USER'S GUIDE

Cellular + Wi-Fi Smart Security System
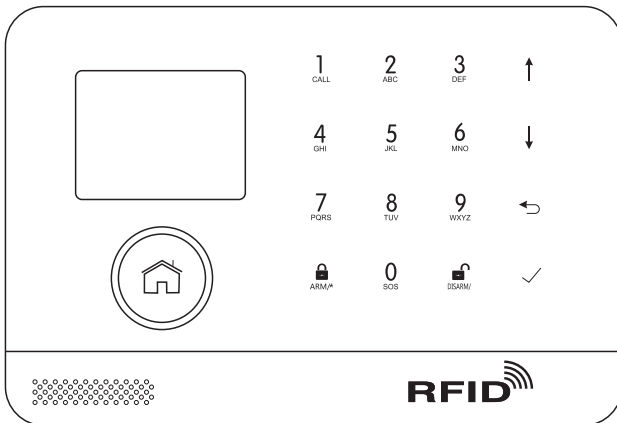
CONTENTS

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.
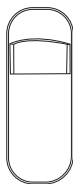
System Requirements

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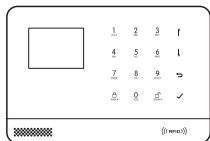
Smart Hub(panel)
Alarm, display and keypad.

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.
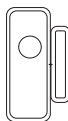
Door/Window Sensor x1(x2 optional)
Senses when a door or window opens.
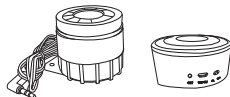
External Siren (Optional) Wireless Siren (Optional)
Sounds when the alarm goes off.

For Smart Hub installation

Power Adapter

Hub Bracket
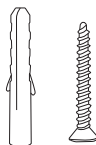
Screws x2

For PIR Motion Detector installation
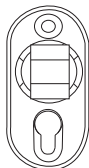
PIR Motion Detector Bracket
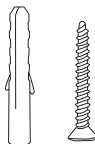
Screws x2

Extra Adhesive Mounting Strips
For door/window installation

MEET YOUR ALARM SYSTEM

How the Alarm System Works
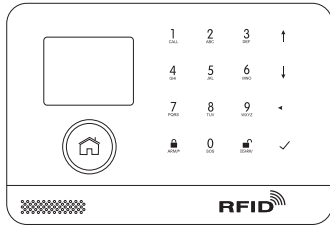
The Panel receives the command and enters "Armed" mode.

Arm the system using the remote, RFID tag, the ARM button of hub panel or the APP.
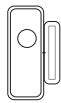
When a Door/Window Sensor detects a door/window opening, the sensor sends a signal to the panel letting the panel know . there has been an intrusion.
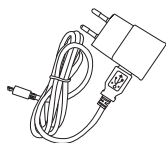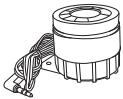
The Panel sounds at 85dB on-site, and an optional siren sounds at 100dB.
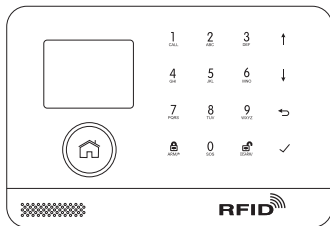
When an optional external wireless siren has been placed there will be send a signal to the siren.

The APP lets you know what's happening at home from anywhere.
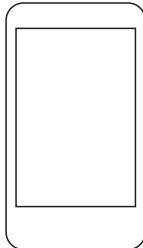
The Panel sends a push notification and text message to your phone when a sensor is triggered if you enable the notification function located in your app settings. After that the panel will also make phone calls to each preset phone numbers.

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

Call button
Use when you want to make a call.

Keypad
Enter your passcode, dial, ...

Display window
Display system status, time, the alarm's information and menus.

Navigation buttons
4 navigation buttons.

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

Speaker
For spoken alerts and the alarm.

Front

Arm/Home Arm button
Press once for away and guarding. This mode is used when no one is home. The alarm sounds when a door or window opens, or when there's motion in a room.
Press twice for home and guarding. This mode is used when you're home and want security. The alarm sounds when a door or window opens.

RFID tag reader
Tap RFID tag here to arm and disarm.

Panic button
Press to instantly.sound the alarm, send an emergency alert to everyone.

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.

Power port

Plug in the power cable here.

Siren port

Plug in the siren cable here.

SIM card slot

Plug in the SIM card here.

Side

Tamper switch

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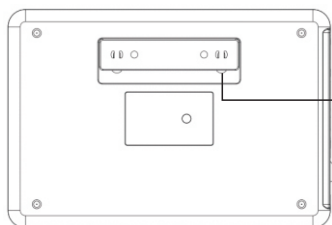attempt is made to remove the panel from its
installed location. And the alarm sounds.

Back

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

SMS/Call Status

✉ Text message sending   ⊙╍ Keypad locked

📞 Calling

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.
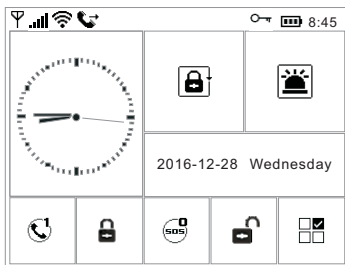
Arm/Disarm status area

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 [1] 0~65535, unit: second	40 seconds
		Entry Delay	Used to set Entry Delay [1] 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 [2]	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 [3]	Disable
		Backlight	Enable/Disable Keypad Backlight [4]	Enable
		Keypad Tone	Enable/Disable operation chime	Enable
		Delay Tick	Enable/Disable entry and exit chime	Enable
		Human Voice	Enable/Disable Human Voice [5]	Enable
		Password — System	Change System Code [6] 4 digits	6666
		User	Change User Code [7] 4 digits	1234
		Language — 简体中文	Language Selection [8]	English
		English		
		Deutsch		
		РУССКИЙ		
		Español		
		Polski		
		Italiano		
		Français		
		Initialization	Loading Factory Defaults [9]	
		Reset	Reset	

Main Menu	**Phone**	📱 1st Phone	Used to set the first Phone Number, Enable/Disable Dialling and Enable/Disable SMS	Null
		📱 2nd Phone	Used to set the second Phone Number, Enable/Disable Dialling and Enable/Disable SMS	
		📱 3rd Phone	Used to set the third Phone Number, Enable/Disable Dialling and Enable/Disable SMS	
		📱 4th Phone	Used to set the fouth Phone Number, Enable/Disable Dialling and Enable/Disable SMS	
		📱 5th 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 sends 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** a**larm text notification prefix** s**etting.**
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.
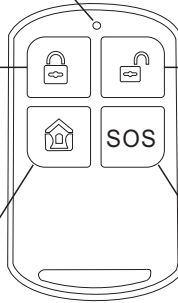
Disarm button
Use when you don't want security. The alarm won't sound.

SOS

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

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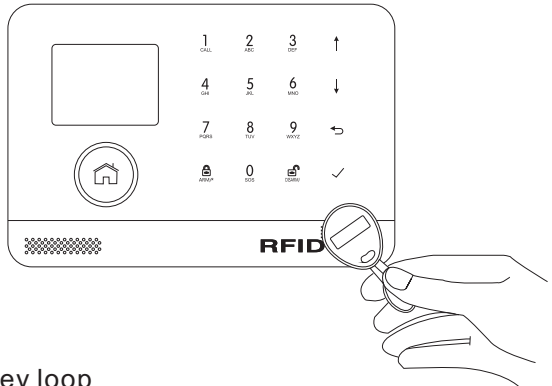Use in case of emergency. The alarm sounds and send an alert notification to registered users .

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.

| 1 CALL | 2 ABC | 3 DEF | ↑ |
4 GHI	5 JKL	6 MNO	↓
7 PQRS	8 TUV	9 WXYZ	↩
ARMUP	0 SOS	DISARM	✓

RFID

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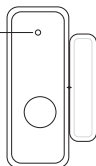
Open-close magnet
Works with sensor to sense when
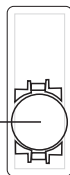a door or window open or close.

Mounting backplate
Attaches sensor and magnet to
a flat surface.

Battery receptacle
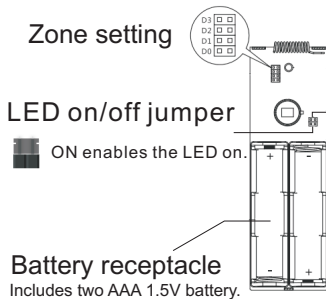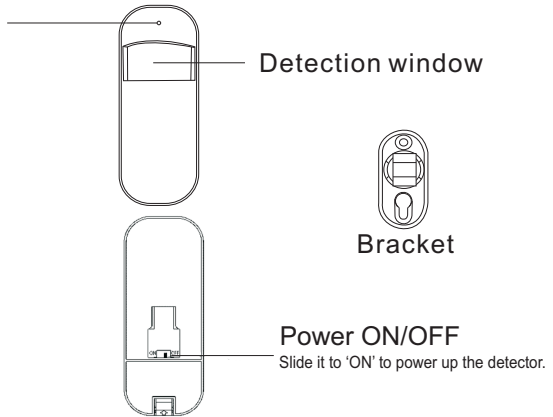Includes one CR2032 3V lithium battery.

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.

Detection window

Bracket

Power ON/OFF
Slide it to 'ON' to power up the detector.

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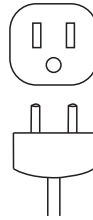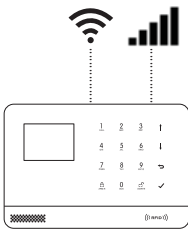
When walk testing done, set OFF to save power as shown to the right .

PLACEMENT/INSTALLATION TIPS

Where to place/install Smart Hub
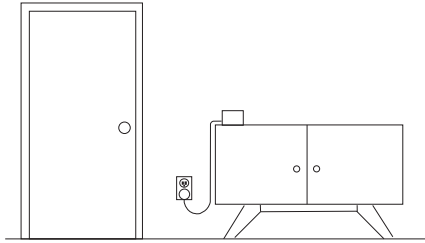
It should be close to where you come and go.
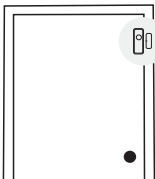So it's easy to access on your way in and out.

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

The hub needs a Wi-Fi inernet connection and a cellular network so it can send notifications and text message to your phone.
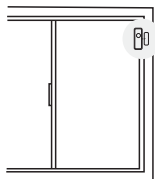
Use an unswitched wall outlet.

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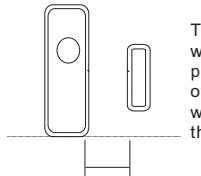
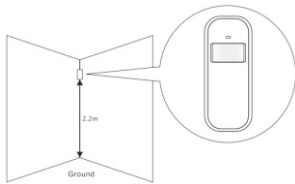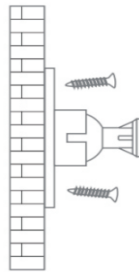The magnet should be aligned with the middle of sensor and placed within 1.0 inches (2.5 cm) of sensor when the door or window is closed, as shown in the image to the left.

On a door   On a window   1.0 inches(2.5cm) max
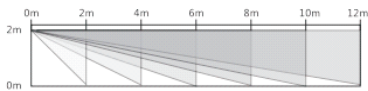
How to install PIR Motion Detector

Mounting height
Motion Detector should be mounted 87inches(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.
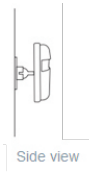
Detection Area

Side view

110°
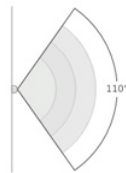
Top view

Side view

Top view
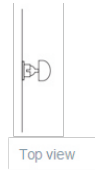
Special considerations

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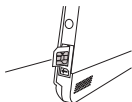
Important: A Micro-SIM card is required in order to use cellular services when connecting to GSM/3G networks. Availability of cellular capabilities depends on the wireless network.

Cellular network connection

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

NOTE: If the gray .ıll or ˙ıll 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
▦ Number	13888888888	↓ Backspace
☏ Dial	on	↩ Cancel
✉ SMS	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.
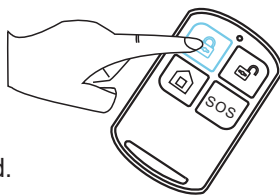
Go to Menu>Parts>Remote>Delete to delete the Remote Control specified by serial number .
Go to Menu>Parts>Remote>Delete All to delete all the Remote Controls.

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 (0-89 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
📇 Name	Door Alarm	↓ Select
🏠 Mode	Stay Arm Active	↩ Cancel
📇 Number	1	✓ Enter
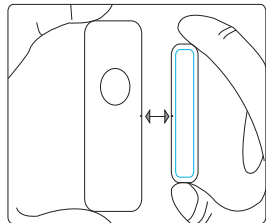
Separate the sensor from the magnet by at least 1.0 inches(2.5cm)
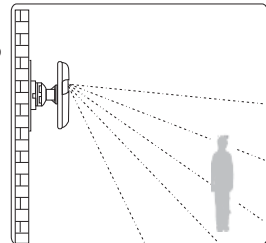
Place the PIR motion detector in a high position and then walk within the detection area to trigger the PIR alarm once (the indicator light flashes once)

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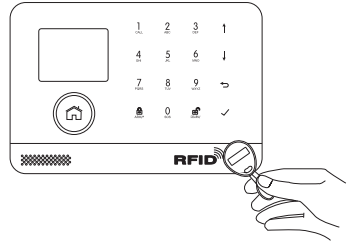
Go to **Menu>Parts>RFID>Delete** to delete the RFID Tag specified by serial number .

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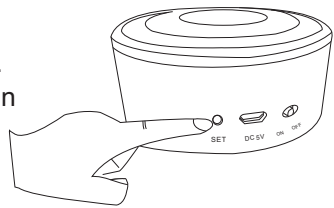
  If you want to unbind the wireless siren from the panel, press and hold the SET button of the siren until you hear three beeps.

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 Motion	Open	NOTIFICATIONS and CALLS
🔒 **Away Arm** 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.	√	√	√
🏠 **Home Arm** Use when you're home and want security.	"Please input password" "System Armed"	The alarm sounds when a door or window opens.	–	√	√
🔓 **Disarm** 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)
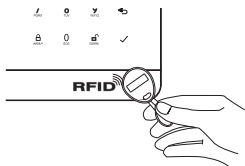
RFID tag

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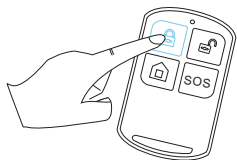
Remote Control or App

Press 🔒 to away arm .
Press 🏠 to home arm.
Press 🔓 to disarm.
Press sos to trigger an emergency alarm.
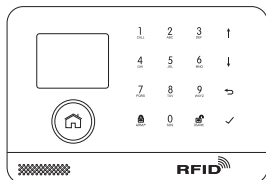
Panel

Press 🔒 to away arm.
Press 🔒🔒 to home arm.
Press 🔓 to disarm.
Press sos 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.

Arm Timer		↑ Function
🕐 Timer	08:00	↓ Backspace
🔳 Switch	on	↩ Cancel
		✓ Enter

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 be 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.	1. Make sure alarm hub power adapter is connected to AC power properly; 2. Ensure the power is on
Remote control does not work.	1. Check if indicator on remote control is on when pressing, if not, please re-install or replace battery ; 2. Make sure remote control is connected to alarm hub successfully; 3. Check if distance between alarm hub and remote control is too far away.
Door/Window sensor does not work when triggered.	1. Check if LED indicator is on when magnetic separates from transmitter; 2. Check if door/window sensor is far away from alarm hub 3. Check if system is in armed state. 4. Check if installation distance between magnetic and transmitter is within 2-3 cm; 5. Check if hub learns door closing code of door/window sensor, if yes, delete door sensor from hub and reconnect sensor to hub.
PIR does not work when triggered.	1. Make sure insulation strip is pulled away and PIR is switched to ON. 2. Check if detector is in sleeping state; 3. Check if system is in armed state; 4. Check if battery level is too low. 5. Check if detector is too far away from alarm hub
No sound when alarm	1. **Check whether the siren sounds switch** (go to **Menu> Settings> Switch>Siren**) and time (go to **Menu> Settings> Delay>Siren Duration**) are on. 2. You can set alarm tone and siren ring on APP
No text massage notification (SMS)	1. Make sure inserting direction of SIM card is right "Chip facing up, gap facing outward"; 2. Insert SIM card before turning on hub. 3. Check if SIM card supports correct GSM or 3G network, if there is a network signal; 4. Check if SIM card is with enough balance credit; 5. Check if SIM card has enabled caller ID, SMS function; 6. Check if it is necessary to bind hub IMEI number;
No phone calls received when alarm.	1. Check if alarm phone numbers are stored and turn on phone/SMS notification; 2. When answering calls after alarms, do not immediately disarm, otherwise system will stop calling; 3. Check if SIM card is with enough balance credit; 4. Check if hub is set with invalid network server IP or invalid APN.

The alarm hub cannot start up	1. Make sure alarm hub power adapter is connected to AC power properly; 2. Make sure alarm hub power is on.
Remote control does not work	1. Check if indicator on remote control is on when pressing, if not, please re-install or replace battery ; 2. Make sure remote control is connected to alarm hub successfully; 3. Check if distance between alarm hub and remote control control is too far away.
Door/Window sensor does not work when triggerd	1. Check if LED indicator is on when magnetic separates from transmitter; 2. Check if door/window sensor is far away from alarm hub; 3. Check if system is in armed state. 4. Check if installation distance between magnetic and transmitter is within 2-3 cm; 5. Check if hub learns door closing code of door/window sensor, if yes, delete door sensor from hub and reconnect sensor to hub.
PIR does not work when triggerd	1. Make sure insulation strip is pulled away and PIR is switched to ON. 2.Check if detector is in sleeping state; 3.Check if system is in armed state; 4.Check if battery level is too low. 5.Check if detector is too far away from alarm hub
No sound when alarm	1.Check if hub alarm tone and siren ring time is on; 2.You can set alarm tone and siren ring time on APP.
The alarm hub shows no SIM card inserted	1. Make sure inserting direction of SIM card is right "Chip facing up, gap facing outward"; 2. Insert SIM card before turning on hub. 3. Check if SIM card supports correct GSM or 3G network, if there is a network signal; 4. Check if SIM card is with enough balance credit; 5. Check if SIM card has enabled caller ID, SMS function; 6. Check if it is necessary to bind hub IMEI number;
No phone calls received when alarm	1. Check if alarm phone numbers are stored and turn on phone/SMS notification; 2. When answering calls after alarms, do not immediately disarm, otherwise system will stop calling; 3. Check if SIM card is with enough balance credit; 4. Check if hub is set with invalid network server IP or invalid APN
No response when swiping RFID tag:	1.Please make sure hub is running with AC power connected, RFID function can only be used when hub is connected to AC power 2.Please check if RFID tag is paired to alarm hub or not. If not, If not, please pair it again

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℃

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℃

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℃

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℃

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℃

Siren with 3.5mm Male Cable
Power Supply: DC 3~12V
Working Current:<110mA
Volume:100dB