





# ZeroWire



Wireless security & home automation



## User manual

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# Content

## **Important information v**

- Limitation of liability v
- Disclaimers v
- Limited Warranty v
- Warranty Disclaimers vi
- Product Warnings vii
- Advisory messages vii

## **Welcome 9**

- Your new security system 9
- Optional parts 9
- Back of ZeroWire 10
- Front of ZeroWire 11

## **Basic Features 12**

- Arm your system in Away Mode 12
- Explanation of Stay Modes 13
- Arm your system in Stay Mode 14
- Events Preventing Arming 17
- Status Key in EN Grade 2 17
- Acknowledging Latched System Alarms 18
- Exit Error / Fail To Close 18
- Disarming 18
- Lock Out On 3 Invalid Attempts 19
- Bypass a Zone 19
- Event History 20
- Emergency Keys 21
- Detector Reset 21

## **Users 22**

- Add a User 22
- Add a Username 23
- Remove a User 24
- Change a User PIN 25
- Change the User Type 25
- Add Keyfobs 25
- More About Users 26
- Send User PINs to Z-Wave Door Lock 26

## **UltraConnect App 29**

- Introduction 29
- Web Access Code 29
- User Name and PIN 29
- Installing UltraConnect app 30
- Using the App 31

## **ZeroWire Web Server 35**

### **Customizing Your ZeroWire 38**

Volume Level	38
Voice Annunciation	38
Full Menu Annunciation	38
Backlight Level	39
Change Time and Date	40
Adjust Partition Entry or Exit Times	40
Configure Zone Names	41
Record Zone Names	41
Record User Names	42
Voice Message Recording	42
Set Zone Chime Mode	43
Add Zone to Chime Group	43
Configure Email Reporting (User)	43
Add Z-Wave Devices	45
Enabling Camera Recording	47
Enabling Notifications	50
Location Services	55

### **Testing Your System 60**

System Tests	60
Perform a Walk Test	60
Perform a Siren Test	61
Perform a Battery Test	62
Perform a Communicator Test	62

### **References 64**

Full Installation Manual	64
Main Menu	64
Voice Library	65
Glossary	66
App and Web Error Messages	69
System Status Messages	70
Features & Benefits	71

### **Specifications 73**

ZeroWire Web Server Login	74
UltraConnect App Login	74
My Installer Details	74

### **Index 75**

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---

**WARNING:** The equipment should only be operated with an approved power adapter with insulated live pins.

**Caution:** Risk of explosion if battery is replaced by an incorrect type. Dispose of batteries according to the instructions. Contact your supplier for replacement batteries.

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## Advisory messages

Advisory messages alert you to conditions or practices that can cause unwanted results. The advisory messages used in this document are shown and described below.

---

**WARNING:** Warning messages advise you of hazards that could result in injury or loss of life. They tell you which actions to take or to avoid in order to prevent the injury or loss of life.

---

---

**Caution:** Caution messages advise you of possible equipment damage. They tell you which actions to take or to avoid in order to prevent the damage.

---

**Note:** Note messages advise you of the possible loss of time or effort. They describe how to avoid the loss. Notes are also used to point out important information that you should read.



# Welcome

Thank you for purchasing ZeroWire!

Your ZeroWire is set up and ready to use. The voice guide will walk you through how to use various features and provide updates on your system.

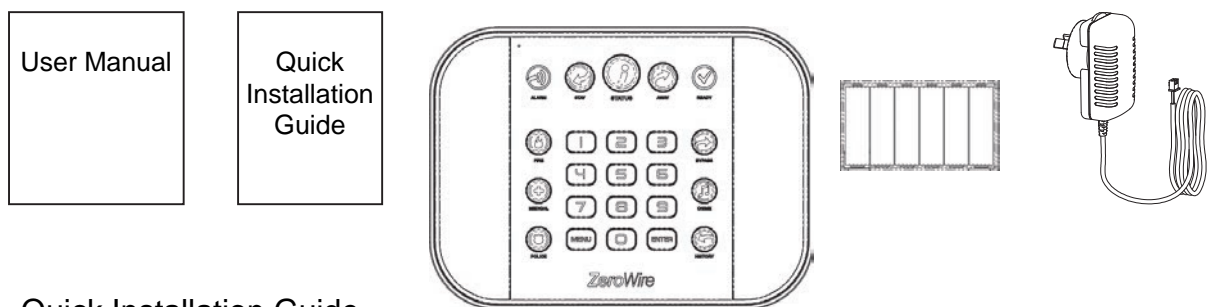
Read through this guide to get the most out of your system.

The level of security ZeroWire can provide is dependent on:

- The quantity, quality, and placement of security devices attached to this security system;
- And the regular use of features including performing a test at least once a week.

## Your new security system

Your system should be set up by a professional security installer. These parts should be provided:

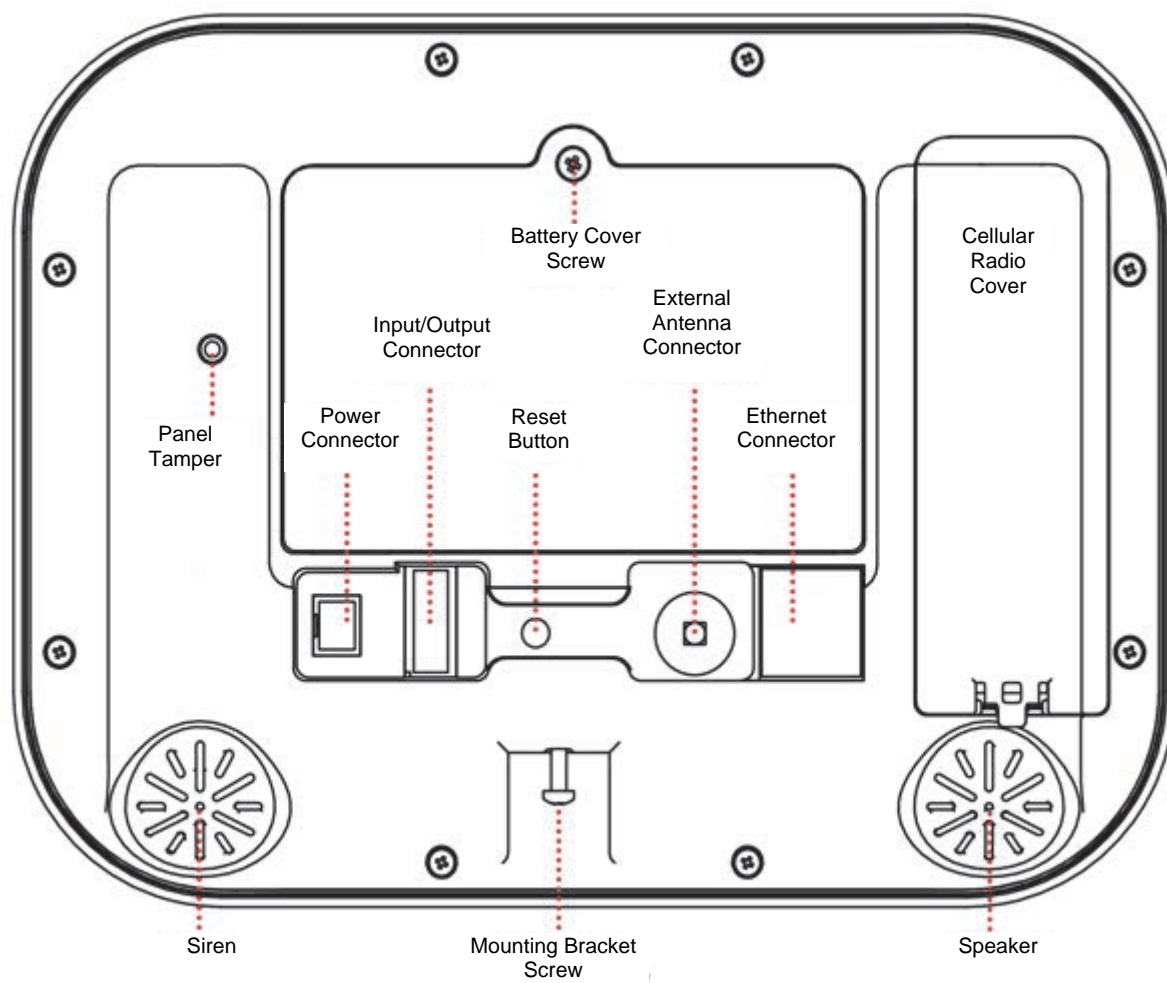


- Quick Installation Guide
- User Manual (this document)
- ZeroWire (model ZW-6400) Residential Fire and Burglar Alarm System Control Unit
- Wall Bracket
- Backup Battery Pack (installed inside ZeroWire)
- 9 VDC Power Pack

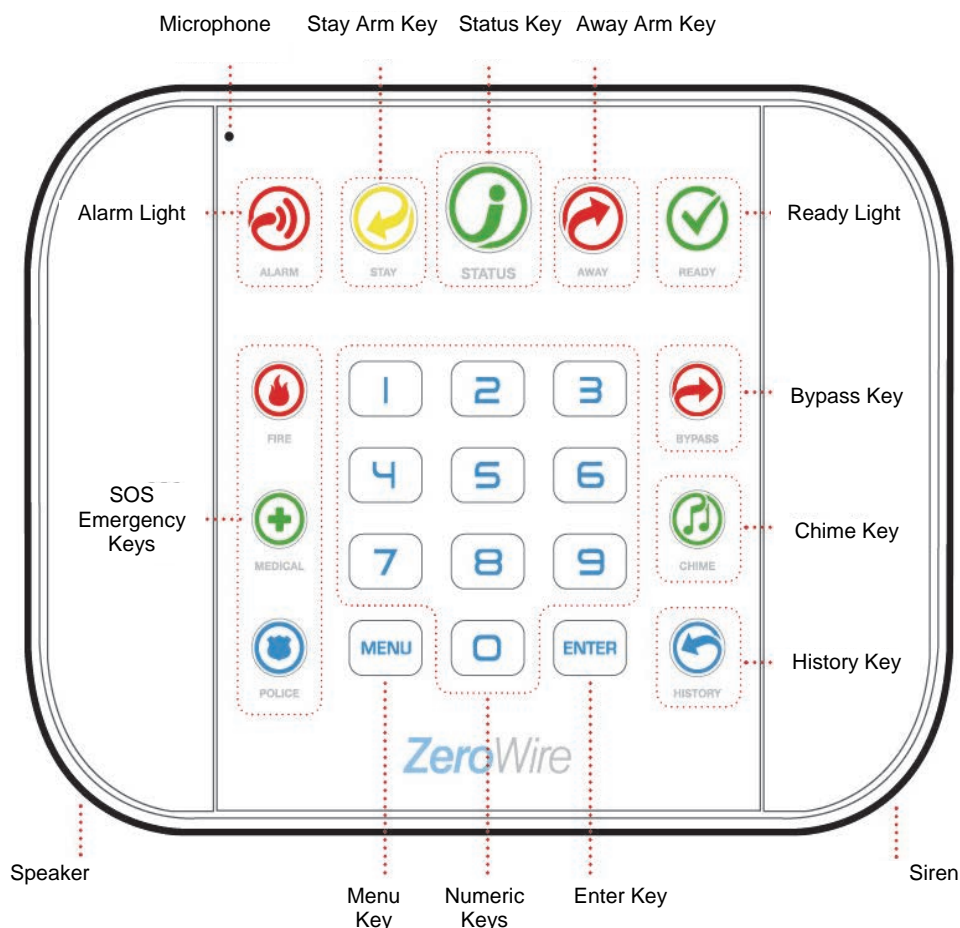
## Optional parts









- ZW-DS01 Desk Stand
- ZW-MB01 Incline Bracket
- ZW-7000 3G Cellular Radio
- ZW-ANT3M Extension Antenna

## Back of ZeroWire



## Front of ZeroWire



Key	Colour	Description	Not lit	System cannot be armed, press STATUS key for more info
 <b>ALARM</b>	Red	System is in alarm. Enter your PIN code then ENTER to turn off the alarm. Press STATUS key for more info.	 <b>READY</b>	Green (steady) Your system is ready to arm in Away or Stay mode.
 <b>STAY</b>	Not lit	System is disarmed if Away is also not lit.	Green (flashing)	Zones are currently unsealed but system is force-armable. If these zones are not sealed by the end of the exit time the system will go into alarm.
 <b>STATUS</b>	Green	System is ready to be armed.	 <b>BYPASS</b>	Touch the BYPASS key to access the bypass menu where you can bypass or un-bypass zones.
	Yellow	System message present.	 <b>CHIME</b>	Touch the CHIME key to access the chime menu where you can select zones to make a chime sound on the ZeroWire when they are tripped.
	Red (steady)	System trouble message present.	 <b>HISTORY</b>	Press the HISTORY key to listen for alarm and event history.
 <b>AWAY</b>	Not lit	System is disarmed if Stay is also not lit.		
	Red	System is armed in the "AWAY" mode.		

# Basic Features

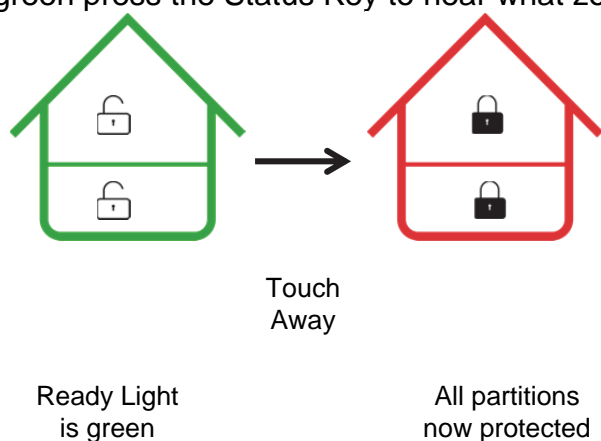
## Arm your system in Away Mode

Protect your property using Away Mode when you are leaving the premises.


Normally zones must be secure before you can arm in Away Mode, this will be indicated by the Ready Light being lit a solid green.


If the Ready Light is flashing green then “forced arming” is enabled. This means some zones are not secure but you can still arm your security system. Read more about the Forced Arming Feature on the next page.


If the Status Key is not green press the Status Key to hear what zones are not secured.



You may arm your system using your user PIN code:

-   
READY

  
STATUS

Check ready key is green.  
Check status key is green.
-   
AWAY

Select the Away Mode.
- USER PIN CODE





ENTER

EXIT DELAY BEEPS

Leave the premises.

To silence the Exit Delay beeping, press the Away Key again and the beeping will stop. This can also be performed from the UltraConnect app.

If your service provider has enabled the quick arm feature, you can simply touch the Away key:

- |    |  |   |   |
|----|--|---|---|
| 4. | <br>READY | <br>STATUS | Check ready key is green.<br>Check status key is green. |
| 5. | <br>AWAY  |   | Select the Away Mode.                                   |
| 6. |           |   | Leave the premises.                                     |

## Forced Arming Feature

Normally all zones must be secure before you can arm your security system.

For example, a home with a door detector on the front door. When forced arming is NOT enabled, you would have to close the door to secure the sensor before being allowed to arm the system. When force arming is enabled, you can arm your system with the door opened, and the door will automatically be protected after it is fully closed as you leave.

If your service provider has enabled the “forced arming” feature, you will be able to arm your security system even if pre-selected zones are not secure. The Ready Light will flash green to indicate this feature is available. Press Status key to hear which zones are not secure.

### Check with your installer to confirm how Forced Arming has been set up for your system:

Option 1: At the end of the exit delay, zones that are not secured will automatically be bypassed. If they later become secured, the bypass will be automatically removed and they will become part of the active security system until the system is disarmed.

Option 2: At the end of the exit delay:

- delay sensor types that are not secured will start an entry delay and go into alarm if a valid PIN code is not entered,
- instant sensor types that are not secured will go into alarm immediately.

## Explanation of Stay Modes

Use one of the Stay Modes when you are staying inside the premises and you want the perimeter protected. You will be able to move around inside the protected area without setting the alarm off. This gives you peace of mind even when you are at home.

For example, Stay Mode is often used at night. Internal motion sensors will be ignored. Perimeter detectors will be armed and active to detect intruders. The security of your home in Stay mode is dependent on the type and number of detectors you have installed and are active in Stay mode.

There are three similar modes available - Stay Mode, Stay Instant Mode, and Night Mode.

**In Stay Mode** – Entry/Exit zones will be active, and zones with the Stay or Night Mode property will be bypassed. Entry via a zone with the Entry/Exit property will start the partition entry timer as normal.

This will allow you to move around inside your home without causing the system to sound an alarm. A person entering the house will have the ability and time to disarm the system as usual.

**In Instant Stay Mode** – Entry/Exit zones will be active with entry delay time removed, and zones with the Stay or Night Mode property will be bypassed. Entry via a zone with the Entry/Exit property will trigger an instant alarm.

This is a higher level of security and requires you to disarm the system (from inside or remotely) before entering the protected area. No person will be able to enter the house without triggering an alarm.

**In Night Mode** – Entry/Exit zones will be active with entry delay time removed, zones with the Stay property will be bypassed, zones with the Night Mode property will be active. Entry via a zone with the Entry/Exit property will trigger an instant alarm.

This is a higher level of security and requires you to disarm the system (from inside or remotely) before entering the protected area. No person will be able to enter the house without triggering an alarm.

### Example

For example, in a two-level home, the upstairs motion sensors are programmed as Stay and the downstairs motion sensors are programmed as Night Mode. The first press of the Stay button arms the system in Stay Mode, allowing free access in the downstairs and upstairs levels and will start the entry delay if someone enters through an Entry/Exit zone such as the front door.

The second press of the Stay button arms the system in Instant Stay Mode, allowing free access in the downstairs and upstairs level and will trigger an instant alarm (no entry delay) if someone enters through an Entry Exit zone such as the front door. This prevents even authorized users from entering the area unless it is disarmed first (for example, by someone inside the area).

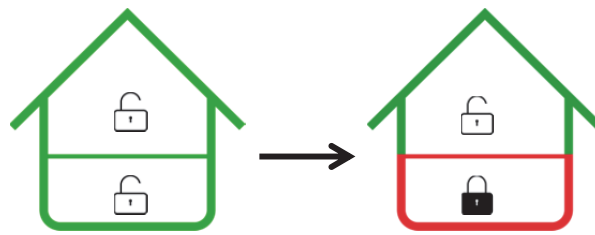
The third press of the Stay button arms the system in Night Mode, allowing free access in the upstairs level and will trigger an instant alarm (no entry delay) if someone enters the protected Night Mode area downstairs. This prevents even authorized users from entering the area unless it is disarmed first (for example by someone inside the Stay area).

## Arm your system in Stay Mode

Use Stay Mode when you are staying in the premises and you want the perimeter protected whilst allowing you to move around inside without setting the alarm off.

Normally all Stay Mode zones must be secure before you can arm in Stay Mode.

If the Ready Light is flashing green then “forced arming” is enabled. This means some zones are not secure but you can still arm your security system. Read more about the Forced Arming Feature on the previous page.





Touch Stay



Ready Light  
is green

Downstairs only  
protected

You may arm your system by entering your user PIN code:





1.  STATUS  
Check status key is green. Close all protected doors and windows. If you have motion detectors outside your “stay mode”, have everyone leave those areas.
2.  STAY  
Select the Stay Mode.
- 3.
4. Stay within the protected areas.

Or, if your service provider has enabled the quick arm feature, you can simply touch the Stay key:

5.  STATUS  
Check status key is green. Close all protected doors and windows. If you have motion detectors outside your “stay mode”, have everyone leave those areas.
6.  STAY  
Select the Stay Mode.
7. Stay within the protected Stay or Night Mode areas.






If an armed zone is alarmed whilst your security system is in the Stay mode, it will sound a warning tone on your ZeroWire and start a timer. At the end of the Stay Mode Entry Time your sirens will sound. Your service provider predetermines this warning time at the time of installation.

To start the Stay Instant Mode touch the Stay key twice:

1.   
STATUS  
Check status key is green. Close all protected doors and windows. If you have motion detectors outside your "stay mode", have everyone leave those areas.
2.   
STAY  
  
STAY  
Select the Stay Mode twice.  
Or press Stay button once when system is already in Stay Mode. In this case, you will not be asked second time for a PIN code.
3.   
STAY  
(flashing yellow)  
Stay button will flash on and off.  
Stay within areas protected with Stay Mode or Night Mode zones.



If an armed zone is alarmed whilst your security system is in the Stay mode there will be no warning timer and your sirens will sound immediately.

To start the Night Mode touch the Stay key three times:

1.   
STATUS  
Check status key is green. Close all protected doors and windows. If you have motion detectors outside your "stay mode", have everyone leave those areas.
2.   
STAY  
  
STAY  
  
STAY  
Select the Stay Mode three times.  
Or when system is already in Instant Stay Mode, press Stay once. In this case you will not be asked second time for a PIN code.
3.   
STAY  
(flashing red)  
Stay button will flash on and off.  
Stay within areas protected with Stay Mode zones. Do not move into areas protected with Night Mode zones.

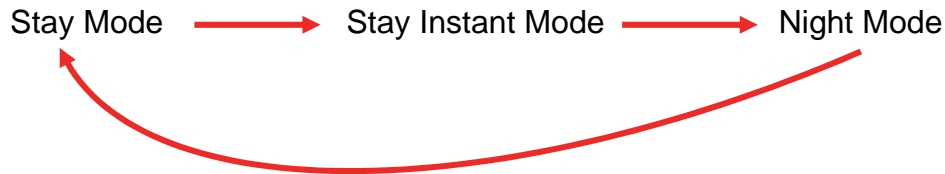
If an armed zone is alarmed whilst your security system is in the Stay mode there will be no warning timer and your sirens will sound immediately.

To set normal Stay Mode, touch the Stay key one more time:

1.   
STAY  
Select the Stay Mode when the system is in Night Mode.
2.   
STAY  
Stay button will return to a solid yellow.  
Stay within the protected areas.



**Note:** Subsequent presses of the Stay button loop through the three Stay Mode states:



Sensors which are automatically bypassed for Stay Mode are logged in the event history (but not reported) as bypassed.

## Events Preventing Arming

The following system alarms will prevent a system in EMEA from arming. You must clear all of these. Contact your service provider for assistance.

- Wireless supervision faults
- Wireless Low Battery
- Tamper
- Trouble
- Ethernet or WiFi fault
- Phone Line Fault
- Wireless Jamming
- Over-current fault
- Power fail
- Low Battery
- Expander fail

## Status Key in EN Grade 2

For EN Grade 2 compliant systems, the Status Key behaviour has been modified for greater security. It will be off or red, and not announce system status when pressed.


To check system status on EN Grade 2 systems:

1. 

USER PIN CODE

ENTER

 Enter a valid user PIN
2. 

  
STATUS

 Select Status Key
3. 

STATUS ANNOUNCED


 Status condition(s) are announced

## Acknowledging Latched System Alarms

When the Status Key is red, there may be latched system alarms present. A master user (Level 2) is required to acknowledge and clear these. Standard users cannot acknowledge and clear these.

To acknowledge Latched System Alarms:

1. 

  
STATUS

 Select Status Key
2. 


STATUS ANNOUNCED

 Status condition(s) are announced
3. 

MASTER PIN

ENTER

 Enter a valid master PIN
4. 

  
STATUS

 Status Key will change to green if no other conditions are present

## Exit Error / Fail To Close

If during exit delay a zone is tripped which causes an alarm, then the areas affected will not be armed. Exit Error and Fail To Close are logged in the event history.

Check the zone is secure and try to arm the area(s) again.

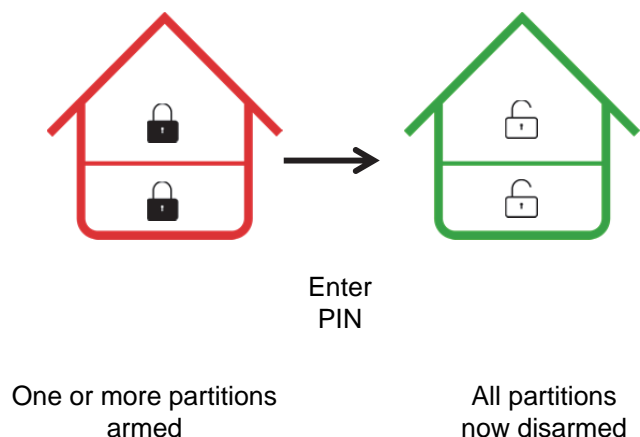
## Disarming



Make your way to the ZeroWire through one of the designated entry / exit doors.

Once a detector detects your presence, the entry delay will begin counting down and your ZeroWire will repeat a warning message until a valid PIN code is entered. If a valid PIN code is not entered by the end of the entry delay time, your sirens and communicator will activate.

If you require more time to disarm your system, the entry time can be modified in Menu 8 by a master user. Away and Stay modes can be configured with different entry delay times, ask your service provider for further details.

Depending on how your system has been set up, entry through a non-designated door may cause the alarm to sound immediately for greater security.



1. Enter the premises through a designated entry/exit door
2.  Approach the ZeroWire. When you are detected, the entry warning timer will begin and the ZeroWire will beep.
3.  Enter your PIN code before the entry delay expires.
4. All zones are now disarmed, any bypassed zones are restored to normal operation.

## Lock Out On 3 Invalid Attempts

If an invalid PIN code is entered three times, the ZeroWire will deny all login attempts for 90 seconds. Attempts are counted from any method (e.g. keypad, app, or web server). You must wait the full 90 seconds before trying again with the correct PIN. This is to prevent brute-force attacks on guessing PIN codes.

## Bypass a Zone


The zone bypass menu is used to bypass (isolate) selected zones in your security system. A bypassed zone is ignored by the system and is not capable of activating an alarm. This option is commonly used to temporarily ignore zones that require service, or zones that you wish to temporarily add to your “stay mode”.

Whilst still offering security with the remaining zones, bypassing zones lowers your level of security.

All bypassed zones are reset and cleared from memory when your security system is next armed / disarmed.

Your security system must be disarmed (turned off) before being able to bypass zones. After bypassing your selected zones, your security system must be armed (turned on) in either the away or stay mode to secure the remaining zones.


The status light will turn to yellow to indicate there are one or more bypassed zones. Touch the status key to check which zones are bypassed.

- |    |   |  |
|----|---|--|
| 5. | <br>BYPASS | Select Bypass Menu                           |
| 6. | <input type="text" value="USER PIN CODE"/> <input type="button" value="ENTER"/>             | Enter PIN code with authority to bypass      |
| 7. | <input type="text" value="ZONE NUMBER"/> <input type="button" value="ENTER"/>               | Select a zone to bypass                      |
| 8. | <input type="text" value="0"/>  | Toggle between un-bypassed to bypassed state |
| 9. | <input type="button" value="MENU"/>   | Exits from Bypass Menu                       |

## Event History


The Event History menu is used to listen to events that occurred in your security system. These events include arming, disarming, system faults and alarmed zones. Ensure your clock is set correctly as all events are time stamped.

“Alarm Memory” will announce the last zone(s) that caused your security system to go into an alarm condition:

- |    |  |  |
|----|--|--|
| 1. | <br>HISTORY     | Select History Menu.                   |
| 2. | <input type="text" value="YOUR 4 TO 8 DIGIT MASTER CODE"/><br><input type="button" value="ENTER"/> |  |
| 3. | <input type="text" value="1"/>   | Listen to the last alarm memory event. |
| 4. | <input type="button" value="MENU"/>  | Exits from History Menu.               |

It is recommended you record user names, zone names, and outputs names in Menu 8 – Recordings. This will make reviewing any events much clearer as ZeroWire will announce the recorded name.

You may also review all events recorded by your security system:

1.   
HISTORY Select History Menu.
2. 

YOUR 4 TO 8 DIGIT MASTER CODE
3. 

ENTER

 Listen to history events.
4. 

2

 Touch ENTER for next event.  
Touch 0 for previous event.
5. 

MENU

 Exits from History Menu.

## Emergency Keys

ZeroWire has three (3) emergency keys: Medical, Police (duress) and Fire.



If these keys are not lit, then the Emergency Keys are not available on your system. Check with your service provider to clarify what responses will be provided upon activation.

Touch the required key for two seconds to activate that alarm. You should only touch these keys in an emergency situation that requires a response by a central monitoring station.

To cancel an emergency activation:

6. 

YOUR 4 TO 8 DIGIT MASTER CODE

 Enter you code after an emergency key has been activated.  

ENTER

## Detector Reset

Check with your installer if this feature is configured.

Detection devices, such as smoke detectors, shock sensors and some glass break detectors, “latch” their alarm lights to indicate an alarm condition. The alarm will stay on until it is reset by an authorized user. Use this menu to acknowledge and clear the alarm.

Example: Reset latching detectors that are in alarm:

1. 

MENU

7

 Select main menu - Option 7, Detector Reset
2. 

YOUR 4 TO 8 DIGIT MASTER CODE

ENTER
3. 

MENU

 Exits from Detector Reset Menu

# Users

In the initial ZeroWire configuration, there are two users of two different user types - Master and Engineer.

## Master

A Master user can change Standard user PIN codes and Master user PIN codes, and can access all menus except installation programming.

A default Master user name is "User 1", and a default passcode is "1234". Please note that there is a space between "User" and "1".

In EN Grade 2 terminology, a master user is Level 2.

## Engineer

An Engineer user can only access installation programming menus, but no user programming menus. These users can always arm a system but can only disarm the partitions they previously armed.

A default Engineer user name is "installer", and a default passcode is "9713".

In EN Grade 2 terminology, a master user is Level 3.

---












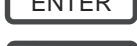



**Caution:** For security reasons, it is highly recommended to change the passcode for the Installer and change the login and the passcode for the User 1, at the first opportunity.

---

## Add a User

You need to be a Master user to add new users to the panel.

Example: Add a new user to ZeroWire and assign them a PIN code 2580. We will add this as user 4.

- |    |   |   |
|----|---|---|
| 4. |     | Selects User Configuration menu.          |
| 5. |    |   |
|    |    |   |
| 6. |    | Selects configure user PIN.               |
| 7. |     | Select user 4.                            |
| 8. |     |   |
|    |    | Sets user 4 PIN code as 2580.             |
| 9. |      | Exits from Advanced system configuration. |

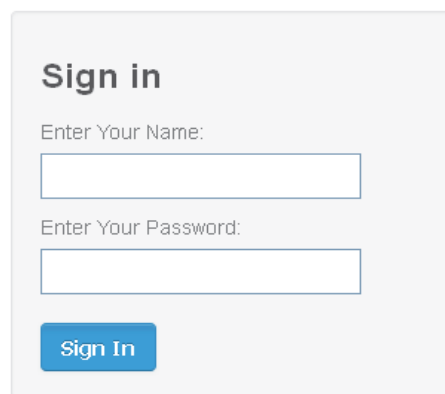
**Note:** If you attempt to create a user with a PIN code that is the same as another user's PIN code your ZeroWire will announce "PIN code is occupied, select a new user PIN code."

## Add a Username

The UltraConnect app requires a username and PIN code to function. If you do not have these details login to ZeroWire Web Server to view or program usernames:

1. On the ZeroWire press Menu – 8 – [PIN] – 6 and note the IP address announced.
2. Open your web browser and enter the IP address. Some browsers may require you to enter **http://** before the IP address. The ZeroWire login screen should appear.
3. Enter your username and password, by default this is User 1 and 1234. Please note that there is a space between "User" and "1".

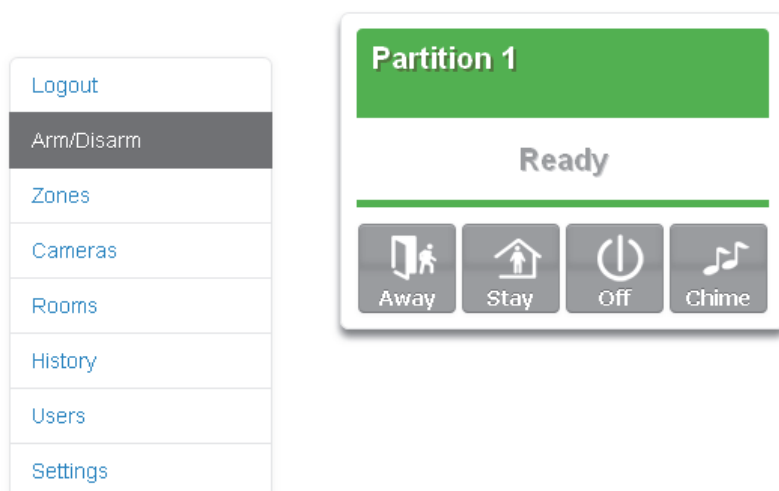
Zerowire



The image shows a 'Sign in' form with a title 'Sign in' in bold. Below the title are two input fields: 'Enter Your Name:' and 'Enter Your Password:'. Each field has a corresponding text input box. At the bottom of the form is a blue button labeled 'Sign In'.

4. You should now see a screen similar to the one below.

Zerowire



## 5. Click Users.

ZeroWire

[Logout](#)  
[Arm/Disarm](#)  
[Zones](#)  
[Cameras](#)  
[Rooms](#)  
[History](#)  
**[Users](#)**  
[Settings](#)

**Configure Users**  
[Add](#) [Edit](#) [Delete](#) [Save](#)

Select User ☐ Sort By Name

User 1 (1) ▼

User Number  
1

First Name  
User 1

Last Name

PIN  
1234

Language  
English ▼

User Type  
Master ▼

Start:  
2000-01-01 Midnight ▼

End:  
2106-02-07 6:00 AM ▼

6. Enter a First Name, this will be the username for the user on the UltraConnect app.

7. Enter a PIN, this will be the PIN for the user on the UltraConnect app.

## Remove a User

Example: Remove User 4 from your system.

1. 

MENU 3

 Selects User Configuration menu.
2. 

YOUR 4 TO 8 DIGIT MASTER CODE
3. 


ENTER
4. 

1

 Selects configure user PIN.
5. 

4 ENTER

 Select user 4.
6. 

 BYPASS

 Disables the user PIN.
7. 













MENU MENU MENU

 Exits from Advanced system configuration.



## Change a User PIN

Example: Change User 4 PIN code to 5555.

1.   Selects User Configuration menu.
2. 
3.  Selects configure user PIN.
4.  Select user 4.
5.   Sets user 4 PIN code as 5555
6.      Exits from Advanced system configuration.









**Note:** User must have a unique PIN code. If the new PIN code you enter is the same as another user's PIN code your ZeroWire will announce "PIN code is occupied, select a new user PIN code."

## Change the User Type

The user type determines what that user can do:

- Master users can arm and disarm partitions. They can create, delete, or modify user codes. They can also change system settings.
- Standard users can arm and disarm partitions. But they cannot create users or review event history.
- Arm only users can only turn on the security system, they cannot disarm, or dismiss any system conditions.

Example: Change user 6 to a master user to allow them to add/remove users.

1.   Selects User Configuration menu.
2. 
3.  Selects configure user type.
4.  Select user 6.
5.   Sets master user type.
6.  Exits from Advanced system configuration.

## Add Keyfobs

Keyfobs require special programming depending on your requirements. Contact your security provider to purchase additional keyfobs.

## More About Users

ZeroWire supports up to 40 users. For simplicity it is recommended you create user numbers from 1-40. For advanced programming you can create user numbers 1-999.

Each user is assigned a PIN code and a user number. This allows them to interact with the system.

PIN codes must be four (4) to eight (8) digits in length. Longer length PIN codes provide greater security as they are harder to guess. Every user must have a unique PIN code. Keep user PIN information in a safe place, do not disclose your PIN to others.

Users can have a recorded audio name to make it easier to manage users. See Record User Names on page 29 for instruction to do this.

Users created on the physical ZeroWire unit via the menus will not be assigned a username. These users will not have remote access to the ZeroWire (e.g. over the internet or using the smartphone app). If you wish to give remote access to a user then you must assign a username via ZeroWire Web Server (see User Name and PIN on page 21) or DLX900 desktop software.

If you have many users to add you may find it is easier to use ZeroWire Web Server or DLX900 desktop software. These are installer tools, refer to the Installation Manual for instructions.

### Notes:

- **IMPORTANT:** Change the default PIN codes of the installer and User 1 accounts.
- The system must be disarmed before accessing user configuration from the ZeroWire unit. You may use the ZeroWire Web Server or UltraConnect app to access user configuration at any time.

## Send User PINs to Z-Wave Door Lock

ZeroWire can send user PIN codes to an existing Z-Wave Door Lock so the PIN codes on the alarm system can also be used to operate the door lock.

This feature is available to User Types – Engineer, Master, and Custom users with Z-Wave menu access.

Communication is one way from the ZeroWire to the lock, instructing the lock to add or remove PIN codes. Each lock is individually controlled.

When “Send PIN(s) to Lock” is selected, ZeroWire queries the lock for the number of standard users it supports. Some locks support up to 250 PINS, others are limited to 40. Check your lock documentation.

Each ZeroWire user number is sent to the same numbered slot in the lock, up to the maximum slots available in the lock. For example, ZeroWire user number 1 will be sent to the Z-Wave Door Lock slot 1. Users exceeding the capacity of the lock will not be sent.

Existing PIN codes in the door lock will be overridden. If the lock detects a duplicate PIN then the send command will fail.

Selecting “Remove PIN(s) from Lock” will clear all PIN codes from the lock, whether or not they were added by the ZeroWire.

Some door locks have special master/installer PIN codes, these will not be changed. However, if they are default standard user PIN codes then ZeroWire will have access to change or remove them. Each lock is different and you should test this feature on your specific lock to ensure only the appropriate codes are present.

The screenshot displays the ZeroWire web interface. On the left is a vertical sidebar menu with the following items: Logout, Arm/Disarm, Zones, Cameras, Rooms, History, Users, Settings (highlighted in dark grey), and Advanced. The main content area is titled 'Settings Selector' and contains a dropdown menu labeled 'Lock PIN Share' with a downward arrow. Below this is a blue 'Reload' button. A section titled 'Lock PIN Share Instructions' lists four steps: 1. Select Door Lock, 2. Select User(s), 3. Press Send or Remove Function Button, and 4. Repeat Steps 1-3 as necessary. Below the instructions are two dropdown menus: 'Select Door Lock' showing '(8) Keypad Door Lock' and 'Select User(s)' showing 'All Users'. A 'Message Center' section contains a text box with the message 'Sent All Users' and a small icon in the bottom right corner. At the bottom are two large blue buttons: 'Send PIN(s) to Lock' and 'Remove PIN(s) from Lock'.

1. Log in to ZeroWire Web Server or UltraConnect app.
2. Click Settings – Lock PIN Share.
3. Select the Z-Wave Door Lock in the drop down list.
4. Wait for the “Building User List- Please Wait” message to be replaced with “Ready”.
5. The default will have “All Users” pre-selected. You may select an individual user instead.

6. Optional and recommended, click “Remove PIN(s) from Lock”. This ensures any extra PIN codes are removed from the lock and only the PIN codes from ZeroWire can operate the lock. Once completed it will show “Removed All Users”.
7. Click “Send PIN(s) to Lock”.
8. PIN codes will be sent to Z-Wave door lock one at a time. Once completed it will show “Sent All Users”.
9. Test PIN codes on door lock and verify only the codes you want can operate the lock.
10. Refer to door lock manual to remove or change installer / master codes from door lock.

As PIN codes can also be changed on the door lock, over time there may be a mismatch in PINs on the door lock compared to ZeroWire. To avoid this confusion, only make PIN code changes via ZeroWire.

# UltraConnect App

## Introduction












UltraConnect is a smartphone app that allows you to:

- Check the status of your system
- Arm and Disarm partitions
- Bypass zones
- Manage users
- Operate Z-Wave devices
- Set up system and Z-Wave features (depends on your assigned user type: Standard or Master)
- Receive push notifications
- Change push notification events
- View live cameras and retrieve recorded clips

## Web Access Code

This code should be written on the rear of this manual. It permits remote access from the UltraConnect app. When it is set to 00000000 the app is prevented from connecting.

Example: Listen to the Web Access Code or change it to a new one.

1.   Select Zone Configuration.
2.   Select Web Access Code.
3.  Select Web Access Code.
4.  Web Access Code will be flashed on the key pad.
5.   Enter a new 8 digit Web Access Code, or skip.
6.    Exit from Advanced system configuration.

## User Name and PIN

The UltraConnect app requires a valid username and PIN code to function. A default user should be written on the rear of this manual, or refer to "Add a Username" on page 23. The menus available are dependent on the permissions for the user entered.

## Installing UltraConnect app

UltraConnect is an app that allows you to control your ZeroWire from an Apple® iPhone/iPad, or Google Android device. First set up the ZeroWire Web Server then download this app. Carrier charges may apply and an Apple iTunes or Google account is required.

1. On your smartphone go to the Apple® App Store™ or Google Play™ store.



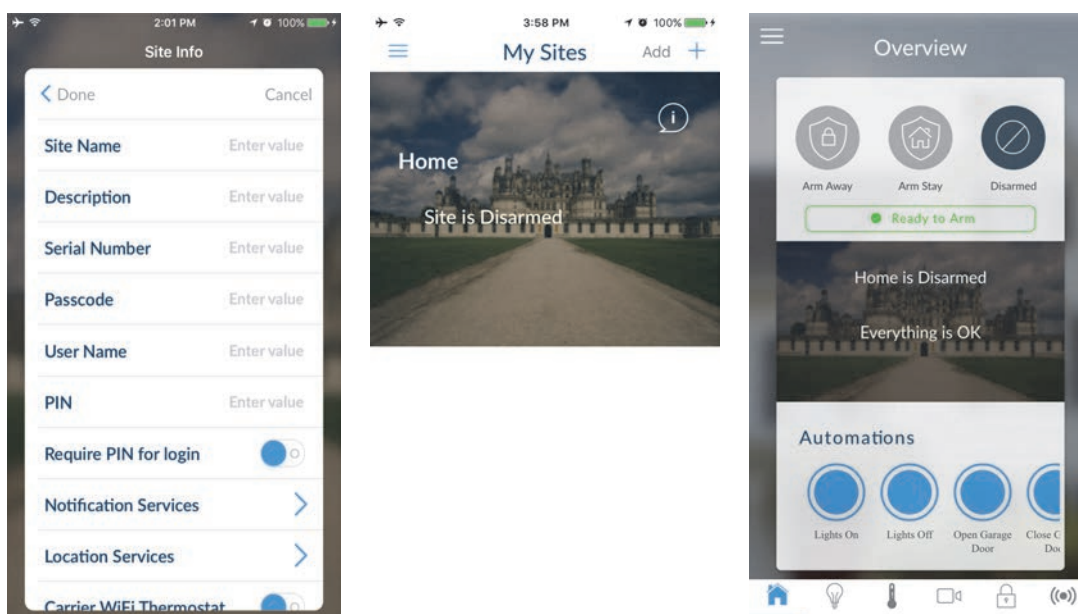
2. Search for UltraConnect.
3. Install the app.
4. Click the Smart Home icon on your device to launch it.
5. Click + on the top right to add a new site, or the (i) icon to edit an existing site.
6. Enter the details of your security system.

*The serial number is printed on the back of the ZeroWire unit. Alternatively login to ZeroWire Web Server and go to Settings – Details to view it.*

*The default Web Access Passcode of 00000000 disables remote access. To change it, login to ZeroWire Web Server and go to Settings - Network.*

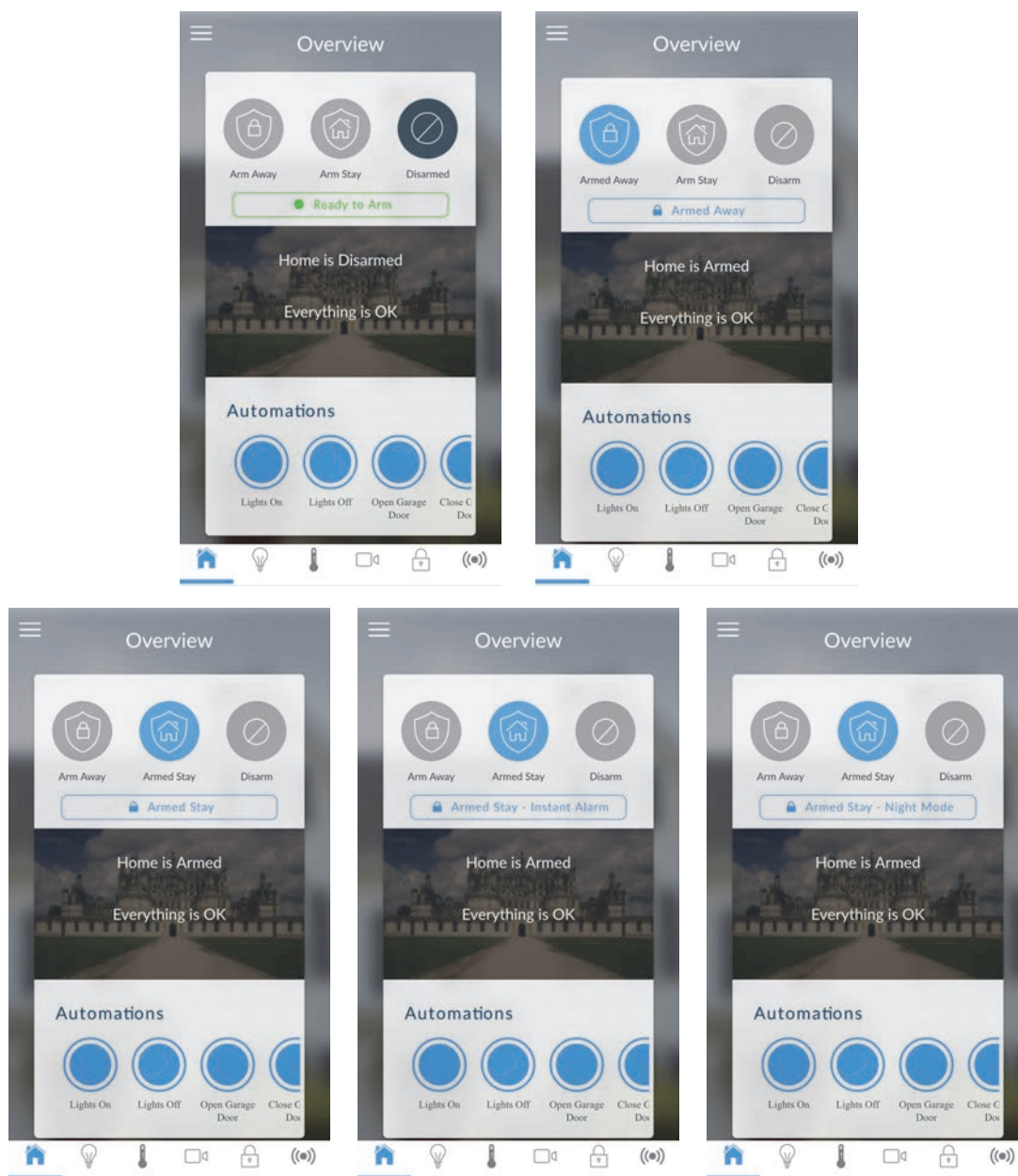
*The default username and PIN code is "installer" 9713 (for an installer) and "User 1" 1234 (for a user). Please note that there is a space between "User" and "1". You may also use any other valid user account. Only menus a user has access to will be displayed.*

7. Click Done button to save the details, then Sites to go back.
8. Click the name of the Site, the app will now connect you to ZeroWire.



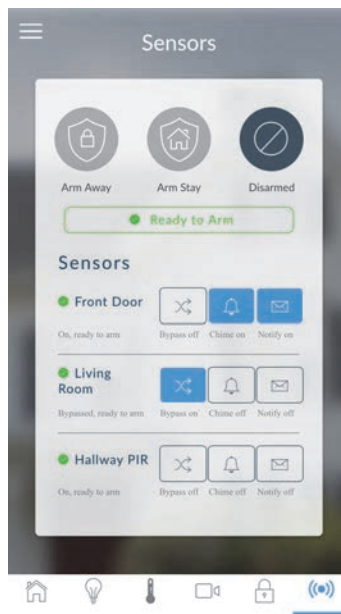
## Using the App

The first screen that will appear once you connect is the Overview screen. This will display the status of your system and allows you to arm or disarm partitions by touching Arm Away, Arm Stay, or Disarm. It also allows you to activate programmed automation scenes.



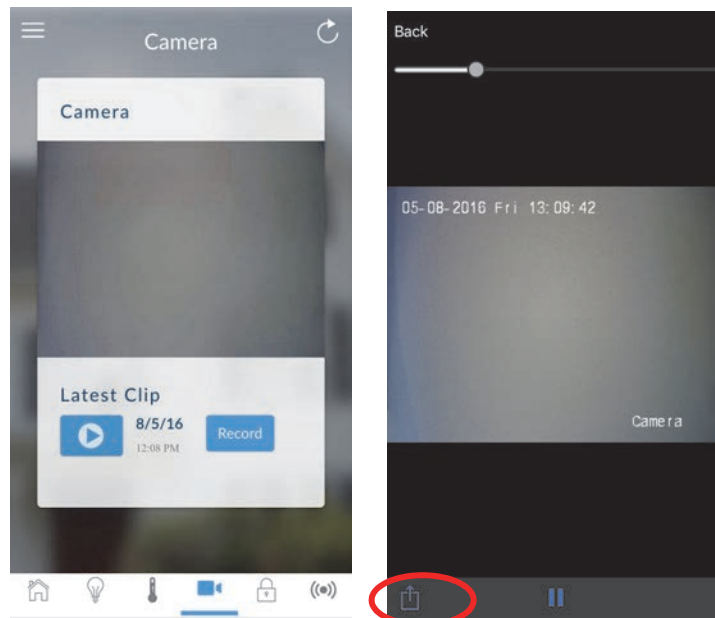
The menu bar is located along the bottom of the app. Touch the Zones icon (last icon with a dot and wireless signals) to view zone status.


- Touch Bypass to ignore a zone or touch it again to restore it to normal operation.
- Touch Chime to add or remove a zone from the Chime feature.
- Touch Notify to receive push notifications when there is activity from that zone.



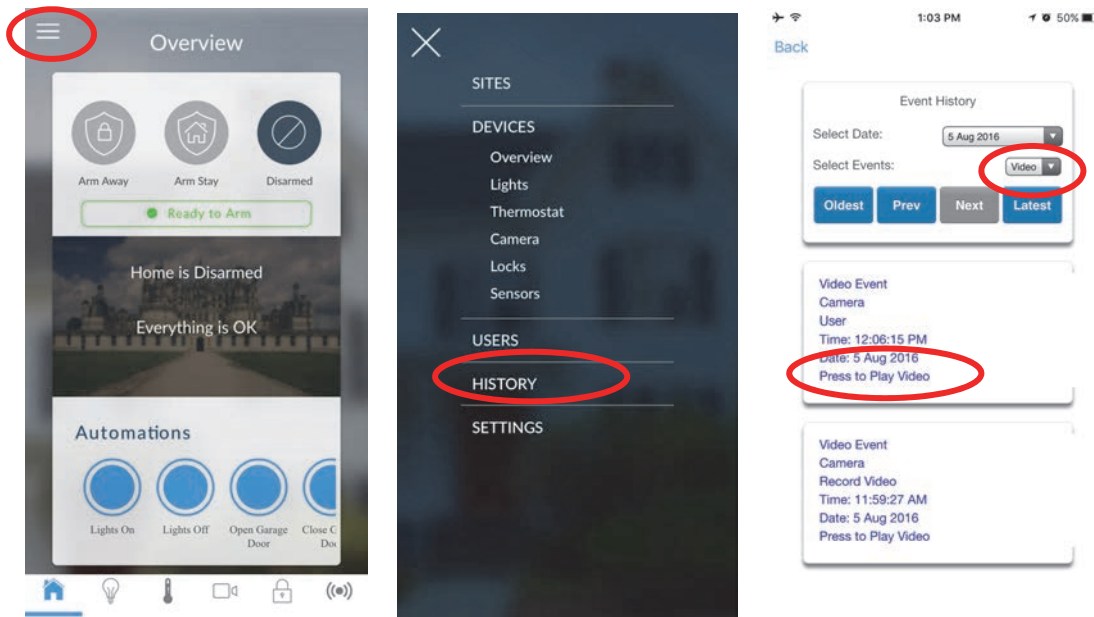
Touch the Camera icon to view cameras connected to your system.

- Live snapshots from each camera will be shown. Touch the snapshot to open the live stream in full screen. Rotate your device to make the image bigger. Touch the screen then Back to return to the Camera screen.
- Touch the Play button under each camera to view the last recorded clip by that camera. Touch the Share button to save or forward the clip.
- Touch the Record button to request that camera record a short clip which can be retrieved at a later date.



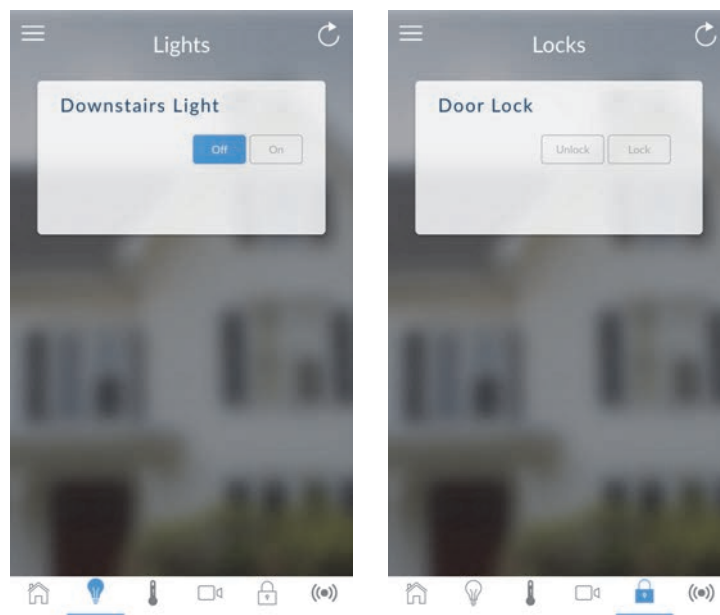
Video clips can also be accessed from the History screen. Touch Menu , HISTORY, then change Selected Events to Video. Touch “Press to Play Video” to retrieve the clip from the camera.




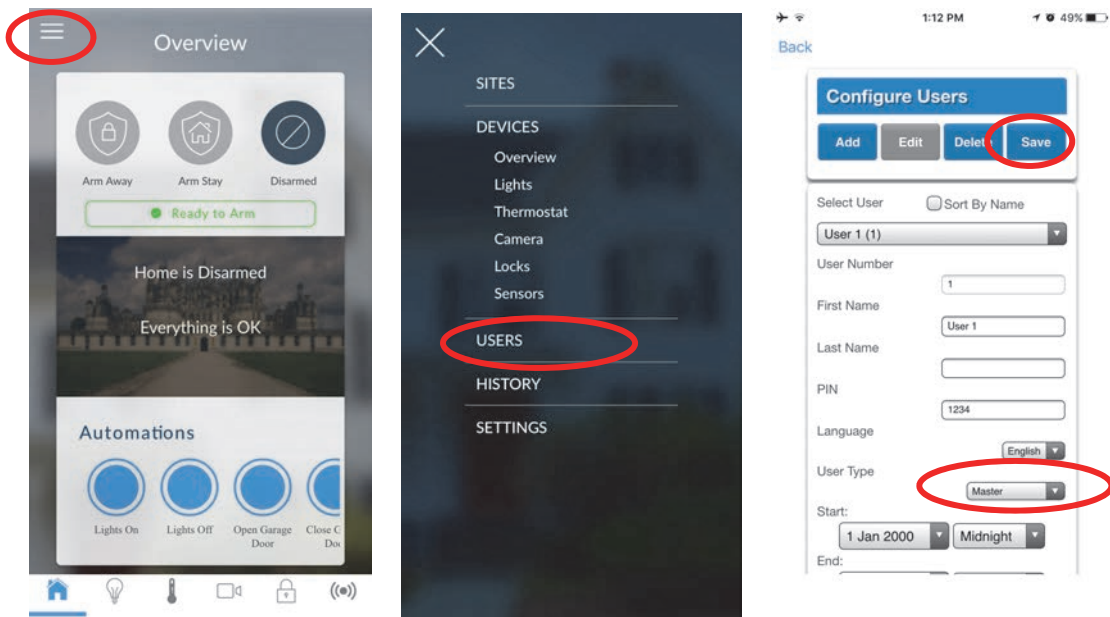


This History screen displays the event log of the ZeroWire, recording important events and allowing authorized users the ability to audit the system. Changing the Selected Events to Alarms will display the filtered Mandatory Event Log. Events followed with an \* have not yet been reported to a control room or have failed to report, while events with \*\* are for events not intending to be reported to a control room.


If you have Z-Wave devices installed, touch the Light or Lock icon to view and control them.

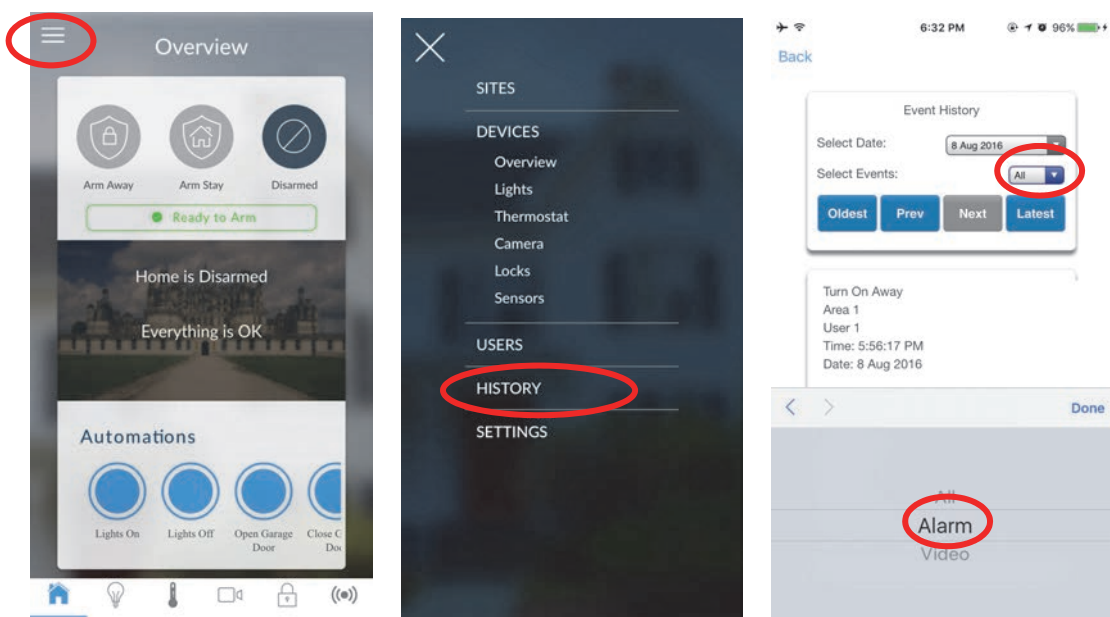


Master users will have access to the full Users menu for creating and managing users. Touch Menu , USERS. After making any changes remember to click Save. To apply custom permission to a user, change User Type to Custom to show additional options.



All users can change their PIN code by touching Menu , USERS.

A history of events and status changes on your ZeroWire can be accessed by touching Menu , HISTORY:



The list of events can be filtered to make it easier to locate more relevant information. Click Touch the Select Events drop down and select “Alarm” for Mandatory Log events, or “All” for all event history.

## Recommended Items To Change

- User 1 PIN code is 1234 at default. Always change this to prevent unauthorized access to the security system.
- User 1 username is “User 1” at default, with a space between "User" and "1". This is required to access to the ZeroWire Web Server and UltraConnect app.

# ZeroWire Web Server

ZeroWire has a built in web server which makes it easy and simple to set up advanced features of your system from a web browser instead of the ZeroWire keypad.

## Features

- Simple forms to set up most commonly used features
- View status of partitions
- View system conditions
- Remotely arm and disarm partitions
- Turn chime mode on and off
- Bypass/Un-bypass zones
- Add, remove and edit users
- Add, remove and edit Z-Wave devices
- View Z-Wave device status
- Control Z-Wave devices
- Enter Installation menu and perform advanced programming for ZeroWire

## Connecting over Wireless LAN

To connect via local WiFi you will need a router supporting 802.11 b or 802.11g.

1. Power on - Connect power to your ZeroWire.
2. Enable WiFi on ZeroWire - On the ZeroWire press Menu – 9 – [PIN] – 8. This will enable WiFi Discovery Mode for 10 min.
3. Enable WiFi on your device - Turn on WiFi on your device (such as a smart phone, tablet computer or laptop).
4. Connect to ZeroWire - Browse for available WiFi networks and select the 'ZeroWire\_xxx' network to connect to it. Only a single user can connect at any time and there is no password. Once connected the ZeroWire will be assigned a fixed IP address of 192.168.1.3 and a domain name of ZeroWire.
5. Open Web Browser - Open your web browser and enter <http://192.168.1.3> or ZeroWire. The ZeroWire login screen should appear.

6. Login - Enter your username and password, by default this is "installer" and 9713.

Zerowire

**Sign in**

Enter Your Name:

Enter Your Password:

**Sign In**

7. You should now see a screen similar to the one shown below:

Zerowire

Logout

Arm/Disarm

Zones

Cameras

Rooms

History

Users

Settings

Partition 1

Ready

Away

Stay

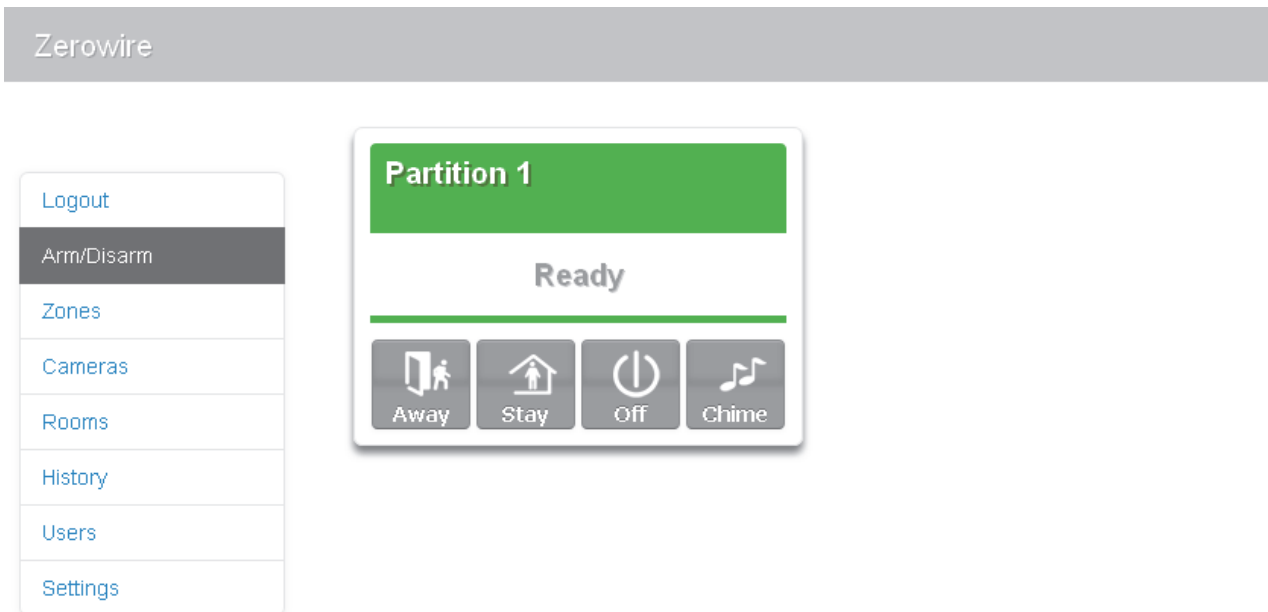
Off

Chime

## Connecting over Wired LAN

1. Connect power to your ZeroWire.
2. If this ZeroWire was previously connected via WiFi, switch connection mode to switch to Ethernet by pressing Menu, 9, Master PIN, 7. Press 7 again if it announces "WiFi is on". The ZeroWire will announce "Ethernet is on" when this is set correctly. Press Menu, Menu to exit.
3. Connect an Ethernet cable to the rear of the ZeroWire and wait 10 sec for the local router to assign the ZeroWire an IP address
4. On the ZeroWire press Menu, 8, [Master PIN], 6 and note the IP address announced. If you hear "IP address is not configured" then wait a further 30 s and repeat this step.
5. Open your web browser

6. Enter the IP address from step 4 and the ZeroWire login screen should appear. Some browsers may require you to enter http:// before the IP address.
7. Enter your username and password, by default this is "installer" and 9713.
8. You should now see a screen similar to the one shown below.



9. Click Advanced to program your ZeroWire.






## Troubleshooting

Problem	Solution
Cannot get IP address	If you are unable to get an IP address then your wireless/router may not be configured for automatic DHCP or certain security settings may be enabled. Check your router settings and try again.
Cannot see local WiFi access point from a smartphone	Ensure your WiFi access point is able to accept 802.11b or 802.11g. Some 802.11n access points may not accept 802.11g connections.

# Customizing Your ZeroWire








## Volume Level

Example: Set volume level to 6

1.   Select main menu - Option 1 Volume level.
2.  Set volume level to 6.
3.   Exit menu.








## Voice Annunciation

Example: Turn on/off the voice when arming and disarming

1.   Select main menu - Option 8, Basic system configuration.
2.    [4] Toggles voice annunciation on / off.  
[5] Toggles full menu annunciation on / off
3.   Exits from Advanced system configuration.







## Full Menu Annunciation

Turning this feature On, gives full descriptions to all the options within the main menu.  
Turning this feature Off shortens the descriptions.

1.   Select main menu - Option 8, Basic system configuration.
2.    [4] Toggles voice annunciation on / off.  
[5] Toggles full menu annunciation on / off.
3.   Exits from Advanced system configuration.







## Backlight Level

Example: Set run mode brightness level to 8

1.   Select main menu – Option 2 Backlight level.
2.  [1] Run mode backlight level.  
[2] Idle mode backlight level.
3.  Set brightness level to 8.
4.   Exit menu.

Idle mode is when your ZeroWire is not being used. The lights on the screen dim for your comfort at night and to save power. All security functions work normally.
























Example: Set idle mode brightness level to 1

1.   Select main menu – Option 2 Backlight level.
2.  [1] Run mode backlight level.  
[2] Idle mode backlight level.
3.  Set brightness level to 1.
4.   Exit menu.

## Change Time and Date












When ZeroWire is connected to the Internet, time and date are automatically updated with an Internet time server

Example: Manually set the time as 9.30AM, and the date as 19.6.2014

1.   Select main menu - Option 8, Basic system configuration.
2.   

3.  Select time and date configuration.
4.  [1] To configure the time and date.  
[2] To configure the date.
5.   Enter the hours value.
6.   Enter the minutes value.
7.  Select AM time.
8.   Enter the day.
9.   Enter the month.
10.      Enter the year, must be 4 digits.
11.    Exits from Advanced system configuration.

## Adjust Partition Entry or Exit Times

Example: Setting the entry time as 90 seconds






















1.   Select main menu - Option 8, Basic system configuration.
2.   

3.  [2] Select partition entry time.  
[3] Select partition exit time.
4.    Enter the new entry time.
5.    Exits from Advanced system configuration.



## Configure Zone Names

All zones can be named using the library words on page 65. This makes it easier to identify the correct zone in the event of a condition. You may enter up to eight words to achieve your desired description.

Example: Configure zone 1 name as “Dining Room Zone”














1.   Select main menu - Option 8, Basic system configuration.
2.   Select zone name recording.
3.  Select zone 1.
4.   Select word “Dining” from word library.
5.    Select word “Room” from word library.
6.     Select word “Zone” from word library.
7.     Exits from Advanced system configuration.
6.    Exits from Advanced system configuration.

If you do not require all eight words, just press MENU as in step 6 after you have entered the last word number.

## Record Zone Names

You can also record the names of 64 zones using your voice.













Example: Record zone name for zone 1.

1.   Select main menu - Option 8, Basic system configuration.
2.   Select zone name recording.
3.  Select zone 1.
4.   Activate recording mode.
5.  Record voice, maximum 2 seconds.
6.  Stop recording mode.
7.  Exits from Advanced system configuration.
8.   

## Record User Names

To make the system user friendly, users 1-40 can have a recorded name.











Example: Record user name for user 3.

- |    |   |  |
|----|---|--|
| 1. |     | Select main menu - Option 8, Basic system configuration. |
| 2. |    |  |
|    |    |  |
| 3. |    | Select user name recording.                              |
| 4. |     | Select user 3.   |
| 5. |    | Activate recording mode.                                 |
| 6. | (( SPEAK NAME ))  | Record voice, maximum 2 seconds.                         |
| 7. |    | Stop recording mode.                                     |
| 8. |    | Exits from Advanced system configuration.                |

## Voice Message Recording

ZeroWire has a digital message board so you can leave entry messages for users to hear when they disarm the system and reminder messages for users arming the system.

Example: Record an Entry or Exit Message.

- |    |   |   |
|----|---|---|
| 1. |     | Select main menu - Option 6, Voice Message Recording.                     |
| 2. |    |   |
|    |    |   |
| 3. |    | [1] Select exit message recording.<br>[2] Select entry message recording. |
| 4. |    | [History] Activate recording mode.  |
| 5. | (( SPEAK ))   | Record voice, maximum 10 seconds.   |
| 6. |    | Stop recording mode.  |
| 7. |    | Exits from Advanced system configuration.                                 |


## Set Zone Chime Mode

You can setup your ZeroWire so that it will make a “chime” sound when programmed zones are unsealed. Chime mode does not trigger any alarms and is only used as a low level alert such as a customer entry door.

- |    |  |                              |
|----|--|------------------------------|
| 1. | <br>CHIME | Select Chime Menu.           |
| 2. | <input type="text" value="0"/>   | Toggle Chime Mode on or off. |
| 3. | <input type="text" value="MENU"/>  | Exits from Chime Menu.       |

## Add Zone to Chime Group

You can add and delete zones from the “chime group” offering a flexible chime mode feature. The zones you have selected to be in the “chime group” stay in memory and are not cleared when the security system is armed and disarmed.

- |    |   |   |
|----|---|---|
| 4. | <br>CHIME | Select Chime Menu                         |
| 5. | <input type="text" value="ZONE NUMBER"/> <input type="text" value="ENTER"/>                 | Select a zone number                      |
| 6. | <input type="text" value="0"/>  | Add or remove the zone to the Chime Group |
| 7. | <input type="text" value="MENU"/>   | Exits from Chime Menu                     |

## Configure Email Reporting (User)

1. Login to ZeroWire Web Server or UltraConnect app.
2. Click Settings.
3. Click Channels.
4. Select a Channel to Configure.

Logout

Arm/Disarm

Zones

Cameras

Rooms

History

Users

Settings

### Settings Selector

Channels

Up Down Save

Select Channel to Configure: 4 Email 1

Channel Name Email 1

Account Number 0

Destination

Event List 1 Event List

Attempts 2

5. Enter an email address in the Destination field.
6. Select an Event List.
7. Enter a Channel Name for future reference.
8. Click Save.

## Add Z-Wave Devices

1. Log in to ZeroWire Web Server or UltraConnect app.
2. Click Settings, Rooms and edit Room Names.

ZeroWire

[Logout](#)  
[Arm/Disarm](#)  
[Zones](#)  
[Cameras](#)  
[Rooms](#)  
[History](#)  
[Users](#)  
**Settings**

**Settings Selector**  
Zwave Add/Remove  

Up Down Save

Device Add/Remove Functions  

Add Remove Cancel

include

**Zwave Device Selector**  
(1) Alarm System

3. Click Settings, Z-Wave Add/Remove.
4. Click Add.

ZeroWire

[Logout](#)  
[Arm/Disarm](#)  
[Zones](#)  
[Cameras](#)  
[Rooms](#)  
[History](#)  
[Users](#)  
**Settings**

**Settings Selector**  
Zwave Add/Remove  

Up Down Save

Device Add/Remove Functions  

Add Remove Cancel

include

**Zwave Device Selector**  
(1) Alarm System  

Adding - Learn Ready. Activate Device Learn Sequence or Press Cancel

Device Room Location  
Room 1  
Device Name:  
(1) Alarm System  
☒ Tick For High Power Add Option

5. Initiate LINK or ADD mode on Z-Wave device. See your Z-Wave device's manual for instructions.


**Note:** If a Z-Wave device has previously been added to another system, you must first remove it before adding it to this system. To do this, click Remove, then activate LINK or REMOVE mode on the device.

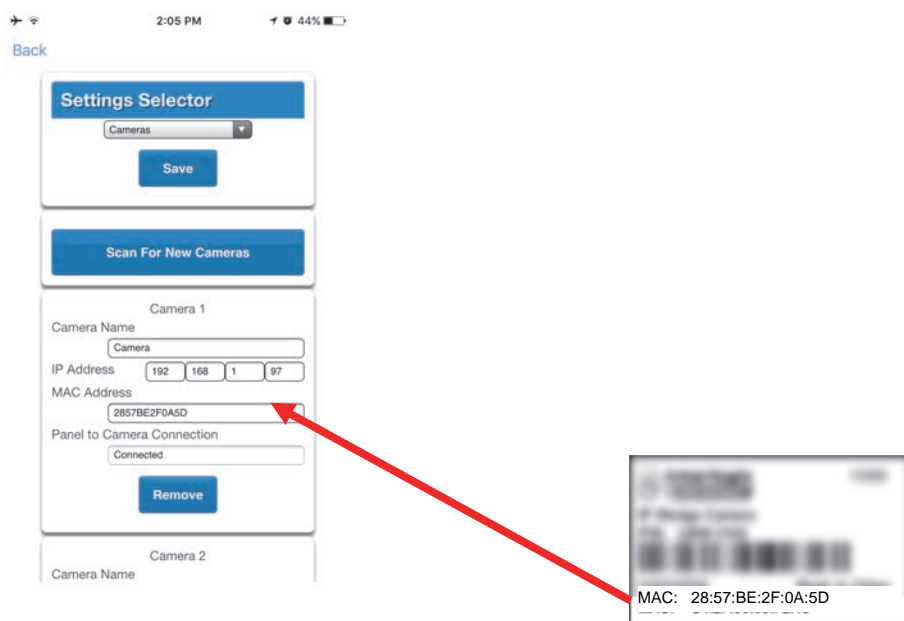
6. Click Rooms
7. Check you can see the device you just added. Click a button such as ON or OFF to verify you can control the device.

# Enabling Camera Recording

## Adding Camera to UltraConnect

Make sure the ZeroWire panel is on the same local area network as the camera(s).

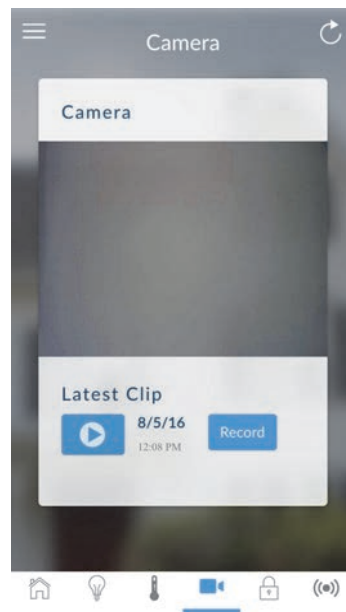
1. From your iOS or Android device, open the UltraConnect app and log in to the site as an installer. Only an authorized installer may perform this step.
2. Touch Menu  then Settings.
3. Select Cameras under the Settings Selector.
4. Click Scan for New Cameras. "Scanning..." will appear on the button, please wait for the message to disappear.
5. Make sure the MAC ID that is automatically populated in the MAC Address field matches the MAC Address printed on the underside surface of the camera.



6. Click Save. The camera will now register with ZeroWire and UltraConnect. This may take up to 3 minutes before the camera is visible on the Cameras tab.
7. Congratulations! You have now added the camera to your ZeroWire system!

## Viewing Live Stream and Latest Clip

1. Click Camera icon on the bottom menu.
2. All available cameras will be shown.

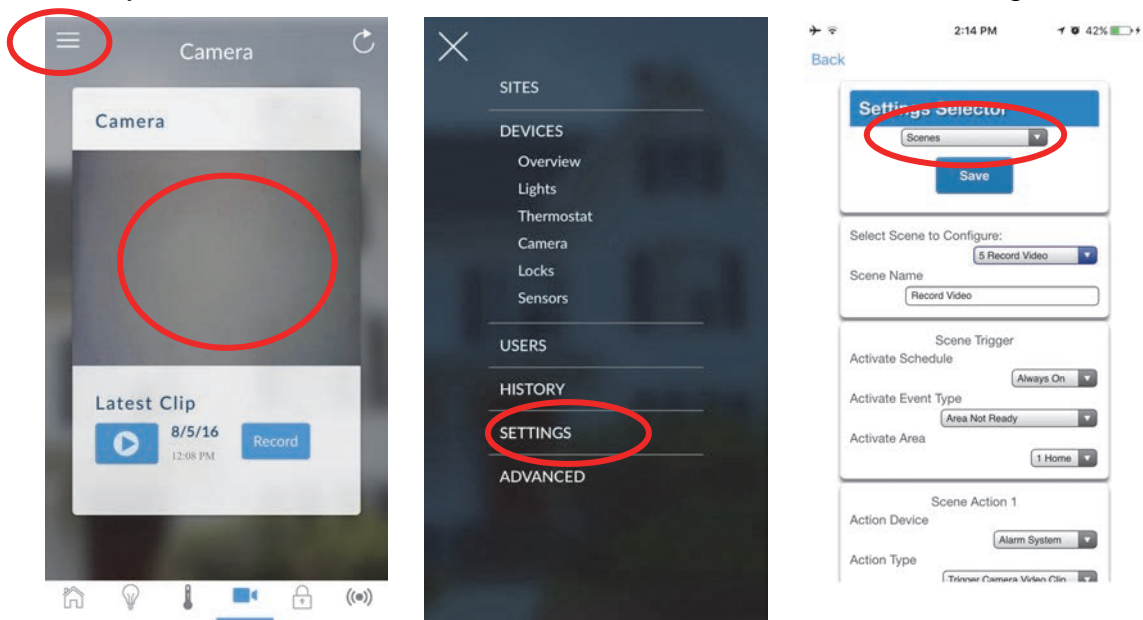



3. Click the snapshot to open a live stream.
4. Click Latest Clip to view the last recorded clip from a specific camera.

### Programming event triggered camera clips

Cameras can be programmed to automatically record when selected events occur. This is achieved by creating a “Scene”.

**Note:** Ensure you can view the live stream from the camera before continuing.




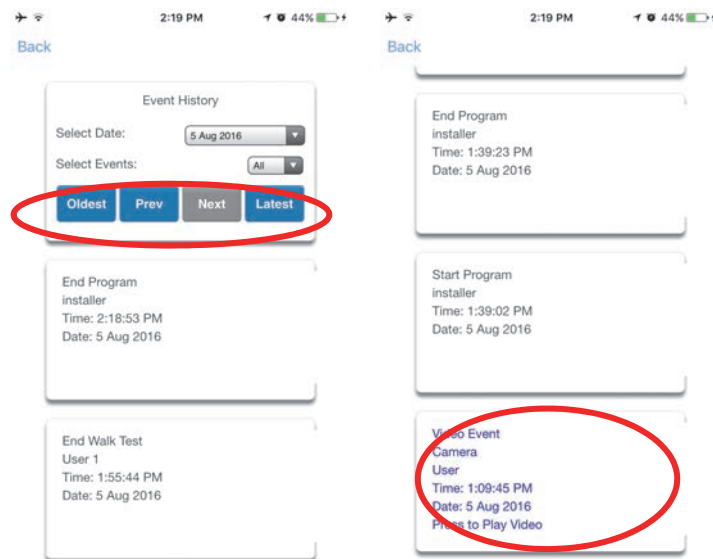
1. Touch Menu  then Settings.
2. Select Scenes under the Settings Selector.
3. Select the Scene to Configure and type a Scene Name.
4. Select the Scene Trigger.



5. Select Alarm System under Action Device.
6. Select Trigger Camera Video Clip under Action Type.
7. Select the Camera(s) which will record when the scene is triggered.
8. Clips are recorded on the Micro SD card installed in the camera and are linked to events in History.

### Viewing event triggered clips in History

1. Touch Menu  then HISTORY.
2. Find the video event by using the navigation buttons and scrolling down.



**Note:** For faster searching you can show only Video events by selecting Video in Select Events.

3. Tap the event to play the video.
5. Click the Share button to download or forward the clip.

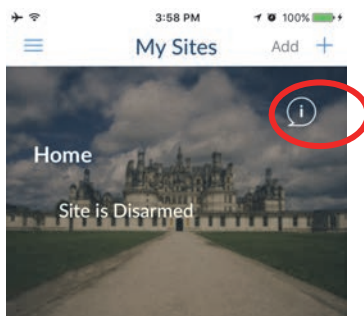
### Viewing recordings via Cameras

1. Open the UltraConnect app.
2. Click the Camera icon.
3. Click the Latest Clip button. Please wait while the ZeroWire servers retrieve the last recorded video clip from the selected camera.
4. Click the Share button to download or forward the clip.

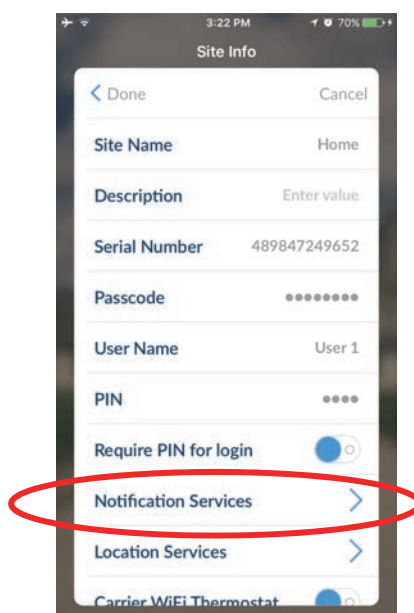
## Enabling Notifications

ZeroWire can send notifications to the UltraConnect app via the Channels feature. Each ZeroWire has up to 13 available channels. Each device registered to receive notifications will take up a channel position.

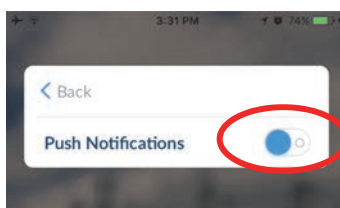
1. Open the UltraConnect app.
2. Click the edit button next to the site you wish to receive notifications from.



3. Click Notification Services.

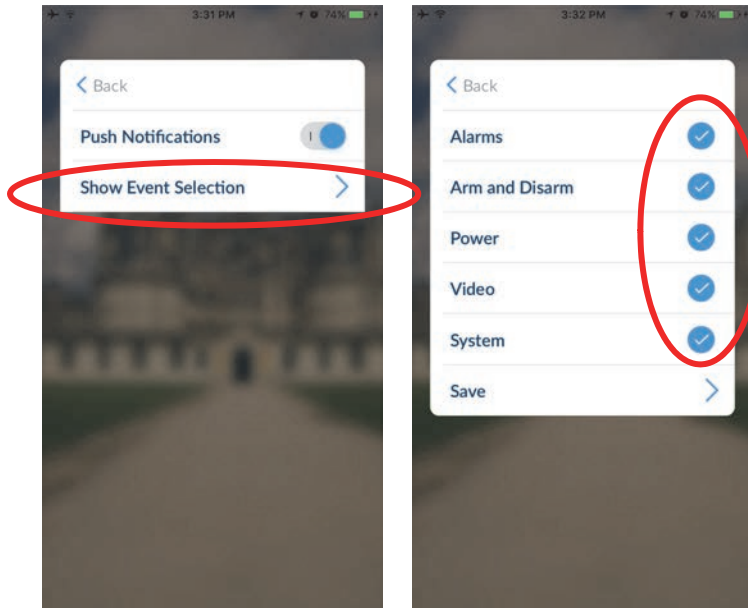


4. Enable Push Notifications.



5. Wait for the registration process to complete.
6. Optional: select the events you want to be notified about:

- a. Click Show event selection.



- b. Select the events you want a notification for.  
c. Click Save >.  
d. Click Back.

7. Click Back.

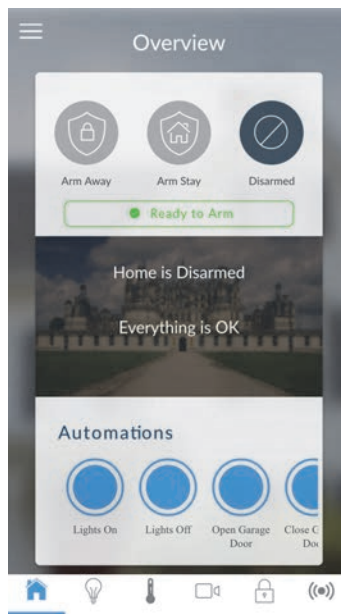
8. Click Done.


**Note:** If the device will no longer be used, repeat these steps and disable Push Notifications to free up the channel position for future use.

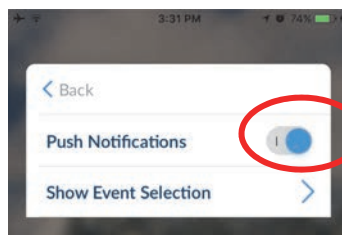
## Troubleshooting notifications


If notifications are not working:

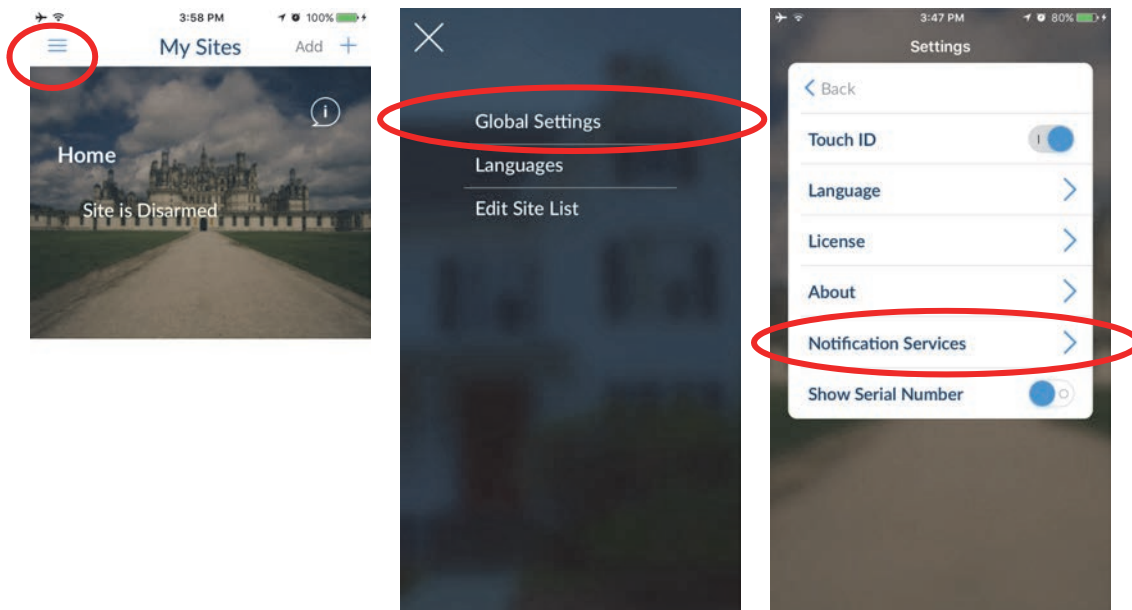
- Confirm you can login and see the Overview screen on the device you wish to receive notifications on. This ensures you have authority to access the ZeroWire.



- Check the ZeroWire has at least one unused channel. Login to the ZeroWire, touch Menu , Settings, then Channels.
- Check your site is registered for notifications in the app (follow instructions above).



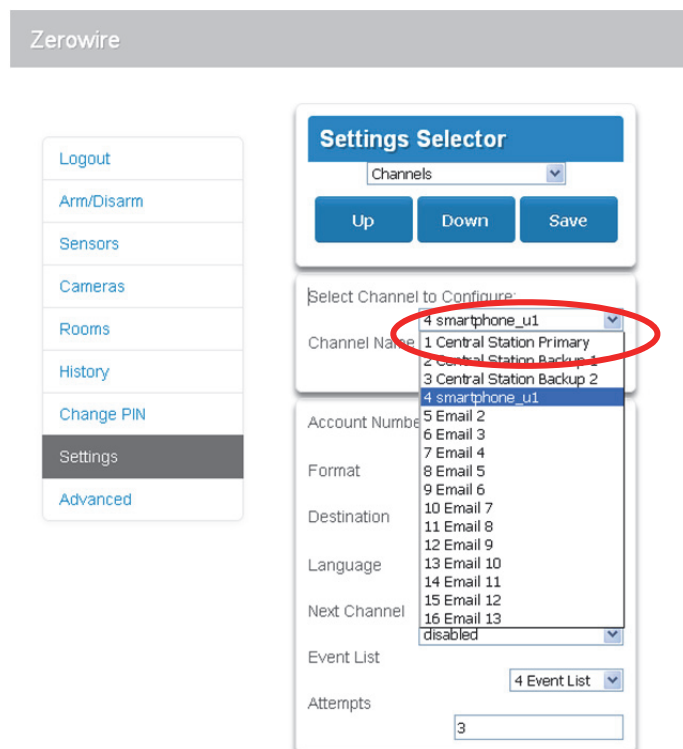
- Check your smartphone has notifications enabled (on Apple iOS click Settings, Notifications, scroll down and click UltraConnect, check “Allow Notifications” and “Show in Notification Centre” are enabled, optionally select the Alert Style as Banners or Alerts).
- If you are on iOS, ensure your phone is logged into your Apple account under iTunes or iCloud.  
If you are on Android, ensure your phone is logged into your Google account under Google Play or Settings. This is required as UltraConnect sends the push notification to Apple and Google servers for delivery to your device. “Rooted” or “Jailbroken” phones may not have the required software to receive push notifications.
- If you have multiple devices registered to receive notifications, each device must have a unique name. This is set in the UltraConnect app:
  1. Touch Menu  from the Sites screen.
  2. Touch Global Settings.
  3. Touch Notification Services.
  4. The device name is displayed and can be changed



## Removing notifications

To manually remove a device from receiving notifications on the ZeroWire:

1. Log in to the ZeroWire.
2. Click Settings.
3. Click Channels from the Settings Selector.
4. Click the Channel Number in the drop down list, your device name will appear.



5. Delete the content of the Destination field.

[Logout](#)  
[Arm/Disarm](#)  
[Sensors](#)  
[Cameras](#)  
[Rooms](#)  
[History](#)  
[Change PIN](#)  
[Settings](#)  
[Advanced](#)

### Settings Selector

Channels ▼

Up

Down

Save

Select Channel to Configure:

4 smartphone\_u1 ▼

Channel Name

smartphone\_u1

Account Number

0

Format

Email ▼

Destination

smartphone@u1

Language

English ▼

Next Channel

disabled ▼

Event List

4 Event List ▼

Attempts

3

6. Click Save.
7. Your device will no longer receive notifications from this ZeroWire and the Channel is available to be reused.

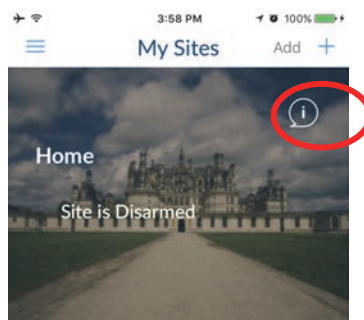
## Location Services

The UltraConnect app can advise the ZeroWire panel when a user has left or returned to a predefined physical location.

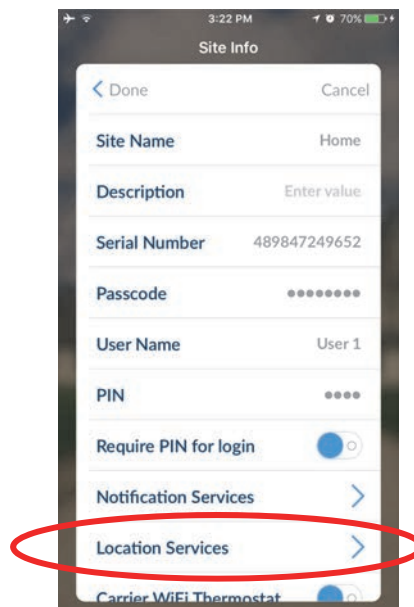
For example, when a user leaves home, the UltraConnect app can detect this and remind a user to arm the security system and automatically turn off Z-Wave lights. On return home in the evening, the UltraConnect app can turn on Z-Wave lights.

### Enabling Location Services

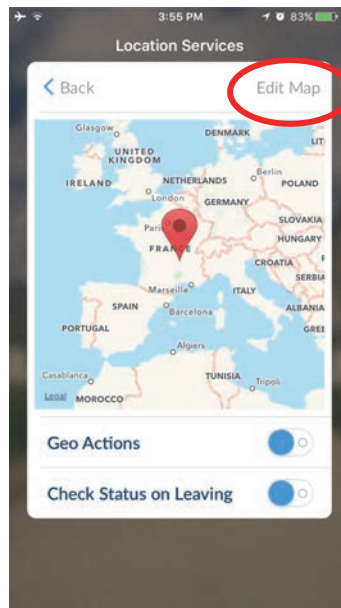
1. Open the UltraConnect app
2. Click the edit button next to the site you wish to monitor



3. Click Location Services.



4. Click Edit Map.

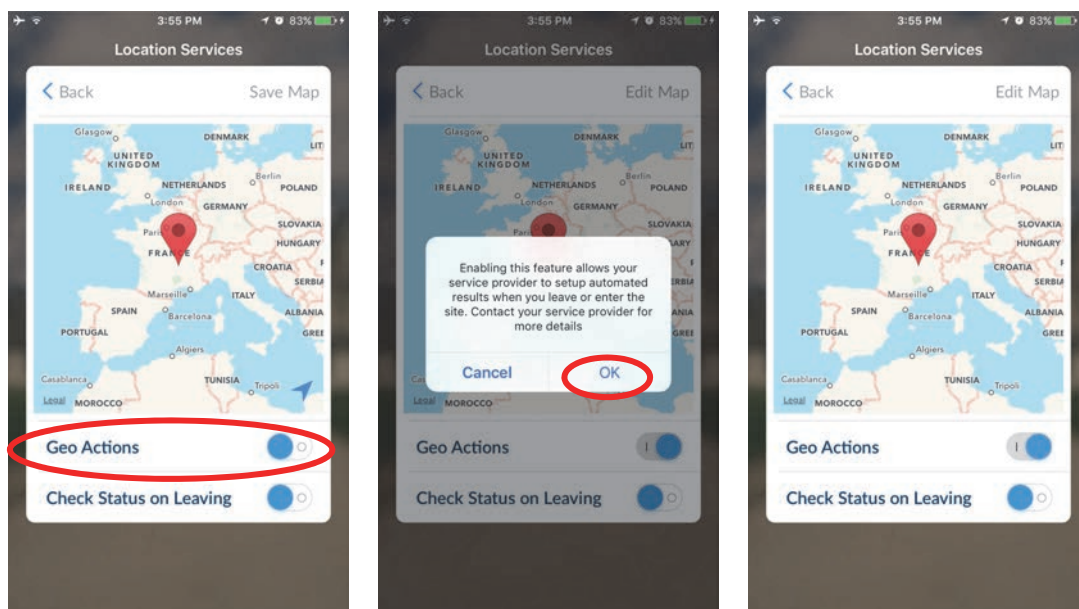


5. Drag the map around and set the home location using the red pin. You can zoom in and out using two fingers to “pinch” the screen.

6. Click Save Map.

7. Enable Geo Actions if you want your device to regularly check it's GPS location and send a message to the ZeroWire when it enters or leaves the location.

**Note:** Enabling this feature will consume more battery.



8. Enable Check Status on Leaving if you want a reminder notification from the app when it detects you have left the home location. This feature is independent of the “Notification Services” feature on UltraConnect (i.e. Notification Services does not need to be enabled inside the app).

9. Click Back.

10. Click Sites.




## Program ZeroWire to Respond

When Location Services is enabled, the app can send to your ZeroWire one of two event messages: Geosphere Entered or Geosphere Exited.

Your ZeroWire has 16 programmable “scenes”. Each scene can perform up to 16 sequential actions based on when the event is received, which event is received, and which user triggered the event.

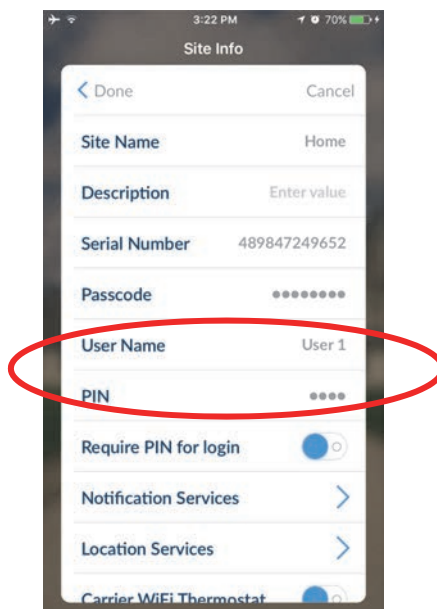
The screenshot shows the 'Settings Selector' screen in the ZeroWire app. At the top, there's a 'Back' link and a status bar showing 4:03 PM and 85% battery. The screen is divided into several sections: 1. 'Settings Selector' header with a 'Scenes' dropdown and a 'Save' button. 2. 'Select Scene to Configure:' section with a '6 Lights off' dropdown and a 'Scene Name' text field containing 'Lights off'. 3. 'Scene Trigger' section with three dropdowns: 'Activate Schedule' set to 'Always On', 'Activate Event Type' set to 'Geosphere 1 Exited', and 'Activate User Number' set to 'User 1 (1)'. 4. 'Scene Action 1' section with 'Action Device' set to 'Downstairs Light' and 'Light Level' set to 'Off'.

1. Log in to the ZeroWire.
2. Touch Menu , Settings, Scenes. The screen pictured above will appear.
3. Select a Scene Number.
4. Enter a Scene Name.
5. Optional - Select a Schedule during which this scene will be monitored, outside of this schedule the scene will NOT respond to the selected event.
6. Select an Event Type (Geosphere 1 Entered or Geosphere 1 Exited).
7. Select a User to monitor, this must match the user in the UltraConnect app under the Site Info screen.
8. Select the Device (Security System or Z-Wave Device).
9. Program the device action.
10. Repeat steps 8 and 9 for up to 16 Scene Actions.
11. Click Save.

## Troubleshooting Location Services

For Location Services to work correctly:

- Your device needs access to mobile data or WiFi to send location service events and to receive notifications.
- Your device needs the ability to track your location using GPS, cellular network, or WiFi network. Most modern Google Android and Apple iOS smartphones have this feature.
- Your device needs to have Location Services enabled (on Apple iOS it is in Settings – Privacy – Location Services).
- The UltraConnect app needs permission to monitor your location (on Apple iOS it is in Settings – Privacy – Location Services – UltraConnect – When in use).
- A valid user must be entered in the site details screen.

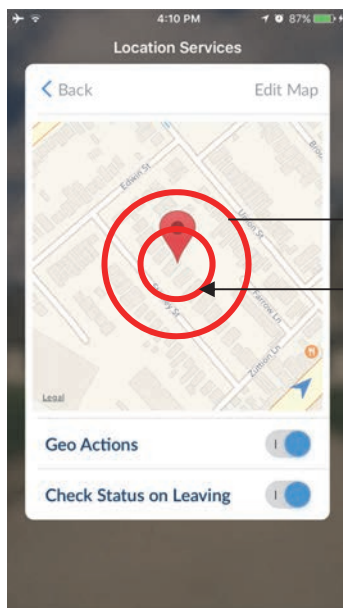


- If actions are programmed in the ZeroWire with a User, the selected user must have permissions to perform the selected action.
- Note on Apple iOS 7, the background Location Services of the UltraConnect app may be terminated by the phone if it is low on memory and notifications will cease working. It is recommended to upgrade to iOS 8 or above.

If Location Services are not working:

- Check you can see the Arm/Disarm screen of the device you wish to receive notifications from, this ensures you have authority to access the ZeroWire.
- If you have enabled “Check Status on Leaving” feature but are not receiving notifications when leaving the home location, check your smartphone has notifications enabled (on Apple iOS click Settings, Notifications, scroll down and click UltraConnect, check “Allow Notifications” and “Show in Notification Centre” are enabled, optionally select the Alert Style as Banners or Alerts). Note you will not see notifications if the app is open on the screen.

- If you are testing the Location Services feature, you must move at least 300m away from the home location for the app to detect you have exited. To detect returning to the home location you must move within 200m. This is designed to account for GPS errors and prevent accidental triggering of location services alerts.



Move outside 300 m of the home location to trigger an “exited” event.  
Move within 200 m of the home location to trigger an “entered” event.

- If your home location does not appear accurate, return to the Edit Map screen and zoom in using a “pinch-out” gesture. Then set the red pin on the location with greater accuracy. Ensure you click the Save Map button.
- Take care when creating Scenes with Location Services for multiple users on separate devices. Improper programming may lead to conflicting behaviour on the ZeroWire. Selecting the appropriate “Activate User Number” in the Scene programming may be beneficial.
- Take care when using the Arm and Disarm actions. For example if Geosphere Exited is programmed to Arm an Area, other users may still be present inside the protected area which would cause the ZeroWire to go into alarm.

# Testing Your System

## System Tests

Your security system is only as effective as each of the components. This includes your sirens, communicator, back up battery, and detection devices.







Each of these should be tested at least once per week and maintained to provide the highest level of security. Failure to conduct regular testing can result in system failure when most required.

The four system tests to perform are:

## Perform a Walk Test

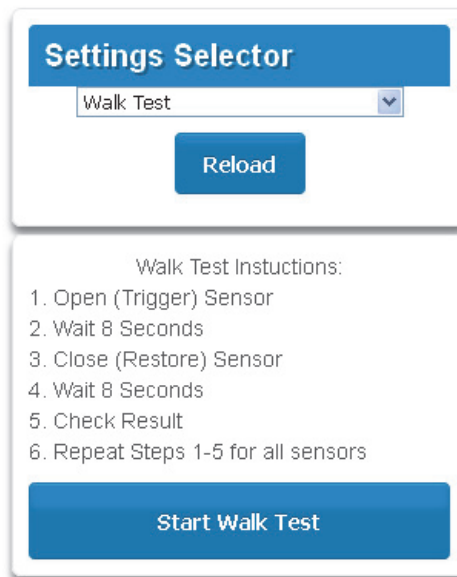
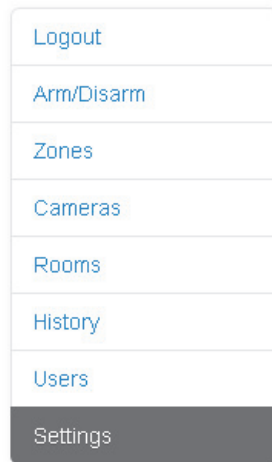
This is an important test to use regularly to verify that each zone is working correctly.

Example: How to perform a zone walk test from the keypad.

1.  Select main menu - Option 4, System Test.
2.  ENTER 
3.  Select zone walk test.
4. Walk past each motion detector, open and close windows and doors with detectors. The ZeroWire will chirp the siren and announce the zone name and the signal level of each detector that is triggered.
5.  Hear the status of each zone that has been tested.
6.  Exits from System Test.

Example: How to perform a zone walk test from the app or web page.

1. Log in to the ZeroWire.
2. Click Settings – Walk Test.



3. Click Start Walk Test.
4. Open (Trigger) a sensor.
5. Wait 8 Seconds.
6. Close (Restore) a sensor.
7. Wait 8 Seconds.
8. Check Result.
9. Repeat for all sensors.

## Perform a Siren Test

The Sirens are used as audible deterrents in the event of your security system activating. As this test sounds all the audible devices connected to your security system, it is advisable to notify neighbours and other persons within the premises prior to activating this test. Using hearing protection is also recommended.

Example: How to perform a siren test.

- |    |                               |  |
|----|-------------------------------|--|
| 1. | MENU 4                        | Select main menu - Option 4, System Test |
| 2. | YOUR 4 TO 8 DIGIT MASTER CODE |  |
|    | ENTER                         |  |
| 3. | 1                             | Select siren test                        |
| 4. | MUTE                          | To stop sirens (Within 30 seconds)       |
| 5. | MENU MENU                     | Exits from System Test                   |

## Perform a Battery Test









The backup battery is located on the rear of the ZeroWire behind a cover. It provides temporary power to the ZeroWire when mains power is not available. This may occur during a power outage or an intruder cutting power to a property.

The ZeroWire will automatically test the battery each day. If the battery fails then your system can no longer protect your property in a power outage. This is why replacing it when needed is very important.

The battery is a consumable part of the system and should be replaced every 3 years or when the battery test fails (whichever is sooner). Contact your service provider for replacement parts.

A low battery or mains fail status message may take up to 5 minutes to clear after a mains power fail event.

Example: How to perform a battery test.

1.   Select main menu - Option 4, System Test
2.   

3.  Select battery test
4.    Exits from System Test

## Perform a Communicator Test

The communicator is a part of the ZeroWire responsible for sending alarm messages. The communicator test is only available if your security system has been set up to report to a central monitoring station. Proper operation of this is very important for alarm reporting.

When testing your communicator, no sirens will sound and a test message will be sent to the central monitoring station.

## Example: Perform a communicator test.

1. Call your central monitoring station and tell them you are performing a communicator test
2. 

MENU

8

 Select main menu - Option 4, System Test.
3. 

YOUR 4 TO 8 DIGIT MASTER CODE
4. 

ENTER

 Select communicator test.
5. The central monitoring station will confirm the test message was received
6. 

MENU

MENU

MENU

 Exits from System Test.
7. If communicator test fails, notify your service provider

# References

## Full Installation Manual

It is recommended you contact your service provider to program advanced settings.

A full installation manual including instructions on advanced customization and automation features is available from [www.interlogix.com](http://www.interlogix.com). Incorrect settings may render your system non-functional. Proceed only if you accept this.

No technical support is available to end-users for customizing advanced features.

## Main Menu

Touching the [MENU] key will give you access to main menu. Simply press [MENU] now to try it out. The Personal Voice Guide will prompt you through each menu and announce what options are available.

There are 9 main features used for customizing your security system. Some menus require a Master User PIN code to access.

1. Volume Level
2. Backlight Level
3. User Configuration
4. System Test
5. Zone Configuration
6. Voice Message Recording
7. Detector Reset
8. Basic System Configuration
9. Advanced System Configuration



## Voice Library

These words can be used to customize your zone names on page 41.

0	zero	43	cellar	86	infra red	129	small
1	one	44	childs	87	inside	130	smoke
2	two	45	alert	88	instant	131	south
3	three	46	closet	89	interior	132	stairs
4	four	47	computer	90	key switch	133	storage
5	five	48	cool	91	Keychain	134	study
6	six	49	curtain	92	kitchen	135	temperature
7	seven	50	data	93	lounge	136	spare
8	eight	51	den	94	laundry	137	toilet
9	nine	52	detector	95	lift	138	training
10	ten	53	dining	96	light	139	T V
11	eleven	54	door	97	living	140	upstairs
12	twelve	55	downstairs	98	location	141	user
13	thirteen	56	driveway	99	master	142	utility
14	fourteen	57	duress	100	medicine	143	volt
15	fifteen	58	east	101	meeting	144	veranda
16	sixteen	59	emergency	102	motion	145	wall
17	seventeen	60	entry	103	night	146	warehouse
18	eighteen	61	family	104	north	147	water
19	nineteen	62	fan	105	nursery	148	west
20	twenty	63	fence	106	office	149	window
21	thirty	64	fire	107	output	150	windows
22	forty	65	forced arm	108	outside	151	wireless
23	fifty	66	foyer	109	panic	152	yard
24	sixty	67	freezer	110	pantry		
25	seventy	68	front	111	partial		
26	eighty	69	games	112	perimeter		
27	ninety	70	garage	113	pool		
28	hundred	71	gas	114	rear		
29	thousand	72	gate	115	reception		
30	air conditioner	73	glass	116	remote		
31	area	74	glass break	117	roof		
32	attic	75	ground	118	room		
33	automatic	76	guest	119	rumpus		
34	auxiliary	77	gun	120	safe		
35	back	78	gym	121	security		
36	basement	79	hall	122	zone		
37	bathroom	80	hallway	123	shed		
38	bedroom	81	heat	124	shock		
39	boat	82	heating	125	shop		
40	cabinet	83	hold-up	126	side		
41	car park	84	home	127	skylight		
42	ceiling	85	home theatre	128	sliding		

## Glossary

<b>Action</b>	An action allows the ZeroWire to perform automation functions. These can monitor the status up to 4 input conditions called Action Events, change state (Action State), and perform a function (Action Result) such as arming a range of partitions.
<b>Action Group</b>	An action group is one or more actions that can be accessed by a device or user. They are assigned to a user or device via permissions.
<b>Arm</b>	To turn your security system On.
<b>Arm-Disarm</b>	Automatically arm and disarm partitions by a specific user according to a specified schedule. The partitions armed and disarmed will be the ones that the user has access to via their permissions.
<b>Away Mode</b>	To turn your security system on when you are leaving the premises.
<b>Bypass</b>	Zones can be temporarily disabled so they will not be monitored by the security system. For example, an interior door is left open, bypass it to temporarily ignore it and allow arming of the security system. Bypassed zones are not capable of activating an alarm. Zones will return to normal operation when the system is armed then disarmed. This prevents unintentional permanent disabling of a zone.
<b>Central Station</b>	A company to which alarm signals are sent during an alarm report. Also known as Central Monitoring Station (CMS).
<b>Channel</b>	<p>A channel is a communication path for events to be sent from the ZeroWire panel to a selected destination. Channels can be set to UltraConnect or Email.</p> <p>A channel has an associated event list which contains the events it is allowed to forward on.</p>
<b>Channel Group</b>	A channel group is one or more destinations for event messages to be sent to. When a message is sent to a channel group, it is sent to all the channels that it contains. It forms the basis of multi-path reporting in ZeroWire.
<b>Chime Group</b>	All the zones that will activate chime, when in chime mode.
<b>Chime Mode</b>	An operational mode that will emit a ding-dong sound at the keypad when specific zones are activated.
<b>Communicator</b>	<p>The communicator is responsible for notifying a control room or third party that an alarm event has occurred so an appropriate response can be made.</p> <p>It sends event messages to the specified destination including details such as where the event originated from and the type of event. The receiver will then log the time and date when it receives the event. For example, Alarm from Zone 2 in Partition 1 at 3:00am on 5/5/2014 from Account 1234.</p> <p>ZeroWire has multiple communicator options including Ethernet IP interface, email, and 3G (with optional cellular radio module).</p>
<b>Disarm</b>	To turn your security system Off.
<b>Duress Code</b>	A predetermined user PIN code that will arm / disarm the security system whilst sending a special code to the central monitoring station indicating the user is entering / leaving the premises under duress. Only applicable on monitored systems.
<b>Entry Delay</b>	The time allowed to disarm your security system after the first detection device has been activated.
<b>Event</b>	Events are messages that are sent by the ZeroWire due to system or partition conditions. These include partitions in alarm, opening and closing, zone bypass, low battery, tamper, communication trouble, and power issues.

<b>Event List</b>	Event lists contain events that a channel is allowed to send to the specified destination. If a channel receives an event that is not in the associated event list, then the channel will ignore the event.
<b>Exit Delay</b>	The time allowed to exit the premises after the security system is armed.
<b>Forced Arming</b>	An option that permits arming even when there are unsealed pre-selected zones. Generally assigned to zones that cover the ZeroWire (e.g.; motion zones, front door reed switches), allowing the user to arm the security system without the need to wait for those zones to be sealed. A security system that is ready to be “force armed” will flash the ready light.
<b>Master Code</b>	A PIN code that is used by a user to arm or disarm the security system. Its main feature is the ability to create, alter and delete user PIN codes. Can also be used as a function code for all features.
<b>Menus</b>	ZeroWire has a large range of features sorted into various menus such as Users, System, and Zones. Each menu item can be seen when using the ZeroWire Web Server or the UltraConnect app.  Menus are used to restrict what is displayed by a device and what features a user has access to.
<b>Monitored</b>	A security system that is configured to send all alarm signals to a central monitoring station.
<b>Output</b>	Outputs on the ZeroWire panel can be connected to a siren and strobe when an alarm condition occurs on the system.
<b>Partition</b>	Zones are grouped into partitions which can be secured independently from each other. This allows you to split your security system in to smaller components that can be separately managed. For example your system can be divided into an upstairs partition and downstairs partition.
<b>Partition Group</b>	A partition group is one or more partitions that can be accessed by a device or user. They are assigned to a user or device via permissions.
<b>Perimeter</b>	Typically this refers to zones located around the boundary of the protected partition such as zones on doors and windows, and excludes interior motion zones.
<b>Permission</b>	A permission includes a list of features a user or device is allowed to access. This includes programming menus, partitions, reporting channels, actions, reporting options, access control options, special options, and special timers.
<b>Profile</b>	Each user can have up to four (4) permission profiles. Each profile contains a set of permissions and a corresponding schedule. This allows advanced user programming and provides specific access to different features of the security system during specific dates/time.  With advanced programming, profiles can be enabled/disabled in response to system conditions.
<b>Quick Arm</b>	An option that allows you to turn on (arm) the security system by touching the [AWAY] key.
<b>Scene</b>	Each scene can trigger up to 16 actions to create an automation event. This can save users time by automatically running multiple actions. A scene can be triggered manually, through a schedule, or via a system event.

<b>Schedule</b>	<p>A schedule is a list of up to 16 sets of days and times. Typically these are used to provide access to users only within the specified sets of days and times. Outside of the schedule a user will not have access to the system.</p> <p>Schedules are used to automatically arm and disarm specified partitions using the Arm-Disarm feature.</p> <p>Scenes can perform a set of actions according to a specified schedule.</p> <p>Schedules themselves can be enabled and disabled through actions. This powerful feature allows you to provide conditional access to various users and devices based on system conditions.</p>
<b>Sealed</b>	<p>A zone in a normal state is "sealed". The security system monitors each zone for changes in state from sealed to unsealed and can respond with certain actions such as sounding the siren.</p> <p>For example, a reed switch on a front door may change from a sealed state to an unsealed state when the door opens.</p>
<b>Service Provider</b>	The installation / maintenance company servicing your security system.
<b>Stay Mode</b>	To turn your security system on when you are staying in the premises, this will automatically bypass pre-programmed zones and arm others. Often used to arm only the perimeter while allowing movement inside the premises.
<b>Tamper</b>	A physical switch on a device that detects unauthorised access to the unit. For example opening the case of a zone or taking a keypad off the wall can trigger a tamper alarm. This can provide early warning of someone attempting to undermine the security of your system. Some devices use an optical zone to detect removal from a surface.
<b>Token</b>	<p>Each token is a pre-recorded word or phrase that can be used to name zones, partitions, outputs, and rooms.</p> <p>Each token is identified by a token number and a full list of tokens is in the "Voice Library" on page 65.</p>
<b>UltraConnect app</b>	<p>Mobile app for smartphones to access your ZeroWire. View status, control zones and outputs, control Z-Wave devices, view cameras, program users and other ZeroWire features. Available to download for Apple™ iPhone™ and Google™ Android™ from the respective app store.</p> <p>The UltraConnect app connects to the UltraConnect cloud servers which then connects you securely to your ZeroWire system and cameras.</p>
<b>UltraConnect Servers</b>	A secure cloud service with full redundancy to route encrypted alarm messages from your ZeroWire to a Central Monitoring Station. It also provides secure connections between the UltraConnect app, ZeroWire, and cameras. No programming, email addresses, user names, or PIN codes are stored on these servers for greater security.
<b>Unsealed</b>	<p>A zone in an abnormal state is "unsealed". The security system monitors each zone for changes in state from sealed to unsealed and can respond with certain actions such as sounding the siren.</p> <p>For example, when a PIR zone detects movement it will change from a sealed state to an unsealed state.</p>

	<p>An authorised person who can interact with the ZeroWire security system and perform various tasks according to the permissions assigned to them.</p> <p>Each ZeroWire user has a set of profile levels. These control what the user has access to, a list of functions, and when the user is allowed to perform these functions.</p>
<b>User</b>	<p>A user is typically a person who is assigned a PIN code and arms/disarms the system with this code or keyfob device.</p> <p>Users can also be automatic functions of the system. For example, ZeroWire can automatically arm specific partitions a user has access to at a specified time. No human interaction is required, all the permissions of the programmed user will still be applied and enforced.</p>
<b>User Code</b>	<p>A PIN code that is used by a user to arm or disarm the security system. Also can be used as a function code for certain features.</p>
<b>ZeroWire Panel</b>	<p>The main controller for the security system. It stores all programming, provides network and other connectivity options for reporting, provides physical terminals for connecting power, backup battery, zones, and outputs.</p>
<b>ZeroWire Web Server</b>	<p>ZeroWire has a built-in web server which provides access to ZeroWire features via a web browser interface or a native smartphone app.</p> <p>This allows you to performing programming and control of the system without needing to be physically in front of the ZeroWire keypad.</p>
<b>Zone</b>	<p>A detection device such as a Passive InfraRed motion zone (PIR), reed switch, smoke detector, panic button, etc. Zones may be physically wired to the ZeroWire system. Also known as an input or sensor on other security panels.</p>

## App and Web Error Messages

Various error messages may appear in the ZeroWire Web Server and UltraConnect App.

### Advanced/Settings Configuration Menus

- "You must select a Menu before you can scroll" – An attempt was made to scroll up or down from the top level menu.
- "Select a submenu from the list or select back to access the main menu" – An attempt was made to scroll up or down from a submenu that has no additional levels.
- "Defaulting requires 2 levels" – a Shortcut was entered without two levels.

### Read Write errors and results

- "Write Access Denied"
- "Nothing displayed can be Saved"
- "Program Success!"
- "Name Saved"

### Sensors Page

- "No Sensors Configured For Your Access" – Displayed on Sensors page when there are no sensors available to view.

## WiFi

- "Connection Was lost before a response was received" – Sent when No response received on a WiFi network change.

## Data Entry Errors

- "Data must only contain the following characters"
- "Date must be of the form YYYY–MM–DD."
- "Day must be from 1 to 31"
- "Data entry must only contain the numbers 0 – 9 and A–F"
- "Data entry must only contain the numbers 0 – 9"
- "Data must be a number from X to Y"
- "Improper Time Value"
- "must be 4 to 8 digits"
- "You must enter a user Number between 1 and 1048575"
- "PIN digits must be between 0 and 9"
- "PIN Must be 4–8 digits from 0–9"
- "Data must not contain the following characters []"

## System Status Messages

Various messages may appear on the Status screen of ZeroWire Web Server and UltraConnect App. These are also announced by voice when the Status button is pressed.

### System

- AC power fail – The security system has lost its electricity power. May take up to 5 min to clear once power restored.
- Low battery – The security system's back up battery requires charging. May take up to 5 min to clear once battery charged.
- Battery test fail – The security system's back up battery requires changing. If after 48 hours this message does not clear, contact your service provider to order a new battery. If the power fails, your system will not be operational.
- Box tamper – The security system's cabinet tamper input has activated.
- Siren trouble – The security system's external siren has a problem.
- Over current – The security system is drawing too much current.
- Time and date loss The security system time and date need resetting.
- Communication fault – The security system has detected a problem with the communication channel.

- Fire alarm – A fire alarm has been activated from the ZeroWire unit.
- Panic – A panic alarm has been activated from the ZeroWire unit.
- Medical – A medical alarm has been activated from the ZeroWire unit.

#### **Partition Number. Partition Name**

- Is On in the away mode – This partition is armed in the away mode.
- Is On in the stay mode – This partition is armed in the stay mode.
- Is ready – This partition is secure and ready to be armed.
- Is not ready – This partition is NOT ready to be armed, a zone is not secure.
- All partitions are on in the away mode – All partitions in this multi partition system are armed in the away mode.
- All partitions are on in the stay mode – All partitions in this multi partition system are armed in the stay mode.
- All partitions are ready – All partitions in this multi partition system are secure and ready to be armed.

#### **Sensor Number. Sensor Name**

- In Alarm – This zone has triggered a system alarm condition.
- Is bypassed – This zone is isolated (disabled) and will not activate an alarm.
- Chime is set – This zone is part of the chime group.
- Is not secure – This zone is not closed.
- Fire alarm – This zone has triggered a fire alarm.
- Tamper – This zone has triggered a tamper alarm.
- Trouble fault – This zone has an open circuit.
- Loss of wireless supervision – This zone is a wireless device and has lost its communication link with the control panel.
- Low battery – This zone is a wireless device and needs its battery changed.

## **Features & Benefits**

- 40 Users – enough for even moderate sized businesses
- 64 Zones + 25 Keyfobs – provides large coverage area
- 4 Partitions – split your system into smaller parts you can protect individually
- 16 Cameras - supports selected cameras with day/night vision capabilities
- Dynamic Key Lighting – lights up the available options to make it easier to use
- Personal Voice Guide – walks you through how to use your system

- 2 Inputs – integrate non-wireless devices to your security system
- 2 Outputs for external siren and strobe – provides extra deterrent from intruders
- Loud internal piezo siren – warns intruders they have been detected and encourages them to leave quickly
- Modern self-contained unit – all in one box
- Battery backup – your property is still protected if there is a loss of power
- 802.11 b/g WiFi – enables remote access via a web browser or smart phone
- IEEE 802.3 Compliant Ethernet – use hardwired cable instead of wireless, the choice is yours
- 3G Cellular radio support – allows reporting alarm messages without a fixed line telephone service



# Specifications

Voltage	9 VDC regulated
Current	
maximum	210 mA
without voice	165 mA
Back Up Battery	Rechargeable Ni-MH battery pack
Inputs	2x zone inputs up to 6.6 V, seal with 3.3k EOL
Outputs	2x open collector outputs at 100 mA 30 V (max)
Dimensions (W x H x D)	190 mm x 140 mm x 32 mm
Operating temperature	0 to 50°C
Shipping weight	1 kg



## ZeroWire Web Server Login

IP Address (Menu 8 – 6):

---

Default User Name is: User 1

---

Default PIN Code is: 1234

---

## UltraConnect App Login

Download the UltraConnect App on to your smartphone.

My Serial Number is:

---

Default Web Access Passcode is:

---

**CHANGE YOUR USERNAME AND CODES (page 23 and 29), DO NOT WRITE THEM DOWN!**

**TEST YOUR SECURITY SYSTEM WEEKLY (page 60).**

## My Installer Details

# Index

## A

- access
  - via UltraConnect, 31
- adding a username, 24
- adding camera to UltraConnect, 48
- adding users, 23
- app and Web error messages, 70
- arming in Stay mode, 14
- Away mode, 12

## B

- backlight level, 40
- battery test, 63
- bypassing zones, 19

## C

- change a user PIN, 26
- changing the user type, 26
- chime mode, 44
- communicator test, 63

## D

- detector reset, 21
- disarming, 18

## E

- emergency keys, 21
- enabling camera recording, 48
- enabling location services, 56
- enabling notifications, 51
- entry and exit times, 41
- event history, 20

## F

- features and benefits, 72
- forced arming, 13

## G

- glossary, 67

## L

- location services, 56

## M

- main menu, 65

## R

- recording user names, 43
- recording voice messages, 43
- recording zone names, 42
- references, 65
- removing users, 25

## S

- siren test, 62
- specifications, 74
- Stay modes, 13
- system status messages, 71
- system tests, 61

## T

- testing the system, 61
- time and date, 41
- troubleshooting location services, 59
- troubleshooting notifications, 52

## U

- UltraConnect app, 30, 31
  - using, 32
- using
  - UltraConnect, 32

## V

- voice annunciation, 39
- voice library, 66
- volume level, 39

## W

- walk test, 61
- web access code, 30
- welcome, 9
- what's inside, 9

## Z

- ZeroWire web server, 36
- zone names, 42
- Z-Wave devices, 46