel Type	Status
1	Panel	Panel 19 DP 191g	Tampering, Disarmed

Below the table are more system components: "Sensors" (green circle with "2" and dropdown), "emPower®" (blue circle with "0" and dropdown), and "Geo-Services" (blue circle with "0" and dropdown).

Click each option to expand the setting for configuration



The screenshot displays the Panel Management settings page. At the top, there are three buttons: "Request System Status", "Upload All Settings", and "Search". Below these are several expandable settings options, each with a plus sign icon and a dropdown arrow:

- Arming Settings
- Beeps & Speakers
- Monitoring Station Settings
- Timers
- Trouble Condition Settings
- User Codes
- Wi-Fi Settings
- Miscellaneous
- Advanced Panel Settings

### <NOTE>

☞ For EN Grade 2 Compliance, the following Panel Management Settings must be configured:

- Auto-Phone Test: 6 hrs.
- Supervision Timer: 2 hrs.
- Swinger Shutdown: 3
- Ethernet Bypass: Disabled
- AC Fail Report Timer: 5 minutes
- Dialer Delay: 0

## 5.1. Arming Setting

Arming Settings		
Setting Name	Current Value	Desc
Arm Fault Type (Partition 1)	Confirm	<a href="#">Edit</a>
Final Door (Partition 1)	Disable	<a href="#">Edit</a>
Entry Delay 1 for Arm Away (Partition 1)	30 Seconds	<a href="#">Edit</a>
Entry Delay 1 for Arm Stay (Partition 1)	30 Seconds	<a href="#">Edit</a>
Entry Delay 2 for Arm Stay (Partition 1)	1 Minute	<a href="#">Edit</a>
Entry Delay 2 for Arm Away (Partition 1)	1 Minute	<a href="#">Edit</a>
Exit Delay for Arm Away (Partition 1)	30 Seconds	<a href="#">Edit</a>
Exit Delay for Arm Stay (Partition 1)	30 Seconds	<a href="#">Edit</a>
Alarm Length (Partition 1)	4 minutes	<a href="#">Edit</a>
Swinger Shutdown	3	<a href="#">Edit</a>

The Arming Setting includes parameters which affects system mode change function. Click “Edit” to modify each setting.

- **Arm Fault Type:** Select how the system should respond when it is being armed under fault condition.
  - ✓ Confirm: The panel will first display a “Mode Change Fault” message and emit 2 beeps. Arming again within 10 seconds will force arm the system.
  - ✓ Direct Confirm: The system will be force armed directly without displaying fault message and report an event.
- **Final Door:** If set to **On**: When the system is Away Armed and under exit timer countdown, if an opened Door Contact is closed, the system will automatically arm the system even if the exit delay timer has not expired yet.
- **Entry Delay 1 for Arm Away:** Set Entry Delay Timer 1 for Away Arm mode. When a sensor set to Start Entry Delay 1 is triggered under Away Arm mode, the control panel will begin Entry Delay Timer countdown according to duration set with this option  
 If the Control Panel is disarmed before the Entry Delay Timer expires, the panel returns to Disarm mode and no alarm is activated. If the Control Panel is not disarmed before the Entry Delay Timer expires, the alarm will be activated and the panel will send report.
- **Entry Delay 1 for Arm Stay:** Set Entry Delay Timer 1 for Arm Stay mode. When a sensor set to Start Entry Delay 1 is triggered under Arm Stay mode, the control panel will begin Entry Delay Timer countdown according to duration set with this option  
 If the Control Panel is disarmed before the Entry Delay Timer expires, the panel returns to Disarm mode and no alarm is activated. If the Control Panel is not disarmed before the Entry Delay Timer expires, the alarm will be activated and the panel will send report.
- **Entry Delay 2 for Arm Stay:** Set Entry Delay Timer 2 for Arm Stay mode. When a sensor set to Start Entry Delay 2 is triggered under Arm Stay mode, the control panel will begin Entry Delay Timer countdown according to duration set with this option  
 If the Control Panel is disarmed before the Entry Delay Timer expires, the panel returns

to Disarm mode and no alarm is activated. If the Control Panel is not disarmed before the Entry Delay Timer expires, the alarm will be activated and the panel will send report.

- **Entry Delay 2 for Arm Away:** Set Entry Delay Timer 2 for Away Arm mode. When a sensor set to Start Entry Delay 2 is triggered under Away Arm mode, the control panel will begin Entry Delay Timer countdown according to duration set with this option

If the Control Panel is disarmed before the Entry Delay Timer expires, the panel returns to Disarm mode and no alarm is activated. If the Control Panel is not disarmed before the Entry Delay Timer expires, the alarm will be activated and the panel will send report.

- **Exit Delay for Arm Away:** Set the Exit Delay Timer when entering Arm Away mode. When the user changes system mode to Away Arm, the panel will begin Exit Delay Timer Countdown and enter Away Arm mode when the timer expires. The user must leave area protected by sensors before the timer expires, otherwise an alarm will be activated with the sensor is triggered.
- **Exit Delay for Arm Stay:** Set the Exit Delay Timer when entering Arm Stay mode. When the user changes system mode to Arm Stay, the panel will begin Exit Delay Timer Countdown and enter Arm Stay mode when the timer expires. The user must leave area protected by sensors before the timer expires, otherwise an alarm will be activated with the sensor is triggered.
- **Alarm Length:** Set the duration the external siren should sound when an alarm is activated. For EN Grade 2 Compliance, this should be set to a minimum of 1 minute.
- **Swinger Shutdown:** This indicates the maximum number of Events that will be recorded by an individual device per Set/Unset period. *For EN Grade 2 Compliance, this must be set between 3 and 10.*

## 5.2. Sound Setting

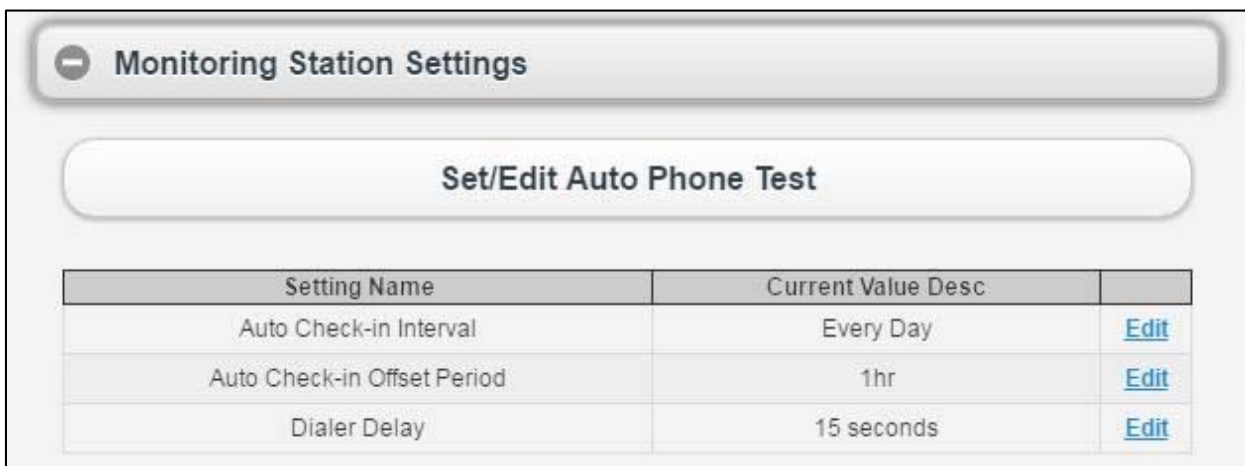
Beeps & Speakers		
Setting Name	Current Value Desc	
Entry Delay Sound for Arm Away (Partition 1)	Low	<a href="#">Edit</a>
Exit Delay Sound for Arm Away (Partition 1)		<a href="#">Edit</a>
Entry Delay Sound for Arm Stay (Partition 1)	Low	<a href="#">Edit</a>
Exit Delay Sound for Arm Stay (Partition 1)	Low	<a href="#">Edit</a>
Entry/Exit Only Final Beeps (Partition 1)	Disable	<a href="#">Edit</a>
Door Chime (Partition 1)	Low	<a href="#">Edit</a>

The sound setting determines panel indication sound configuration. To change existing setting, click “Edit”.

- **Entry Delay Sound for Arm Away:** this is for you to decide whether the Control Panel sounds count-down beeps and volume of beep during the entry delay time in Away Arm mode.
- **Exit Delay Sound for Arm Away:** this is for you to decide whether the Control Panel sounds count-down beeps and volume of beep during the exit delay timer in the Away Arm mode.

- **Entry Delay Sound for Arm Stay:** this is for you to decide whether the Control Panel sounds count-down beeps and volume of beep during the entry delay time in Arm Stay mode.
- **Exit Delay Sound for Arm Stay:** this is for you to decide whether the Control Panel sounds count-down beeps and volume of beep during the exit delay timer in Arm Stay mode.
- **Entry/ Exit Only Final Beeps:** This is for you to determine when the Control Panel should start warning beep during Entry or Exit countdown timer. For example, if the setting is set to 5 seconds, the Control Panel will only start warning beep during the last 5 seconds of Entry or Exit countdown timer. When set to Disable, the Control Panel will sound warning beep during the entire Entry or Exit countdown timer.
- **Door Chime Setting:** Select the volume for door chime notification sound.

### 5.3. Monitoring Station Settings



The Monitoring Station setting allows monitoring station reporting configuration.

- **Set/Edit Auto Phone Test:** Set to turn ON or Off the auto phone test function. This function must be set to ON for the other functions in this menu to be used.
- **Auto Check-in Interval:** Set the waiting interval between each auto check-in report. *Note: This must be set to 6 hrs or smaller to meet the requirements of EN Grade 2.*
- **Auto Check-in Offset Period:** This is to set the time delay before the first **Auto Check-In** report is made. After power is supplied or re-supplied to the Control Panel, a test report will be sent to the Monitoring Station based on the Offset Period. This is used to test whether the Monitoring Station is able to receive the report from the Panel accurately.
- **Dialer Delay:** Set the waiting time before dialing for report.

## 5.4. Timer

Timers		
Setting Name	Current Value Desc	
Supervision Check (Partition 1)	On	<a href="#">Edit</a>
Supervision Timer (Partition 1)	12 hours	<a href="#">Edit</a>
Cross Zone Timer (Partition 1)	4 minutes	<a href="#">Edit</a>
Fire Verification Timer (Partition 1)	4 minutes	<a href="#">Edit</a>

- **Supervision Check:** Select to enable or disable system supervision function. When **ON** is selected, the Control Panel will monitor the accessory devices according to the supervision signal received.
- **Supervision Timer:** The Control Panel monitors accessory devices according to the supervision signal transmitted regularly from the device. User this option to set a time period for receiving supervision signals. If the Control Panel fails to receive supervision signal from a device within this duration, it will consider the device out of order and report the event accordingly. NOTE: This must be set to 2 hours or less to meet the requirements of EN Grade 2.
- **Cross Zone Timer:** When a Sensor configured for Cross Zone Monitoring is tripped, this timer begins to count down. If a different zone is tripped in this time period the control panel will report a Burglar Alarm, otherwise the panel will report a Cross Zone Trouble event. Repeatedly tripping the zone configured for cross zone monitoring will reset the Cross Zone Timer.
- **Fire Verification Timer:** When a Smoke Detector set to Fire Verification attribute is triggered, the panel begins to sound alarm, counts down Fire Verification Timer and reports a Near Alarm event (CID 118). Triggering a regular Smoke Detector with Smoke attribute during the Fire Verification Timer will prompt panel to report Smoke Alarm event (CID 111), the timer will not be reset. When the Fire Verification Timer expires, the panel reports Fire Verification Timeout event (CID 695).

## 5.5. Trouble Condition Setting

Trouble Condition Settings		
Setting Name	Current Value Desc	
AC Fail Report Timer	5 Minutes	<a href="#">Edit</a>
Jamming Report Timer	1 Minute	<a href="#">Edit</a>

The Trouble Condition Setting determines panel report time when AC failure or RF jamming is detected.

- **AC Fail Report Timer:** Set the waiting time before Control Panel report to Monitoring Station when AC failure is detected.
- **Jamming Report Timer:** Set the waiting time before the panel report to Monitoring Station when radio interference is detected.

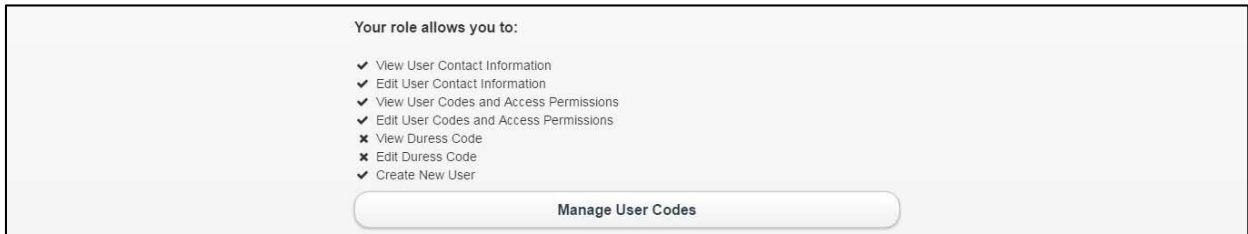


## 5.6. User Codes

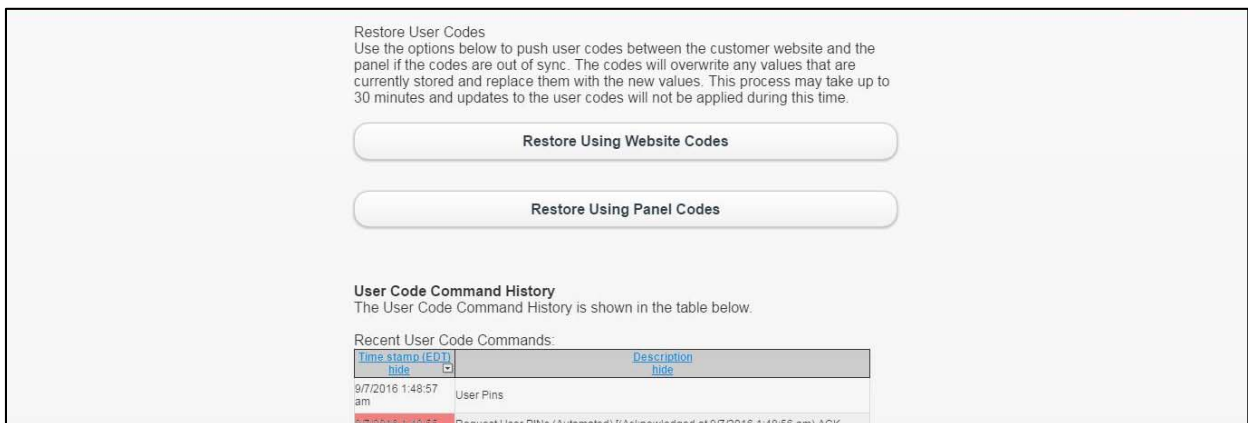


The User Codes setting allows configuration of access codes stored in the panel.

- **Edit Panel User Codes:** Select to edit the panel user code, then click “Manage User Code” to access the panel user interface and program User setting. **NOTE:** Only 6 six user codes are available on EN Grade 2 Compliant panels



- **Restore User Code:** If the panel and the web server User Code setting is out of synchronization, use this function to restore the User Code Setting. Choose to either synchronizem using the codes stored n the website, or with the codes stored inside the panel.



- **Dealer Code:** Set the Dealer code use to resolve panel faults for INCERT.

## 5.7. Wi-Fi Setting

Wi-Fi Settings		
Setting Name	Current Value Desc	
Broadband Type	Ethernet	
Ethernet Bypass	Enable	<a href="#">Edit</a>

The Wi-Fi setting allows you to check panel broadband setting, and determine whether Ethernet connection should be bypassed.

### <NOTE>

- ☞ For EN Grade 2 Compliance, Ethernet Bypass must be set to “Disable”:

## 5.8. Miscellaneous Setting

Miscellaneous		
Setting Name	Current Value Desc	
Tamper Alarm (Partition 1)	Arm Away	<a href="#">Edit</a>







The Miscellaneous Setting includes following setting option:

- **Tamper Alarm:** Select when the panel should activate alarm if tamper switch is triggered.
  - ✓ Arm Away: when tamper is triggered under Away Arm mode, Control Panel raises a local alarm and sends report to the monitoring center. While under Arm Stay or Disarm modes no alarm will be activated, nor report sent.
  - ✓ Always: Control Panel raises a local alarm and send report for tamper-trigger in all modes.

## 6. System Settings

### 6.1 Central Station Reporting

Please follow the steps below to enable Central Station reporting and choose which events are reported to a central station.

 Bryan Climax	
Customer ID: 4523713	E-Mail: brogers@alarm.com
Phone #: <b>703-873-7995</b>	Unit ID: 94486370 ...
 System Check	<b>2 Conditions</b>
 Equipment	Panel 19 DP
 Plan	Interactive Gold
 Monitoring	Never
 Logins	bryanclimax1

From the "Customer Info" page, select "Monitoring."

**Monitoring Settings**

Alarm.com forwards signals:

Always

Panel is connected to a phone line

Receiver Number:

484-530-3333 (2 Way Voice)



Filter phones:

Monitoring Station Account Number:

Under Monitoring Settings, set the “Alarm.com forwards signals” option to “Always.” Choose the Receiver Number, Monitoring Station Account Number, and which events to forward to the Central Station.

## 5.2. Enabling EN Grade 2/INCERT Monitoring

To comply with the EN Grade 2/INCERT security regulations, Local Regulation settings must be enabled. This setting will enable Level 3 user lockout and reset the panel settings to the minimum default values required by the regulation. To enable Local Regulation monitoring, go to **Monitoring > Local Regulation Monitoring** and select the certification standard the system is being installed to from the dropdown menu and click **Submit**.

 **Local Regulation Monitoring** 


**Local Regulation Compliant Installations:**

Please choose the appropriate country below if installing this security system according to any of the following standards:

- - EN 50131-1:2006
- - EN 50136-2:2013
- - T:031 2014

Enabling these settings will prevent all dealer and Alarm.com representatives from accessing the account without customer permission. Refer to the control panel manual for more information regarding the configuration requirements of each regulation.  
Note: Only 6 user codes are allowed in order for panels to comply with regulation requirements. With this function enabled, customers will not be allowed to add more than 6 users to their system.

Installation Standard:

Off 

Save

## 5.3. Date and Time

### 6.3.1 Check Date and Time

To edit the panel date and time, go to **Equipment > Panel Management > Advanced Panel Settings > Panel Time > Request Time**.

The time request will populate in the **Panel Time Command History** section, as well as the panel event history.

Click the "Set Time" button below to set the time on the module. Alarm.com will set the time based on the timezone that is currently selected for the customer's account. To change the timezone for a customer account, ask them to log into their account and change it through the PROFILE section of the website.

For most module versions, this will also set the time on the keypad. Click the "Request Time" button to ask the module to send the time that it currently has to the server.

Set Time

Request Time

**Panel Time Command History**  
The Panel Time Command History is shown in the table below.

No records were found.
------------------------

Refresh Command History

The time request will populate in the **Panel Time Command History** section, as well as the panel event history. You may need to **Refresh Command History** to populate the panel time.

**Panel Time Command History**  
The Panel Time Command History is shown in the table below.

<a href="#">Time stamp (EDT)</a> <input type="checkbox"/>	<a href="#">Description</a>
10/25/2016 4:25 pm	Modem time: 16:25
10/25/2016 4:25 pm	Request Module Time (Rep: brogers) [(Acknowledged at 10/25/2016 4:25:20 pm) ACK Token: 15]

Refresh Command History

**6.3.2. Set Time**

To set the panel time, go to **Equipment > Panel Management > Advanced Panel Settings > Panel Time > Set Time**. The panel time will be set according to the current time zone based on the Customer Profile.

**6.3.3. Setting the Customer Time Zone**

To set the customer Time zone, find a customer, and select **Edit** from the customer info box. Select **Address Information > System Time Zone** and set the customer time zone to the appropriate value. Make sure to Set the panel time after adjusting the time zone.

Customer Information

Address Information

**System Zip:**


**System Time Zone:**

Additional Information

Save Changes

## 6.4. Change Password

### 6.4.1 Installer Password



Login:

Password:

Keep me logged in

Login

Login Help

To change your password, login to the Installer app, and go to <https://alarmadmin.alarm.com/mobile/ManageDealer/ChangeRepPassword.aspx>

Use this screen to change your password. For security reasons, you must provide your current password before you can change it. Passwords can have 8-16 characters and must contain at least 1 upper case, 1 lower case and either 1 number or a special character (!?#\$%&\*).

Enter your current password:

Enter new password twice:  
(8 - 16 characters; at least 1 upper case, 1 lower case letter, and either 1 number or a special character)

Save Change

You will be prompted to enter your current password once, and your new password twice. After clicking **Save Change**, you will receive confirmation that your password has been updated.

Your password has been changed.

Use this screen to change your password. For security reasons, you must provide your current password before you can change it. Passwords can have 8-16 characters and must contain at least 1 upper case, 1 lower case and either 1 number or a special character (!?#\$%&\*).

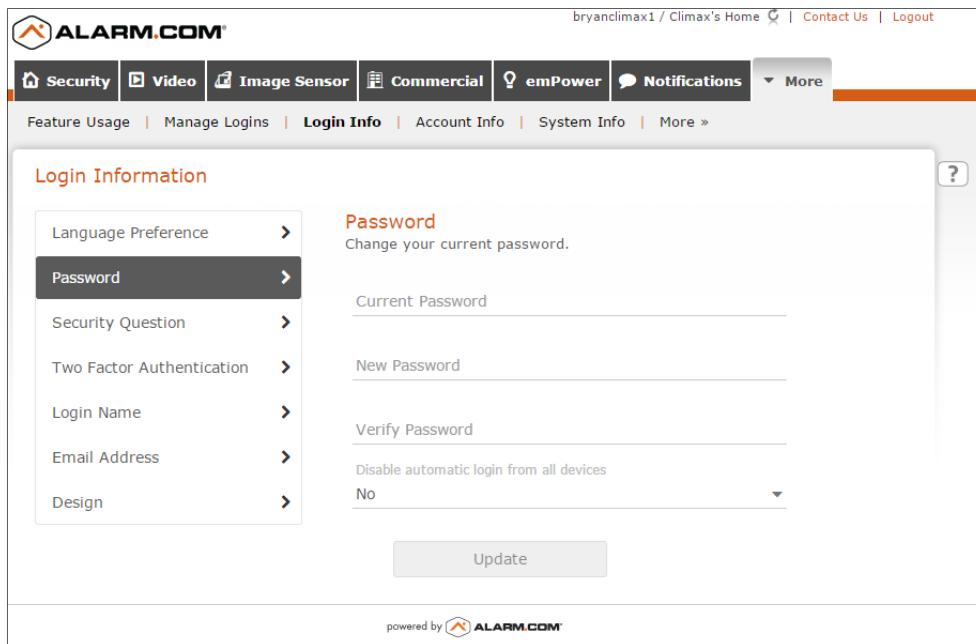
Enter your current password:

Enter new password twice:  
(8 - 16 characters; at least 1 upper case, 1 lower case letter, and either 1 number or a special character)

Save Change





To change a user's password, go to **More > Profile > Login Info > Password**. Enter the current password and the new password twice and select **Update**.

## 7. Network

### 7.1. Cell and IP Communication

The Communication Management page allows the configuration and troubleshooting of Cell and IP Network Settings.

#### Step 1. Navigate to **Equipment > Communication Management**

**Last Activity:**  
Signal Received from Account: **10/20/2016 9:24:24 am (EDT)**  
Cell Signal Strength Reading:  
**5 bars out of 6 (Reported on 10/19/2016 6:05:45 pm (EDT))**  
Firmware Version: **Panel19-Task based: 1901191**

**Cell Signaling Summary (Last 30 Days):**  
Rating: **Good**  
Average Signal Strength (Bars): **4.8 Bars, min 4, max 5**  
Average Signal Strength (Internal): **24.0 Internal, min 21, max 26**  
Registration Events > 90 seconds: **0**  
Messages Delayed: **0**  
Percentage of Time Panel Not Responding: **0%**  
Last Cell Ping: **10/20/2016 8:32:20 am (EDT)**

**Broadband Summary (Last 30 Days):**  
Broadband Connection: **Ethernet**  
IP Address: **172.27.111.101**  
Last Broadband Ping: **10/20/2016 8:41:48 am (EDT)**

The Signaling Section will alert you to the current status of GSM and IP Communication. The **Cell Signal Strength Reading** should be strong and recent, additionally the **Last Cell Ping** and **Last Broadband Ping** fields should contain recent timestamps.

**Dual Path Ping**

**B Climax (4523713)**

Use the dropdown boxes below to select both the outgoing ping path and the incoming ping path of the dual path ping. Pings can be sent out and returned over cell, broadband, or both simultaneously. Click 'Send Command' when finished. The module should respond to your request within 2-4 minutes if it is not experiencing a communication issue.

Send outgoing ping over:

Cell ▼

Request incoming ping over:

Cell ▼

**Send Command**

If the ping timestamps are not recent, ping the panel using **Dual Path Ping**. Configure a ping to send both the outgoing and incoming ping over cell and click **Send Command**. Next, configure an outgoing and incoming ping over broadband and select **Send Command**. The signaling page will update to a current timestamp when the pings go through.

# 8. System Operation

## 8.1 Faults and Tamperers

### 8.1.1 Fault and Tamper Status:

The Control Panel is capable of monitoring the system for any faulty conditions. When any fault event is detected, the amber Fault LED on the Control Panel and Remote Keypad (KP-35) will light up to indicate the situation. The fault event will be logged and reported to destinations programmed under Report setting accordingly. The remote keypad as well as the Customer and Installer webpages will also display fault event information. Refer to table below to solve the faults and pictures below to view the fault history.

#### <NOTE>

- ☞ After solving the fault events, use the Remote Keypad to clear the fault events to remove the fault event display on the Control Panel webpage, or the fault event will remain even after they have been solved.

For a list of all Panel Faults, please see Appendix B.

### 8.1.2 Viewing Faults on webpages:

Customer Interface: Issues Box on the “System Summary” page:



Installer Interface: “Active Trouble Conditions” on the “System Check” tab:

Pause Options ▼

Active Trouble Conditions (3) ▲

**Trouble Conditions**

**CS Forwarding set to NEVER** 07/13/16

**Malfunction (Light Dimmer (ID:8))** 10/13/16

**Sensor Tamper (Contact (2))** 10/19/16

[Trouble Condition Details](#)

**Device List and Status:** This is found on the “Equipment Section” of the Installer Page, you can find the list by expanding the relevant Section. Sensor Management will allow configuration of sensors and peripherals

Sensors
7 ▲

**Sensor Management**

(Last updated on 10/17/2016 4:27 pm (EDT))

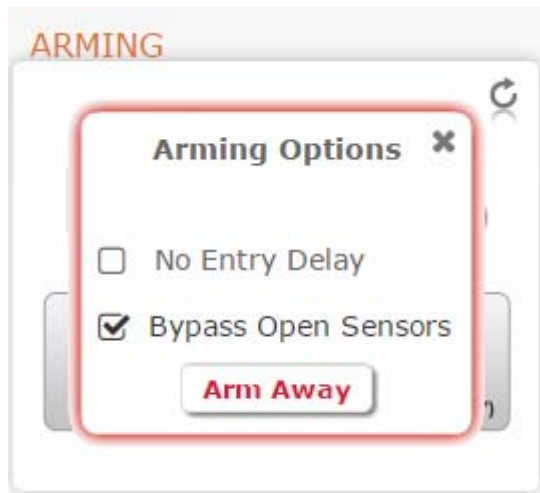
Device ID	Device Name	Sensor Group	Status
1	Motion 1	20	Idle
2	Contact (2)	10	Tampering, Closed
3	Climax PIR Camera (3)	20	Activated
4	Panic Button	6	OK
6	Keypad	4	OK
7	Big ZigBee	4	OK
8	PIR Cam 2	20	Idle

### 8.1.3 Restoring Faults

In order to Restore a Fault and remove the Fault Indication, the Fault condition must be physically resolved and the fault notice must be acknowledged by the Level 2 user at the remote keypad.

### 8.1.4 Force Arming the Control Panel

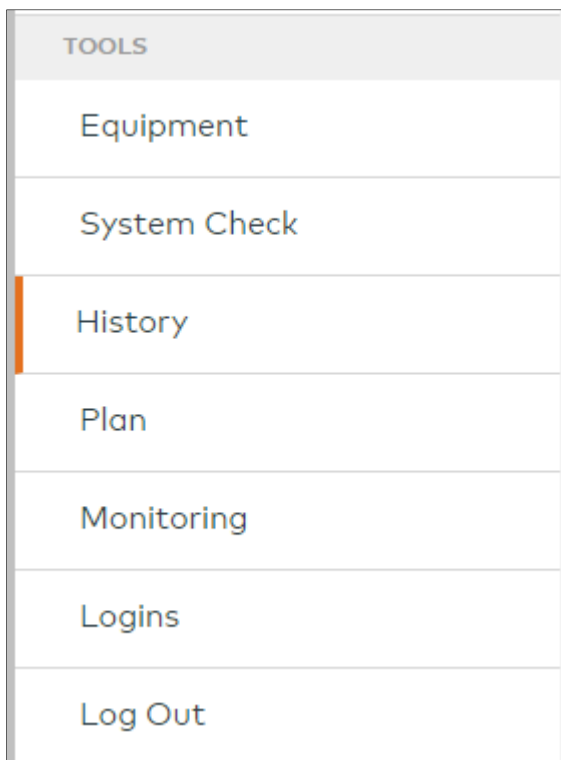
When there is a Tamper or Fault that has not been restored, or a Zone is open/activated the control panel will give an “Arming Failed” indication. This can be overridden at the remote keypad by choosing to arm a second time, and on the Alarm.com Webpage by choosing the “Bypass Open Sensor” option. Please note, any open zones that have been bypassed will remain bypassed until they are closed.



## 8.2 View History

History and Event Logs can be accessed either through the ZigBee keypad, or through the installer and customer tools.

Installer App: Select "History" from the Sidebar option menu:



Customer App: Select "History" from the "More" dropdown menu:

The screenshot shows the ALARM.COM dashboard. At the top, there's a navigation bar with options like Security, Video, Image Sensor, Commercial, emPower, and Notifications. Below this, a 'System Summary' section is visible, featuring a warning icon and two alerts: 'Light Dimmer (ID:8) - Malfunction' and 'Contact (2) - Tampering'. On the right side, there's a sidebar with buttons for History, Mobile, and Profile.

### 8.3 History

The history pages contain events, timestamps, and acknowledgement information. The History pages contain all history records for the past 90 days. The Acknowledgement timestamp indicates what time the event was received by the Monitoring station and whether the event went through. If the event does not report within 2 minutes, faults and logs will be taken.

Type	Description	Time (EDT)
Monitor	Successful Web Login (bryanclimax1)	10/20/2016 10:07:12 am
Monitor	Failed Web Login (bryanclimax1)	10/20/2016 10:07:05 am
Message	Panel Auto-phone test	10/20/2016 10:05:43 am

**Type:** Message Type

**Description:** Detailed description of the event including: Zone, Status, Reporting Status (Acknowledgement)

**Time:** Timestamp for when the event occurred

The screenshot shows the 'History' page. It includes a search bar, filters for 'All Devices' and 'All Events', a date range from 10/13/2016 to 10/20/2016, and a 'Go' button. Below this is a table with columns for Device, Event, and Time.

Device	Event	Time
Website	Successful Web Login (bryanclimax1)	10:07 am, Oct-20-2016
Website	Failed Web Login (bryanclimax1)	10:07 am, Oct-20-2016
Climax PIR Camera (3)	Idle	9:20 am, Oct-20-2016
PIR Cam 2	Idle	8:50 am, Oct-20-2016
PIR Cam 2	Activated	7:50 am, Oct-20-2016
Climax PIR Camera (3)	Activated	7:46 am, Oct-20-2016

**Device:** A description of which device the event happened on, including whether it was remote

of local to the system.

**Event:** Detailed description of the event and activity

**Time:** Timestamp for when the event occurred

## 8.4. Requesting a Firmware Upgrade

To request a firmware upgrade, please contact your Alarm.com Support Representative. To request an upgrade, you will need to provide the unique Customer ID of the panel to be upgraded. To perform the upgrade, the customer must enable EN Grade 2 installer access from the Customer Site as described in section 3.2.

## 8.5 System Operation and Maintenance

For system regular operation, refer to this section for operation mechanics and various issues or problems which may arise during operation.

### 8.5.1 Device Test

You should test the accessory devices included in the alarm system regularly to ensure that they are functioning properly.

#### **Option 1:**

**Step1.** Enter a valid PIN code into the local keypad and scroll down to the Option for “Walk Test”

**Step2.** Trip the security devices to transmit a signal to the control panel.

**Step3.** If the control panel receives the signal successfully, it will emit 1 long beep.

#### **Option 2:**

See section 4.2 Sensor Management for how to perform a Walk Test remotely from the Alarm.com Installer Application.

### 8.5.2 IP/GSM reporting

The Control Panel utilize “Pass-through” operation mode as specified in EN50136-2, clause 6.1.3. When an event is triggered, the panel will not consider the event reporting complete without receiving acknowledgement from the report recipient.

The **HSGW-Gen2-V1** utilizes IP and GSM reporting methods. The panel will still be able to report events normally even when it loses connection to one of the reporting paths, by using the remaining reporting path as alternative to ensure the alarm system does not become unavailable.

For example, when the Control Panel loses Ethernet connection, the events will be reported via GSM network; if the GSM network loses connection, the events will be reported via Ethernet.

The Alarm.com backend will notify a failure to communicate over broadband within 30 minutes,



and a failure to communicate over cell within 24 hours. If both paths are down, a fault for the failed report message will be logged and reported within 2 minutes. Additionally, if both paths are down the Receiving Centre Transceiver (RCT) will recognize the fault after 25 hours of not receiving any reports from panel and inform the Monitoring Center of the fault event. After finish programming all settings for operation, you should follow instruction below to test your alarm system to make sure it can report to your programmed reporting destination successfully.

**Cell and IP Communications Test**

The control panel has the ability to test communication along the individual reporting paths through the “Dual Path Ping” page (Section 7.1 Cell and IP communication).

**Step 1:** Send an incoming and outgoing ping over the Broadband path.

**Step 2:** Send an incoming and outgoing ping over the Cell path.

**Step 3:** Navigate to the History Page. This page will show a record of both commands, and if Communication is successful along the individual paths, the commands will show an Acknowledgement Time Stamp

<u>Type</u>	Description	<u>Time (EDT)</u>
Command	Dual Path Ping (Incoming Broadband) (Rep: 1115rogers) [(Acknowledged at 5/2/2017 10:00:18 am) ACK Token: 29]	5/2/2017 10:00:18 am
Command	Dual Path Ping (Incoming Cell) (Rep: 1115rogers) [(Acknowledged at 5/2/2017 10:00:27 am) ACK Token: 59]	5/2/2017 10:00:12 am

**Round Trip Reporting Test**

It is also possible to test a round trip reporting test to the Central Monitoring Station. This test is helpful to ensure that the correct information has been configured for the Central Monitoring Station, and that communication with the Central Monitoring Station has been successfully established.

**Step 1:** Ensure that the correct Monitoring Station settings have been configured on the **Monitoring** page.

**Step 2:** Navigate to **Equipment > Communication > Ping Test**

**Step 3:** Select Option 2: “Ping the module and request a Comm/Phone Test signal” and click **Send Ping Request**. Provided the **Monitoring** settings have been configured to forward Phone Test events to the Central Monitoring Station, the Central Station should receive and acknowledge this signal.

## Ping Test



There are two types of ping commands that can be sent to the module. Option 1 lets you send a message to the module that causes it to send an acknowledgement back to Alarm.com. This tests Two-Way communication between Alarm.com and the module. Option 2 lets you send a message to the module asking it to generate a Comm/Phone Test event. This can be used to test the communication path all the way from the module to the central station, via Alarm.com.

Use the radio buttons below to choose the type of ping command to send, then click "Send Ping Request" to send your command. The module should respond to your request within 2-4 minutes if it is not experiencing a communication issue.

- Option 1: Ping the module and request a response. (No events will be forwarded to the central station.)
- Option 2: Ping the module and request a Comm/Phone Test signal. (This event may be forwarded to the central station based on forwarding settings for this account.)

Send Ping Request

Please make sure the ping module command is acknowledged. [Click here to view the event history.](#)

## 9. Automation Devices

### 9.1. Device Learning and Operation

The **HSGW-Gen2-V1** allows for interaction with Home Automation devices using the Z-Wave protocol. These home automation devices can be learned in using the same steps described in section 4.1. The operating instructions for these devices are contained in the device installation manual.

# 10. Appendix

## Appendix A: Sensor Groups

Sensor Group	Physical Type	Short Description	Description	Other Allowed Groups
0	Keypad/Pull Station	Fixed Panic	24-hour audible fixed emergency buttons, instant alarm, always armed	2, 4
1	Keyfob/Panic Button	Portable Panic	24-hour audible portable emergency buttons, instant alarm, always armed	3, 6
2	Keypad/Pull Station	Silent Fixed Panic	24-hour silent fixed emergency buttons, instant alarm, no siren, always armed	0, 4
3	Keyfob/Panic Button	Silent Portable Panic	24-hour silent portable emergency buttons, instant alarm, no siren, always armed	1, 6
4	Keypad	Fixed Auxiliary	24-hour auxiliary sensor, instant alarm, always armed	0, 2
6	Keyfob/Panic Button	Portable Auxiliary	24-hour portable auxiliary alert button, instant alarm, always armed	1, 3
8	Contact	Cabinet/Safe	Special belongings, such as gun cabinets and wall safes, instant alarm, always armed	8, 10, 11, 13, 14, 16, 19, 31, 36
10	Contact	Door/Window	Entry and exit doors, standard delay alarm, armed in Stay and Away modes	8, 11, 13, 14, 16, 19, 31, 36
11	Contact	Extended Delay/Door	Garage doors and entrances, extended delay alarm, armed in Stay and Away modes	8, 10, 13, 14, 16, 19, 31, 36
13	Contact	Door/Window or Glassbreak	Exterior doors and windows, instant alarm, armed in Stay and Away modes	8, 10, 11, 14, 16, 19, 31, 36
14	Contact	Door/Window	Interior doors, instant alarm, armed in Stay and Away modes	8, 10, 11, 13, 16, 19, 31, 36
15	Motion	Motion	Motion Sensors, follower, armed in Stay and Away modes	17, 18, 20, 25, 50
16	Contact	Door/Window	Interior Doors, instant alarm, armed in Away mode Only	8, 10, 11, 13, 14, 19, 31, 36

17	Motion	Motion	Motion Sensors, follower, armed in Away mode only	15, 18, 20, 25, 50
18	Motion	Motion Sensor with Cross Zone Verification	Motion sensors subject to false alarms, instant alarm, armed in Away mode only	15, 17, 20, 25, 50
19	Contact	Door/Window	Interior doors, standard delay alarm, armed in Away mode only	8, 10, 11, 13, 14, 16, 31, 36
20	Motion	Motion	Motion sensors, standard delay alarm, armed in Away mode only	15, 17, 18, 25, 50
25	Motion	Motion-Chime Only	Chime notifies a user when a door is opened, no alarm, three beeps, no CS report	15, 17, 18, 20, 50
26	Smoke/Heat	Smoke/Heat	24-hour fire, rate-of-rise heat, and smoke sensors, instant alarm, always armed	61
29	Temperature	Freeze/Water Sensor	Auxiliary freeze or water sensors, instant alarm, no siren, trouble beeps when tripped, always armed	
31	Contact	Door/Window-Chime Only	Chime notifies a user when a door is opened, no alarm, three beeps, no CS report	8, 10, 11, 13, 14, 16, 19, 36
33	Siren	Siren	Wireless Siren Supervision	
34	CO	Carbon Monoxide	Carbon Monoxide gas detectors, instant alarm, always armed	
36	Contact	Cabinet/Safe	Special intrusion such as gun cabinets and wall safes, reports as tamper if tripped, instant alarm, always armed	8, 10, 11, 13, 14, 16, 19, 31
38	Water	Water Sensor	Auxiliary: Water Sensors, instant alarm, no siren, trouble beeps when tripped, always armed	
50	Motion	Motion	Motion sensors, standard delay alarm, armed in Stay and Away modes	15, 17, 18, 20, 25
61	Smoke/Heat	Smoke Detector with Fire Verification	24-hour fire with verification, smoke or heat rise sensor, instant alarm, always armed	26

## Appendix B: Faults

Fault Message Displayed	Fault Situation	Solution
<b>Panel Low Battery</b>	Control Panel backup battery voltage is low.	Connect AC power to the panel and turn on the battery switch. The battery will be charged automatically.
<b>Panel AC Fault</b>	Control Panel AC Power is disconnected.	Check AC power <b>cord</b> connection to power socket and panel AC input.
<b>Panel Battery Missing/Dead</b>	Control Panel backup battery is under one of the following faults: 1. Disconnected from panel. 2. Battery switch turned off. 3. Battery out of order.	1. Open panel battery compartment cover, reconnect the battery to panel board. 2. Turn on battery switch with a sharp object. 3. If the problem is not solved, the battery is out of order, please change battery.
<b>Panel Tamper</b>	Control Panel is removed from the mounting bracket and its tamper switch is open.	Hook the panel on the mounting bracket, make sure the tamper switch is depressed against the bracket.
<b>GSM No Signal</b>	Control Panel cannot connect to GSM network.	1. SIM card not inserted, insert a SIM card. 2. Allow panel to reset cell radio and register to GSM network 3. Move the panel to another location for better GSM signal strength.
<b>Jam Detect</b>	Control Panel is experiencing radio signal interference that prevents devices from communicating with panel.	Locate the interference source by turning off all wireless devices in your home, wait for 3 minutes to clear the fault event, then turn on the devices one by one to check which device triggers the jamming fault.
<b>Supervision Failure (Zone#)</b>	The device at specified zone has not reported to Control Panel within a supervision period.	1. Check if device is on low battery by checking the fault event display. 2. If device is on low battery, change battery. 3. If device battery is normal, change device location for better signal strength. Use Walk Test to find the new location. 4. If the battery is normal and the device signal cannot be received by panel at all using Walk Test, replace the device.
<b>Low Battery (Zone#)</b>	The device at specified zone is low on battery	Change device battery.

<b>Tamper (Zone#)</b>	The tamper switch of the device at specified zone is open. The device is either removed from mounted location, or cover opened.	<ol style="list-style-type: none"> <li>1. Check device mounted location, make sure device is properly mounted</li> <li>2. Check if device cover is opened, close the cover..</li> </ol>
<b>Door Opened (Zone#)</b>	The Door contact at specified zone is opened (Door Contact not aligned with its magnet) <b>Note: This event will only appear when you try to arm the system with the Door Contact opened.</b>	Close the door the Door Contact is mounted on.
<b>Out of Order (Zone#)</b>	The device at specified zone is out of order (supervision failure) <b>Note: This event will appear when:</b> <b>1. If the device has failed supervision, the event will be displayed on webpage.</b> <b>2. If the device has not yet failed supervision, but did not report to Control Panel for over 20 minutes, the event will be displayed on webpage when you try to arm the system</b>	<ol style="list-style-type: none"> <li>1. Check if device is on low battery by checking the fault event display.</li> <li>2. If device is on low battery, change battery.</li> <li>3. If device battery is normal, change device location for better signal strength. Use Walk Test to find the new location.</li> <li>4. If the battery is normal and the device signal cannot be received by panel at all using Walk Test, replace the device.</li> </ol>
<b>Triggered (Zone#)</b>	This event only applies to following devices: PIR Sensor, PIR Camera, and Remote Controller Panic Button. The event will appear only when you attempt to arm the system within 5 seconds after the device is triggered or pressed.	<ol style="list-style-type: none"> <li>1. Check your PIR Sensor and PIR Camera detection area and make sure your home perimeter is safe before arming the system.</li> <li>2. After triggering a Panic alarm with your Remote Controller, wait for at least 5 seconds before arming the system.</li> </ol>
<b>Report Fail</b>	The Control Panel has not been able to send a report for over 2 minutes.	<ol style="list-style-type: none"> <li>1. Check and make sure your report setting is programmed correctly</li> <li>2. Check Ethernet connection</li> <li>3. Check GSM/GPRS connection</li> </ol>
<b>Network Cable Unplugged</b>	The Control Panel has lost its Ethernet cable connection	Restore Ethernet cable connection to the Control Panel.

### ***Federal Communication Commission Interference Statement***

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15, Part 22, Part 24, and Part 27 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 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.

***FCC Caution:*** To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. (Example - use only shielded interface cables when connecting to computer or peripheral devices).

### ***FCC Radiation Exposure Statement***

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with Part 15, Part 22, Part 24, and Part 27 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.