

# WatchOvers.com

## WG13 4G & Wi-Fi Alarm System



## Users Manual

**Congratulations** on your purchase of our WG13 4G & Wi-Fi Alarm System. To ensure proper use and trouble-free operation, we advise you to follow this Quick set up Guide and also read our User's Manual first before use.

The WatchOvers WG13 4G & Wi-Fi Alarm System is a dual network system that utilises both Wi-Fi (2.4GHz) and 4G cellular (GSM).

All sensors are wirelessly connected to the base station. In the event of alarm activation, for example, when a sensor is triggered, a push notification will be sent through the App and an SMS will be sent automatically to all your registered contacts. A phone call will also be made to the 1<sup>st</sup> contact number and where the call is not answered it will call the next contact number.

The system can be armed and disarmed on-site by the remote RFID tags supplied, or remotely from anywhere, through the App. The base station can connect with up to 100 wireless sensors, 10 RFID tags, multiple wireless sirens, and an external siren.

If the building loses electrical power, the backup battery built-in to the base station provides back up power for up to 3 hours. Alert notifications are sent to you and your registered contacts advising you of the loss of power.

### **How to Set up Sensors according to their use or type**

There are many different ways the alarm and sensors can be armed, giving you different options depending on whether you are home or out. Each sensor is designated a Zone Mode, which defines the way in which the system responds to breaches in that zone and arming and disarming.

To set up your sensors so that they will alert you when you want to be alerted, please choose from the list below and ensure your sensors are designated as required. The Zone modes can be changed at any stage but it is best to set up to suit your needs from the beginning.

Tap **Accessories** and pick the sensor you want to set, then change **Zone Mode** as follows;

**Normal**            Sensors set to Normal Zone are activated in Arm (full arm) or HOME Mode (home/stay/partial arm). We recommend setting door/window sensors to Normal Zone.

**24 Hours**        Sensors set to 24H Zone will activate the alarm when triggered, regardless of the alarm status (Armed or Disarmed). This setting is useful if you have an area in your home that you don't want people entering or at least you wish to be notified if someone does enter. Alternatively, if you need to be alerted if someone opens a door to leave the house, this setting can be used.

**Delay**             If sensors set to Delay Zone are triggered, the panel will sound the alarm after the delay time has passed. We recommend setting door sensors with a delay if they are used as primary entry points as this allows you time to disarm the alarm before the siren goes off. You can choose the length of time you need.

**Home**              Sensors set to Home Zone mode are only activated in Arm (Away arm). If Home Arm Mode (partial/home arm) is used, these sensors are not armed and will not activate the alarm if triggered. We recommend setting PIR Motion Detectors to Home Zone. If you are at home and wish to be able to walk around your home without the alarm sounding, this is the setting you will need.

**24 Hours Silent**

The mode is same as 24 Hours but there will be no sound triggered.

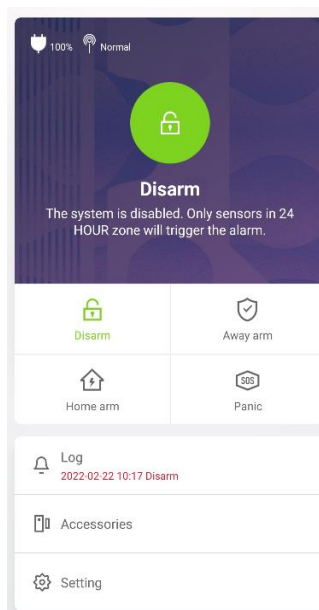
**Home with delay**

It is same as Home but with Entry Delay in Home Arm.

**Off**

To disable the sensor. This can be used if you wish to turn off a sensor for a period of time as you may not require it but do not wish to remove it as will use it in the future. Remember to Save each Zone Mode before you close out of the screen.

**How To ARM and DISARM the Alarm through the App**



To set your alarm ON you can choose to set if for when you are going out or for when you are at home.

**Away Arm** is what you would choose if leaving your home and Home Arm if you are going to bed for instance.

From the main Alarm screen on your phone

- Tap  **Away Arm** - to arm the alarm

Set to **Away arm mode** to arm all the sensors in your home to alert you of any movement or entry while you are out


- Tap  **Home Arm** - to home/partial arm the alarm

Set the Base Station in **Home arm** mode to disarm your interior sensors, while keeping your exterior sensors armed. This will arm the sensors other than the sensors you have set as

HOME Zone. Sensors that have been given the zone as Home, will not arm when you chose HOME Arm and will not activate if triggered in the usual way.

- Tap  **Disarm** - to disarm the alarm

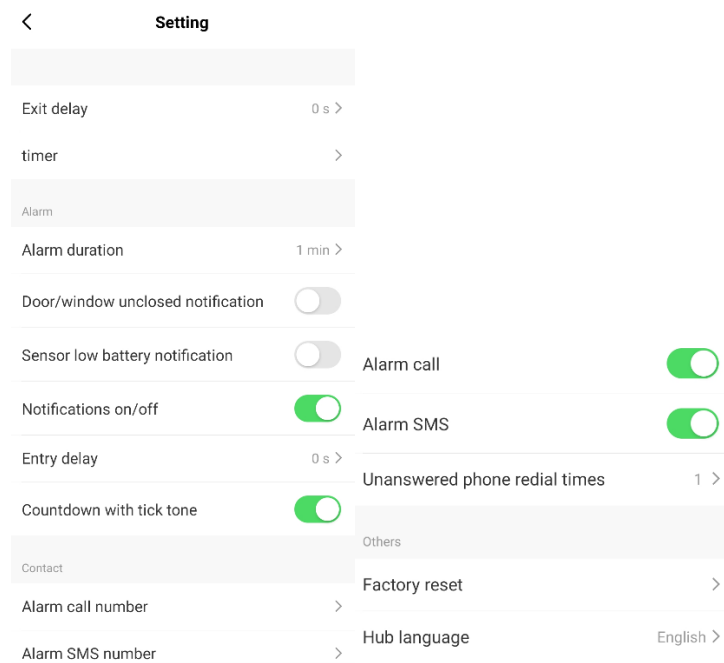
And **Disarm** your system to disarm all sensors and freely walk in and out of your home. The sensors that have the zone set as 24 Hours or 24 Hours silent Zone, will activate if triggered even when you have chosen the disarm option.

- Tap  **Panic** - to trigger an emergency alarm.

The **Panic mode** will trigger the alarm so that the siren will sound. A notification will be sent via the app to your contacts that are listed in the app. An SMS will be sent to your SMS contacts in the app and a phone call will be made to alert the person you have listed to receive an alarm call.

**You can also arm and disarm the alarm using the keypad\_and/or RFID Tags – for instructions please see below at Keypad & RFID Tags**

## Settings Explained

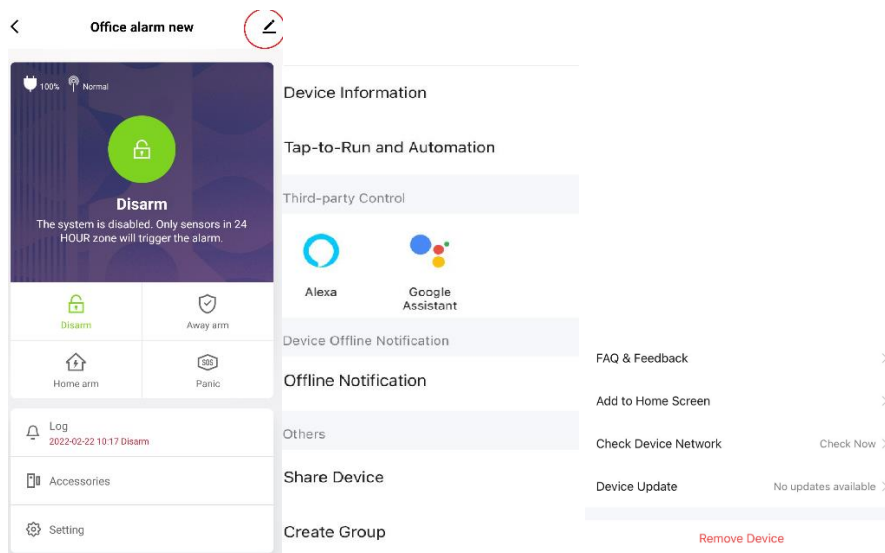


- **Exit delay** – Your security system has been programmed with delay times that allow you to exit your home after arming. If you leave home too late when exiting, it will cause a false alarm. If a false alarm occurs, you should disarm the system immediately. Tap on Exit delay to change the amount of delay time you have to leave your home; choose how many seconds you wish to delay the alarm setting and remember to confirm so that the new setting is saved.

- **Timer** – Allows you to set a schedule for automated arming and disarming your alarm system as frequently as you like, (daily or once weekly) for arming/disarming your system automatically at a daily time. This can be useful if you want to allow someone to enter your home, but don't wish to give them access codes.
- **Alarm duration** – Adjust alarm sound duration from 0 to 59 minutes. If Set to 0 you turn the alarm sound off when an alarm occurs. Please check this setting so that it is above 0.
- **Door/window unclosed notification – This defaults to Off.** Set to On position to receive a notification if you leave a door or window open when arming your alarm. *Note: When you arm the system, the panel will say “Hello, the door or window is unclosed” (or sound an alarm) if you leave the door or window open, however the alarm will still arm with the window/door open.*
- **Sensor low battery notification** – Set to On position to receive a notification when the wireless accessory battery is low battery (not all accessories have low battery alert option).
- **Notifications on/off** – Set to Turn all notifications On or Off
- **Entry delay** – Your security system has been programmed with delay times that allow you to enter your home and disarm your alarm before an alarm is triggered. If you disarm the alarm too late when arriving home, it will cause a false alarm. If a false alarm occurs, you should disarm the system immediately. Tap on Entry delay to change the amount of delay time you have when entering your home, choose how many seconds you wish to delay the alarm sounding, allowing you time to enter the building and disarm the alarm in a time that's appropriate for you.
- **Countdown with tick tone** – Set countdown tick tone to the On position to hear the tick tone countdown from the base station during Exit Delay or Entry Delay for each second of the delay time set.
- **Alarm call number** – Enter the phone number(s), including full country prefix, of the person who should receive a call should the alarm be triggered. This is an automated call and will inform the person that the alarm has been triggered with a prerecorded message. If unanswered it will then call the second person on this list and so on. A maximum of 5 contact numbers can be added. Voicemail counts as getting through successfully.
- **Alarm SMS number** – Enter the phone number(s), including full country prefix, of all the people who wish to receive an SMS should the alarm be triggered. This is an automated SMS and will inform the persons that the alarm has been triggered with an SMS message. The SMS will be sent to all contact numbers added to this list. A maximum of 5 contact numbers can be added.

- **Alarm call** – Turn this option to ON for a telephone call to be made should the alarm be triggered.
- **Alarm SMS** – Turn this option to ON for a SMS to be sent should the alarm be triggered.
- **Unanswered phone redial times** – This allows you to choose how many times the alarm will repeat the call to your first call number saved.
- **Factory reset** – Reset your alarm base station to factory settings and removes all pairings.
- **Hub Language** - Set the language to receive your notifications.

## App Features



From the device App screen, above, choose the Pen Icon at the top right of the screen. This will open the device information page.

- **Device Information** – Tap here to view device information.
- **Tap-to-Run and Automation** – List of any Smart Scenes that you have set up
- **Third Party Control** – This allows you to use a third-party control, for example, Alexa, where you can instruct Alexa to control some of the settings on the alarm, such as, you can instruct Alexa to “Arm” the alarm using voice control. Please note a third-party control cannot “Disarm” the alarm for security reasons.
- **Offline Notification** – Tap to change the setting to On if you wish to receive notifications if the device goes offline for a period of more than 30 minutes.

- **Share Device** – If more than one person wishes to have the device on their mobile phone, the device can be “shared”. Tap to share the alarm with a member of your family or whomever you would like to share the alarm with.
- **FAQ & Feedback** – Tap here to access the FAQ’s related to your alarm. Enter a question or key word to view all related FAQ’s. This information is produced by the App creators. If you are having problems locating the answer to your question, go to WatchOvers Support on our website [www.watchovers.com](http://www.watchovers.com)
- **Add to Home Screen** – Tap this to add alarm to the home screen of your mobile phone. Follow the app instructions to set this up.
- **Check Device Network** – Checks Wi-Fi connection and signal strength.
- **Device Update** – Tap to check on device updates available and choose to set any upgrades on automatic. Product version etc. available from this screen.
- **Remove Device** - Tap to remove the Alarm from your App. Follow the onscreen app instructions to do this. You will be asked to confirm before the device is removed

## Alarm Has Been Triggered

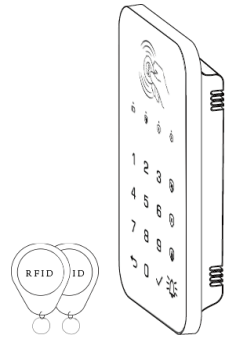
### In the event the alarm is triggered

1. The alarm base station will sound and continue to sound for the length of time you have this set. (See alarm duration in settings in App)
2. An SMS will be sent to all numbers listed in your “Alarm SMS number” list. The SMS will advise what sensor has been triggered.
3. A pre-recorded phone call will be made to the number(s) saved in your “Alarm Call number” list advising them of the alarm being set off in line with the calls protocol, a call will be made to the first person on the calls list and if unanswered, the second number will be called until it has reached the redial limit you have set in the app under settings.
4. Anyone who has the App on their mobile phone that you have shared the alarm with will receive a notification through the app on their phone. The notification will advise what sensor has been triggered.

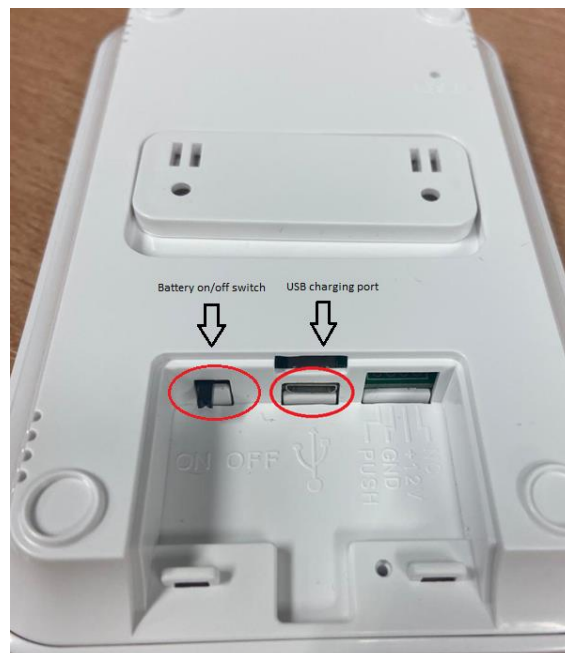
## Keypad & RFID Tags

The wireless touch keypad Arms and Disarms your security system with a passcode or RFID tag. It is connected to your alarm base station with an effective communication range of up to 80 meters without obstacles. The internal lithium-ion rechargeable battery provides power for up to 3 months allowing you to place the keypad anywhere within range.

The RFID tag removes the need to remember the alarm code, this is very useful for children or temporary users such as carers or tradesmen and can be attached to a keyring. You will receive an App alert when a RFID tag is used to either arm or disarm the alarm, letting you know they have arrived home or left home.



### Charging the Battery



Push the battery On/Off switch to the On position.

Connect your keypad to a power outlet using the included cable and USB power adapter. It takes two to three hours to charge the keypad battery fully from no power. The power indicator changing from breathing green to solid green means that the battery is fully charged.

If the keypad battery is low, the power indicator will flash red once every 2 seconds, indicating that it needs to be charged.

### About the Keypad

#### Sleep/Wake mode

To save the battery, the keypad goes into sleep mode within 20 seconds of non-use. Touch any button to wake the keypad.



## User and Admin Passcode

The keypad has two 4-digit passcodes. The user passcode is used to arm, home arm and disarm your security system, the admin passcode can be used to pair, delete RFID tags and change passcodes. The default user passcode is “1234” and the admin passcode is “8888”.

## Programming

### Basic programming steps

**STEP 1.** Enter **admin passcode** then press  $\sqrt{\quad}$ , the setting indicator light on means that programming mode is ready.

**STEP 2.** Input the appropriate number to select functions:

- 1 Pair RFID Tag
- 2 Delete RFID Tag
- 3 Delete All RFID Tags
- 0 Set User Passcode
- 9 Set Admin Passcode

then press  $\sqrt{\quad}$ , and the setting indicator blinks.

**STEP 3.** Enter setting then press  $\sqrt{\quad}$ , the buzzer beeps twice.

**LAST STEP.** Press  $\leftarrow$  then  $\sqrt{\quad}$  to exit programming.

### Pairing an RFID Tag

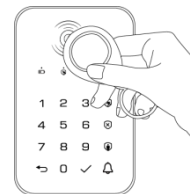
The RFID tags supplied with the system are paired with the keypad. If they are unpaired or you want to pair more tags, you can pair the tag with your keypad as following.

**STEP 1.** Enter the admin passcode then press  $\sqrt{\quad}$ .

**STEP 2.** Press 1 then  $\sqrt{\quad}$ .

**STEP 3.** Enter a digit from 0 to 9 to designate a unique number for the tag to be paired, then  $\sqrt{\quad}$ , the arming, disarming and setting indicators blink together.

**STEP 4.** Tap the tag on the read zone, the keypad will beep twice to confirm pairing successful.



**Note:** up to 10 RFID tags can be added. Two tags cannot have the same number.

### Deleting an RFID Tag

**STEP 1.** Enter the admin passcode then press  $\sqrt{\quad}$ .

**STEP 2.** Press 2 then press  $\sqrt{\quad}$ .

**STEP 3.** Enter the tag number from 0 to 9 to be deleted, then press  $\sqrt{\quad}$ .

### Deleting All RFID Tags

**STEP 1.** Enter the admin passcode then press  $\sqrt{\quad}$ .

**STEP 2.** Press 3 then press  $\sqrt{\quad}$  to delete all RFID tags.

### Setting User Passcode

**STEP 1.** Enter the admin passcode then press  $\sqrt{\quad}$ .

**STEP 2.** Press 0 then press  $\sqrt{\quad}$ .

**STEP 3.** Enter the new 4-digit user passcode, then press  $\sqrt{\quad}$ .

### Setting Admin Passcode

**STEP 1.** Enter the admin passcode then press  $\sqrt{\quad}$ .

**STEP 2.** Press 9 then press  $\sqrt{\quad}$ .

**STEP 3.** Enter the new 4-digit admin passcode, then press  $\sqrt{\quad}$ .

## How to Connect your Keypad to the Base Station

**STEP 1.** Set your base station into pairing/sniffer mode.

**STEP 2.** Enter **user passcode** then press  $\times$  to send arming transmission signal to base station.

**STEP 3.** The base station will beep to confirm pairing successful.

## DOORBELL

If you wish to use the doorbell function on the keypad, the doorbell identification number in the transmission code to the base station is different from the arming/disarming ID number, so it is necessary to pair the doorbell code with your base station before using doorbell function.

To pair the doorbell:

**STEP 1.** Set your base station into pairing/sniffer mode.

**STEP 2.** Press  $\Delta$  to send the doorbell transmission signal to base station.

**STEP 3.** The base station will beep to confirm pairing successful.



## ARMING/DISARMING Your Security System via the Keypad

### Using The User Passcode.

Enter **user passcode** then press  $\times$  to away arm.

Enter **user passcode** then press  $\times$  to disarm.

Enter **user passcode** then press  $\uparrow$  to home arm.

### Or Using an RFID Tag.

Press  $\times$  then tap the RFID tag to away arm.

Press  $\times$  then tap the RFID tag to disarm.

Press  $\uparrow$  then tap the RFID tag to home arm.

## RESET

This process resets your keypad to factory settings and removes all paired RFID tags.

With the bracket attached to the back of the keypad, slide the bracket up and down 10 times which slides the **tamper switch** underneath the bracket, this will restart and reset the keypad.

## Smoke Alarm



The Smoke Alarm is in the working mode after installation, with the LED flashing once for every 45 seconds. When it detects smoke, the alarm will sound until the smoke is cleared from the detector.

An SMS will be sent to all numbers listed in your “Alarm SMS number” list. The SMS will advise what sensor has been triggered.

A pre-recorded phone call will be made to the number(s) saved in your “Alarm Call number” list advising them of the alarm being set off in line with the calls protocol, a call will be made to the first person on the calls list and if unanswered, the second number and so on until it has reached the redial limit you have set in the app under settings.

Press the testing button to trigger the alarm signal, the alarm will sound, the LED flashes fast and release the wireless signals. You can also use the smoke method to test the detector. Testing is required regularly to make sure the smoke alarm is working correctly.

For installation instructions go to our Quick Set Up Guide

#### **Notes.**

1. This device must be paired with our base station to operate.
2. Do not install near the areas such as doors, windows, fans etc, where the air flows which would affect the sensitivity; High humidity areas such as bathrooms, nor high temperature places such as attic are unsuitable. The temperature should be -10°C to +50°C.
3. Please clean the alarm with a soft brush every six months to ensure the sensitivity and the life of the product. Remove the battery before cleaning.
4. Changes in environmental conditions, or tampering can affect the performance of this product. Users are advised to take all necessary precautions for his/her safety and the protection of the property.

#### **Specifications.**

**Working Voltage:** 9V alkaline battery or carbon-zinc battery

**Standby Current:** <10uA

**Working Current:** <40mA

**Sensitivity of Smoke:** II Grade

**Emission Frequency:** 315MHz/ 433MHz

**Emission Distance:** open > 120m

**Working Temperature:** -10 °C\*--+50 °C

**Interface Temperature of Air:** 10%-90%RH

**Alarm Sound:** 275dB

**Outer Size:** 113\*45mm

**Battery Life:** 1 – 2 years

**Reference Standard:** EN 14604-2005

## **Carbon Monoxide (CO) Alarm**



Carbon Monoxide alarms should be installed in every room that have a ‘fuel burning’ appliance and one within 5 metres of every bedroom.

Powered by a replaceable 9V battery, when triggered it makes over 85dB sounds with the red indicator light flashing simultaneously. The green indicator will flash once every 30 seconds at normal working mode.

The Carbon Monoxide Alarm is in the working mode after installation, with the Green LED light flashing once for every 30 seconds. When it detects Carbon Monoxide, the alarm will sound and the red LED light will flash until the carbon monoxide is cleared from the alarm.

An SMS will be sent to all numbers listed in your “Alarm SMS number” list. The SMS will advise what sensor has been triggered.

A pre-recorded phone call will be made to the number(s) saved in your “Alarm Call number” list advising them of the alarm being set off in line with the calls protocol, a call will be made to the first person on the calls list and if unanswered, the second number and so on until it has reached the redial limit you have set in the app under settings.

Press the testing button to trigger the alarm signal, the alarm will sound, the LED flashes and releases the wireless signals. You can also use the test carbon monoxide cans to test the detector. Testing is required regularly to make sure the alarm is working correctly.

For installation instructions go to our Quick Set Up Guide

### **Notes.**

1. This device must be paired with our base station to operate.
2. Do not install near the areas such as doors, windows, fans etc, where the air flows which would affect the sensitivity; High humidity areas such as bathrooms, nor high temperature places such as attic are unsuitable. The temperature should be -10°C to +50°C.
3. Please clean the alarm with a soft brush every six months to ensure the sensitivity and the life of the product. Remove the battery before cleaning.
4. Changes in environmental conditions, or tampering can affect the performance of this product. Users are advised to take all necessary precautions for his/her safety and the protection of the property.

## Specifications.

**Power supply:** DC9V alkaline battery;

**Alarm current:**  $\ll$ 80mA

**Static current:** <40uA

**Detection mode:** CO detection

**Alarm mode:** Wireless and acousto-optic alarm

**Frequency:** 433HZM/(1527/2262 code)

**Alarm sound:** >80dB (testing distance: 1m)

**Emission distance:** >100m (in open air)

**Working temperature:** -10~+ 55°C

## Water Leak Alarm

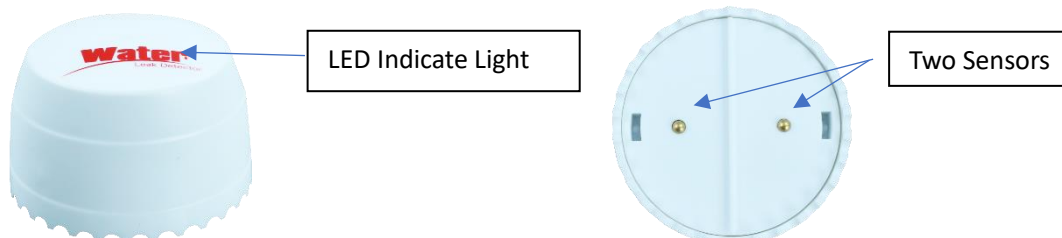


This Wireless Water Leak Detector detects water leaks when both electrodes are flooded. When the two sensors detect water, the red LED indicator light on the detector will be on and will transmit a wireless signal sending a message to the alarm base station. Once the wireless signal is received by the alarm base station an SMS will be sent to all numbers listed in your “Alarm SMS number” list. The SMS will advise what sensor has been triggered.

A pre-recorded phone call will be made to the number(s) saved in your “Alarm Call number” list advising them of the alarm being set off in line with the calls protocol, a call will be made to the first person on the calls list and if unanswered, the second number and so on until it has reached the redial limit you have set in the app under settings.

The product can be placed in the water storage devices or the place which is possible to have the water leakage such as basements, kitchens, utility rooms, bathrooms, garages etc.

When the LED indicate light flashes, it means it is in the low voltage.



For installation instructions go to our Quick Set Up Guide

**Note:** This device must be paired with our base station to operate.

**Specifications:****Operating voltage:** 3V**Static current:**  $\leq 10\mu\text{A}$ **Alarm current:**  $\leq 65\text{mA}$ **Alarm indicator:** Red LED**Alarm output:** 315M/433M (Factory default is 433M)**Wireless distance:** 100 meters (in the open space)**Working temperature:** 0-60°C**Working humidity:** 0-80%RH (No congelation)**Low Voltage indicator:** 2V (Indicator flashes fast)**Product Size:** 54\*35MM**SOS Panic Button**

The panic button pairs with our Alarm Base Station. Once pressed, the SOS panic button will send a wireless signal to the alarm base station and the base station siren will ring.

An SMS will be sent to all numbers listed in your "Alarm SMS number" list. The SMS will advise what sensor has been triggered.

A pre-recorded phone call will be made to the number(s) saved in your "Alarm Call number" list advising them of the alarm being set off in line with the calls protocol, a call will be made to the first person on the calls list and if unanswered, the second number and so on until it has reached the redial limit you have set in the app under settings

The panic button can be installed anywhere around your home, within range of the base station, and sends immediate alerts when pressed.

For installation instructions go to our Quick Set Up Guide

**Specifications.****Connection:** Wifi**Battery life:** 1 year**Battery Type:** Sealed in Lithium battery (Non-replaceable)**User app:** Smart Life (multiple users)**Connectivity:** Wireless (range 60 to 100 metres in open space)**Strap Material:** Silicone

## **SOS EMERGENCY BUTTON WRISTBAND**



The wristband pairs with our base station easily with the press of a button and fits comfortably on your wrist. Once pressed, the SOS Emergency button wristband will send a wireless signal to the alarm base station and the base station siren will ring.

An SMS will be sent to all numbers listed in your “Alarm SMS number” list. The SMS will advise what sensor has been triggered.

A pre-recorded phone call will be made to the number(s) saved in your “Alarm Call number” list advising them of the alarm being set off in line with the calls protocol, a call will be made to the first person on the calls list and if unanswered, the second number and so on until it has reached the redial limit you have set in the app under settings.

### **Specifications.**

**Connection:** Wi-Fi

**Battery life:** 1 year

**Battery Type:** Sealed in Lithium battery (Non-replaceable)

**User app:** Smart Life (multiple users)

**Connectivity:** Wireless (range 60 to 100 metres in open space)

**Strap Material:** Silicone