Complete Setup and Programming Guide for XT-IP and XTO-IP Control Panels

*A Videofied CMA/XMA/WMB Alphanumeric Keypad or Frontel TMT2 is required for programming and maintenance*
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Regulatory Information for USA and Canada

FCC Part 15.21 Changes or modifications made to this equipment not expressly approved by RSI Video Technologies may void the FCC authorization to operate this equipment.

FCC Part 15.105 Class B
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Radiofrequency radiation exposure information according 2.1091 / 2.1093 / OET bulletin 65
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada.
Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Cet appareil est conforme à la Partie 15 des réglementations de la FCC et avec la norme RSS-210 de l'Industrie Canadienne.
Son fonctionnement est soumis aux deux conditions suivantes :
(1) Cet appareil ne doit pas causer d'interférences nuisibles et
(2) Cet appareil doit accepter toute interférence reçue, y compris les interférences pouvant entraîner un fonctionnement indésirable.
Basic Setup Guidelines for Installation and Programming

Pre-Setup

1) Obtain the account number from the Central Station.

2) If using Cellular communication for primary or backup, activate the SIM card through your cellular provider.
   a. *Do these steps at least 1 day before the install.

System Programming and Setup

1) Setup and program the system in the office or in your vehicle. DO NOT MOUNT THE DEVICES. (Pages 6-17)

2) Add user codes and or badges after initial programming. (Pages 19-20)

3) Disable monitoring so that signals are not sent until you are ready to send them. (Page 21)

Deploying the System on Site

1) Place the panel where you want to mount it and run the Ethernet cable. In Maintenance run the ETH STATUS test to make sure you are receiving an IP. If you are using cellular as backup or primary make sure you get 3/5 or better when running the 2G3G Level Test in maintenance. If not, you will need to move the panel and run the test again.*  (Page 23)

2) Deploying Devices: Use your keypad to run the RF test for each device. If you get a 9/9 for your RF test on the first device, then mount it. If not, you will need to move the device to get optimal signal.* (Page 25)
   a. If you are not getting an appropriate 2G3G or RF level, you can add an external antenna for either signal. (Not available for the XL600) Enabling External Antenna: (Page 24)

3) Re-enable monitoring before you send signals (Page 21)
   a. If you are currently using TMT Installer to program the system you can now take still pictures from each MotionViewer using the software. See TMT Installer Users Manual available on http://support.videofied.com

4) Once you have everything mounted, arm the system and trip one MotionViewer at a time. Make sure you stand in front of each MotionViewer for 10 seconds so the central station has some video to look at. (Page 28)

5) After you have sent signals to central station, call to verify.

The following pages will go through each one of these steps and, if you have any issues please consult the troubleshooting section Pages 32-34. If you still cannot resolve the issue, please feel free to call technical support through live support chat and ticket submission at support.videofied.com.

Sleeping mode and Wake-up on the CMA:
They keypad backlight will go out after 30 seconds of inactivity. When you press a button the keypad wakes up. The first touch on the pad that wakes it up will not be a registered command and will only wake up the keypad.

Sleeping mode and wake-up on the XMA/WMB:
The keypad backlight will go out after 30 seconds of inactivity. The first touch on the keypad will wake up the keypad and will register as a command to the control panel.
Introduction:

Description:

The XT-IP series control panel is a Videofied wireless, battery operated hybrid alarm system. It is designed for residential, small business and commercial security applications. The XT-IP series provides integrated Video Verification and features dual communication paths: Ethernet and 2G3G.

The XT-IP series has programmable inputs and outputs. XT-IP series also features mapping where an external input can be used to generate a video clip from a MotionViewer.

Internal RF range and 2G3G range can be enhanced using external antennas.

Supervised Wireless Technology:

The XT-IP, along with all Videofied devices, uses the patented S2View® - Spread Spectrum, Videofied, Interactive, AES Encrypted Wireless technology, providing optimum signal integrity and security.

The bi-directional RF communication path between all devices and the system control panel guarantees high signal reliability. Integrated antennas eliminate protruding wires or rods, which are difficult to install, unsightly to consumers and potentially troublesome if damaged.

The panel supervises every device (excluding the remote key fob) to validate current open/close state, tamper condition, serial number, date of manufacture, firmware revision, and battery status.

In order for an installation to be UL compliant you must follow the specifications in the table below:

<table>
<thead>
<tr>
<th>Type</th>
<th>Specifications</th>
<th>Location In Manual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio</td>
<td>When a MotionViewer is installed on the system you may not have the siren sound for less than 60 seconds</td>
<td>Page 43</td>
</tr>
<tr>
<td>Audio</td>
<td>If no MotionViewer is installed on the system you may not have the siren sound for less than 240 seconds</td>
<td>Page 43</td>
</tr>
<tr>
<td>Delays</td>
<td>When a MotionViewer is installed on the system the Entry delay must be 45 seconds</td>
<td>Page 9</td>
</tr>
</tbody>
</table>
SETUP MANUAL FOR XT-IP SERIES 2G3G PANEL

*THIS SYSTEM REQUIRES A CMA/WMB/XMA or TMT2 INSTALLER SOFTWARE FOR PROGRAMMING*

**TO TRANSMIT ALARMS AND VIDEO VIA ETHERNET, THE SYSTEM REQUIRES AN EXTERNAL POWER SUPPLY WITH 4 ALKALINE BATTERIES FOR BACK-UP (PP4)**

XT Initial Programming

Open the Control Panel
Using a #1 Phillips screwdriver, remove the 2 screws holding the cover on.

The cover will fold off the panel like a book with the curved side acting like the binding. The same technique is used when placing the cover back onto the unit.

When removing the XTO cover, pull straight off, do not slide it.
*The SIM card must **NOT** be inserted or removed while the panel is powered*

Install the SIM card
Slide SIM card into the slot. Make sure it is aligned correctly. The SIM card is not required if you plan to use Ethernet only.

Connect the RJ45 (Ethernet cable) to the panel
Plug the RJ45 cable into the Ethernet jack on the control panel. The cable can be routed back through the wire channel to make sure it does not get pinched.

**Important:**
When the panel attempts a transmission via Ethernet a red LED will flash.

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**Obtaining WMB/XMA Keypad Special Characters**

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<tbody>
<tr>
<td>1</td>
<td>‘Space’</td>
<td>.</td>
<td>_</td>
<td>@</td>
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<td>‘</td>
<td>?</td>
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</table>

**Obtaining CMA Keypad Special Characters**

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<td>1</td>
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<td>_</td>
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<td>&gt;</td>
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</table>
Powering the Panel

**THE CONTROL PANEL MUST BE CONNECTED TO AN EXTERNAL POWER SUPPLY WHEN ETHERNET FEATURE IS ACTIVE**

<table>
<thead>
<tr>
<th>Option 1: PP1</th>
<th>Option 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 x LSH20 SAFT Lithium D-Cell</td>
<td>4 x E95VP Alkaline D-Cell + 12v 2amp DC Class 2</td>
</tr>
<tr>
<td>Used for Standalone or Xtender mode without</td>
<td>power supply (not supplied)</td>
</tr>
<tr>
<td>Programmable Inputs, Programmable Outputs,</td>
<td>Used for Standalone or Xtender mode where</td>
</tr>
<tr>
<td>Ethernet, or SMS</td>
<td>Programmable Inputs/Mapping, Programmable</td>
</tr>
<tr>
<td>LSH20 Specifications:</td>
<td>Outputs, Ethernet connection, or SMS will be</td>
</tr>
<tr>
<td>Operating Temp: -76°F to +230°F</td>
<td>used</td>
</tr>
<tr>
<td>Storage Temp: Dry, Ventilated, 86°F Max</td>
<td>E95VP Specifications:</td>
</tr>
<tr>
<td></td>
<td>Operating Temp: 0°F to 130°F</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LSH20 Technical Specifications</th>
<th>E95VP Technical Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nominal Voltage</td>
<td>Nominal Capacity</td>
</tr>
<tr>
<td>3.6 V</td>
<td>8900 mA hours</td>
</tr>
<tr>
<td>Open Circuit Voltage</td>
<td>Nominal Voltage</td>
</tr>
<tr>
<td>3.67 V</td>
<td>1.5 V</td>
</tr>
<tr>
<td>Nominal Capacity</td>
<td>Power Supply Requirements</td>
</tr>
<tr>
<td>9.3 Ah</td>
<td>Output Voltage (volts)</td>
</tr>
<tr>
<td></td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Output Current (mA)</td>
</tr>
<tr>
<td></td>
<td>2000</td>
</tr>
<tr>
<td></td>
<td>Certifications</td>
</tr>
<tr>
<td></td>
<td>Class 2 (For UL Compliance)</td>
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</tbody>
</table>

**WARNINGS:**

1. **DO NOT USE ALKALINE BATTERIES IF INSTALLING AN XTXIP/XTOIP 2G3G BELOW 30° F, YOU MUST USE OPTION 1: PP1.**

2. **DO NOT INSTALL A TRANSFORMER WHEN USING OPTION 1 (LITHIUM BATTERIES).**
**XT-IP Programming**

**Reset the XTIP Panel:**
Press and hold programming button (1) for 10sec until the Indicator LED blinks twice.

Press and instantly release the programming button (1). The indicator LED will blink once. The panel is now in ‘Learn Mode’ for the CMA/XMA/WMB keypad.

Insert all three batteries into the CMA/XMA/WMB and press both the ESC/NO and CLR keys at the same time and release. The indicator LED on the keypad will blink rapidly.

Other languages are available by scrolling with arrows.
ENGLISH (UK), ENGLISH (US/AUS), FRENCH, ITALIANO, NEDERLANDS, DEUTSCH, CASTELLANO, SVENSKA, PORTUGUES, FRANCAIS
Press YES/OK for the selected one.

*NOTE: If you are having issues pairing the keypad to the panel, refer to the troubleshooting section.*

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**Programming Device/Keypad**

- Press and hold the programming button for 10 sec.
- Press and instantly release the programming button.
- The indicator LED will blink once.

Press both the ESC/NO and CLR keys at the same time and release.
The indicator LED on the keypad will blink rapidly.

Other languages are available by scrolling with arrows.
ENGLISH (US/AUS), FRENCH, ITALIANO, NEDERLANDS, DEUTSCH, CASTELLANO, SVENSKA, PORTUGUES, FRANCAIS
Press YES/OK for the selected one.

*This Guide will display ENGLISH (US/AUS) Language only*
The Radio Range test must be run during device recording to ensure proper pairing with the control panel. This test the number of successful pings between the device and the control panel. The keypad will display a real time RF level for the device that is being tested. This test will run until stopped and should be run for at least 30 seconds to receive accurate results.

The RF level must be 9/9 for reliable transmission.

Use the Alphanumeric Keypad to enter the Installer Code

*This code is important to keep track of. There is no back door to the system

You may name the installer code using the Alphanumeric Keypad. If you leave the name blank it will default to "ACCESS 1"

From here until the end of initial programming you will not be able to step back to a previous parameter. All parameters can be changed after initial programming has been completed.

Wait while the screen changes

Use the or to set the Year

Use the or to set the Month

Wait while the screen changes

Enter the Installer Code

4 to 6 Digits

Then Yes/Ok

Installer Code:

Confirm Code Re-Enter Code

Yes/Ok

Code Name:

Access 1

Entry Complete

Adjusting Time and Date

Date (Year) :

Date (Month) :

Yeast/Ok

Date (Year) :

Date (Month) :

Yeast/Ok

Radio Range Test ?

Yes/Ok

Radio Range Test ?

Yes/Ok

RF Test x/9

Yes/Ok
**DATE (Day):**
- 09/06/01
- 09/06/03

**TIME (HOUR):**
- 00:00
- 10:00

**ENTRY COMPLETE**

**ACCOUNT NUMBER:**
- 99865123

**PERIODIC TEST:**
- 24 HOURS

**You must always choose 'YES/OK'**

**Use the Alphanumeric Keypad to enter in a 4-8 digit account number provided by the Central Station**

**Other periods are available:**
- 1 hour, 12 hours, 24 hours, 48 hours, 7 days, No Test

Use arrows for the selection and press **YES/OK** to confirm.

**Use the arrow keys + YES/OK to choose the Hour and Minute the periodic test will happen.**

**Use the** ← or → **to set the Day**

**Use the** ← or → **to set the Hour – The system uses a 24 hour clock.**

**Use the** ← or → **to set the Minutes**

**YOU MUST ALWAYS CHOOSE 'YES/OK'**
EVENT/STATE modification

These are the default transmitted events:
Device   Alarm
Alert    Alarm
Panel Reset Not Transmitted
Panel Batteries Alarm/End
AC Power  Alarm/End
Phoneline Fault Not Transmitted
Tamper   Alarm/End
Device Batt. Alarm/End
Radio Jamming Not Transmitted
Supervision Alarm/End
Periodic Test Alarm
Wrong Codes Not Transmitted
Duress Code Alarm
Alarm Memory Not Transmitted
Arm/Disarm Alarm/End
Fire      Alarm
Medical Assist Alarm
Ethernet  Alarm/End

If you would like to change the state press YES/OK and use the or to toggle between:
Alarm – Appearance
Alarm/End – Appearance and Restoral
Not Transmitted – Not Transmitted

Your IP1 address is given to you by your Central Station. Press YES/OK to enter into the parameter and use the Keypad to complete the address. Press YES/OK to confirm your entry and the arrow to move to the next parameter. *You will use either an IP address or a Domain Name but not both
*When entering an IP address you must enter all 12 digits including preceding zeros.

Your Domain Name is given to you by your Central Station. Press YES/OK to enter into the parameter and use the Keypad to complete the name. Press YES/OK to confirm your entry and the arrow to move to the next parameter. *You will use either an IP address or a Domain Name but not both leave it blank if an IP has already been

The Port is given to you by your Central Station. By default the panel will use 888. If you need to modify the port press the YES/OK key to enter into the parameter and the keypad to complete the port. Press YES/OK to confirm and the arrow to move to the next parameter.

Continue through IP2 and TMT IP.

Once you have entered all valid parameters press ESC/NO to return to the main menu then ESC/NO again to move to the next parameter.
Press right arrow to select the transmission mode for alarms and videos and YES/OK to confirm.

1. Ethernet transmission with 2G3G back-up
2. Ethernet transmission only
3. 2G3G transmission only

Warning: the transmission mode “Ethernet only” is not recommended.

Your APN code (Access Point Name) is given to you by your Cellular Provider. Press YES/OK to enter into the parameter and use the Keypad to complete the code. Press YES/OK to confirm your entry and the arrow to move to the next parameter.

Your USERNAME is given to you by your Cellular Provider. Press YES/OK to enter into the parameter and use the Keypad to complete the name. Press YES/OK to confirm your entry and the arrow to move to the next parameter.

Your PASSWORD is given to you by your Cellular Provider. Press YES/OK to enter into the parameter and use the Keypad to complete the name. Press YES/OK to confirm your entry and ESC/NO followed by ESC/NO again to get back to programming.

During the 2G3G Level test, the Modem will boot and attempt to gain access to the cellular network. The system will display either a signal level out of 5 or an error code. Error codes are listed in the troubleshooting section. To keep the keypad awake, use any key on the keypad except the YES/OK, ESC/NO, and CLR keys. This test can take up to 5 minutes. Once the level or error has posted press YES/OK to continue in programming.

Videofied will require a 3/5 or better for reliable transmission of Video alarms.
• These parameters are not necessary if you choose DHCP ENABLE

• These parameters are the local network parameters. It's necessary to configure all these parameters if DHCP is disabled.

IMPORTANT: Verify that the IP address selected is available on the Network.

During this test, the panel tries to connect to the local Ethernet Network. The result of this test can be:

• If the connection is successful: the local IP of the panel will be displayed (with right arrow you can display other Ethernet parameters – IP Mask, primary & secondary, Gateway).

• ETHERNET OFF NO STATUS: the Ethernet module is switched off. Please verify that the Ethernet cable is connected and try again.

• CABLE OR NETWORK ABSENT: the panel doesn’t detect Ethernet Cable or Network.

• DHCP ERROR: the panel is not able to get an IP from the DHCP. DHCP may be enabled but the network may not have a DHCP lease available.
Enter the name of the logical area 1 + YES/OK. Repeat this step for areas 2, 3, 4. Refer to page 4 for more information.

Press ESC/NO if you want to let default value.

Note: Areas are designed to define logical separation

ARMING OPTION: Your choice will depend on how you are arming the system.

From the host: Will make the XT a piggyback/xtender system that arms and disarms off the latching of 9-12v on the arming inputs.

Standalone: Will make the XT a solo system controlled by arming and disarming using Videofied peripheral devices.

Other values are available:
2 min, 1 min, 45 sec
Use the arrows for the selection and YES/OK to confirm.

Other values are available:
2 min, 1 min, 45 sec, 30 sec, 15 sec
Use the arrows for the selection and YES/OK to confirm.

Using the control panel in the FROM THE HOST mode will only be able to arm and disarm by latching 9-12v to one of the two inputs. Wiring diagrams available on page 26.

Arming input 1 will control the arming and disarming of devices in areas 1 and 2. Where devices in area 1 are subject to the Entry Delay.

Arming input 2 will control the arming and disarming of devices in areas 3 and 4. Where devices in area 3 are subject to the Entry Delay.

Mode Slow: Used for following the arming and disarming of the host system. This will arm each device one at a time conserving battery life.

Mode Fast: Used to instant arm all devices while sacrificing battery life.

Enter the value for your Entry Delay up to 255 seconds and press YES/OK.
Each device has a unique programming button. Please reference the Installation Sheet for the device you would like to program.

*Note: If you are having issues pairing a device to the panel, please refer to the troubleshooting section.

Press YES/OK on Radio Range Test? You must allow the Radio Range test to run for at least 30 seconds (9/9) before stopping the test by pressing YES/OK.

Press ESC/NO if first Radio Range Test was successful.

Use the arrow keys to select the proper area. Devices that need an entry/exit delay should be set to AREA 1. Devices that must be instant trigger should be AREA 2, 3, or 4. Press YES/OK.

Before completing programming make sure that all tampers are depressed by verifying that each device’s indicator LED is off.
Device Installation

**DCV#51 – Outdoor MotionViewer / BR#51 Outdoor Badge Reader**
Place batteries in Device. Wait for LED to turn on. Press and release the programming button.

**DCV#01 – Indoor MotionViewer / ITR#01 – Indoor Blind PIR / IMD#01/IMV#01 – Indoor Motion and MotionViewer**
Place batteries in device. Wait for LED to turn on behind PIR lens. Press and release the programming button.

**CT#01 – Door/Window Contact / IDC#01 – Door Window Contact**
Place battery into the door/window contact. Wait for LED to turn on. Press and release the programming button.

**RC#01 – Remote Control Fob**
Press and hold the ON and OFF keys at the same time for 5 counts of Mississippi and release.

**SE#51/#01 – Indoor and Outdoor Sirens**
Place all batteries into the siren. Wait for the LED to turn on right above the programming button. Press and release the programming button.
Entering a Badge or Access Code for Arming/Disarming

After Initial programming has been completed, you are not able to arm and disarm the system until you enter a user code or badge (the installer code cannot arm and disarm the system). Codes can be 4-6 digits and the 4th digit must be 2 values higher or lower than any other code on the system. Example: User code 1234, next code cannot be 1235, 1236, 1233, or 1232 – These are reserved for Silent Duress and Audible Duress. The XT system can accept up to 19 Badges or Access codes in any combination.

You must first change the access level to 4. Right Arrow to Access Level and press YES/OK. Use the arrow keys to move to Level 4 and press YES/OK. When prompted with Badge Or Code enter the installer code followed by YES/OK.

Press the → arrow to move to BADGES ACCESS CODES.

Enter a 4-6 digit user code or present a badge to the reader for 2 seconds.

Confirm the code by re-entering.

Use the keypad to name the badge or code or leave it blank for the default name: ACCESS #.

If you are entering any additional codes press YES/OK. If you have completed entering Badges and Codes press and hold ESC/NO for 5 seconds to return to the main manu.

Reserved codes

<table>
<thead>
<tr>
<th>Reserved codes</th>
<th>Reserved codes</th>
<th>Reserved codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>000000</td>
<td>From 9998 to 9999</td>
<td>All codes +1</td>
</tr>
<tr>
<td></td>
<td>From 99998 to 99999</td>
<td>All codes +2</td>
</tr>
<tr>
<td></td>
<td>From 999998 to 999999</td>
<td>All codes -1</td>
</tr>
<tr>
<td></td>
<td>From 314157 to 314159</td>
<td>All codes – 2</td>
</tr>
</tbody>
</table>
A total of 186 codes are forbidden

<table>
<thead>
<tr>
<th>Access level</th>
<th>Definition &amp; rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>LVL1</td>
<td>Stand by level</td>
</tr>
<tr>
<td>LVL2</td>
<td>Restricted USER level where it is only possible to arm/disarm the system.</td>
</tr>
<tr>
<td>LVL3</td>
<td>USER level where it is possible to arm/disarm the system, check the event log, test the devices. Modifications of the setting are not possible at this level. User LVL3 can create LVL3 or LVL2 access codes.</td>
</tr>
<tr>
<td>LVL4</td>
<td>INSTALLER level where it is possible to modify the setup of the panel. The approval of a LVL3 or LVL2 is required to modify the level for LVL4. Installer LVL4 can create the first LVL3 access code only.</td>
</tr>
</tbody>
</table>

**Configuration of Special Arming Modes:**

To configure or modify a special arming mode, with the direction arrow go to the menu:

CONFIGURATION (LEVEL 4) + [YES/OK] → ALARM MODES PROGRAMMABLE + [YES/OK] → FULLY ARMED, SP1 and SP2 (use direction arrows to select the arming mode you want to modify + [YES/OK]).

For each arming mode, it is possible to specify how each of the 4 areas will be armed and how the system will behave during an alarm.

Areas: 1 2 3 4 press the corresponding number to change that areas arming option
States: A A A A state for the respective area.

Press the [YES/OK] key after this configuration step. The system will then display what siren mode will be in effect for this special profile. Select the siren mode using the direction arrows then press [YES/OK].

<table>
<thead>
<tr>
<th>D</th>
<th>Disarmed</th>
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<tbody>
<tr>
<td>P</td>
<td>Perimeter Devices Only</td>
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<tr>
<td></td>
<td>(devices must be programmed)</td>
</tr>
<tr>
<td>E</td>
<td>External Devices Only</td>
</tr>
<tr>
<td></td>
<td>(devices must be programmed)</td>
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</table>

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<thead>
<tr>
<th>Siren</th>
<th>Immediate triggering of all sirens</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delay beeps</td>
<td>Entry/Exit delay beeps, then triggering of the sirens</td>
</tr>
<tr>
<td>Silent</td>
<td>No Sirens, No Beeps</td>
</tr>
<tr>
<td>Without Siren</td>
<td>Beeps on the keypad only</td>
</tr>
</tbody>
</table>
How to Disable/Enable Monitoring

Disabling monitoring can be a useful tool in many situations. Before mounting devices and moving the panel to find a good 2G3G level, disabling monitoring will ensure that you will have access to programming and that unnecessary signals are not sent to the monitoring station. When performing maintenance on the system disabling monitoring until the issue has been resolved will ensure that you will have access to programming throughout your troubleshooting.

1. Press the \( \rightarrow \) arrow to move to ACCESS LVL.
2. Use your arrow keys to change the level to 4.
3. Enter the installer code for the system. If a level 3 code is entered in the system you will be required to authenticate with that code as well.
4. Press the \( \rightarrow \) arrow to move to CONFIGURATION.
5. Use the \( \rightarrow \) to move to CONFIGURATION MONITOR. STATION.
6. Press YES/OK on MONITORING PARAMETERS.
7. Press YES/OK on MONITORING ENABLED and use the \( \rightarrow \) to change the value to DISABLED and press YES/OK to lock it in. Press and hold ESC/NO for 5 seconds to return to the main menu.
ETHERNET Parameters:

To configure or modify Ethernet Parameters, go to:

CONFIGURATION (level 4) + [YES/OK] >> GENERAL PARAMETERS + [YES/OK] >> ETHERNET + [YES/OK]

- **IP Parameters:**
  1. **DHCP Enable** – IP address is assigned by the DHCP service on the network.
  2. **DHCP Disable** – IP address must be defined in Ethernet parameters. IP address will NOT be automatically obtained from DHCP service on the network.

- **Constant Ethernet:**
  1. **“Auto” Mode** - We recommend this mode. If main powered, the panel will be connected constantly to the local Network. In case of an alarm, the alarm will be sent in few seconds to the monitoring station. When the main power is cut, the Ethernet module will switch off after a delay (DELAY BEFORE OFF – 30 by default) in order to save battery life. In case of an alarm, the panel will at first connect to the local Network. It adds few seconds to the total process of sending an alarm.
  2. **“ON” Mode** - The panel will be connected constantly to the local Network. This option will impact back-up battery life.
  3. **“OFF” Mode** - For each transmission of alarm and video, the panel will connect to the local Network.

- **PING REPLY:** Enables ping response
- **Time Out Server:** In case of disconnection to the local Network, the panel will try after that time to re-connect.
- **Max Seg. Size:** Size of packet sent

<table>
<thead>
<tr>
<th>Codes</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>999999</td>
<td>Maintenance request - 2G3G transmission</td>
</tr>
<tr>
<td>999996</td>
<td>Maintenance request - Ethernet transmission</td>
</tr>
<tr>
<td>999995</td>
<td>Displays local IP address assigned to the control panel:</td>
</tr>
<tr>
<td></td>
<td>- If the DHCP mode is deactivated : the static local IP of the panel will be displayed (defined in the ETHERNET menu – 7)</td>
</tr>
<tr>
<td></td>
<td>- If the DHCP is activated:</td>
</tr>
<tr>
<td></td>
<td>- If the panel is not in transmission then 0.0.0.0 will be displayed</td>
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<td>- If the panel is in transmission (the RJ45 led will be flashing) then the dynamic IP of the panel will be displayed.</td>
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<tr>
<td>999991</td>
<td>Sends a test alarm to IP1 Address (Primary alarm receiver)</td>
</tr>
<tr>
<td></td>
<td>This is a quick way to check for connectivity to the monitoring center. If there is a transmission problem the panel will terminate communication faster than in an actual alarm. The system will automatically attempt connection to IP2 Address (Backup alarm receiver) in the event that IP1 is unavailable.</td>
</tr>
<tr>
<td>999997</td>
<td>Displays external power supply status</td>
</tr>
</tbody>
</table>
Before the system is mounted you will need to check the 2G3G level to make sure it is adequate. If the level is 3/5 or better you can mount the control panel in that location.

<table>
<thead>
<tr>
<th>2G3G Level</th>
<th>EVENT LOG</th>
<th>Error</th>
<th>Fix</th>
</tr>
</thead>
<tbody>
<tr>
<td>010</td>
<td>11</td>
<td>SIM card not detected/not inserted</td>
<td>Power down control panel and check SIM card orientation and contacts</td>
</tr>
<tr>
<td>043</td>
<td>44</td>
<td>Provisioning problem</td>
<td>Contact the cellular provider to check provisioning and activation</td>
</tr>
<tr>
<td>132</td>
<td>133</td>
<td>SIM card not activated</td>
<td>Check with the cellular provider on SIM activation</td>
</tr>
<tr>
<td>255</td>
<td>256</td>
<td>Cannot connect to cell tower</td>
<td>Check coverage maps, bring panel outdoors to test,</td>
</tr>
<tr>
<td>003</td>
<td>3</td>
<td>SIM Card not detected/No Cellular Service</td>
<td>Check coverage maps, power down control panel and check SIM card orientation and contacts</td>
</tr>
<tr>
<td>030</td>
<td>31</td>
<td>No Cellular Service</td>
<td>Check coverage maps or with cellular provider for outages</td>
</tr>
<tr>
<td>101/57</td>
<td></td>
<td>Authentication Error</td>
<td>Check that the APN entered in the system is correct</td>
</tr>
<tr>
<td>102</td>
<td></td>
<td>No Cellular Service</td>
<td>Check coverage maps, move the panel outdoors to test, check with cellular provider for outages</td>
</tr>
<tr>
<td>149</td>
<td></td>
<td>Low Cellular Signal</td>
<td>Attempt a Yagi antenna installation to improve strength</td>
</tr>
<tr>
<td></td>
<td>47</td>
<td>Rejection by Host</td>
<td>IP, Domain Name, Port are incorrect or Receiver is rejecting the signal</td>
</tr>
<tr>
<td>013</td>
<td></td>
<td>Incorrect APN Code</td>
<td>Check with provider for proper APN information</td>
</tr>
<tr>
<td></td>
<td>13</td>
<td>SIM Card not detected</td>
<td>Power down control panel and check SIM orientation and contacts</td>
</tr>
</tbody>
</table>

Press the \( \rightarrow \) arrow to move to MAINTENANCE.

Press the \( \rightarrow \) arrow to move to 2G3G LEVEL.

Press YES/OK on 2G3G LEVEL to start the test.

This test can take up to 5 minutes to complete. Pressing the YES/OK, ESC/NO, or CLR buttons will prematurely end the test. This test will automatically issue the results to the display of the keypad when it has completed with either a level out of 5 (0/5-5/5) or an error code (listed below). Use the arrow keys to keep the keypad awake during the test.

Press and hold ESC/NO for 5 seconds to return to the main menu.
How to enable the External RF Antenna

The XTO control panels have built in High Gain RF and 2G3G antennas. The 2G3G external comes pre-activated and hooked up, while the RF antenna is hooked up but needs to be activated in Configuration after you have completed initial programming. The following steps will walk you through how to enable the High Gain RF antenna after initial programming.

- Left or Right arrow until you see RADIO OPTIONS and press YES/OK. Use the arrow keys to change it to External and press YES/OK.
- Press the ▶ arrow to move to CONFIGURATION
- Enter the Installer code.
- Press the ▶ arrow to move to ACCESS LEVEL #.
- Press YES/OK and use the ▶ to move the level to 4
- Press YES/OK
- BADGE OR CODE: ****
- ACCESS LVL: 4
- ACCESS LEVEL 1
- DISARMED_LVL: 1
- 10/12/27 10:53
- 1
- ACCESS_LVL: 1
- 4
- YES/OK
- GENERAL PARAMETERS
- YES/OK
- SITE IDENTIFICATION
- YES/OK
- RADIO OPTIONS: EXTERNAL
- YES/OK
- YES/OK
- YES/OK
- YES/OK
How to test RF for deployment of devices

Running the RF test during the mounting of devices is key to a successful Videofied installation. This test will ensure that all devices have adequate communication with the control panel. All Videofied devices are bi-directional which allows the system to ping the device and expect a response. The number of successful responses out of 9 will be displayed on the keypad for the device you are running the test for. This is also a relative range that will change in real time as you walk further away from the control panel and back closer.

When in Access Level 3 or higher press the \( \Rightarrow \) arrow to move to MAINTENANCE

Press the \( \Leftarrow \) arrow to move to DEVICE LOCATING

Press YES/OK on DEVICE LOCATING to get to the list of devices. Use the arrow keys to find the device you would like to run the test for.

This test will run as long as you need it to. Pressing the YES/OK, ESC/NO, or CLR buttons will end the test. This test will show the results on the display of the keypad relative to the number of successful pings to the panel. It is required to run the test for at least 30 seconds at the mounting location for accurate results and to have a 9/9 for reliable transmission of alarms and video. Press YES/OK when you are finished with the test.

Press and hold ESC/NO for 5 seconds to return to the main menu.

Once all devices are checking in at 9/9, you are ready to test the full system to your central station. After arming and tripping each device call the central station and verify alarm and video of each device with dispatch.

Now you are ready to show the customer how to use the system.

NOTE: To insure proper operation of the system you must get 9/9 with each device before mounting.
2G3G Antenna Connection

! WARNING!
Use caution before removing antenna connection. Damaged antenna connector is NOT covered under warranty.

Using needle nose pliers, be sure to only grab the connector and pull directly up

XT-IP Power Chart

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Values</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Min.</td>
<td>Max.</td>
</tr>
<tr>
<td>Power</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voltage</td>
<td>9</td>
<td>15</td>
</tr>
<tr>
<td>Current</td>
<td>2</td>
<td>/</td>
</tr>
<tr>
<td>Ref +</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voltage</td>
<td>3.5</td>
<td>16</td>
</tr>
<tr>
<td>Current</td>
<td></td>
<td>50</td>
</tr>
<tr>
<td>Arming Inputs 1&amp;2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entry Inactive</td>
<td>~1.0</td>
<td></td>
</tr>
<tr>
<td>Voltage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entry Active</td>
<td>~1.4</td>
<td>15</td>
</tr>
<tr>
<td>Voltage</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current</td>
<td>1.5</td>
<td>3</td>
</tr>
<tr>
<td>Prog. Inputs 1,2&amp;3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outputs 1&amp;2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Switching Voltage</td>
<td>220VDC/250VAC</td>
<td>VAC or VDC</td>
</tr>
<tr>
<td>Switching Current</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Switching Power</td>
<td>120</td>
<td></td>
</tr>
</tbody>
</table>
When in the ‘Arm From Host’ mode the Videofied system will only arm and disarm when 9-12v is supplied and sustained. When both arming inputs are supplied voltage at the same time the Videofied Keypad display will show ‘SYSTEM ARMED’. When only one arming input is supplied voltage the Videofied Keypad display will show ‘PART LVL #’

Arming Input 1 will arm/disarm Areas 1 & 2
Arming Input 2 will arm/disarm Areas 3 & 4
How to test to the dispatch center

Testing to the dispatch is done twice during installation. Once while you are programming the system and then again once the installation has been completely finished. Although both will use the same steps the initial test will be just confirmation using one device to verify the programming.

- Enter a User code and press YES/OK or present a badge to the reader.
- The system will sound the exit delay through the keypad and badge reader.
- Once the delay has expired and the keypad says SYSTEM ARMED, put motion in front of a MotionViewer. If the MotionViewer is in area 1 you will need to wait for the entry delay to expire before disarming the system. Once the system has gone into alarm enter a User Code followed by YES/OK or present a badge to the reader to disarm.
- The display will tell you that there has been an intrusion since the last time the system was armed. Press YES/OK to continue.
- After pressing YES/OK the keypad will tell you which device has been triggered. Press YES/OK to continue.
- The system will go back to the main menu automatically but will not allow you to move around in programming until the system has disconnected from the central station.
- To verify that the system has transmitted you must contact the Dispatch Center and have the account information ready.

Note: Send 1 MotionViewer in at a time and verify with Central Station that they are getting Alarm and Video before tripping another MotionViewer. This will save time with the Central Station.
How to mount the XT-IP

How to Mount the Control Panel?
Fix the back casing on the wall with 3 screws (1).

How to Mount the XTO-IP

Included Mounting Hardware:

- L Bracket – x2
- Mounting Brackets
- Case and Mounting Screws, locking washers, bolts and nuts.

1. Install the Weather Resistant Wire Port.
2. Place the cover on the base.

1. When closing the cover be sure to line up the two BOTTOM stickers face to face.
2. Be Careful not to slide the cover on. Instead come straight down in order to have the cover tamper properly seat.

3. Screw the cover to the base using the provided 8 screws.

NOTE: To ensure proper functioning and to keep the case water proof you must mount the panel with the wire channel facing down.

4. Place the L shaped mounting bracket onto the base using the provided bolts.

For Pole Mounting: Complete step 4. Place the two U shaped brackets around the pole and attach the locking bracket. Use the locking washers and nuts to attach the U bracket to the L mount.
**For Flat Wall Mounting:** Complete step 4. Mount the additional L bracket to the structure. Place the longer edge of both brackets together so that the holes line up and use the longer/larger bolts and lock nuts to secure them together.

![Image of wall mount setup]

The following application notes are available on [http://support.videofied.com](http://support.videofied.com):

- Direct Bypass Configuration
- Programmable Input Configuration
- Programmable Output Configuration
  - Partitioning Configuration
  - Chime Configuration
- System Status Configuration
- Scheduling Configuration
- Ringtone Configuration
- Videofied Remote (Smartphone app) Configuration
  - Ringtone Configuration
Troubleshooting

Monitoring Station is not getting ANY video but is getting signals:

Good communication between the MotionViewers and the Control Panel is key to getting successful video to the monitoring station. During mounting of any device on your Videofied system you must run the Radio Range/Device Locating test to ensure that the mounting location is within range of the Control Panel.

- Concrete, Metal and earth are some of the largest RF inhibitors and should be taken into account when choosing mounting locations.
- When running the Radio Range/Device Locating test you should have the site as close to the same as it would be when the site is closed/no one is there, i.e. close garage doors/service doors, etc. Device locating steps can be found on Page 17.

Important Note: Videofied will only automatically download the first MotionViewer video that is taken and only if this is the primary event or reason for the panel connecting with the monitoring station. If the account is on test you will only ever get the first video downloaded. If you are only getting the events at the station and all tests above pass more than likely you are sending a preceding event (like an arming signal or door contact) which will cause the video to not auto download because the video is not the primary event.
Monitoring Station is not getting any signals:
Communication between the Control Panel and the Monitoring Station is either over the Ethernet Connection or 2G3G side of the GSM cellular network.

- Go into Maintenance and run the ETH STATUS to see if you receive back an IP Address or error.
- If you receive an IP Address back you will want to contact and consult the network admin to make sure the outbound port is not being blocked (Port 1 programmed in the panel).
- If you are using 2G3G as the primary communication, you will want to check your 2G3G level to see if there is an error/level is too low. You must have a 3/5 or better for reliable transmission to the Monitoring Station. How to run the 2G3G level test and 2G3G error codes can be found on page 16.
- If you receive a successful 2G3G level test you will want to check the panel event log for more 2G3G errors that could be occurring during the attempted transmission but after cellular authentication.

<table>
<thead>
<tr>
<th>No Signals are received at the Monitoring Station</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GPRS</strong></td>
</tr>
<tr>
<td>Run GPRS Level test in Maintenance</td>
</tr>
<tr>
<td>GPRS Level 3/5/5/5</td>
</tr>
<tr>
<td>GPRS Level 0/5/2/5</td>
</tr>
<tr>
<td>GPRS errors can be found on Page 16 of the manual.</td>
</tr>
</tbody>
</table>

Panel is staying CONNECTED WITH MONITOR STATION
While the Control Panel is attempting or is connected with the Monitoring Station you will see this message when you attempt to move around on the keypad. If the system is not successful in connecting with the station it will retry the connection multiple times, locking you out of programming until it is done trying. This normally can take anywhere between 15-20 minutes.

- If you want to force the panel to disconnect you must
  - 1. Remove the batteries from the control panel
  - 2. Secure the cover tamper of the panel
  - 3. Re-insert the batteries into the control panel and sync the keypad back by pressing the CLR and ESC/NO buttons at the same time.
  - 4. Access the Configuration menu by changing you access level to 4 and go to Configuration Monitor Station.
  - 5. In Monitoring Parameters – Disable monitoring until the connection issue is resolved.
Unable to record device or getting ‘Pairing Failure’ error

This usually occurs when the device still has a pairing key from a previous system or setup. To perform a pairing key override:

1. Remove all batteries from the device.
2. Make sure your system is ready to record devices:
   a. If learning in the keypad, press the panel’s programming button. DO NOT HOLD THE PANEL’S PROGRAMMING BUTTON
   b. If learning in additional devices, make sure the keypad reads ‘Press Programming Button Of Device’
3. Insert a single battery into the device.
4. Wait 1 second for device to power up.
5. Press programming button of device (for keypads press ‘CLR’ & ‘ESC/NO’ keys at the same time)

For the 4-button remote keyfobs the process is slightly different:
1. Press and hold the ‘ON’ and ‘OFF’ keys at the same time for 12 seconds
2. Wait 1 second
3. Press and hold the ‘ON’ and ‘OFF’ keys at the same time for 5 seconds, you should hear 4 beeps from the keyfob.

Outdoor MotionViewer Trips All the Time:

It is important to follow these basic installation tips when mounting and aiming an outdoor MotionViewer

1. Protect your assets, not the whole area.
   - Secure specific assets or clusters of assets rather than cover a large area where the range of the MotionViewer might extend beyond the assets and detect irrelevant objects.

2. Terminate the view of the MotionViewer.
   - Make sure to tilt the MotionViewer down 5-7° so that its top line of sight terminates into the ground. Taking into account all three elements; PIR, digital video camera, and infrared illuminators – you will want to terminate the view of the MotionViewer at 40 ft. from the device.
Parameters are only available in Access Level 4
**Addendum**

### 1. LSH20 Control Panel Batteries:

**Primary lithium battery**

**LSH 20**

3.6 V Primary lithium-thionyl chloride (Li-SOCl₂)

High power

D-size spiral cell

**Batteries:**

- **LSH20**
- **LS14500 Peripheral Batteries:**

Excludes SE601 and SE651

**Lithium Battery Storage:**

**Warning**

- Fire, explosion and burn hazard.
- Do not recharge, short circuit, crush, disassemble, heat above 125°C (257°F), incinerate, or expose contents to water.
- Do not solder directly to the cell (use tabbed cell versions instead).

---

**Cell size references**

**Electrical characteristics**

<table>
<thead>
<tr>
<th>UM1 - R20 - D</th>
<th>R6 - AA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Nominal capacity</strong></td>
<td><strong>Nominal capacity</strong></td>
</tr>
<tr>
<td>(at 20°C)</td>
<td>(at 20°C)</td>
</tr>
<tr>
<td>12.0 Ah</td>
<td>2.6 Ah</td>
</tr>
<tr>
<td><strong>Open circuit voltage</strong></td>
<td><strong>Open circuit voltage</strong></td>
</tr>
<tr>
<td>(at +30°C)</td>
<td>(at +30°C)</td>
</tr>
<tr>
<td>3.67 V</td>
<td>3.6 V</td>
</tr>
<tr>
<td><strong>Pulse capability</strong></td>
<td><strong>Pulse capability</strong></td>
</tr>
<tr>
<td>(1 sec pulses, drained every 2 min at +20°C)</td>
<td>(0.1 sec pulses, drained every 2 min at +30°C)</td>
</tr>
<tr>
<td>280 mA</td>
<td>260 mA</td>
</tr>
</tbody>
</table>

**Storage**

- The storage area should be clean, cool (preferably not exceeding +30°C), dry and ventilated.
4. Finding Manufacture Week and Year:

The Manufacture week and year can be found in the serial number of the device/control panel. The second sets of 4 numbers in the serial number are WWYY.

###0411### = Which shows that this device was manufactured in the 4th week of 2011.

5. Event Log Ethernet Codes

<table>
<thead>
<tr>
<th>Log Code</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethernet Off</td>
<td>Ethernet interface is OFF</td>
</tr>
<tr>
<td>Ethernet On</td>
<td>Ethernet interface is ON</td>
</tr>
<tr>
<td>Ethernet (0)</td>
<td>Ethernet Error</td>
</tr>
<tr>
<td>Ethernet (1)</td>
<td>No DCHP reply (after MAX DHCP RETRY)</td>
</tr>
<tr>
<td>Ethernet (2)</td>
<td>No Frontel reply (after TIMEOUT SERVER)</td>
</tr>
<tr>
<td>Ethernet (255)</td>
<td>Ethernet communication success</td>
</tr>
<tr>
<td>Ethernet Lost</td>
<td>No Ethernet cable detected</td>
</tr>
<tr>
<td>Ethernet Returned</td>
<td>Ethernet cable restored</td>
</tr>
</tbody>
</table>

6. Additional System Codes

<table>
<thead>
<tr>
<th>Codes</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>999999</td>
<td>Maintenance request - 2G3G transmission</td>
</tr>
<tr>
<td>999996</td>
<td>Maintenance request - Ethernet transmission</td>
</tr>
<tr>
<td>999995</td>
<td>Displays local IP address assigned to the control panel:</td>
</tr>
<tr>
<td></td>
<td>If the DHCP mode is deactivated: the static local IP of the panel will be displayed (defined in the ETHERNET menu – 7)</td>
</tr>
<tr>
<td></td>
<td>If the DHCP is activated:</td>
</tr>
<tr>
<td></td>
<td>• If the panel is not in transmission then 0.0.0.0 will be displayed</td>
</tr>
<tr>
<td></td>
<td>• If the panel is in transmission (the RJ45 led will be flashing) then the dynamic IP of the panel will be displayed.</td>
</tr>
<tr>
<td>999991</td>
<td>Sends a test alarm to IP1 Address (Primary alarm receiver)</td>
</tr>
<tr>
<td></td>
<td>This is a quick way to check for connectivity to the monitoring center. If there is a transmission problem the panel will terminate communication faster than in an actual alarm. The system will automatically attempt connection to IP2 Address (Backup alarm receiver) in the event that IP1 is unavailable.</td>
</tr>
<tr>
<td>999997</td>
<td>Displays external power supply status</td>
</tr>
</tbody>
</table>
7. Replacing Device and Control Panel batteries

When replacing batteries in the Videofied control panel or devices the battery replacement mode must be used. This will ensure that the low battery algorithm on the panel/device is properly reset and also helps keep the devices synced with the control panel.

Devices:

Access Level 4 -> Maintenance -> Replace Batteries -> Devices

The system will give you 1 minute to open any device on the system to replace the batteries. When a device is opened you will have 5 minutes to replace the batteries before the system will time out and all tampers will be active again on the system. We suggest that you start the device battery replacement for each individual device to ensure the 5 minutes does not expire and tamper signals are not sent to the monitoring station.

Control Panel:

Access Level 4 -> Maintenance -> Replace Batteries -> Panel

The system will give you 1 minute to open the panel. When the panel is opened it will give you 5 minutes to replace the batteries before the control panel tampers will be active again.

8. Checking control panel firmware version

1. All control panel labels on the box and inside of the cover will have the firmware version listed.

2. After completing initial programming hit the 0 key 6 times followed by YES/OK (000000 + YES) and the firmware version will be listed.

3. Connect the panel to TMT2 using the USB or Cellular connection. The firmware version of the control panel is listed on the main screen.