

iConnect.

CONTROL SYSTEM



USER MANUAL



Electronics Line 3000 Ltd.

iConnect Control System User Manual - Version 2.00
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All data is subject to change without prior notice.

Hereby, Electronics Line 3000 Ltd. declares that this Control System is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.



Quick Reference Guide

Function	Press...	Additional Information
ARM	 OR  OR 	If "One-Key Arming" is disabled enter your user code when arming. The default Master code is 1234 .
INSTANT ARM	 Hold down this key until "Instant Arming OK?" is displayed. Then Press  .	Instant arming cancels the entry delay after Part or Perimeter arming. This feature can be enabled by your installer.
DISARM	[USER CODE]	Entering your user code also silences the siren in the event of an alarm.
PANIC ALARM	 + 	Press these keys together and hold them down to generate an alarm.
FIRE ALARM	 + 	
MEDICAL ALARM	 + 	
MENU MODE	 then [USER CODE]	Use the menu navigation keys ( / ) until the required menu item is displayed then press  . Alternatively, enter the shortcut (e.g. 21 for Bypass Zones).
CHECK TROUBLE CONDITIONS	 Use this key scroll the system trouble list	Pressing  also silences any trouble tones that may be sounded by the system.
SWITCH HA UNIT ON	 then [HA UNIT #]	Enter the HA module number in two digits (e.g. 03).
SWITCH HA UNIT OFF	 then [HA UNIT #]	
FIVE SPEED DIAL NUMBERS	 Press this key, then press and hold the speed dial number button.	Numbers 1 to 5 can be programmed by Master Access in the menu telephone # [5.2-5.6].
GLOBAL CHIME	 then 	Use the menu navigation keys ( / ) to choose enable or disable, then press  .
RECORD MESSAGE	 then 	After recording a message, "Message Waiting" is displayed until the message is played back.
PLAY MESSAGE	 then 	The Message Center is an optional feature that is included with certain versions of <i>iConnect Control System</i> .

Telecontrol Commands

Function	Press...
2-WAY AUDIO	
FULL ARM	
DISARM	

Function	Press...
SIREN CANCEL	
EXTEND CALL	
DISCONNECT	 then 

Table of Contents

Quick Reference Guide	3
Chapter One: Introduction and Overview.....	5
1.1: Security System Components	5
1.2: System Monitoring.....	6
1.3: Home Automation.....	6
1.4: Self-Monitoring	6
1.5: Telecontrol.....	6
1.6: Vocal Message Annunciation	6
1.7: Web Access	7
Chapter Two: The User Interface.....	8
2.1: Front Panel Keypad.....	8
2.2: LCD Keypad	9
2.3: Keyfobs	10
2.4: Wireless Terminal.....	10
Chapter Three: Arming and Disarming	12
3.1: Arming the System	12
3.2: Disarming the System	14
3.3: Arm Status Indication	14
3.4: Arming Tones	14
3.5: Remote Arming/Disarming via SMS.....	14
3.6: Remote Arming/Disarming via the Telephone.....	15
Chapter Four: Web Access.....	16
4.1: Logging In.....	16
4.2: Arming and Disarming via the Web Application	17
4.3: Automation	17
4.4: Video	17
4.5: My Account.....	17
4.6: Event Log History	17
Chapter Five: Panic Alarms	18
5.1: Keypad Alarms	18
5.2: Keyfob Panic Alarm.....	18
5.3: Wireless Terminal Panic Alarm	18
Chapter Six: Home Automation	19
6.1: Keypad Control.....	19
6.2: Keyfob Control.....	19
6.3: SMS Control	19
6.4: Scheduling.....	20
Chapter Seven: Telecontrol	21
7.1: Calling your Home	21
7.2: Service Call	22
7.3: Two-Way Audio after an Alarm	22
7.4: Two-Way Audio Follow-Me	22
7.5: Simplex Mode.....	23
Chapter Eight: Advanced System Operation	24
8.1: Cancel Report	24
8.2: Zone Bypassing/Unbypassing.....	24
8.3: User Codes	25
8.4: Follow-Me and Five Additional Speed Dial Numbers	26
8.5: Event Log	27
8.6: Service Menu	27
Appendix A: Menu Structure.....	31
Appendix B: Glossary	32

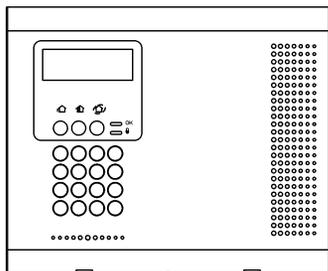
Chapter One: Introduction and Overview

This user manual explains all you need to know about your *iConnect* security system and provides step-by-step instructions for all the system's user functions. In addition to the explanation you will receive from your installer, we urge you to read this manual so that you can take full advantage of your system's features. Keep this manual in an accessible location for future reference.

The *iConnect* system has many features in order to suit a wide range of applications. This manual outlines all of these features but it is likely that there are options that are not relevant to your system. If you have any questions regarding the availability of the features described in the manual, please ask your installer.

1.1: Security System Components

Your security system is made up of a Control System, various sensors and a number of optional peripheral devices. This section explains the role of each component in your system.



Control System

The Control System is the brain of the system. It communicates with all the devices connected to the system. For example, in the event of a burglary, a sensor sends a signal to the Control System indicating that it has sensed motion on the premises. On receiving this signal, the Control System makes the decision to report the alarm to your monitoring service and activate the siren.



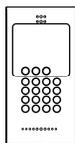
Sensors

Sensors are the devices that protect your home, alerting the Control System when there is a breach in security. Magnetic contacts protect your doors and windows while motion sensors are able to detect an intruder moving across its field of view. Additionally, smoke sensors can be installed to provide an early warning in the event of a fire.



Keyfobs

Keyfobs are hand-held transmitters that are used to operate the system. Various keyfobs are available providing a number of functions. For example, arming/disarming the system, sending panic alarms and various home automation functions.



Keypads

The keypads enable you to communicate with the Control System in order to perform a number of different functions. The main function you can perform using a keypad is to arm the system when leaving your home and to disarm on your return.

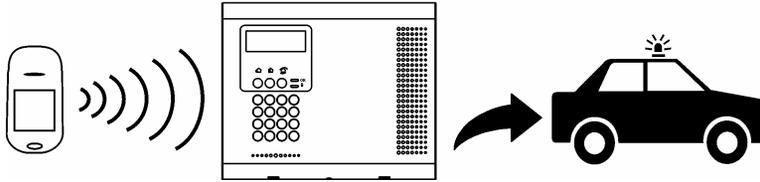


Sirens

While the Control System includes a built-in internal siren, it is possible that you also have an external siren installed. The sirens are sounded during certain alarm conditions serving to warn you and ward off intruders.

1.2: System Monitoring

When an event occurs within the system, the Control System sends a message to your monitoring service describing the exact nature of the event. This enables the monitoring service to take the required action. System monitoring can implement either regular telephone or cellular communication.



A sensor detects. ▶ ▶ ▶ The Control System is alerted. ▶ ▶ ▶ An alarm is generated and the monitoring service is notified.



Remember that no security system can prevent emergencies. This system is only intended to alert you in case of an emergency and should not take the place of prudent security practices or life and property insurance.

1.3: Home Automation

An optional expansion module can provide you with the ability to control up to 16 individual electrical appliances or lights using the front panel keypad, wireless keypads or keyfobs. Additionally, each appliance can be programmed to be turned on and off automatically according to various schedules and system status conditions.

1.4: Self-Monitoring

In addition to the ability to report to a monitoring service, the system can also send you and other users notification when an event occurs. This may be in the form of vocal messages played over the telephone or, if your system supports cellular communication, you can receive information on system status via SMS. If an alarm occurs on the premises, you are informed no matter where you are in the world.

SMS Control

Using your cellular phone, you can also send commands to the appliances controlled by the Home Automation feature using SMS and receive confirmation when the command is received.

1.5: Telecontrol

The *iConnect* offers a range of “Telecontrol” features that provide remote access via the telephone. These features include remote arming/disarming, siren cancel and Two-Way audio via the Control System’s built-in microphone and speaker.

The Two-Way Audio features allow you to contact your home directly in the event of an alarm or simply to check the premises when you are away.

1.6: Vocal Message Annunciation

Vocal message annunciation is an optional feature that, if enabled in programming, causes the system to play short messages that indicate system status.

1.7: Web Access

The Web Application provides an interface to your security system from your Internet browser. Via the Web you can perform a wide range of tasks such as arm/disarm, zone bypass, user code management and home automation control. Additionally, you can set up the contacts whom you wish to be alerted (by email or text message) when selected events occur.

The application also allows you to check your home at any time either by viewing a history of recent events that have occurred or by viewing streaming video from cameras installed on the premises. For further information, see Chapter Four: Web Access

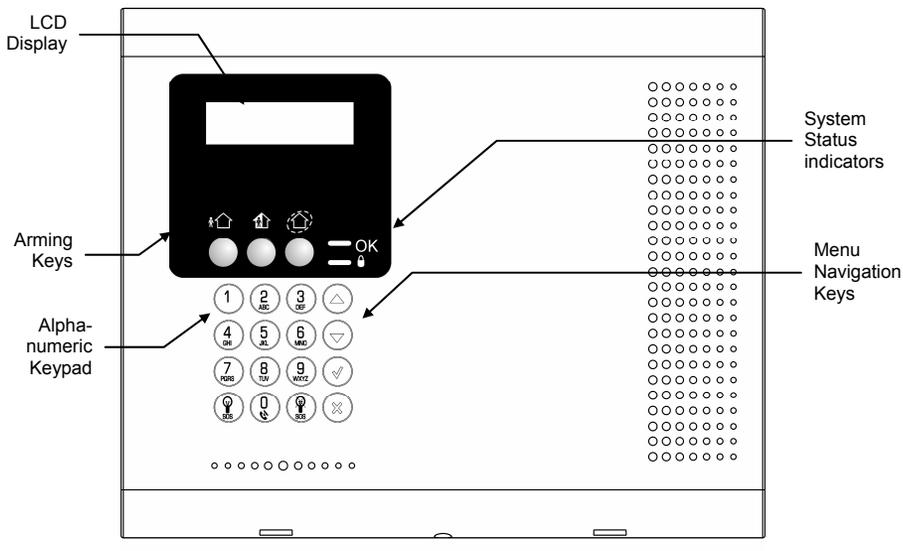
Chapter Two: The User Interface

There are several methods you can use to operate the system. Apart from the keypad on the front panel, your system may include a number of peripheral devices such as keypads and keyfobs.

This chapter provides a brief introduction to each of the devices you can use to operate the system. It is important that you familiarize yourself with these devices before reading the following chapters that shall describe system operation in further detail.

2.1: Front Panel Keypad

The front panel keypad is the main user interface that provides you with all the functions you need to control your security system.



Arming Keys

Three arming keys are available: Full, Part and Perimeter. These keys arm the system using one of the three arming methods. One-key Arming is an option that is programmed by your installer. If this option is disabled, you must also enter a user code when arming.

System Status Indicators

The System Status indicators provide essential information on the status of the system such as arm, disarm, alarm and power failure conditions.



On during arm. Off during disarm. Flashes after alarm.



On when power is connected. Off when power is disconnected. Flashes if there is a problem with mains power or the backup battery.

System Trouble Indication

In the event that the system detects a trouble condition, "System Trouble" appears on the display. To identify the problem, scroll through the trouble list by pressing \blacktriangledown . Scrolling the trouble list also silences system trouble tones that may be sounded if enabled in programming. When the trouble condition is restored, it is removed from the system trouble list.

Service Call Button

The Service Call button enables you to contact the monitoring service and talk to an operator.

To initiate a service call, press the up arrow key and then press and hold down the Service Call key (0) for a few seconds.

Up
arrow



Service
Call



Home Automation On/Off Keys

Pressing one of the Home Automation keys followed by the unit number (01-16) enables you to control lights and appliances in your home.

Pressing both Home Automation keys simultaneously generates an SOS panic alarm.



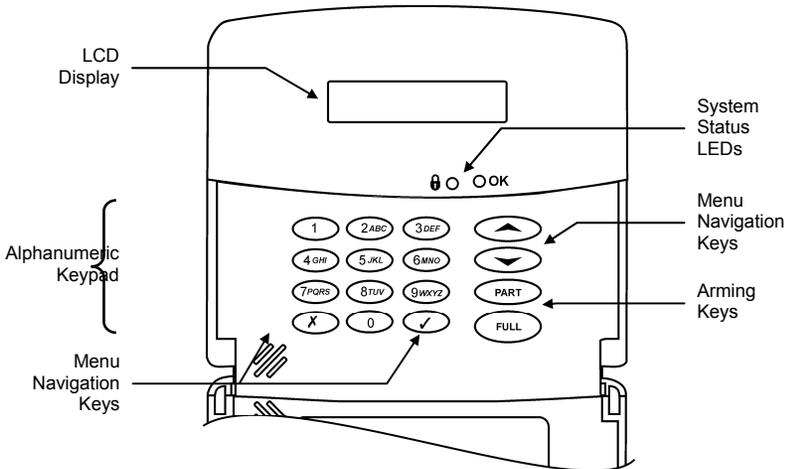
ON



OFF

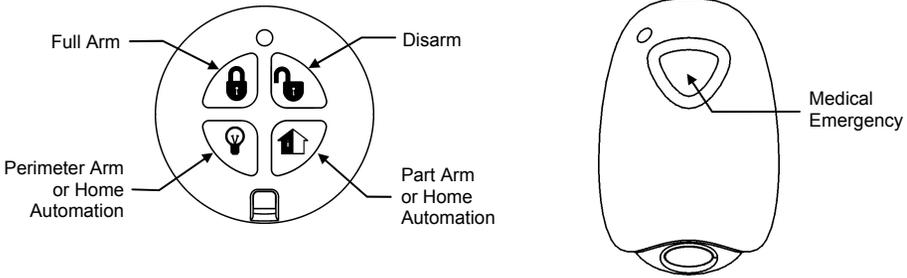
2.2: LCD Keypad

In addition to the front panel keypad, your system may include one or more LCD keypads. The layout of the LCD keypad is similar to the front panel keypad and most of the functionality is identical.

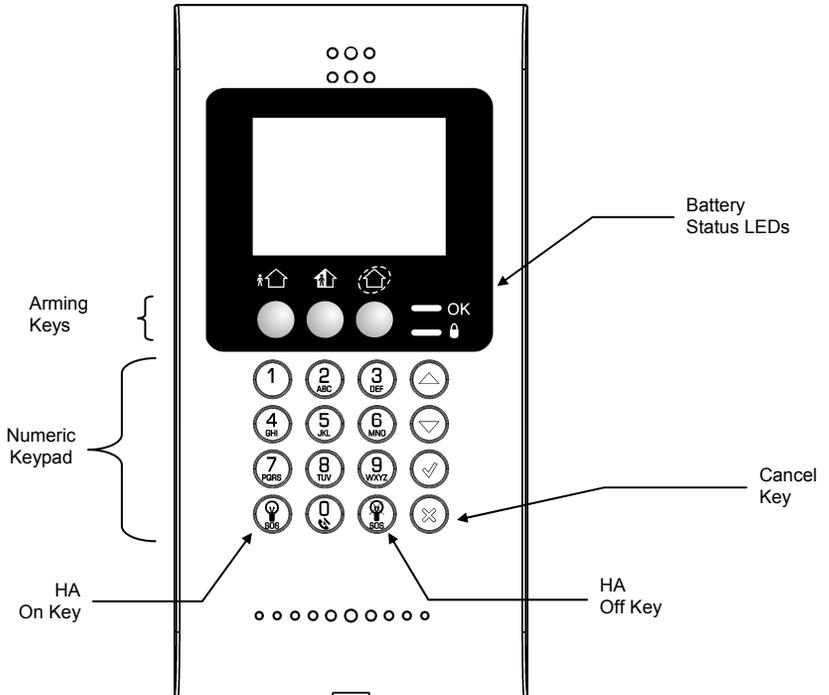


2.3: Keyfobs

The *iConnect* supports two types of keyfob transmitter. The function of the buttons on each keyfob are shown below.



2.4: Wireless Terminal



The system supports one wireless terminal (future option --up to four wireless terminals). You can use the terminal as an arming station, perform basic home automation functions and generate a panic alarm in the event of emergency.

Numeric Keypad

The numeric keypad allows you to arm or disarm the system by entering a user code.

Arming Keys

Three arming keys are available: Full, Part and Perimeter. These keys arm the system using one of the three arming methods. One-key Arming is an option that is programmed by your installer. If this option is disabled, you must also enter a user code when arming.

Simultaneously pressing the Full and Perimeter buttons generates a panic alarm.

Home Automation On/Off Keys

Pressing one of the Home Automation keys followed by the unit number (01-16) enables you to control lights and appliances in your home.

Cancel

The Cancel key clears the keypad in the event that you pressed a key by mistake.

For example, when entering your code you enter a wrong digit, the system waits for you to enter all four digits before it decides that the code is incorrect. Pressing the Cancel key causes the keypad to disregard what was previously entered enabling you to start again.

Battery Status LEDs

Every time a key is pressed, one of the Battery Status LEDs is lit. When the battery needs to be replaced, the red Low Battery LED is lit.

Chapter Three: Arming and Disarming

Arming can be defined as activating the system. When the system is armed, it monitors the zones that are protected by the sensors. If a sensor detects an intrusion, the system generates an alarm.

Certain sensors, such as smoke sensors, are always active regardless of system status.

3.1: Arming the System

Three arming modes are available: Full, Part and Perimeter. These modes enable you to arm your system accordingly to suit different circumstances.



Full Arming

Full arming activates the entire system. This arming method is used when you intend to leave your home, leaving the premises empty.



Part Arming

This arming method enables you to arm a section of your home while remaining on a different part of the premises.



Perimeter Arming

Perimeter arming enables you to activate the perimeter zones (the windows and doors of your home) enabling you to move freely within the protected area.

Before arming the system, check that all doors and windows are secured so that the system is ready for arming.



If the One-key Arming option is disabled in programming, you must enter your user code when arming the system from a keypad.

EN-50131 Note: To meet the requirements of the EN50131 standard, the programmed supervision time for the supervised wireless detectors shall be set to 2 hours.

EN-50131 Note: When the EN50131 standard is chosen, arming is prevented in several system conditions (see the iConnect installation manual for details):

- Trouble condition in all the communication modules (PSTN/GSM/GPRS) used for events reporting;
- Zone Trouble condition;
- Entry/Exit trouble condition.

Arming with the Front Panel or Wireless Keypad

To arm the system using the front panel or wireless keypad:

- Press one of the three arming keys; the exit delay begins to count down. At the end of the exit delay, the system is armed.

Arming with the LCD Keypad

To “Full” arm the system using the LCD keypad:

- Press FULL on the keypad; the exit delay begins to count down. At the end of the exit delay, the system is armed.

To “Part” or “Perimeter” arm the system using the LCD keypad:

1. Press PART on the keypad.
2. Use the menu navigation keys (▲/▼) to choose the required arming method.
3. Press ✓ ; the exit delay begins to count down. At the end of the exit delay, the system is armed.

Arming with a Keyfob

To arm the system using a keyfob:

- Press the relevant button on your keyfob (see 2.3: Keyfobs); the exit delay begins to count down. At the end of the exit delay, the system is armed.

Forced Arming

Forced arming enables you to arm when the system is not ready. For example, if a door protected by a magnetic contact is open, you may arm the system on condition that the door will be closed by the end of the Exit delay. If the door is still open after the exit delay expires, an alarm is generated.



Forced arming is available only if the option is enabled in programming. Forced arming may be enabled for specific zones or for the entire system.

Instant Arming

Instant arming is a feature that allows you to cancel the entry delay after Part or Perimeter arming the system. For this feature to function, it must be enabled in programming by your installer.

To instantly arm the system.

1. Check if the system is ready to arm.
2. Press the Part or Perimeter arming key on the keypad and enter your user code if One-Key Arming is disabled.
3. Press and hold down ▲ on your keypad until the message **Instant Arming, OK?** is displayed
4. Press ✓ ; the entry delay for the current arming period is canceled.

Supervised Arm

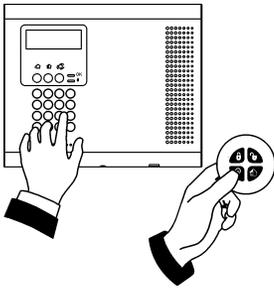
Supervised Arm is an optional feature designed to supervise intrusion sensor activity before you arm the system.

If Supervised arm is enabled in programming and the system has not received a transmission from a sensor for a certain amount of time, all arming methods that include that sensor shall not be available.

In this case, press ▼ to check which sensor is causing the “System Not Ready” condition.

To make the required arming method available, activate the sensor. If activating the sensor does not help, there may be a problem with the sensor. You can bypass the faulty sensor’s zone to allow system arming until the problem is remedied – see 8.2: *Zone Bypassing/Unbypassing*.

EN-50131 Note: Detectors that meet the EN-50131 standard have a three-minute delay between transmissions.



3.2: Disarming the System

When you enter the premises, the entry delay begins to count down. You must disarm the system within the entry delay time to prevent the system from triggering an alarm.

To disarm the system using a keypad:

- Enter your user code.

To disarm the system using a keyfob:

- Press the disarm button – see 2.3: *Keyfobs*.

3.3: Arm Status Indication

The system's arm status is displayed on the front panel only. The following table explains the various arm status descriptions that appear on the LCD display.



This...	Means...
DISARMED	The system is disarmed.
FULL ARMED	The system has been armed using the displayed arming method.
PART ARMED	
PERIMETER ARMED	
FULL ARMING	The system is in the process of arming (displayed during exit delay).
PART ARMING	
PERIMETER ARMING	
PART ARMED INST	The system has been armed using the displayed arming method with the Instant arm feature activated.
PERIM ARMED INST	
PART ARMING INST	The system is in the process of arming with the Instant arm feature activated.
PERI ARMING INST	



The system may be programmed to display arm status at all times or only for the first two minutes after you arm or disarm the system.

3.4: Arming Tones

Arming tones are the chimes that the system sounds during the entry/exit delay and when the system arms or disarms. Various options are available that determine the pattern of these tones.



Arming tones may be sounded by either the external wireless siren or the Control System's built-in siren.

3.5: Remote Arming/Disarming via SMS

You can arm and disarm the system remotely by sending the SMS commands from a cellular phone to the cellular communications module.

Each SMS command contains the following elements:

- SMS Command Descriptor (up to 43 characters of free text)
- # (separates the descriptor from the actual command)
- User Code
- Command (120=Disarm, 121=Full Arm, 122=Part Arm, 123=Perimeter Arm, 124=Full + Perimeter Arm, 125=Part + Perimeter Arm, 200 = Arm Status)

The following example shows the format of an SMS command for disarming the system:

SMS Command Descriptor							User Code				Command		
D	I	S	A	R	M	#	1	2	3	4	1	2	0



While the SMS Command Descriptor is optional, you must start the SMS command with the # symbol for the system to accept the command.

Arm Status Reply

On receiving an Arm Status request message, the system returns a status message to the sender. This message includes the system status and the descriptor of the user or the device used to arm/disarm the system.

The following example shows an Arm Status reply where the system has been fully armed by a user named Mark.

F	U	L	L		A	R	M	E	D	-	M	A	R	K
---	---	---	---	--	---	---	---	---	---	---	---	---	---	---

3.6: Remote Arming/Disarming via the Telephone

Using the Telecontrol feature, you can “Full” arm and disarm the system via the telephone. For further information on the Telecontrol features, see Chapter Seven: Telecontrol

Chapter Four: Web Access

The Web Application provides a full interface to your system from a local or remote PC. Via the Web you can perform a wide range of tasks such as arm/disarm, zone bypass, user code management and home automation control.

4.1: Logging In

Username: Password: Pass Code: ENTER

To log in to the Web Application:

1. Enter your user name, password and your Master user code – see 8.3: User Codes. The user name and password, that you enter here, is provided by your security service provider.
2. Click Enter.



When signing in for the first time, you should change the password. You can do so from the Change Password page that is accessible from the My Account menu. Your new password should be no less than six characters and must start with a letter.

After logging in, your system's home page is displayed. The following diagram shows the home page and explains the main elements of the web application's interface.

The screenshot shows the home page of the web application. At the top is a navigation menu with tabs for HOME, AUTOMATION, VIDEO, MY ACCOUNT, and HELP. To the right of these tabs is a dropdown menu currently set to 'Away', and buttons for ARM and LOG OFF. Below the navigation is a main workspace area containing several tiles: 'Users and Codes', 'History', 'Automation', 'Alerts', 'Change Password', and 'Video'. A callout box labeled 'Workspace' points to this area. To the right of the workspace is a large image of a woman's face with the text 'See it all control it all'. Below the workspace is a status bar with a callout box labeled 'Status Bar'. The status bar displays 'marketing Logged in', 'Disarmed', 'ALARM', 'SYSTEM READY', and a 'REFRESH STATUS' button. A message above the status bar reads: 'Welcome to your Web user application, a comprehensive interface to your home. The current status of your system is displayed in the Status bar at the bottom of this page. Using this application, you can arm or disarm your system or select any of the functions listed at the top of this page.'

Menu Bar

The Menu Bar includes the Main Menu, arm/disarm options and the “Log Off” button (for when you have finished using the application). The Main Menu offers links to various pages in the Web Application. Use the LOG OFF button on the right of the Menu Bar to properly close the session.

Workspace

The workspace is where the various pages of the application are displayed. For example, if you choose Automation, a list of your automated appliances is displayed in the workspace.¹

¹ SMS alerts relate only to SMS sent from ELAS (WEB User Application)

Status Bar

The Status bar displays information on your system's status and the name of the user currently logged in. Above the status bar, the time when the system status display was last updated is shown. This information is displayed according to the local time at the control system. When logging into the WUApp with a GPRS Control System, the system status refreshes automatically, and can be refreshed manually as well. To refresh the current system status, click the Refresh Status button on the right-hand side of the Status bar.

Home Button

On the main menu, there is Home button. Press the Home button to return to the Main page at any time.

4.2: Arming and Disarming via the Web Application

The Web Application allows you to arm and disarm your system via the Web Application using any of the available arming methods. It is important to note that when you arm using the Web application, the system is armed with the programmed delay.

4.3: Automation

The Web Application allows you to control and schedule automated lights and appliances in your home. The application offers a comprehensive interface that enables you to view the settings for all of your automated devices at once. Additionally, you can add, edit or delete devices from the comfort of your PC.

Discuss this capability with your security service provider to determine if it is applicable to your system.

4.4: Video

Using IP video cameras installed in your home, the Web Application enables you to view streaming video over the Web in order to check your home and family while you are away.

Discuss this capability with your security service provider to determine if it is applicable to your system.

4.5: My Account

The Users and Codes page provides a useful tool for managing your system's users. From this page you can add, edit and delete users as required. You can even issue temporary (limited) codes to guests that will expire after 24 hours.

For further information on user codes and their various uses, see 8.3: User Codes.

The Alerts page allows you to enter the details of contacts you wish to be informed when events occur in your system. For example, you can enter your own email address and/or cellular phone number so that you will receive email or SMS notification in the event of an alarm.

4.6: Event Log History

The History page enables you to view the system's event log. The events are arranged in a table that offers the advantage of allowing you to view a large number of events at once. In addition to viewing the event log, you may also save the log to a file (HTML, PDF or RTF) or print the log.

For further details on how to use the Web Application, refer to the Help menu included in the application.

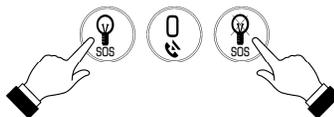
Chapter Five: Panic Alarms

Panic alarms enable you to send a message to the monitoring service in the event of an emergency. There are various types of panic alarm and several methods you can use to generate them.

5.1: Keypad Alarms

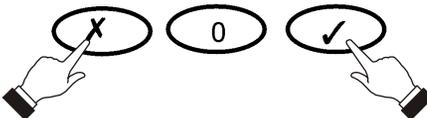
To activate an SOS Panic alarm from the front panel keypad:

- Press and hold down the Home Automation On and Off keys simultaneously.



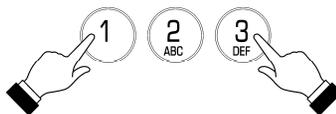
To activate an SOS Panic alarm from the LCD keypad:

- Press and hold down the ✓ and X keys simultaneously.



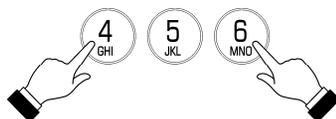
To activate a Fire alarm from the front panel keypad or LCD keypad:

- Press and hold down keys 1 and 3 simultaneously.



To activate a Medical alarm from the front panel keypad or LCD keypad:

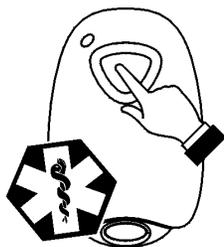
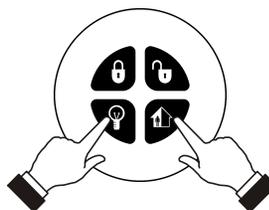
- Press and hold down keys 4 and 6 simultaneously.



5.2: Keyfob Panic Alarm

To activate a Panic alarm using the four-button keyfob (EL-2714):

- Press the lower two buttons simultaneously.



Medical Emergency

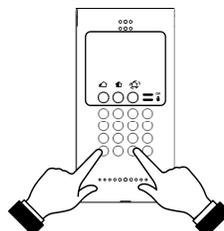
The one-button keyfob (EL-2611) is designed to send a message to your monitoring service in the event of a medical emergency.

The transmitter is water-resistant and can be worn around the neck as a pendant.

5.3: Wireless Terminal Panic Alarm

To activate a panic alarm from the wireless terminal (EL-2724):

- Press the both SOS keys simultaneously.



Chapter Six: Home Automation

Home Automation is an optional feature that requires an add-on expansion module. Home Automation enables you to control up to 16 individual lights and appliances around the home. In this section, we shall refer to these lights and appliances as HA units.

HA units can be controlled using the keypad and keyfobs or programmed to react to specific system status conditions. For example, an HA unit can be programmed to switch on when the system is armed or when a specific zone is triggered. Additionally, the Randomize feature is designed to switch lights on and off at night when the system is armed. This gives potential intruders the impression that the house is occupied.

Scheduling options enable you to program On and Off times for each HA unit. This feature is found in the main menu. For further information on how to navigate the menu, refer to Chapter Eight: Advanced System Operation.

6.1: Keypad Control

Two keys on the keypad enable you to send On and Off commands to HA units. How an HA unit reacts to the On command is determined by the installer in programming.

The HA unit can be programmed to switch on until the Off command is received or automatically switch itself off after a pre-programmed amount of time.



To turn HA units on using the keypad:

1. Press the On key.
2. Enter the two-digit HA unit number (01-16); the chosen HA unit switches on.



To turn HA units on using the keypad:

1. Press the Off key.
2. Enter the two-digit HA unit number (01-16); the chosen HA unit switches off.

6.2: Keyfob Control

You can control two separate HA units, using the four-button keyfob. This option can be programmed by the installer. For further information on keyfob button assignments refer to 2.3: Keyfobs.

6.3: SMS Control

If your system supports cellular communication, you can control HA units remotely via your mobile phone using a number of SMS commands. The SMS commands are designed to be entered as templates on your mobile phone.

Each SMS command contains the following elements:

- SMS Command Descriptor (up to 43 characters long)
- # (separates the descriptor from the actual command)
- User Code
- Command (0=Off, 1=On)
- HA Unit Number (01-16)

The following example shows the format of an SMS command to switch on a water boiler controlled by HA unit 08.

SMS Command Descriptor										User Code				On	Unit	
B	O	I	L	E	R		O	N	#	1	2	3	4	1	0	8



Do not include the symbol '#' in the descriptor as the system regards any text after this symbol as part of the command. The SMS Command Descriptor is optional but you must still enter the '#' before the user code.

SMS Confirmation Message Format

After an SMS command is executed by the system, if programmed by your installer, a confirmation message may be returned to your mobile phone. This message includes the HA unit's descriptor and the command that was sent. The following example shows the confirmation message you receive for the sample command from the previous section.

B	O	I	L	E	R	-	O	N
---	---	---	---	---	---	---	---	---

6.4: Scheduling

The Scheduling feature allows you to set an On and Off time for each HA unit. At these times the system automatically switches the HA unit on and off. You can also choose the days of the week that the schedule is active.

On Time

To edit an HA unit's "On" Time:

1. From the main menu, select HA Schedules [8].
2. Select an HA unit.
3. From the HA unit's sub-menu, select On Time.
4. Enter a time (HH:MM).
5. Press ✓ when the desired setting is displayed.

Off Time

To edit an HA unit's "Off" Time:

1. From the main menu, select HA Schedules [8].
2. Select an HA unit.
3. From the HA unit's sub-menu, select Off Time.
4. Enter a time (HH:MM).
5. Press ✓ when the desired setting is displayed.

Weekly Schedule

To program the days of the week that the schedule is active:

1. From the main menu, select HA Schedules [8].
2. Select an HA unit.
3. From the HA unit's sub-menu, select Schedule.
4. Use keys 1 to 7 to toggle the days on and off.

Press...	To toggle...	Press...	To toggle...
1	Sunday	5	Thursday
2	Monday	6	Friday
3	Tuesday	7	Saturday
4	Wednesday		

5. Press ✓ when the desired setting is displayed.

The *iConnect* Control System offers a range of Telecontrol features that provide remote access via the telephone. These features include Two-Way Audio, remote arming/disarming and siren cancel.

Two-Way Audio

You may use the Two-Way Audio features to check your home in the event of an alarm or as an alternative means of communicating with members of your family. For example, you may wish to call an elderly person who has difficulty reaching the phone. Using its Two-Way Audio features, the Control System automatically picks up the call and you can communicate via its built-in microphone and speaker.

7.1: Calling your Home

You may call your home at any time in order to contact your family, operate your system or check your home while you are away. This feature is available for both regular telephone communication or cellular communication.

Making a Call using a Regular Telephone

When your security system shares a telephone line with other devices (e.g. telephone handsets, an answering machine or fax), it is important that the Control System distinguish between calls so that it knows when to pick up the relevant call. For this purpose the *iConnect* employs a double call method.

To make a call to the Control System using the double call method:

1. Dial your telephone number.
2. Wait for two or three rings then hang-up.
3. Wait at least five seconds and dial the number again; on the second ring, the Control System picks up and sounds two tones.

Making a Call to the Cellular Communications Module

If your system supports cellular communication, the Cellular Communications Module has its own individual telephone number. Therefore, the double call method is not necessary and you may call the Control System directly.

Call Procedure

To prevent unauthorized attempts to call your Control System, you must enter a user code when calling your home – see 8.3: *User Codes, Code 29*.

To call your home:

1. Call the Control System either using the double call method or directly (see above); when the Control System picks up, two tones are sounded.
2. Enter the Telecontrol code (Code 29) on your telephone within 15 seconds.



Do not enter your user code until you hear the two tones. Any digits entered before the tones are sounded are disregarded by the system.

3. A tone is sounded to indicate that the system is ready to receive commands.

The following commands are available:

- Press “2” for Two-Way Audio.
 - If the TWA mode is defined as “Simplex” (see 7.5: Simplex Mode), the audio channel opens in Listen mode (microphone active/speaker mute). To switch to Speak mode, press “1” on your telephone. To switch back to Listen mode, press “0” on your telephone.
- Press “3” to fully arm the system.
- Press “6” to disarm the system.
- Press “9” to cancel the siren.



The commands “3” (Full Arm), “6” (Disarm) and “9” (Bell Cancel) can also be executed at any time during a Two-Way Audio session.

4. The duration of the call is an option programmed by your installer. Ten seconds before the end of the call, two short tones are sounded. To extend the call, press “7” on your telephone.
5. To disconnect before the end of the call, press “*” then “#” on your telephone.

Siren Muting

The siren is muted during Two-Way Audio communication. At the end of the call, the siren is re-activated (if the Siren Cut-Off has not yet expired). You can cancel the re-activation of the siren by pressing “9” on your telephone during the call.

7.2: Service Call

The Service Call feature enables you to call the monitoring service by pressing one key.

Up
arrow



To make a Service Call:

- Press and hold down the up arrow key and then press and hold Service Call

Service
Call



If using Simplex mode, the call is connected in Listen mode – see 7.5: Simplex Mode.

7.3: Two-Way Audio after an Alarm

In the event of Burglary, Fire and Medical alarms, the Control System is able to report the events and then stay on the line. This allows the monitoring service to verify the alarm or provide assistance in the event of an emergency.

7.4: Two-Way Audio Follow-Me

This feature causes the Control System to call you in the event of an alarm so that you may check your family and home.

When the Control System calls, you will hear two short tones when you pick up the phone. Press “2” on your telephone to answer the call.



If you press “9” to answer the call, the Control System simultaneously cancels the siren when you answer the call.

If using Simplex mode, the call is connected in Listen mode – see 7.5: Simplex Mode.

7.5: Simplex Mode

It is possible that the Two-Way Audio features on your system are programmed to operate in “Simplex” mode. Simplex mode means that one party may speak while the other party listens.

If using Simplex mode, the call is connected in Listen mode. In Listen mode, the microphone on the Control System is turned on so that you can listen in. If you want to switch to Speak mode, press “1” on your telephone.

In Speak mode, the microphone is turned off and the speaker is turned on so that you can speak to the person on the other end of the line. If you want to switch back to Listen mode, press “0” on your telephone.

Chapter Eight: Advanced System Operation

Besides the basic functions described in the previous chapters, you can access additional functions via the menu. This chapter describes these functions and the menu navigation procedure.

Menu Navigation

Using the LCD keypad on the front panel, you can navigate through the menus using the menu navigation keys (\blacktriangle / \blacktriangledown) and make simple yes/no decisions using the \checkmark and \times keys.

The availability of menu items depends on the user code that you used to enter Menu mode. Some menu items are limited to the Master code only (User 1). Certain menu items, such as system programming functions, are not intended for the user and can only be accessed by the installer.

The following example explains the procedure for Event Log viewing (Master code access only).

1. Press \checkmark to enter Menu mode.
2. Enter the Master code; the first menu item in the main menu, **1. Cancel Report** is displayed.
3. Press \blacktriangledown until **6. Event Log** is displayed.
4. Press \checkmark to enter the Event Log menu; **1. View Log** is displayed.
5. Press \checkmark to choose the displayed item.

Press \times if you do not want to choose the displayed item. Pressing \times also takes you back to the previous menu level.



Menu mode automatically terminates two minutes after the last keystroke.

Throughout this chapter, we have tried to include all of the system functions using a similar structure and order as they appear in the menu. The above procedure provides a detailed explanation of menu navigation. However, in order to simplify the procedures that appear in the rest of this chapter, the following conventions are used:

This...	Means...
From the Bypass Zones menu, select Unbypass All.	Enter the main menu by pressing \checkmark and entering your user code. Using the arrow keys, navigate until you reach Bypass Zones and press \checkmark . Using the arrow keys, navigate until you reach Unbypass All and press \checkmark .
Select...	Use the arrow keys to scroll through the options and press \checkmark .
[61]	The shortcut to a specific menu item from the main menu. In this case, this is the shortcut for View Log. These appear in the procedures as an additional aid to menu navigation.

8.1: Cancel Report

The Cancel Report function enables you to prevent the system from reporting in the event of a false alarm.

To cancel report:

- From the main menu, select Cancel Report [1]; all pending messages to the monitoring service are canceled.

8.2: Zone Bypassing/Unbypassing

When a zone is bypassed, its sensor is ignored by the system and does not generate an alarm when triggered.

To bypass or unbyypass a zone:

1. From the Bypass Zones menu, select Bypass/Unbyp. [21].
2. Using the arrow keys, scroll to the zone you want to bypass or unbyypass.
3. Press ✓ to change the bypass status.
4. Press X ; **Save Changes?** is displayed.
5. Press ✓ to confirm the changed bypass status.

To unbyypass all zones:

1. From the Bypass Zones menu, select Unbyypass All [22].
2. Press ✓ ; all zones are unbyypassed



*All bypassed zones will be automatically unbyypassed when the system is disarmed.
A fire zone cannot be bypassed*

8.3: User Codes

The *iConnect* supports a variety of individual user codes. Each of these codes is four digits long. Most system functions require you to enter a valid user code.

The ability to perform a function is defined by your user code's authorization level. These authorization levels are pre-defined for each code as explained below.

Code 1: Master Code

The Master code is the highest user authorization level. With the Master code, you can edit all other user codes. Additionally, the Master code grants access to the Event Log, the Service menu and Home Automation Schedule programming.



The default Master code is 1234. Change this code immediately after the system has been installed!

Codes 2-19: Controlled Codes

When you use a controlled user code for arming and disarming, the system notifies the monitoring service.

Codes 20-25: Non-controlled Codes

Non-controlled codes do not cause the system to send Arm/Disarm reports to the monitoring service. The system sends a Disarm report only if you use this code to disarm the system after an alarm occurrence.

Codes 26-27: Limited Codes

A Limited code enables you to issue a code that is valid for one day only. This code automatically expires 24 hours after it has been programmed.

Code 28: Duress Code

The Duress code is designed for situations where you are being forced to operate the system. This user code grants access to the selected operation, while sending a Duress event message to the monitoring service.

Code 29: Telecontrol Code

The Telecontrol code is designed to enable the user to perform a number of tasks via their telephone using DTMF commands. Using this code, the user can call their system to arm and disarm, cancel the siren or establish Two-Way Audio communication. This code can only be used for this specific purpose and does not grant access to any additional system functions such as disarming.

Editing User Codes

User code editing is a feature that is available exclusively to the Master code. To maintain a high level of security, keep all user codes confidential.

To edit a user code:

1. From the main menu select, User Codes [4].
2. Select the code you want to edit;
3. From the code's sub-menu, select Edit Code; the 4-digit code is displayed with the cursor flashing on the first digit.
4. Edit the code.
5. Press ✓ ; the new code is stored in the memory.



If you enter a code that is identical to an existing user code, the Control System sounds an error tone and the new code is not accepted. 0000 is not a valid user code as this value is used to delete a user code.

Deleting User Codes

As an additional security measure, make certain that you delete any extra codes that are no longer required.

To delete a user code:

1. From the main menu select, User Codes [4].
2. Select the code you want to delete;
3. From the code's sub-menu, select Edit Code; the 4-digit code is displayed with the cursor flashing on the first digit.
4. Enter 0000.
5. Press ✓ ; the code is deleted.



The Master code cannot be deleted.

User Code Descriptors

Using the alphanumeric keypad on the front panel, you can edit the 16-character user code descriptors and enter the name or title of the users to whom the code is allocated.



During descriptor editing, use this key to enter a space before the current character.



Use this key to delete the current character.

To enter text, press a key repeatedly to scroll through the characters that appear on the key. For example, press *δMNO* to enter M, N, O, or 6 respectively. You can also use the 1 and 0 keys to enter symbols. After you enter text, the cursor automatically moves to the next character.

To edit a user code descriptor:

1. From the main menu, select User Codes [4].
2. Select a code.
3. From the code's sub-menu, select Descriptor.
4. Edit the descriptor using the alphanumeric keypad.
5. Press ✓ when you have finished editing.

8.4: Follow-Me and Five Additional Speed Dial Numbers

The Follow-Me feature is designed to notify the user that certain events have occurred. The events that are sent to the Follow-Me telephone number are those events that the user is authorized to view in the event log; events that can be viewed only by the installer are not sent to the Follow-Me number – see 7.4: Two-Way Audio Follow-Me. If using the TWA Follow-Me feature, the audio channel is opened after alarm events only. Speed Dial feature allows you to call five speed dial numbers from your Control System.

To edit the Follow-me number:

1. From the main menu, select Telephone # [5].

2. Enter a telephone number for Follow-Me communication. If using the SMS Follow-Me feature, this number must be for a cellular phone with the capability to receive SMS messages.



You may only access Follow-me programming if the protocol for Account 3 is programmed as SMS or TWA Follow-me.

To program one of the Speed Dial numbers:

1. From the main menu, select Telephone # [5].
2. Use the ▾ and △ keys to select the speed dial number to be edited [5.2 – 5.6].
3. Press ✓ twice, then enter the speed dial number, then press ✓.
4. Use the ▾ and △ keys to select the interface type (GSM or PSTN), then press ✓.

To dial one of the programmed Speed Dial numbers:

1. From the banner screen, press △, press and hold the relevant Speed Dial number key until "Call Spd # Dialling" is displayed, the Central Station dials the relevant speed dial number.
2. When finished speaking, press the X key to disconnect.

8.5: Event Log

The event log records events that have occurred within your security system. When the log is full, the oldest events are automatically erased and are replaced by new events.

To view the event log:

1. From the Event Log menu, select View Log [61]; the most recent event is displayed.
2. Use the arrow keys to scroll through the events.
3. When you have finished viewing, press X to exit the log.



Press this key to display the Time/Date stamp or the default descriptor on the second row of the display.

The event log displays the following information for each event:

- ① The event – a brief description of the event that occurred.
- ② Zone descriptor – exactly where the event occurred.
- ③ Time/date stamp – the exact time the event occurred.
- ④ Report details – a single character indicating whether the event was reported to the central station. The options available are R: Report Sent, F: Report Failed or N: No Report.
- ⑤ Default descriptor – in this case the number of the zone.



① FIRE ALARM
② KITCHEN

FIRE ALARM
③ 14/11/03 12:34 R ④

FIRE ALARM
ZONE #4 ⑤

The above example shows the event log entry for a Fire alarm in the Kitchen (Zone 4) on November 14th 2003. The report was successfully reported to the central station.

8.6: Service Menu

The Service menu includes various functions that enable you to test your system effectively. You can gain access to the Service menu using the Master code.

Set Time & Date

To set the time:

1. From the Service menu, select Set Time/Date, Set Time [7011].
2. Enter the current time.
3. Press ✓ ; the time is modified.

To set the date:

1. From the Service menu, select Set Time/Date, Set Date [7012].
2. Enter the current date.
3. Press ✓ ; the date is modified.



The format of the time and date is defined by your installer in programming. If you are setting the time in 12hr format, use the Q key to toggle between AM and PM.

Message Center

The Message Center is designed to allow you to record a short message that may be played back later by another user. After a message is recorded, **Message Waiting** is displayed on the LCD until the message is played back.

To play back a recorded message:

- From the Service menu, select Messages, Play Message [7021].

To record a message:

1. From the Service menu, select Messages, Record Message [7022].
2. Press ✓ to start recording the message.
3. Record your message. The message may be up to twenty seconds long.
4. Press ✓ to stop recording; the message is automatically played back and **OK?** is displayed.
5. Press ✓ to save your recording.

To delete a message:

1. From the Service menu, select Messages, Delete Message [7023]; **OK?** is displayed.
2. Press ✓ ; the message is deleted.



The Record and Play options can also be accessed via a convenient shortcut without needing to enter a valid user code.

To access the Record Message option from Standby mode, press ▲ then X .

To access the Play Message option from Standby mode, press ▲ then ✓ .

Siren Tests

To test the external wireless siren:

- From the Service menu, select WL Siren Test [703]; the wireless siren is sounded briefly.

To test the built-in siren:

- From the Service menu, select Siren Test [704]; the built-in siren is sounded briefly.

Interface Test

The Interface test enables you to check if the speaker, LEDs and LCD are functioning correctly.

To test the system interface:

- From the Service menu, select Interface Test [705]; a short sequence of chimes are sounded from the speaker, all LEDs flash and the LCD is tested on all connected LCD keypads.

Walk Test

Walk Test mode enables you to test all the sensors registered to your system without triggering an alarm.

To initiate Walk Test mode:

1. From the Service menu, select Walk Test [706]; a list of registered sensors appears.
2. Trigger each sensor; when the system receives a successful transmission from a sensor, the sensor is removed from the list.
3. When all the sensors are removed from the list, **End Walk Test** is displayed.

Transmitters

The Transmitters menu offers two utilities, TX List and TX Test.

The TX List comprises all registered transmitters and their last reported status.

To view the TX list:

1. From the Service menu, select Transmitters, TX List [7071]; the first transmitter on the list is displayed.
2. Using the arrow buttons, scroll through the transmitter list.
3. When you have finished viewing, press **X** to exit the list.

The TX list displays the following information for each transmitter:

- ❶ The transmitter's descriptor
- ❷ The signal strength of the last received transmission
- ❸ An abbreviation indicating the last received status of the transmitter.



Press this key to display the transmitter's default descriptor .

This...	Means...
OK	The transmitter is functioning correctly
TA	Tamper condition
BT	Battery low
OS	The transmitter is out of synchronization
NA	The transmitter is inactive

Notify your installer

The second utility, TX Test enables you to identify transmitters.

In TX Test mode, each time a transmission is received, a chime is sounded and the activated transmitter is displayed.

To initiate TX Test mode:

1. From the Service menu, select Transmitters, TX Test [7072].
2. Activate a transmitter; the transmitter's details are displayed.
3. When you have finished, press **X** to exit TX Test mode.

Audio Volume

To adjust the sensitivity of the microphone and the volume of the speaker:

1. Establish a two-way audio connection.
2. From the Service menu, select Audio Volume [708].
3. Adjust the setting according to the following table.

Press...	To...
1	Increase microphone sensitivity
4	Reduce microphone sensitivity
3	Increase speaker volume
6	Reduce speaker volume

4. Press **✓**; the new settings are stored in the memory.

GSM Signal Strength

You can measure the GSM signal strength using the system's RSSI (Received Signal Strength Indication) meter.

To view the GSM signal strength reading:

- From the Service menu, select GSM Signal [709]; the signal strength of the cellular network is displayed.

This reading...	Means...
8 to 9	Reception is good
5 to 7	Reception is acceptable
Less than 5	Reception is unacceptable

Display Version

To display the system's software and hardware versions:

- From the Service menu, select Version [710]; the software (SW) and hardware (HW) versions are displayed.

Global Chime

Each sensor can be programmed by your installer to cause the system to chime when activated. This feature is active only when the system is disarmed. For example, the system can be programmed to sound a chime each time the front door is opened or closed. The Global Chime option, enables you to turn this feature on and off.

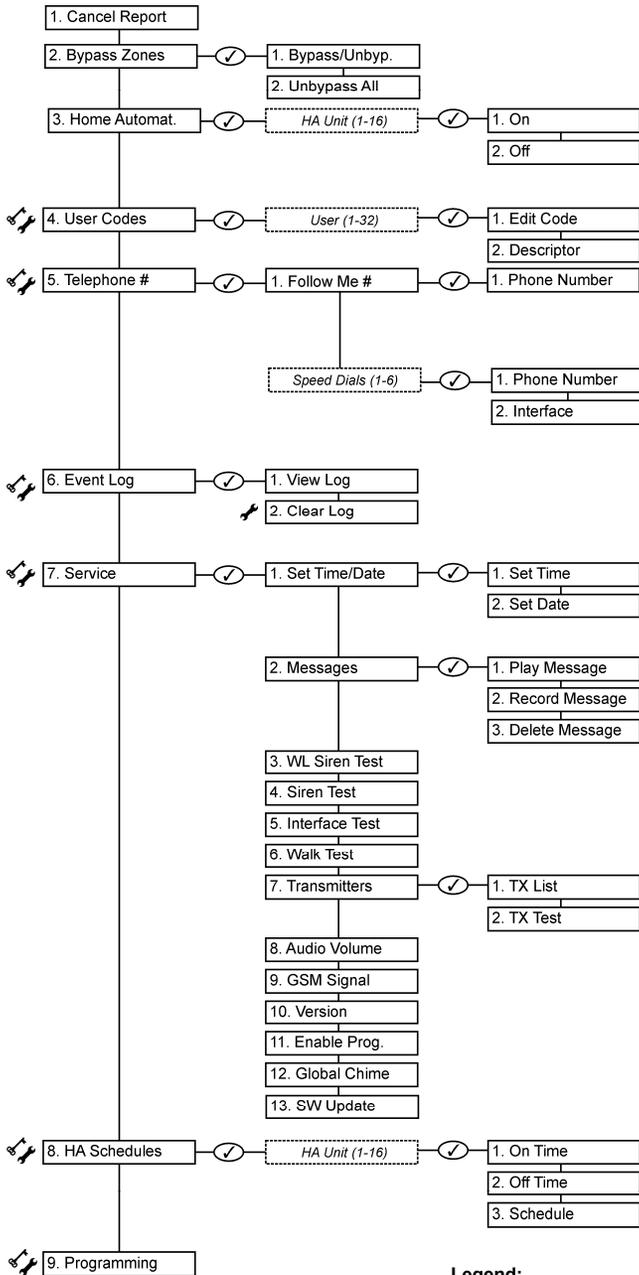
To enable or disable Global Chime:

1. From the Service menu, select Global Chime [712].
2. Select either Enable or Disable.
3. Press **✓** when the desired setting is displayed.



*Global Chime can also be accessed via a convenient shortcut without needing to enter a valid user code. To access the Global Chime option from Standby mode, press **▲** then **▼**.*

Appendix A: Menu Structure



Legend:

 Installer code required

 Master code required

Appendix B: Glossary

24hr Zone A sensor which is always active regardless of whether the system is armed or disarmed.

A

Armed The state during which the security system is activated. In most cases, when the system is armed, triggering a sensor generates an alarm.

Arming Keys The three keys on the front panel or keypad that activate one of the system's arming options.

B

Bypassed Zone A sensor which is ignored by the system. No alarm is generated from a bypassed zone even if triggered when the system is armed.

C

Cancel Key A key on the wireless terminal that causes the system to disregard any partially entered code or command that may have mistakenly been entered.

Cellular Communication Monitoring and control via a cellular network.

Chime A feature that provides audible annunciation when specific sensors are activated.

Code *see User Code*

Controlled Code A user code that causes the system to notify the monitoring service when used to arm or disarm.

D

Delay The exit/entry delay times that allow the user to arm or disarm the system without generating an alarm.

Descriptor Custom labels programmed for each user code, zone, keyfob, keypad etc.

Disarmed The state during which the security system is deactivated. During disarm only sensors that are defined as 24hr, Panic, Medical, Fire, Gas, Flood and Environmental are capable of generating an alarm.

Duress Code A user code that generates a silent alarm to indicate that the user is being forced to operate the system.

E

Entry Delay *See Delay*

Event Log A browsable record of events that have occurred within the system.

Exit Delay *See Delay*

F

Follow-me A feature that enables users to receive notification to their telephone that an event has occurred in the system.

Forced Arming Arming before the system is ready. If the system is not secured by the time that the exit delay expires, an alarm is generated.

Front Panel The main interface located on the front of the Control System consisting of an LCD keypad.

Full Arming An arming method that activates the entire system when the premises are vacated.

G

Global Chime A feature that enables/disables the Chime feature for the entire system – see *Chime*.

H

HA Units Home Automation Units (abbr.). The lights and appliances in the home that are controlled by the optional Home Automation feature.

Home Automation An optional feature that enables the user to control electrical appliances and lights via the Control System.

I

Instant Arm An arming method that cancels the entry delay after the system has been Part or Perimeter armed.

K

Keyfob Handheld wireless transmitters used to remotely control the system.

L

Limited Code A user code that automatically expires 24 hours after it is programmed.

Log See *Event Log*

M

Master Code The only user code with the ability to program other user codes. The Master code also has exclusive access to specific system functions.

Medical Emergency A type of alarm that informs the monitoring service that the user is in need of medical assistance.

Message Center An optional feature that enables users to record messages to be played back by other users.

N

Non-Controlled Code A user code that does not cause the system to notify the monitoring service when used to arm or disarm. The system only reports if the code is used to disarm after an alarm.

O

One-Key Arming Arming the system without the need for a valid user code.

P

Panic Alarm A user initiated event that alerts the monitoring service in the event of an emergency.

Part Arming An arming method that is designed to activate a certain section of the premises.

Perimeter Arming An arming method that is designed to activate the sensors protecting the doors and windows while enabling residents to move freely on the premises.

R

Ready The state in which all zones are closed and the system is ready to be armed.

Restore The restoral of a trouble condition to its normal state. For example, if AC power is reconnected, an AC Loss Restore event code is sent to the central station.

S

Scheduling	A Home Automation feature that switches HA units on and off automatically according to pre-set times.
Sensors	The devices installed around the home that alert the panel in the event of an alarm.
Service Call	A feature that enables the user to contact the monitoring service and talk to an operator via the Control System.
SMS Command	An SMS message sent to the Control System that causes the system to perform a specific function.
SMS Confirmation	An SMS message sent to the user confirming that the SMS command has been performed.
Cancel Report	An operation that clears all communication buffers and stops the transmission of any pending messages to the monitoring service.
System Status Indicators	Luminous indicators on the front panel that provide information on the arm and power status of the system.

T

Telecontrol	A feature that provides remote access via the telephone including remote arming/disarming, siren cancel and Two-Way audio.
Tones	Chimes sounded by the Control System's internal or external siren.
Trouble Tones	Tones sounded by the system to indicate a trouble condition.
TWA	Two-Way Audio (abbr.)
TX	Transmitter (abbr.)
TX List	A service feature that lists all the system's registered transmitters, their last recorded status and signal strength.
TX Test	A service feature that displays the source of the last received transmission.

U

Unbypass	The restoral of a bypassed zone to its original state.
User Code	A four-digit code that grants access to certain system functions such as arming and disarming the system.
User TWA Code	A user code that enables Two-Way Audio communication.

W

Walk Test	A mode that enables sensors to be tested without generating an alarm.
------------------	---

Z

Zone	A protected area within the security system.
Zone Bypassing	<i>See Bypassed Zone</i>



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