alula™

INSTALL I GUIDE Alula Connect+Pro Manual

Connectivity Troubleshooting

Symptom	Troubleshooting Steps

Network Connectivity LED Off	**Ethernet Connections**
	1. Ensure the Ethernet cable is fully inserted in both the panel and router/modem.
	
	Wi-Fi Connections
	1. Ensure the Wi-Fi card is properly installed, and the Power LED on the card is pulsing.
	2. Ensure the panel has been configured with the proper Wi-Fi credentials and the Wi-Fi LED on the expansion card is on solid. If the LED is blinking either the network is not in range, or the Wi-Fi credentials are incorrect (refer to System Setup - Step 5).
	
	Cellular Connections
	1. Ensure the Cellular card is properly installed, and the Power LED on the card is pulsing.
	2. Inspect the LED on the expansion card.
	    • A solid LED indicates the panel is connected to the network.
	    • A flashing LED indicates the panel has found a tower, and is attempting to connect to the network. Wait until the LED is solid. If the LED has been double flashing for more than ten minutes, try power cycling the panel.

Alula Platform or Central Station Connectivity LED Off	1. Ensure the Network Connectivity LED is on. If it is off, see the network connectivity troubleshooting section above. 2. Ensure port UDP 1234 is open in the router/modem settings. 3. Ensure the panel is registered to an account with Alula and the account is active.
System Firmware Update LED Off	1. Ensure port UDP 1235 is open in the router/modem settings. The panel and peripherals will not be able to receive firmware updates if this port isn't available or is already in use.

System Maintenance

System testing should be performed after installation is completed and whenever a problem occurs.

Smoke and CO alarms should be tested after installed and weekly by pressing the test button on the alarm. The panel will indicate it has properly received a test signal by sounding a temporal three sound for a Smoke alarm or a temporal four sound for a CO alarrm.

Critical functions and communication links of the system are automatically monitored and exercised to detect trouble conditions.

User Information - Definitions

Report Delay: Consult with your installer to determine if your system is configured with a communicator delay. A communicator delay will prevent a report to the central station if the control panel is disarmed within _____ seconds (default is 30 seconds) after an intrusion alarm is triggered. Note that fire-type alarms and Carbon Monoxide alarms are normally reported without a delay.

Exit Delay: The period of time allowed, after Arming a security system, to exit the entry/exit door without tripping an alarm. Note: Enabling silent exit doubles the exit delay time.

Entry Delay: The door used to enter the premise will start an entry delay when tripped. You will hear entry delay beeps when you trip the sensor: this will allow you time to disarm the system. Entering a user code will disarm the system.

Entry Delay Progress: Three beeps every four seconds and three beeps every two seconds during the last ten seconds of entry delay.

Exit Delay Progress: Two beeps every two seconds and two beeps every second during last ten seconds of exit delay time.

System Acknowledgment: Sounders will sound one beep to confirm disarm, two beeps to confirm stay arming and four beeps to confirm away arming.

Exit Delay Restart: The feature will recognize when you arm the system, leave your house and then quickly re-enter. If this happens, the system will restart your exit delay to give you the full exit delay again.

Auto Stay Arming: Determines whether the system automatically arms down to Stay if you arm the system to Away without exiting the system entry/exit door. This feature will not be enabled when arming from a keyfob.

Arming Level - Disarm: In this level, only 24-hour sensors are active.

Arming Level - Stay: Perimeter sensors are active. Interior sensors are not active.

Arming Level - Away: Perimeter and interior sensors are active.

Panic Alarm: To trigger panic alarm from Keypad, press and hold stay and away buttons at the same time.

Alarm Abort: If the panel beeps three times after disarming an alarm, then the alarm is aborted.

Alarm Cancel Report: If an alarm has previously been transmitted, a cancel signal will be transmitted when the alarm system is disarmed. The panel will sound two beeps three seconds after disarming when sending a cancel message.

Alarm Memory: After canceling an alarm, press status on Keypad to view alarm memory.

Duress Code: The user uses a unique code, which disarms the system and transmits a "Duress" alarm to the monitoring center.

Cross Zoning: Refers to two different sensors that must be tripped within two minutes of each other to report an alarm to the central station. When motion is detected by the first sensor, it starts a two minute timer. If the other sensors trip within two minutes, an alarm report will be sent to the central station.

Swinger Shutdown: This setting determines how many times the sensor will go into alarm during a single arming period. Once the sensor is in swinger mode it will not be active again until the alarm is canceled.

Note: Swinger shutdown does not affect Fire and Carbon Monoxide sensors.

Fire Alarm Verification: The panel immediately reports to the central station when a smoke alarm goes into alarm. With this option on, if a single smoke alarm goes into alarm, the panel will not report for 60 seconds unless another smoke alarm goes into alarm. If the first smoke alarm is cleared of an alarm within the first 60 seconds, no report will be sent to the central station unless it or a second smoke alarm goes into alarm within 5 minutes.

User Information - Testing the System

Before testing alarms, contact your central station and tell them you are testing the system.

    Central station phone number _____

    System account number _____

Test door/window sensors by first closing all doors and windows that have sensors. Verify the display on the keypad or mobile app indicates the system is in the ready state. Trip each sensor by opening the door or window and verify it shows open at the keypad or on the mobile app.

Test smoke alarms by pressing the test button until smoke alarm sounds. Check mobile app activity to verify fire walk test signal was reported. (The sirens will play one cycle of the temporal 3 siren pattern when a smoke test is pressed).

Test CO alarmss by pressing the test button until CO alarm sounds. Check mobile app activity to verify CO test signal was reported. (The sirens will play one cycle of the temporal 4 siren cadence when a CO test is pressed.)

Test glassbreak sensors using a glass break sound tester to trip sensor.

Testing Panic Alarms: Panic alarms will be reported to the central station and will cause the panel siren to sound. Ensure your central station knows you are testing the system. Press the panic button and verify the system goes into alarm. To test panic alarms on the RE656 Keypad and RE652 PINPad, press and hold the stay and away arming buttons to trigger a panic alarm.

Test panel communication by verifying the alarms you tripped were reported to and received by the central station.

When finished, remember to tell the central station you are done testing the system.

WARNING:
THIS UNIT INCLUDES AN ALARM VERIFICATION FEATURE THAT WILL RESULT IN A DELAY OF THE SYSTEM ALARM SIGNAL FROM THE INDICATED CIRCUITS. THE TOTAL DELAY (CONTROL UNIT PLUS SMOKE DETECTORS) SHALL NOT EXCEED 60 SECONDS. NO OTHER SMOKE DETECTOR SHALL BE CONNECTED TO THESE CIRCUITS.

All equipment necessary for the transmission of alarm, trouble, supervisory and other signals located at the residence shall have a secondary power capacity of 24 hours.

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Specifications

PHYSICAL	
Housing Body Dimensions	8.9 x 8.9 x 1.5 inches (22.6 x 22.6 x 3.8 cm)
Housing Base Dimensions	8.2 x 1.3 x 2.7 inches (20.8 x 3.3 x 6.7 cm)
Weight with Battery	26.8 ounces (760 grams)
Mounting Fastener	#6 or #8 screws (not provided)
ENVIRONMENTAL	
Operating Temperature	32 to 120 °F (0 to 49 °C)
Storage Temperature	-4 to 86 °F (-20 to 30 °C)
Maximum Humidity	85% non-condensing relative humidity
PANEL SPECIFICATIONS	
Radio Frequencies	433.92MHz, 2.4GHz
Power Supply Part Number	RE012-6 (US), RE012-7 (AUS), RE012-8 (CE)
Input	100-240VAC, 50/60 Hz, 0.5A
Output	12VDC, 1A
Battery Part Number	RE029
Backup	24 hours minimum (4 hours minimum for RE6130)
Specifications	6VDC, 2.5Ah, NiMH
Battery Charger	25mA (Trickle), 95mA (Fast)
Current Draw	150mA (Normal), 300mA (Alarm)
Tamper Indications	Cover opening and Wall removal
Sensors	Up to 96 Connect+ Compatible Wireless Security Zones
Interface Devices	Up to 8 PINPads (RE652), up to 8 keypads (RE656) and/or mobile devices, up to 8 Touchpads
Maximum Number of Users	49
Siren	Meet/exceed UL required 85dBA at 10 feet performance requirements
CERTIFICATIONS	
HUB-PLUS-AC-V, HUB-PLUS-AC-A	FCC, IC

Specifications subject to change without notice.

TRADEMARKS

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FCC NOTICE

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.

(2) This device must accept any interference that may be received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by Alula could void the user's authority to operate this equipment.

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.

FCC ID: U5X-HUBPLUS

Contains FCC ID: RI7ME310G1WW
Contains FCC ID: 2AC7Z-ESP32WROOM32E
Contains FCC ID: U5X-RE934Z

ISED

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).   Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux RSS exempts de licence d'Innovation, Sciences et Développement économique Canada. Son fonctionnement est soumis aux deux conditions suivantes:

(1) Cet appareil ne doit pas provoquer d'interférences.

(2) Cet appareil doit accepter toutes les interférences, y compris les interférences susceptibles d'entraîner un fonctionnement indésir-able de l'appareil.

CAN ICES-003(B)

IC: 8310A-HUBPLUS

Contains IC: 5131A-ME310G1WW
Contains IC: 21098-ESPWROOM32E
Contains IC: 8310A-RE934Z

RF Exposure Notice

In order to comply with FCC and ISED RF Exposure requirements, a minimum separation distance of 20 cm must be maintained between the device and all persons during normal operation.

Afin de se conformer aux exigences de la FCC et de l'ISED en matière d'exposition aux RF, une distance de séparation minimale de 20 cm doit être maintenue entre l'appareil et toutes les personnes pendant le fonctionnement normal.