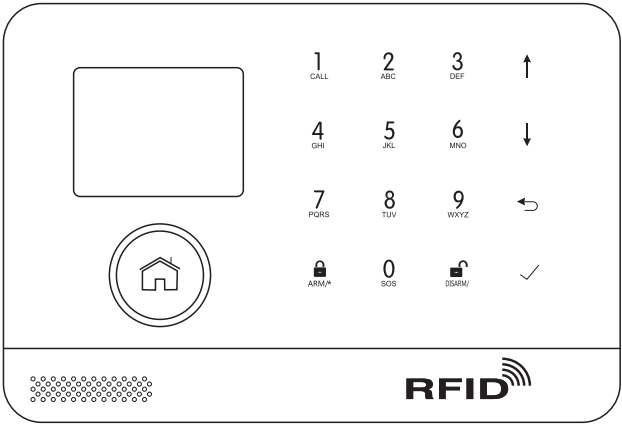


# USER'S GUIDE

## Cellular + Wi-Fi Smart Security System



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# DO THIS FIRST.

## Things to Note Before Getting Started

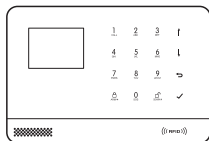
Please check the following conditions for a successful set-up:

- You have selected a 2.4GHz Wi-Fi network. The hub does not support the 5GHz option. Select the 5GHz band instead of the most common mistake when setting up the hub for the first time.
- Your Wi-Fi must not contains space or other special characters.
- Place your hub as close as to your router when setting up.
- A slow network speed will also affect the performance of your hub. It is recommended that you have an upload speed of at least 2Mbps or faster.
- Make sure that the AP isolation setting in your router is disabled.
- If using 3G/4G SIM card, make sure the 2G network of your service provider is still available in your country. You should purchase the hub with 3G/4G cellular communicator if the 2G network is unavailable.

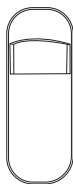
## System Requirements

To set up and use Alarm System you'll need a comptiable iOS or Android phone, the Security Security System app,an unused indoor power outlet, a Wi-Fi 802.11 b/g/n(2.4GHz) network connection, and a micro SIM card supporting 2G/GSM(for 2G version) or 3G network(for 3G version).

# IN THE BOX.



**Smart Hub(panel)**  
Alarm, display and keypad.



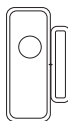
**PIR Motion Detector x1**  
Senses when someone walks nearby.



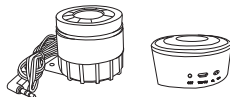
**Remote Control x2**  
Wireless key to quickly away-arm, home-arm and disarm your home, and to trigger an emergency alarm.



**RFID Tags x2 (Optional)**  
Key fob to quickly arm and disarm your home.

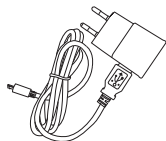


**Door/Window Sensor x1(x2 optional)**  
Senses when a door or window opens.



**External Siren (Optional)**  
**Wireless Siren (Optional)**  
Sounds when the alarm goes off.

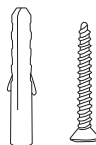
## For Smart Hub installation



Power Adapter

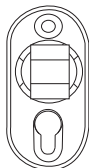


Hub Bracket

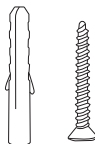


Screws x2

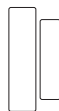
## For PIR Motion Detector installation



PIR Motion Detector Bracket



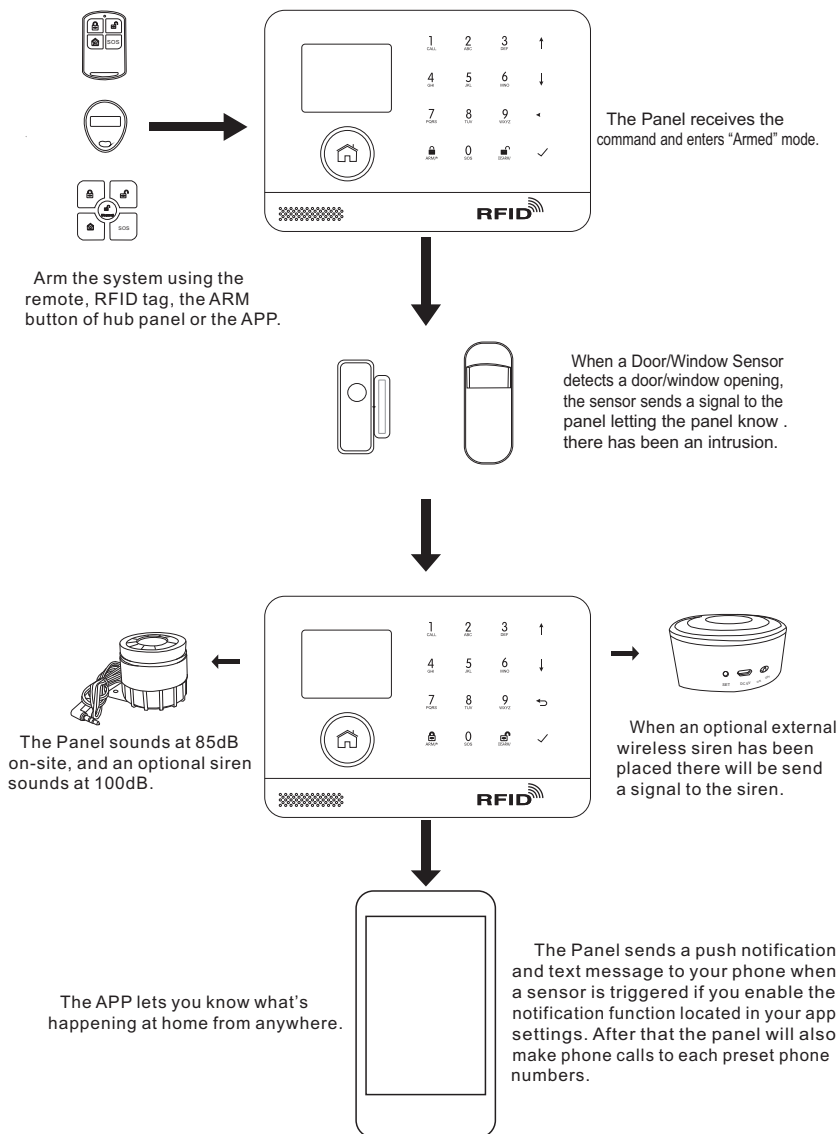
Screws x2



**Extra Adhesive Mounting Strips**  
For door/window installation

# MEET YOUR ALARM SYSTEM

## How the Alarm System Works



# Getting to Know Your System

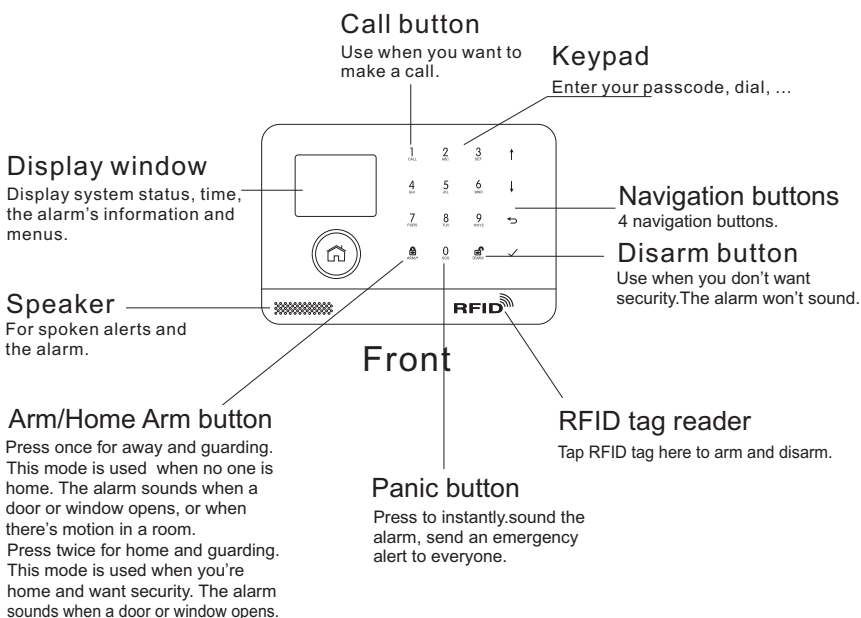
This is a dual network system that utilizes both WiFi and cellular (GSM/3G). All sensors are wirelessly linked to the panel. In the event of alarm activation, for example, when a sensor is triggered, a push notification will automatically be sent and an alarm call will be made to all registered users.

The system can be controlled and monitored both on-site by using the remote control supplied or remotely from anywhere with our free dedicated mobile application.

The system can connect with up to 90 wireless sensors and 10 remote controls.

## Smart Hub (Panel)

Alarm, display, keypad and the brains of the system



## ON/OFF button

Press to turn the panel on, and "Welcome" is displayed.  
Press and hold it until the screen is off to turn the panel off.

## Siren port

Plug in the siren cable here.

## Power port

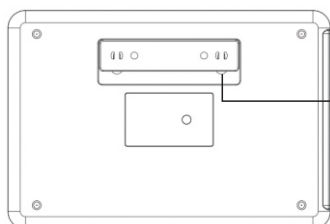
Plug in the power cable here.

## SIM card slot

Plug in the SIM card here.



Side



Back

## Tamper switch

The tamper switch (small black lever underneath the bracket) will trigger an alarm notification if an attempt is made to remove the panel from its installed location. And the alarm sounds.

## What you see and What it means about the home screen display

### SMS/Call Status



Text message sending  
Calling



Keypad locked

### Power status



AC powered, and the progress bars shows in case of charging.



Displayed when the system has lost AC power. The icon is red when the backup battery power is low.

### Wi-Fi network status



Indicates that the hub is connected to a WiFi source and the signal strength when it is displayed in white.



Indicates that the hub is connected to internet when dot is displayed.

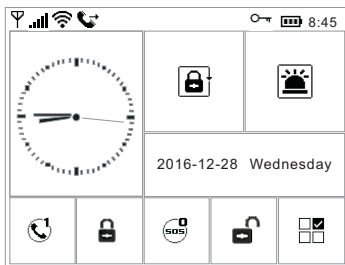
### Cellular network status



No SIM card inserted or SIM card faulty



RSSI level signal strength, it is displayed by a series of 1 to 5 bars (weak to strong), and bars are gray if not registered with cell network.



### Arm/Disarm status area



System is AWAY ARMED.



System is HOME ARMED.



System is DISARMED.

### System status display area

Ready: Clock

**'Please exit' Countdown Bar:** You now have xx seconds to leave home before the exit delay expires. When the exit delay is completed, the alarm system is armed.

**'Please disarm' Countdown Bar:** You must disarm the system before the entry delay expires, or an alarm will go off.

**'Synchronizing' Countdown Bar:** You must active the wireless transmitter before the sniffer delay expires

### Alarm status area

An alarm(bell) icon is displayed alternately with the ZONE that has caused the alarm.

# Quick view of menu functions

Icon and Caption			Description	Factory Defaults	
Main Menu	Settings	Delay	Exit Delay	Used to set Exit Delay <sup>(1)</sup> 0~65535, unit: second	40 seconds
			Entry Delay	Used to set Entry Delay <sup>(1)</sup> 0~65535, unit: second	30 seconds
			Siren Duration	Used to set Siren Duration 0~65535, unit: minute	3 minutes
		Switch	Arm Beep	Enable/Disable Arm and Disarm Beep <sup>(2)</sup>	Enable
			Siren	Enable/Disable Alarm Continuous Siren when an alarm occurs	Enable
			Arm SMS	Enable/Disable SMS notification when arm or disarm	Disable
			Keypad Lock	Enable/Disable Keypad Lock <sup>(3)</sup>	Disable
			Backlight	Enable/Disable Keypad Backlight <sup>(4)</sup>	Enable
			Keypad Tone	Enable/Disable operation chime	Enable
			Delay Tick	Enable/Disable entry and exit chime	Enable
			Human Voice	Enable/Disable Human Voice <sup>(5)</sup>	Enable
		Password	System	Change System Code <sup>(6)</sup> 4 digits	6666
			User	Change User Code <sup>(7)</sup> 4 digits	1234
		Language	简体中文	Language Selection <sup>(8)</sup>	English
			English		
			Deutsch		
			РУССКИЙ		
Español					
Polski					
Italiano					
Français					
Initialization	Loading Factory Defaults <sup>(9)</sup>				
Reset	Reset				

Main Menu	Phone	1 <sup>st</sup> Phone	Used to set the first Phone Number, Enable/Disable Dialling and Enable/Disable SMS	Null
		2 <sup>nd</sup> Phone	Used to set the second Phone Number, Enable/Disable Dialling and Enable/Disable SMS	
		3 <sup>rd</sup> Phone	Used to set the third Phone Number, Enable/Disable Dialling and Enable/Disable SMS	
		4 <sup>th</sup> Phone	Used to set the fourth Phone Number, Enable/Disable Dialling and Enable/Disable SMS	
		5 <sup>th</sup> Phone	Used to set the fifth Phone Number, Enable/Disable Dialling and Enable/Disable SMS	
	Log	Alarm Log	Used to view system alarm events.	
		Arm Log	Used to view system arm/disarm events.	
	Parts	Remote	Pairing, Delete or Delete All the wireless keys	
		Detector	Pairing, Edit, Delete or Delete All the wireless sensors	
		RFID	Pairing, Delete or Delete All the RFID tags	
		Add	Pairing a new Wireless Key, Sensor or RFID tag	
		Delete/Edit	Delete a Wireless Key or RFID tag from the list Edit/Delete a wireless sensor from the list	
		Delete All	Delete all the Wireless Key, Sensors or RFID tags	
		Siren Learn	Used to send a transmission signal to the wireless siren be paired.	
	Wi-Fi	Airlink	WiFi configuration (Requires the mobile APP).	
		Unbind	Unbind the Panel link from the server	
		MAC/IP	Used to display the MAC and IP addresses of the WiFi module	
	Record	Record	Message Recording and Playback	
		Play	Used to listen to the recorded message	
		Delete	Used to delete the recorded message	
		Duration	Used to set Record Duration ( unit: second, 1-20 is available )	20seconds
	Timer	Arm Timer	Used to set a schedule to arm automatically, and Enable/Disable automation	
		Disarm Timer	Used to set a schedule to disarm automatically, and Enable/Disable automation	
		Disarm Timer	reserved	+08:00
		Date&Time	Set the time and date	
		Wi-Fi Sync	Enable/Disable using the WiFi network-provided time	Enable
		2G/3G Sync	Enable/Disable using the cellular network-provided time	Enable
	Version	Used to display the firmware and MAC address of the WiFi module, the firmware and IMEI of the GSM module and Serial Number of panel		

## Description

1. **Exit/Entry Delay:** Your security system has been programmed with delay times that allow you to exit the premises after arming, and to **disarm the system upon entry, before an alarm occurs. If you leave the premises too late when exiting, or disarm too late when arriving home, it will cause a false alarm. If an alarm occurs, you should disarm the system immediately.**
2. **Arm Beep:** When enabled, the external siren will sound when armed or disarmed.
3. **Keypad Lock:** For additional security, you can require a passcode to unlock the panel. The panel locks automatically if you don't operate the keypad on home screen for 30 seconds or so.
4. **Backlight:** When disabled, display backlight turn off after 30 seconds if no operation on home screen.
5. **Human Voice:** When enabled, you'll hear a human voice that tell you what done.
6. **System Password:** used for keypad unlocking and SMS remote settings.
7. **User Password: user for keypad unlocking, SMS Remote Control and alarm text notification prefix setting.**
8. **Language:** Human Voice, Displaying and SMS notification will be in the selected language. After selecting the desired language, the panel will reset.
9. **Initialization:** If the factory default configuration is loaded, any data that has already been programmed into the system will be changed into the Factory Default Configuration!

## Remote Control

Wireless Key to quickly away-arm, home-arm and disarm your home, and to trigger an emergency alarm.

LED indicator

### Arm button

Use when no one is home. The alarm sounds when a door or window opens, or when there's motion in a room.

### Home arm button

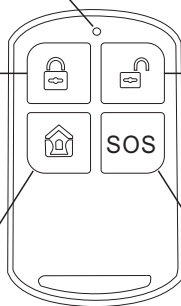
Use when you're home and want security. The alarm sounds when a door or window opens.

### Disarm button

Use when you don't want security. The alarm won't sound.

### SOS button

Use in case of emergency. The alarm sounds and send an alert notification to registered users .

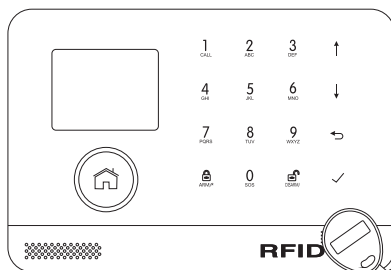


## RFID Tag (optional)

Key fob lets you arm or disarm without entering a passcode.

### Disarm with a tap

Tap and hold RFID tag on the panel to arm or disarm when you're leaving and coming home.



### Key loop

Attach to your key ring.

# Door/Window Sensor

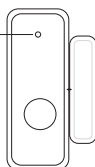
Door/window sensors are set to ‘Stay Arm Active’ mode by default and are ideal for protecting entry/exit points, such as front/back doors and all windows. When the system is armed or home armed and a sensor is triggered (magnet separated from the sensor), a push notification including the sensor name will automatically be sent to the registered users, and the alarm will sound .

## LED Indicator

Lights up when door/window opens.  
And blinks in case of low battery,  
please replace the battery soon.

## Open-close magnet

Works with sensor to sense when  
a door or window open or close.



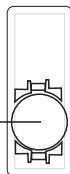
## Mounting backplate

Attaches sensor and magnet to  
a flat surface.



## Battery receptacle

Includes one CR2032 3V lithium battery.

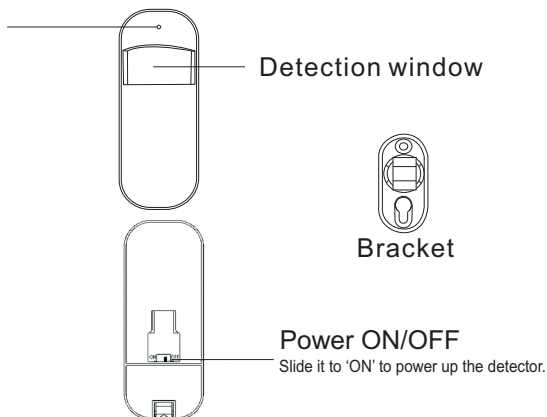


# PIR Motion Detector

The motion detector is designed for use on interior walls and is set to 'Out Arm Active' Mode by default. Whenever the sensor detects movement (only while the alarm is armed), a push notification including the sensor name will automatically be sent to the registered users, and the alarm will sound .

## LED Indicator

Blinks for 30 seconds after detector powers up. Lights up when there's motion in the room. And blinks in case of low battery, please replace the battery soon.



## Zone setting



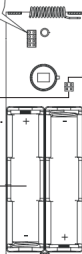
## LED on/off jumper



ON enables the LED on.

## Battery receptacle

Includes two AAA 1.5V battery.



## Working mode jumper

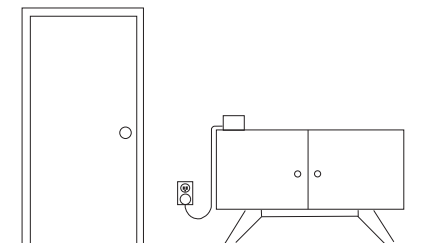
To save battery power in normal use, if the detector is triggered twice within 3 minutes, it enters sleeping state immediately. During this period, any movement detected does not generate an alarm. After no movement within the next 3 minutes, it goes back to working state again. For effective walk testing, set ON as shown to the right.

When walk testing done, set OFF to save power as shown to the right .

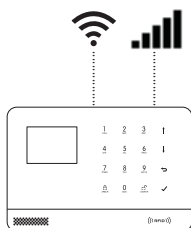


# PLACEMENT/INSTALLATION TIPS

## Where to place/install Smart Hub

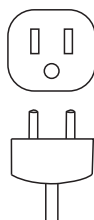


It should be close to where you come and go.  
So it's easy to access on your way in and out.



Find a spot with a good Wi-Fi and cellular signal.

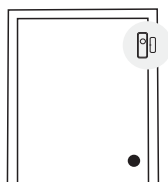
The hub needs a Wi-Fi internet connection and a cellular network so it can send notifications and text message to your phone.



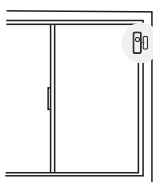
Use an unswitched wall outlet.

Choose an outlet that's not controlled by a switch, so you don't accidentally turn off the hub. The included bracket helps keep the hub plugged in.

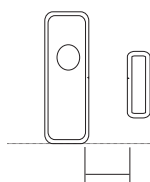
## Where to place Door/Window Sensor



On a door



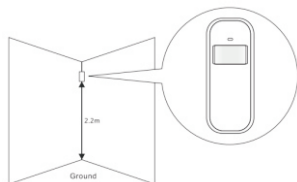
On a window



1.0 inches(2.5cm) max

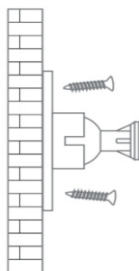
The magnet should be aligned with the middle of sensor and placed within 1.0 inches (2.5 cm) of sensor when the door or window is closed, as shown in the image to the left.

# How to install PIR Motion Detector



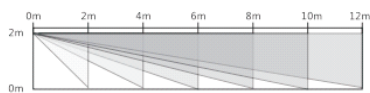
## Mounting height

Motion Detector should be mounted 87 inches (2.2m) above the floor.

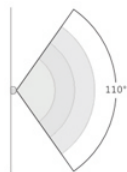


Mount the bracket with the included screws as shown to the left. Then place the motion detector in the bracket. Specify the right direction of the detection range of the motion sensor. Test the operation of the motion detector by putting it into testing mode which is described at the former page.

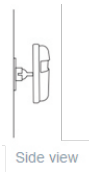
## Detection Area



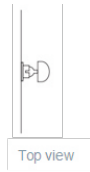
Side view



Top view



Side view



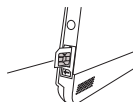
Top view

## Special considerations

- Don't install PIR Motion Detector outdoors, in a garage and on glass.
- PIR Motion Detector can't detect motion through glass, like if someone's moving outside a window.
- Don't install where PIR Motion Detector could get wet, like swing-out windows that could be rained on.
- Don't install PIR Motion Detector within 3 feet (1 m) of a heat source like an electric heater, heat vent or fireplace or another source that may produce turbulent air.
- Don't install PIR Motion Detector behind large appliances or furniture that may obstruct its motion sensors.


## GETTING STARTED



### Install the SIM card



**Important:** A Micro-SIM card is required in order to use cellular services when connecting to GSM/3G networks. Availability of cellular capabilities depends on the wireless network.

## Cellular network connection

If the white  appears at the top of the home screen, you're connected to a cellular network.

NOTE: If the gray  or  is always displayed, the panel has not connected to a network. Make sure the SIM card has been put in the panel when it was off and the security code of the SIM card is permanently deactivated

## How to set Phone Numbers for SMS texts and phone calls by Panel




Up to 5 stored Phone Numbers will receive text messages (SMS) and phone calls in case of triggered alarms .



The panel will make phone calls to the stored phone numbers successively (up to 2 rounds in turn). If the phone call is answered and any KEYPAD COMMAND has been operated by one of these users, it will stop calling the next phone number; otherwise it will continue to remind users until it is up to 2 rounds.




### Keypad Commands

WHICH BUTTON YOU PRESS ON PHONE	WHAT HAPPENS
1	Arm
2	Disarm or silence when the alarming is sounding
3 or 4	Two-way talk




Go to **Menu>Phone>1st Phone/2nd Phone/3rd Phone/4th Phone/5th Phone** to set a phone number.

1st Phone		↑ Function
	13888888888	↓ Backspace
	on	↶ Cancel
	on	✓ Enter

Use  to scroll to , then use digits keypad to enter the Phone Number (up to 18 digits).

Use  to scroll to , then use  to toggle between 'off' and 'on'.

When 'on' is selected, the Alarm Call will be active.

Use  to scroll to , then use  to toggle between 'off' and 'on'.

When 'on' is selected, the Alarm Text Message will be active. Press  to save your new settings.

## How to record a Voice Message by Panel

Your system can Record/Playback/Delete a brief voice message(up to 20 seconds) that can be played back later. The voice message will be played to the remote when a alarm call is connected.

Go to Menu>Record> and enter:

- Select 'Record.'
- Ready to record when 'Recording' is displayed in the title box and the system display will count down the recording time remaining.
- Speak into the panel and the recording automatically stops after the time expires.
- The system plays back the message automatically.
- Press ☒ button to save the message.

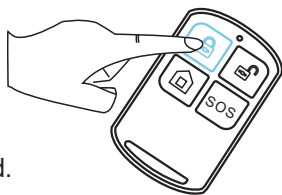
Go to Menu>Record>Duration to adjust the record timing.

Go to Menu>Record>Play/Delete to playback or delete the voice message recorded.

## How to pair a new Remote Control by Panel

Go to Menu>Parts>Remote>Add and enter:

- 'Synchronizing' is displayed, the panel goes into the sniffer mode and count down the remaining pairing time .
- Press any button of Remote Control to send a transmission signal to the panel.
- As the serial number of Remote Control is added to panel, 'Leaning OK' will be displayed.
- The panel will display 'Device code has been learnt' if serial number of Remote Control have been learned.












Go to Menu>Parts>Remote>Delete to delete the Remote Control specified by serial number .







Go to Menu>Parts>Remote>Delete All to delete all the Remote Controls.

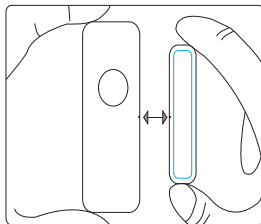
# How to pair a wireless sensor by Panel

## (Door/Window Sensor or PIR Motion Detector)

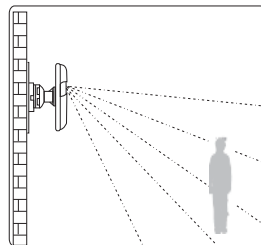
Go to **Menu>Parts>Detector>Add** and enter

- Use  to scroll to , then use  to scroll to the desired **Zone Name**.
- Use  to scroll to , then use  to scroll to the desired **Zone Mode(Type)**.
- You must assign a **Zone Mode** to each zone(sensor), which defines the way in which the system responds to faults in that zone.
- **Stay Arm Active** usually assigned to sensors on entry and exit doors, exterior doors and windows, perimeter. Active when armed in AWAY or HOME mode. We recommend to set Door/Window Sensor to **Stay Arm Active**.
- **Out Arm Active** usually assigned to a interior area (i.e.: foyer, lobby, or room). Bypassed automatically when armed in STAY mode. We recommend setting PIR Motion Detector to **Out Arm Active**.
- 24 Hours Active usually assigned to a zone containing an Emergency Button, Smoke Sensor, CO, Water Leakage and Gas Sensors.
- To used as doorbell, select **Doorbell**.
- To disable the zone, select **Close**.
- Use  to scroll to , then use digits keypad to enter the Zone Number (0-99 are available). The Zone Number should be unique.
- Press , 'Synchronizing' is displayed, the panel goes into the sniffer mode and count down the pairing time remaining .
- Active wireless sensor to send a transmission signal to the panel as shown to the right .
- Active wireless sensor to send a transmission signal to the panel as shown to the right .
- The system will display 'Device code has been learnt' if serial number of wireless sensor have been learned, and the Zone Name/Mode/Number will be refreshed.

Set Name/Mode/Number		Function
	Door Alarm	
	Stay Arm Active	
	1	



Separate the sensor from the magnet by at least 1.0 inches(2.5cm)



Place the PIR motion detector in a high position and then walk within the detection area to trigger the PIR alarm once (the indicator light flashes once)

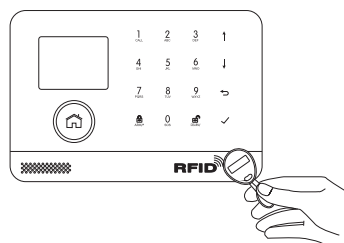
Go to **Menu>Parts>Detector>Edit** to edit **Zone Name/Zone Mode** of selected zone specified by the zone number, or delete the selected zone .

Go to **Menu>Parts>Detector>Delete All** to delete all the wireless sensors.

## How to Pair a New RFID Tag by Panel

Go to **Menu>Parts>RFID>Add** and enter

- ‘Synchronizing’ is displayed, the panel goes into the sniffer mode and count down the pairing time remaining .
- Tap the RFID Tag on the panel.
- As the serial number of RFID Tag is added to the panel, ‘Leaning OK’ will be displayed.
- The panel will display ‘Device code has been learnt’ if serial number of RFID Tag have been learned.



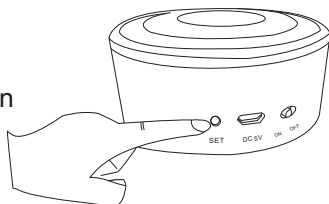
Go to **Menu>Parts>RFID>Delete** to delete the RFID Tag specified by serial number .

Go to **Menu>Parts>RFID>Delete All** to delete all the RFID Tags.

## How to pair a new wireless siren by Panel

Go to **Menu>Parts>Siren Learn**

- Press and hold the SET button of the siren until you hear two beeps, then the siren goes into the Sniffer mode and the light ring blinks quickly.
- Press ☒ button on the panel within 6 seconds. The panel displays ‘Learn Signal Sent’ and sends a transmission signal to the siren.
- The siren gives a four beeps of successful indication



If you want to unbind the wireless siren from the panel, press and hold the SET button of the siren until you hear three beeps.

# APP

## Download app

Scan the QR codes via a smart phone to download and install the application.

## Special Tips

After installing the app, the phone will request permission to receive notifications from 'Smart Security Control'. Forbidden to receive notifications may result in an application running failure.

## Signing Up/In

If you have not registered an account yet, please tap the **Sign up** on the app and follow the instructions to create your account first.

\* If you do not receive an account verification code in your email registration process, please remember to check your spam/junk folder. Once you have an account with us, please enter your email address and password to log in.

## Adding Device

One account can operate multiple devices in this app. You can establish a connection between your hub and your smartphone via Wi-Fi.




NOTE: The hub does not support the 5GHz Wi-Fi band. If you have a dual-band router (5GHz and 2.4GHz) and both the 2.4GHz and 5.0GHz networks are under the same name, you will need to separate those two bands into different names in your router settings. Android users may need to disable cellular (mobile) data before proceeding to this step. This setting is normally found in your smartphone's settings under Data Usage, or Mobile Networks. If you're unable to find the setting location, we suggest using a search engine with the following syntax: Disable (Phone Model) cellular data.

1. Tap the **Airlink[+]** button on **Device List** page on your smartphone.
2. Enter the WiFi network password on **Airlink** page on your smartphone.
3. Set the hub to Wi-Fi network configuration mode:  
Go to **Menu>Wi-Fi>Airlink** and enter, 'Airlinking...' is displayed, the panel goes into the configuration mode and counts down the time remaining .
4. Tap the **Completed above operation** and **Start Configure** on your smartphone. This binding process should take about 15 seconds.
5. You'll find the MAC address on Device List when the network is connected. Pick the MAC address, now you can control your bub.

# USING SMART SECURITY SYSTEM.

## The security levels

Smart Hub has three different security levels you'll use when you're home or away. You can easily switch between them on Smart Hub or with RFID tag, Remote Control, or the app.

	WHAT YOU HEAR	WHAT HAPPENS	WHAT'S DETECTED		NOTIFICATIONS and CALLS
			Motion	Open	
 <b>Away Arm</b> Use when no one is home.	"Please input password" "System Armed"	The alarm sounds when a door or window opens, or when there's motion in a room.	✓	✓	✓
 <b>Home Arm</b> Use when you're home and want security.	"Please input password" "System Armed"	The alarm sounds when a door or window opens.	—	✓	✓
 <b>Disarm</b> Use when you don't want security.	"System Disarmed"	The alarm won't sound.	—	—	—

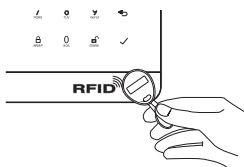
## How to arm and disarm

You can arm and disarm your home in three ways: entering your passcode on the panel if keypad is locked and press ARM/DISARM button , tapping Tag on the panel, or using the app. When you hear the panel's chime alert, the screen will also show you a countdown so you know how much time you have before the alarm sounds.

### No Rush

With No Rush, you can take the time you leave home or disarm before the alarm sounds. By default, you have 40 seconds. But you can use the app to choose a different time with No Exit Delay, 30 Seconds, 1 Minute or 2 Minutes to arm.

To adjust the countdown timing by the panel, go to **Menu>Settings>Delay>Exit Delay/Entry Delay**(Refer to the Exit/Entry Delay description in menu functions )



## RFID tag

Tap the tag on the panel to:  
Disarm in case of arm mode.  
Arm in case of disarm mode.



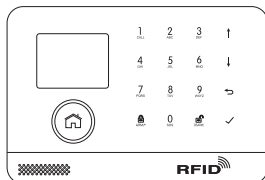
## Remote Control or App

Press to away arm .

Press to home arm.

Press to disarm.

Press to trigger an emergency alarm.



## Panel

Press to away arm.

Press to home arm.

Press to disarm.

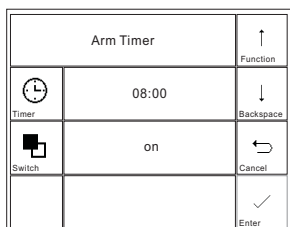
Press to trigger an emergency alarm.

## Schedule

You can set a arm schedule and a disarm schedule to arm or disarm the system automatically at a daily time.

Go to **Menu>Timer>Arm Timer/ /Disarm Timer** and enter

- Scroll to , Enter the Daily Arm/ Disarm time (in 24-hr)
- Scroll to , select 'on' to enable the schedule
- Press to save your schedule.



## Smart Hub features

### Battery backup

If the building and/or neighbourhood has lost electrical power, Smart Hub includes a backup battery that will last for more than 6 hours. So even if the power is out, Smart Hub can still detect when an intruder is in your home and sound the alarm.

The battery icon in the upper-right corner shows the battery level or charging status, this level is just for reference.

If the backup battery is very low, the battery icon turns red, and for up to 15 minutes before the hub works well. And **Low Battery** notifications are sent to the registered users.

The battery is fully charged in 8 to 12 hours.

### Loss/Restoration of AC power

If the event of AC power loss or restoration, the hub will send you an alert notification to let you know.

### Tamper detection

If someone tampers with Smart Hub and removes it from the backplate, the hub will send you an alert notification to let you know.

## RESET TO FACTORY SETTINGS

You have two ways to reset Smart Hub to factory settings.

Go to **Menu>Settings>Initialization>** and enter, or press the ON/OFF button on the panel 5 times.

**Note:** You won't be able to reset if Smart Hub is locked. All the paired accessories and event logs will be deleted when reset is done.

# TROUBLESHOOTINGS

Issues	Reason/Solution
The alarm cannot start up.	<ol style="list-style-type: none"> <li>1. Make sure alarm hub power adapter is connected to AC power properly;</li> <li>2. Ensure the power is on</li> </ol>
Remote control does not work.	<ol style="list-style-type: none"> <li>1. Check if indicator on remote control is on when pressing, if not, please re-install or replace battery ;</li> <li>2. Make sure remote control is connected to alarm hub successfully;</li> <li>3. Check if distance between alarm hub and remote control is too far away.</li> </ol>
Door/Window sensor does not work when triggered.	<ol style="list-style-type: none"> <li>1. Check if LED indicator is on when magnetic separates from transmitter;</li> <li>2. Check if door/window sensor is far away from alarm hub</li> <li>3. Check if system is in armed state.</li> <li>4. Check if installation distance between magnetic and transmitter is within 2-3 cm;</li> <li>5. Check if hub learns door closing code of door/window sensor, if yes, delete door sensor from hub and reconnect sensor to hub.</li> </ol>
PIR does not work when triggered.	<ol style="list-style-type: none"> <li>1. Make sure insulation strip is pulled away and PIR is switched to ON.</li> <li>2. Check if detector is in sleeping state;</li> <li>3. Check if system is in armed state;</li> <li>4. Check if battery level is too low.</li> <li>5. Check if detector is too far away from alarm hub</li> </ol>
No sound when alarm	<ol style="list-style-type: none"> <li>1. Check whether the siren sounds switch (go to <b>Menu&gt; Settings&gt; Switch&gt;Siren</b>) and time (go to <b>Menu&gt; Settings&gt; Delay&gt;Siren Duration</b>) are on.</li> <li>2. You can set alarm tone and siren ring on APP</li> </ol>
No text message notification (SMS)	<ol style="list-style-type: none"> <li>1. Make sure inserting direction of SIM card is right "Chip facing up, gap facing outward";</li> <li>2. Insert SIM card before turning on hub.</li> <li>3. Check if SIM card supports correct GSM or 3G network, if there is a network signal;</li> <li>4. Check if SIM card is with enough balance credit;</li> <li>5. Check if SIM card has enabled caller ID, SMS function;</li> <li>6. Check if it is necessary to bind hub IMEI number;</li> </ol>
No phone calls received when alarm.	<ol style="list-style-type: none"> <li>1. Check if alarm phone numbers are stored and turn on phone/SMS notification;</li> <li>2. When answering calls after alarms, do not immediately disarm, otherwise system will stop calling;</li> <li>3. Check if SIM card is with enough balance credit;</li> <li>4. Check if hub is set with invalid network server IP or invalid APN.</li> </ol>

The alarm hub cannot start up	<ol style="list-style-type: none"> <li>1. Make sure alarm hub power adapter is connected to AC power properly;</li> <li>2. Make sure alarm hub power is on.</li> </ol>
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PIR does not work when triggered	<ol style="list-style-type: none"> <li>1. Make sure insulation strip is pulled away and PIR is switched to ON.</li> <li>2. Check if detector is in sleeping state;</li> <li>3. Check if system is in armed state;</li> <li>4. Check if battery level is too low.</li> <li>5. Check if detector is too far away from alarm hub</li> </ol>
No sound when alarm	<ol style="list-style-type: none"> <li>1. Check if hub alarm tone and siren ring time is on;</li> <li>2. You can set alarm tone and siren ring time on APP.</li> </ol>
The alarm hub shows no SIM card inserted	<ol style="list-style-type: none"> <li>1. Make sure inserting direction of SIM card is right "Chip facing up, gap facing outward";</li> <li>2. Insert SIM card before turning on hub.</li> <li>3. Check if SIM card supports correct GSM or 3G network, if there is a network signal;</li> <li>4. Check if SIM card is with enough balance credit;</li> <li>5. Check if SIM card has enabled caller ID, SMS function;</li> <li>6. Check if it is necessary to bind hub IMEI number;</li> </ol>
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No response when swiping RFID tag:	<ol style="list-style-type: none"> <li>1. Please make sure hub is running with AC power connected, RFID function can only be used when hub is connected to AC power</li> <li>2. Please check if RFID tag is paired to alarm hub or not. If not, If not, please pair it again</li> </ol>

No SMS notification when hub is arming or disarming:	1.Please make sure your arm/disarm SMS notification switch is on. 2.Please make sure alarm notification numbers are stored and turned on.
Mobile phones cannot control panel remotely:	1.Please make sure phone number is set as system alarm number. 2.Please make sure SIM card is with enough balance credit.
The meaning of SM icon indicator	1.“X”in Grey indicates that hub has not detected GSM SIM card or no SIM signal around, please move to location with strong signal, re-insert SIM card and turn on hub again. 2.Grey means that hub is detecting SIM card signal. 3.White shows that hub has detected GSM signal.
Alarm phone numbers already set via APP,but phone call or SMS received when system alarms	1.Please confirm that your phone number is input correctly in the list of alarm numbers. 2.Please confirm that switch of alarm call and SMS notification are turned on.
App is failed to be airlinked with hub:	1.Please make sure that hub and airlinking mobile phone are in same WiFi network. 2.Please confirm data transmission of network connection is normal. 3.Please confirm WiFi network is 2.4G, currently 5G WiFi is not supported. 4.The APP airlink configuration should be simultaneous with hub airlink configuration 5.Do not touch mobile phone screen during configuration. 6.Please close APP completely and restart configuration.
The hub cannot be controlled remotely after successfully binded to mobile phone APP:	1.Please confirm network connection is available. 2.Please close App and open it again.
How long can the alarm hub backup battery stand by during AC power failure ?	The alarm hub backup battery can stand by 4 to 12 hours depending on the actual working status, if the system is trigged during AC power failure,and the alarm hub keeps ringing it internal siren and sending notification, SMS and making phone calls to phone numbers, the backup time can be much shorter.
How long can the PIR motion motion detector detector battery work ?	The detector is with batteries installed, which can work for about 12-24 months. For example: for a family of three people who go out early and come home late without anyone at home in the daytime, battery can work about 24 months; for places with large people flow every day, such as stores, battery standby time will be much shorter.
How long can the door/window detector battery work ?	The detector is with battery installed, which can work for about 12-24 months. For example: for a family of three people who go out early and come home late without anyone at home in the daytime, battery can work about 24 months; for places with large people flow every day, such as stores, battery standby time will be much shorter.

## **SPECIFICATIONS**

### **Hub**

Power Supply: Micro USB 110/220VAC to 5V, 1000mA  
Backup Battery: 3.7V, 500mAh Rechargeable Lithium Battery  
Consumption: <150mA@normal  
Siren Output: <300mA  
Radio Frequency: 433Mhz  
GSM: 850/900/1800/1900MHz  
Wi-Fi: IEEE802.11b/g/n  
Operation Temperature: 0~55°C

### **Remote Control**

Power Supply: DC 3V (CR2025 Lithium Battery x1)  
Standby Current:<5uA  
Alarm Current: <15mA  
Transmitting Distance: <80m (Open Area/No Interference)  
Radio Frequency: 433Mhz  
Operation Temperature: 0~55°C

### **Door/Window Sensor**

Power Supply: DC 3V (CR2032 Lithium Battery x1)  
Standby Current:<8uA  
Alarm Current: <15mA  
Transmitting Distance: <80m (Open Area/No Interference)  
Radio Frequency: 433Mhz  
Operation Temperature: 0~55°C

### **PIR Motion Sensor**

Power Supply: DC 3V (1.5 AAA Battery x2)  
Standby Current:<15uA  
Alarm Current: <25mA  
Detection Scope:<12m/110°  
Transmitting Distance: <80m (Open Area/No Interference)  
Radio Frequency: 433Mhz  
Operation Temperature: 0~55°C

## **RFID Tag**

Chip:4100

Frequency: 125KHz

Read Distance:<2cm

## **Wireless Siren**

Power Supply: Micro USB 110/220VAC to 5V, 1000mA

Backup Battery: 3.7V, 300mAh Rechargeable Lithium Battery

Standby Current:<15mA

Alarm Current:<230mA

Volume:100dB

Radio Frequency: 433Mhz

Operation Temperature: 0~55°C

## **Siren with 3.5mm Male Cable**

Power Supply: DC 3~12V

Working Current:<110mA

Volume:100dB