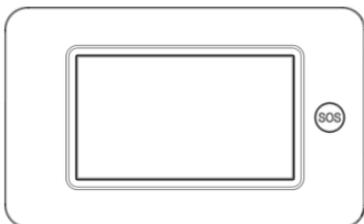


Smart Home, Easy Security



Cellular + Wi-Fi Smart Security System USER'S GUIDE



Scan here to download APP

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DO THIS FIRST.

Things to Note Before Getting Started

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

- You have selected a 2.4GHz Wi-Fi network. The hub does not support the 5GHz Wi-Fi. Select the 5GHz band instead of the 2.4GHz band is the most common mistake when setting up the hub for the first time.
- Your Wi-Fi password must not contain 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 to 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 wireless 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

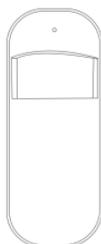
To set up and use Alarm System, you'll need a compatible iOS or Android phone, the Smart Security System app, an unused indoor power outlet, a Wi-Fi 802.11 b/g/n(2.4GHz) network connection, and a micro SIM card supporting 2G/GSM(for 2G version) or 3G network (for 3G version).

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.



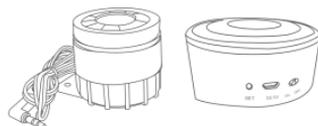
RFID Tags x2 (Optional)

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

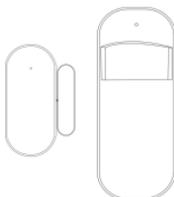
MEET YOUR ALARM SYSTEM.

How the Alarm System Works



The hub receives the command and enters "Armed" mode.

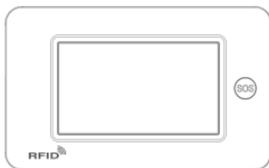
Arm the system using the remote, RFID tag, the ARM button of hub touchscreen or the APP.



When a Door/Window Sensor detects a door/window opening, the sensor sends a signal to the panel letting the hub know there has been an intrusion.



The hub internal siren sounds at 85dB on-site, and an optional external 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, anywhere, any time.



The hub 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 hub will also make phone calls to each preset phone numbers.

Getting to Know Your System

This is a dual network system that utilizes both Wi-Fi and cellular(GSM/3G). All sensors are wirelessly connected to the hub. 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

Alarm, display, touchscreen and the brains of the system.

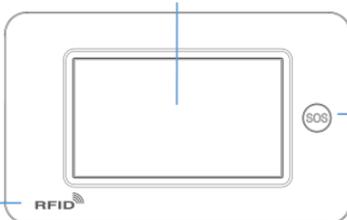
Overview

Touchscreen

Show system status, time, the alarm's information, select items.

RFID tag reader

Tap RFID tag here to arm and disarm.

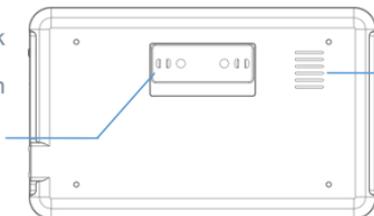


Panic button

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

Tamper switch

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

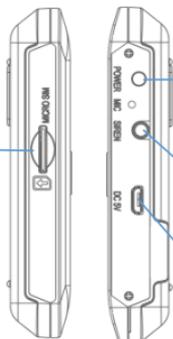


Speaker

For spoken alerts

SIM card slot

Plug in the SIM card here.



ON/OFF button

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

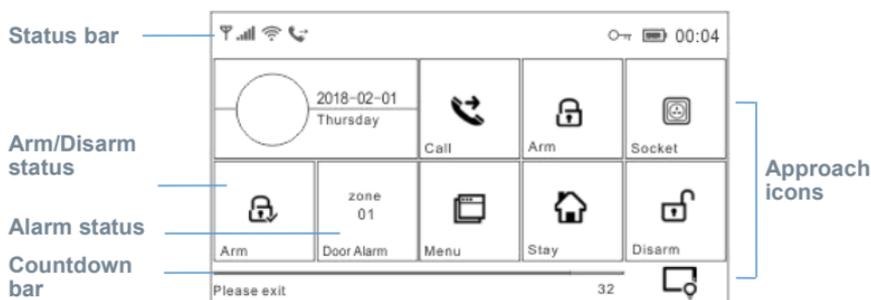
Siren port

Plug in the siren cable here.

Power port

Plug in the power cable here.

Home screen



Status bar

The icons in the status bar at the top of the screen shows information about the hub.

	What you see	What it means
Cellular network		No SIM card inserted or SIM card faulty
		Shows that your carrier's cellular network is available in case of white bars. More bars means stronger signal. The bars are gray if not registered with cellular network.
Wi-Fi network		Shows that the system is connected to a Wi-Fi source and the signal strength when it is shown in white. More bars means stronger connection.
		Shows that the hub has a Wi-Fi Internet connection when dot is shown.
SMS		Text message sending
Call		Calling
Lock screen		The touchscreen is locked
Power		AC powered, and the progress bars shows in case of charging.
		Shows the battery level when the system has lost AC power. The icon is red when the backup battery power is low.

Arm/Disarm status

Here's the Arm/Home Arm/Disarm status of system, and tap here to view the arm and disarm logs.

What you see	What it means
	System is AWAY ARMED .
	System is HOME ARMED .
	System is DISARMED .

Alarm status

Here's the alarm status of system. **Normal** is shown without alarm, and here is what happens in case of alarming. Tap here to view the alarm logs.

Countdown bar

Clock is shown without countdown process.

What you see	What happens and what you should do
Please exit	You now have xx seconds to leave home before the Exit Delay expires. When Exit Delay is completed, the alarm system is armed.
Please disarm	You must disarm the system before Entry Delay expires, or an alarm will go off.
Synchronizing	You must activate the wireless transmitter before the pairing delay expires.

Approach icons

Here are some approach icons. Tapping an item can do different things.

Status icon		What to do when taps
	Call	Make a call
	Menu	Settings, accessories, logs, Wi-Fi configuration, schedule, and more
	Arm	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.
	Stay Arm	Home and guarding. This mode is used when you're home and want security. The alarm sounds when a door or window opens.
	Disarm	Tap when you don't want security. The alarm won't sound.
	Socket	Turn External Wireless Switch on/off
		Turn off the screen, and to lock the screen when Keypad Lock is turned on.

Quick view of icon features

Your icons may look different if you use another version of hub.

Icon	What it is used for when it is tapped
	Menu
	Settings
	Delay
	Exit Delay Adjusting Exit Delay ⁽¹⁾ (0~65535 seconds, default: 40)
	Entry Delay Adjusting Entry Delay ⁽¹⁾ (0~65535 seconds, default: 30)
	Siren Delay Adjusting Siren Duration(0~65535 minutes, default: 3)
	Switch Turn on/off features
	Arm Beep Turning arm and disarm beep ⁽²⁾ on or off(default:on)
	Siren Turning alarm continuous siren on or off when an alarm occurs. (default:on)
	Arm SMS Turning SMS notification on or off when the system arms or disarms (default:off).
	Keypad Lock Turning touchscreen lock ⁽³⁾ on or off(default:off)
	Backlight Turning touchscreen backlight ⁽⁴⁾ on or off(default:off)
	Keypad Tone Turning operation chime on or off(default:on)
	Delay Tick Turning exit and entry chime on or off(default:on)
	Human Voice Turning Human Voice ⁽⁵⁾ on or off(default:on)
	Door/Window Open Warning Turning warning notification on or off if you leave a window or door open and arm (default: on).
	Password
	System Changing System Code ⁽⁶⁾ (4 digits, default: 6666)
	User Changing User Code ⁽⁷⁾ (4 digits, default: 1234)
	Language Language Selection ⁽⁸⁾ (default: English)
	简体中文
	English
	Deutsch
	РУССКИЙ
	Español
	Polski
	Italiano
	Français
	Initialization Resetting to factory defaults ⁽⁹⁾
	Phone
	1st Phone Setting the first Phone Number, dialing on or off and SMS on or off

	2nd Phone	See 1st phone
	3rd Phone	See 1st phone
	4th Phone	See 1st phone
	5th Phone	See 1st phone
	Log	
	Alarm Log	Viewing system alarm events
	Arm Log	Viewing system arm/disarm events
	Parts	Pairing, deleting/editing, deleting all accessories
	Remote	Pairing, deleting or deleting all the remote controls
	Detector	Pairing, editing, deleting or deleting all the wireless sensors
	RFID	Pairing, deleting or deleting all the RFID tags
	Add	Pairing a new remote control, sensor or RFID tag
	Delete/Edit	Deleting a remote control or RFID tag from the list Editing/Deleting a wireless sensor from the list
	Delete All	Deleting all remote controls, sensors or RFID tags
	Siren Learn	Sending a transmission signal to the wireless siren be paired
	Alarm Socket	Pairing a wireless switch that syncing on/off with the siren
	Socket Timer	Setting a schedule(in 24-hour) for opening/closing wireless switch automatically
	Wi-Fi	
	Airlink	Wi-Fi configuration (Requires the mobile APP)
	Unbind	Unbinding the hub link from the server
	MAC/IP	Getting the MAC and IP addresses of the Wi-Fi module
	Record	
	Record	Recording voice message and playback
	Play	Listening to the recorded message
	Delete	Deleting the recorded message
	Duration	Adjusting Record Duration (1-20 seconds is available)
	Timer	
	Arm Timer	Setting a schedule(in 24-hour) for arming automatically
	Disarm Timer	Setting a schedule(in 24-hour) for disarming automatically
	Zone&Sync	Reserved
	Date&Time	Setting the date and time(in 24-hour)
	Wi-Fi Sync	Turning using the Wi-Fi network-provided time on or off
	2G/3G Sync	Turning using the cellular network-provided time on or off
	Version	Getting the firmware and MAC address of the Wi-Fi module, the firmware and IMEI of the GSM module and Serial Number of hub

Here're some of icons how to use.

Item	Caption	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 home too late when exiting, or disarm too late when arriving home, it will cause a false alarm. If an false alarm occurs, you should disarm the system immediately.
2	Arm Beep	When it is turned on, the external siren will beep when armed or disarmed.
3	Keypad Lock	For additional security, you can require a passcode to unlock the touchscreen. When it is turned on, if you don't touch the screen on the home screen for 30 seconds or so, the touchscreen locks automatically.
4	Backlight	When it is turned off, if you don't touch the screen on the home screen for 30 seconds or so, the touchscreen backlight turns off automatically.
5	Human Voice	When it is turned on, you'll hear a human voice that tell you what is done.
6	System Password	Used for touchscreen unlocking and SMS remote settings.
7	User Password	Used for touchscreen unlocking, SMS remote control and alarm text notification prefixed setting.
8	Language	Human Voice, Displaying and SMS notification will be in the selected language. After selecting the desired language, the hub will reset accordingly.
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)

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 will sound in armed mode, when a door or window opens, or when motion detected.

Home arm button

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



Disarm button

Use when you don't want security by the system. The alarm won't sound in disarmed model.

SOS button

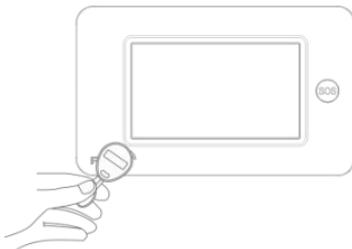
Use in case of emergency. The alarm sounds and sends an alert notification to registered users .

RFID Tag (optional)

RFID tag lets you arm or disarm without entering a password.

Disarm with a tap

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



Key loop

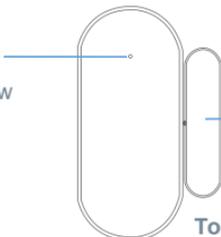
Attach to your key ring.

Door/Window Sensor

Door/window sensors are set to **Stay Arm Active** mode by default and are ideal for protecting entry/exit locations, 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.



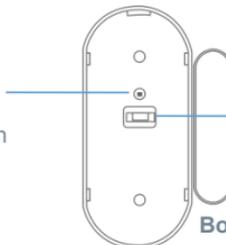
Open-close magnet

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

Top view

Tamper switch

tamper switch (small black lever underneath the bracket) will trigger an alarm notification if someone tampers with the sensor and removes it from its installed location



Power on/off

Slide it to 'ON' to power up the sensor.

Bottom view



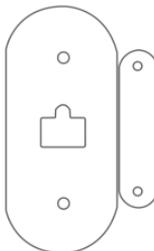
Battery receptacle

Contains one CR2450 3V lithium battery.

Inside view

Mounting strips

Attaches sensor and magnet to a flat surface.



PIR Motion Detector

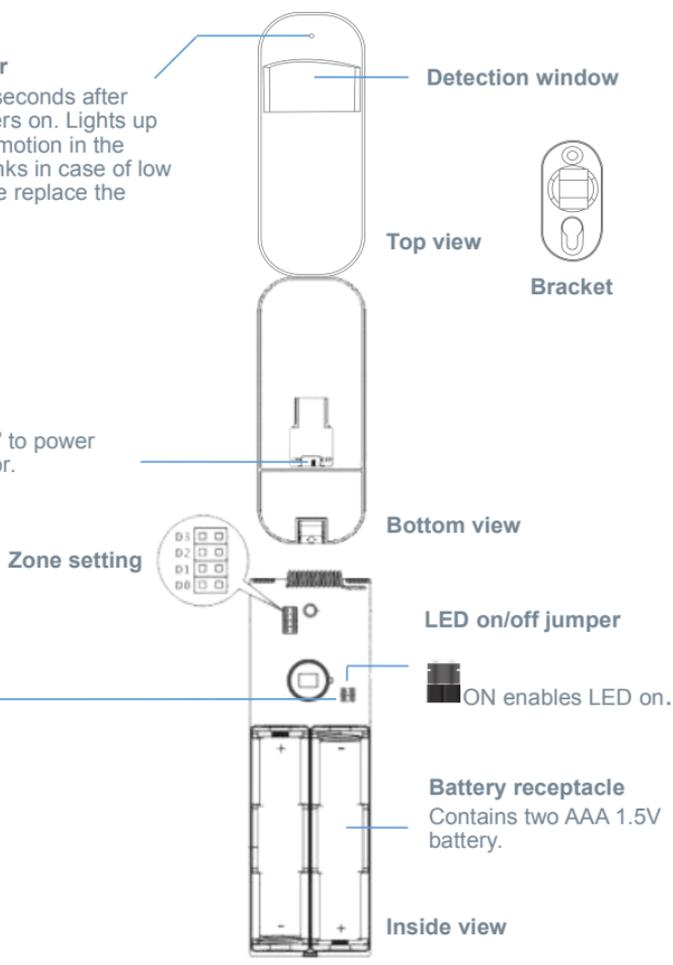
The motion detector is designed for use on interior walls and is set to **Out Arm Active Mode** by default. Whenever the sensor detects movement (only while the alarm is armed), a push notification including the sensor name will automatically be sent to the registered users, and the alarm will sound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

LED Indicator

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

Power on/off

Slide it to 'ON' to power up the detector.



Working mode jumper

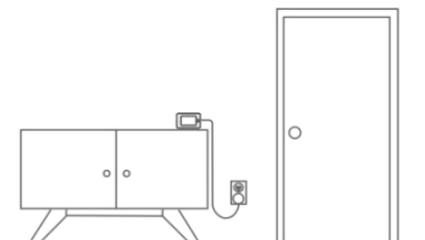
To save battery power in normal use, if the detector is triggered twice within 3 minutes, it enters sleeping state immediately. During this period, any movement detected does not generate an alarm. After no movement within the next 3 minutes, it goes back to working state again.

For effective walk testing, set ON as shown to the right.

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

PLACEMENT/INSTALLATION TIPS

Where to Place/Install Smart Hub



It should be close to where you come and go.

So it's easy to access on your way in and out.



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

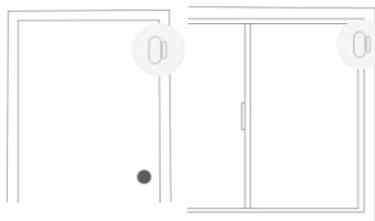
The hub needs a Wi-Fi Internet connection and a cellular network so it can send notifications and text message to your phone.



Use an unswitched wall outlet.

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

Where to Place Door/Window Sensor



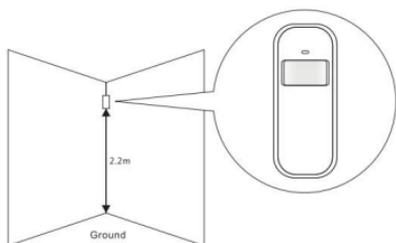
The magnet should be aligned with the middle of sensor and placed within 1.0 inches (2.5 cm) of sensor when the door or window is closed, as shown in the image to the left.

On a door

On a window

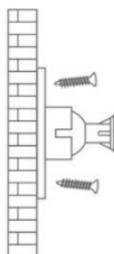
1.0 inches(2.5cm) max

How to Install PIR Motion Detector



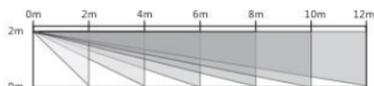
Mounting height

Motion Detector must be mounted 79 to 87 inches (2 to 2.2m) above the floor.

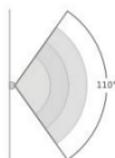


Mount the bracket with the included screws as shown to the left. Then place the motion detector in the bracket. Specify the right direction of the detection range of the motion sensor. Test the operation of the motion detector by putting it into testing mode which is described at the former page.

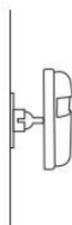
Detection Area



Side view



Top view



Side view



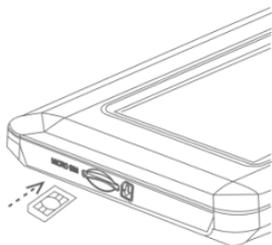
Top view

Special considerations

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

GETTING STARTED

Install the SIM Card



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

Cellular Network Connection

If the white  appears at the top of the home screen, your hub is connected to a cellular network.

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

How to Set Phone Numbers for SMS and Phone Calls by Touchscreen

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

The hub 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.

When the stored phone calls the hub, two-way talk is connected automatically.

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		←
	13888888888	
	on	
	on	✓

- Tap  to use the numeric keypad to enter **Phone Number** (up to 18 digits).
- Tap  to toggle between **off** and **on**. When 'on' is selected, the alarm call will be activated.
- Tap  to toggle between **off** and **on**. When **on** is selected, the alarm text message will be activated
- Tap  to save your new settings.

How to Record a Voice Message by Touchscreen

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 shown and the system display will count down the recording time remaining.
- Speak into the hub and the recording automatically stops after the time expires.
- The hub plays back the message automatically.
- Tap  to save the message.

Go to **Menu>Record>Duration** to adjust the record time.

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

How to Pair a New remote control by Touchscreen

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

- **Synchronizing** is shown, the hub goes into the pairing mode and count down the pairing time remaining.
- Press any button of remote control to send a transmission signal to the hub.
- As the serial number of remote control is added to the hub, **Leaning OK** will be shown.
- The hub will show **Device code has been learned** if serial number of remote control have been learned.



Go to **Menu>Parts>Remote>Delete** to delete the remote control specified by serial number .

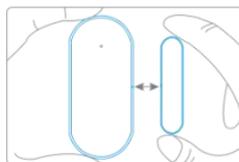
Go to **Menu>Parts>Remote>Delete All** to delete all the remote controls.

How to Pair a New Wireless Sensor by Touchscreen (Door/Window Sensor or PIR Motion Detector)

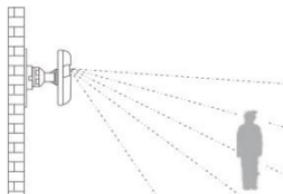
Go to **Menu>Parts>Detector>Add** and enter

- Tap  to select the desired **Zone Name**.
- Tap  to select 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 to set 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**.
- Tap  to use the numeric keypad to enter **Zone Number** (0-89 are available). **Zone Number** should be unique.
- Tap  ,**Synchronizing** is shown, the hub goes into the pairing mode and count down the pairing time remaining .
- Trigger wireless sensor to send a transmission signal to the hub as shown to the right .
- As the serial number of wireless sensor is added to the hub, **Leaning OK** will be shown.
- The system will show **Device code has been learned** if serial number of this wireless sensor has been learned, and **Zone Name/Mode/Number** will be refreshed.

Set Name/Mode/Number		←
	Door Alarm	
	Stay Arm Active	
	1	✓



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



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 Touchscreen

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

- **Synchronizing** is shown, the hub goes into the pairing 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 hub, **Leaning OK** will be shown.
- The hub will show **Device code has been learned** if serial number of RFID Tag has been learned.



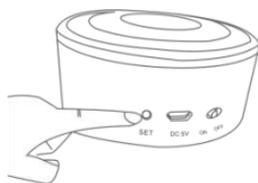
Go to **Menu>Parts>RFID>Delete** to delete the RFID Tag specified by serial number .

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

How to Pair a New Wireless Siren by Touchscreen

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 pairing mode and the light ring blinks quickly.
- Tap ✓ on the touchscreen within 6 seconds. The hub shows **Learn Signal Sent** and sends a transmission signal to the siren.
- The siren gives four beeps of successful indication.



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

How to Pair a New Alarm Wireless Switch by Touchscreen

Go to **Menu>Parts>Alarm Socket**

- Press and hold the button of the switch until it lights up, then the switch goes into the pairing mode.
- Tap **on**  and **off**  on the touchscreen . The hub shows  and sends the on and off transmission signals to the switch.
- The siren gives three flashes of successful indication.



When a sound alarm occurs, the alarm wireless switch opens until the system is disarmed or alarm sounder timeout occurs.

If you want to unbind the alarm wireless switch with the hub, press and hold the button of the switch for about 10 seconds until light is off .

Home Automation(Optional)

Pairing a new socket switch by Touchscreen

To pair with the wireless switches(up to 8 switches,tap  on the home screen), see

How to Pair a New Alarm Wireless Switch by Touchscreen. To test if pairing ok, tap icon on  and icon off  to check if the wireless switches can be opened and closed.

You can open and close the wireless switches by schedules(go to **Menu>Parts>Socket On/Off Timer**) or app.

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

USING SMART SECURITY SYSTEM.

The Security Levels

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

	WHAT YOU HEAR	WHAT HAPPENS	WHAT'S DETECTED		NOTIFICATIONS and CALLS
			Motion	Open	
 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 touchscreen if it is locked and tap **Arm/Stay Arm/Disarm** icons, tapping RFID Tag on the panel, or using the app. When you hear the hub'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**

(see **Exit/Entry Delay** description on page 9)



RFID tag

Tap the tag on the panel to:

- Disarm in case of arm mode.
- Arm in case of disarm mode.



NOTE: Your app may look different if you use another version.

Remote control or App

- Press  to away arm: .
- Press  to home arm.
- Press  to disarm.
- Press  to trigger an emergency alarm.

Touchscreen

When home screen is displayed, you can: .

- Tap  to away arm .
- Tap  to home arm.
- Tap  to disarm.
- Press  button on the panel to trigger an emergency alarm.



Schedule

You can set an 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

- Tap **HH+**, **HH-**, **mm+** and **mm-** to set the daily arm/disarm time (in 24-hr)
- Tap  to turn the schedule on.
- Tap  to save your schedule.

Arm Timer		←
	HH+ mm+	
	08 59	
	HH- mm-	
	on	✓

Smart Hub Features

Battery backup

If the building 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 will 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 back plate, the hub will send you an alert notification to let you know.

RESET TO FACTORY SETTINGS

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

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

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

TROUBLESHOOTINGS

Issues	Reason/Solution
The alarm cannot start up.	<ol style="list-style-type: none">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.	<ol style="list-style-type: none">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.	<ol style="list-style-type: none">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.	<ol style="list-style-type: none">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	<ol style="list-style-type: none">1. Check whether the siren sounds switch (go to Menu>Settings>Switch>Siren) is on and time(go to Menu>Settings>Delay>Siren Duration) isn't zero.2. It can be by App to switch on the alarm tone.
No text message notification (SMS).	<ol style="list-style-type: none">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.	<ol style="list-style-type: none">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 APN.
No response when tapping RFID tag	<ol style="list-style-type: none">1. Please check if RFID tag is paired to alarm hub or not. If not, please pair it again.
No SMS notification when hub	<ol style="list-style-type: none">1. Please make sure your arm/disarm SMS notification.

is arming or disarming	switch(go to Menu>Settings>Switch>Arm SMS) is on. 2. Please make sure alarm notification numbers(go to Menu>Settings>Phone) are stored and turned on.
Mobile phones cannot control hub 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 GSM 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 no 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(go to Menu>Settings>Phone) are turned on.
App is failed to be airlinked with hub.	1. Please make sure that hub and airlinking mobile phone are in same Wi-Fi network. 2. Please confirm data transmission of network connection is normal. 3. Please confirm Wi-Fi network is 2.4G, currently 5G Wi-Fi 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 6 to 12 hours depending on the actual working status, if the system is triggered 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 detector battery work ?	The detector is with batteries installed, which can work for about 12-24 months. For example: for a family of three people who go out early and come home late without anyone at home in the daytime, battery can work about 24 months; for places with large people flow every day, such as stores, battery standby time will be much shorter.
How long can the door/window detector battery work ?	The detector is with battery installed, which can work for about 12-24 months. For example: for a family of three people who go out early and come home late without anyone at home in the daytime, battery can work about 24 months; for places with large people flow every day, such as stores, battery standby time will be much shorter.

SPECIFICATIONS

Hub

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

Remote Control

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

Door/Window Sensor

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

PIR Motion Sensor

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

RFID Tag

Chip:4100
Frequency: 125KHz
Read Distance:<2cm

Siren with 3.5mm Male Cable

Power Supply: DC 3~12V
Working Current:<110mA
Volume:100dB

Wireless Siren

Power Supply: Micro USB 110/220VAC to 5V, 1000mA
Backup Battery: 3.7V, 300mAh Rechargeable Lithium Battery
Standby Current:<15mA
Alarm Current:<230mA
Volume:100dB
Radio Frequency: 433Mhz
Operation Temperature: 0~55°C