videofied®
Made by RSI VIDEO TECHNOLOGIES

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

CMA

XMA

WMB

Table of Contents

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 règlementations 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:

Type	Specifications	Location In Manual
Audio	When a MotionViewer is installed on the system you may not have the siren sound for less than 60 seconds	**Page 43**
Audio	If no MotionViewer is installed on the system you may not have the siren sound for less than 240 seconds	**Page 43**
Delays	When a MotionViewer is installed on the system the Entry delay must be 45 seconds	**Page 9**

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)

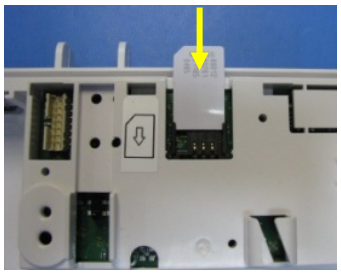
XT Initial Programming

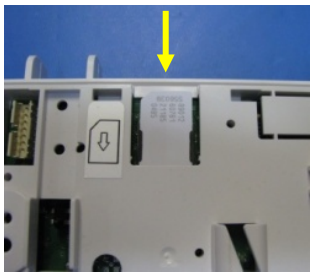
Open the Control Panel
Using a #1 Phillips screwdriver, remove the 2 screws holding the cover on.

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.

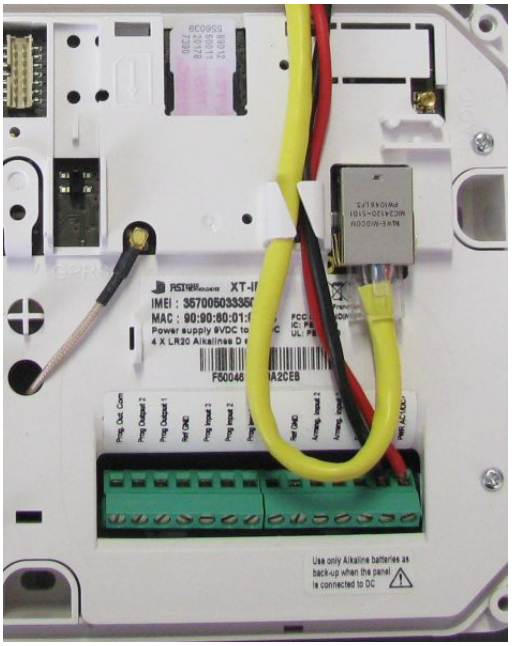
*The SIM card must **NOT** be inserted or removed while the panel is powered*





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.

Obtaining WMB/XMA Keypad Special Characters

Keys	1st Press	2nd Press	3rd Press	4th Press	5th Press	6th Press	7th Press	8th Press	9th Press	10th Press	11th Press	12th Press	13th Press	14th Press
1	'Space'	1	.	_	@	$	,	'	?	!	;	:	"	N/A
0	+	0	-	*	#	=	/	%	&	¥	<	>	(	)

Obtaining CMA Keypad Special Characters

Key	1st press	2th press	3th press	4th press	5th press	6th press	7th press	8th press	9th press	10th press	11th press
1	"space"	.	,	'	?	!	;	:	#	1	
0	-	+	=	/	¥	_	<	>	(	)	0
@	@	$	%	&	*	#					

Powering the Panel

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

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

LSH20 Technical Specifications	
Nominal Voltage	3.6 V
Open Circuit Voltage	3.67 V
Nominal Capacity	9.3 Ah

E95VP Technical Specifications	
Nominal Capacity	8900 mA hours
Nominal Voltage	1.5 V

Power Supply Requirements	
Output Voltage (volts)	12
Output Current (mA)	2000
Certifications	Class 2 (For UL Compliance)

WARNINGS:

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

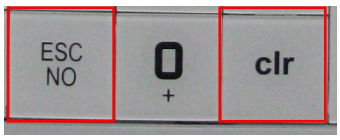
2. DO NOT INSTALL A TRANSFORMER WHEN USING OPTION 1 (LITHIUM BATTERIES).

XT-IP Programming

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

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

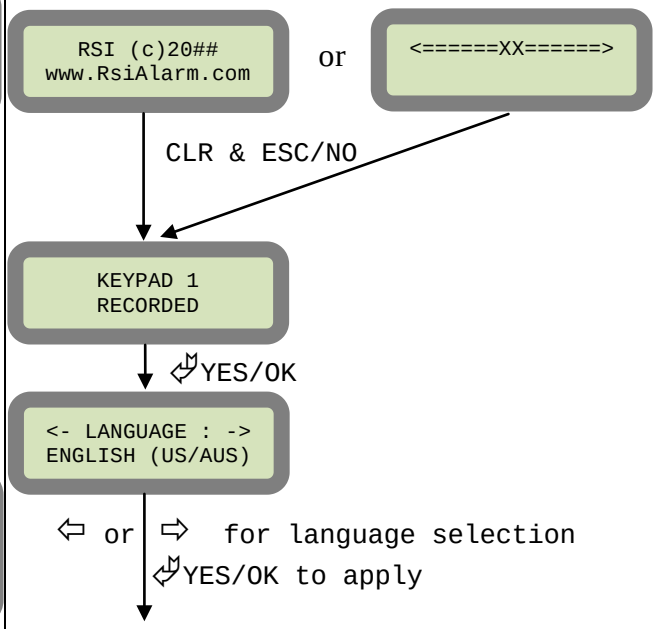
Insert all three batteries into the CMA/XMA/WMB and press both the ESC/NO and CLR keys at the same time and release.
The indicator LED on the keypad will blink rapidly.



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.

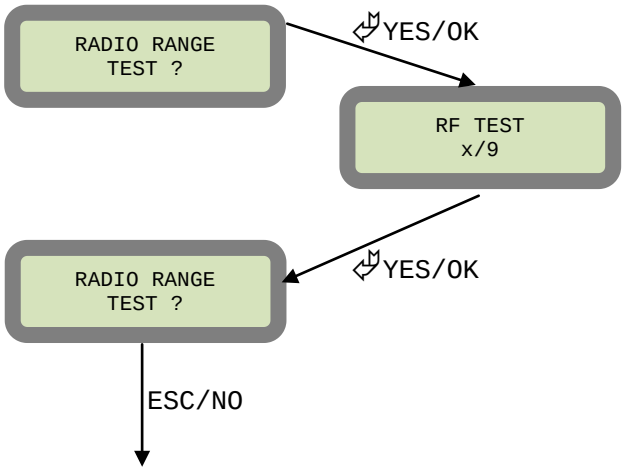
Programming Device/Keypad



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.



Wait while the screen changes

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.

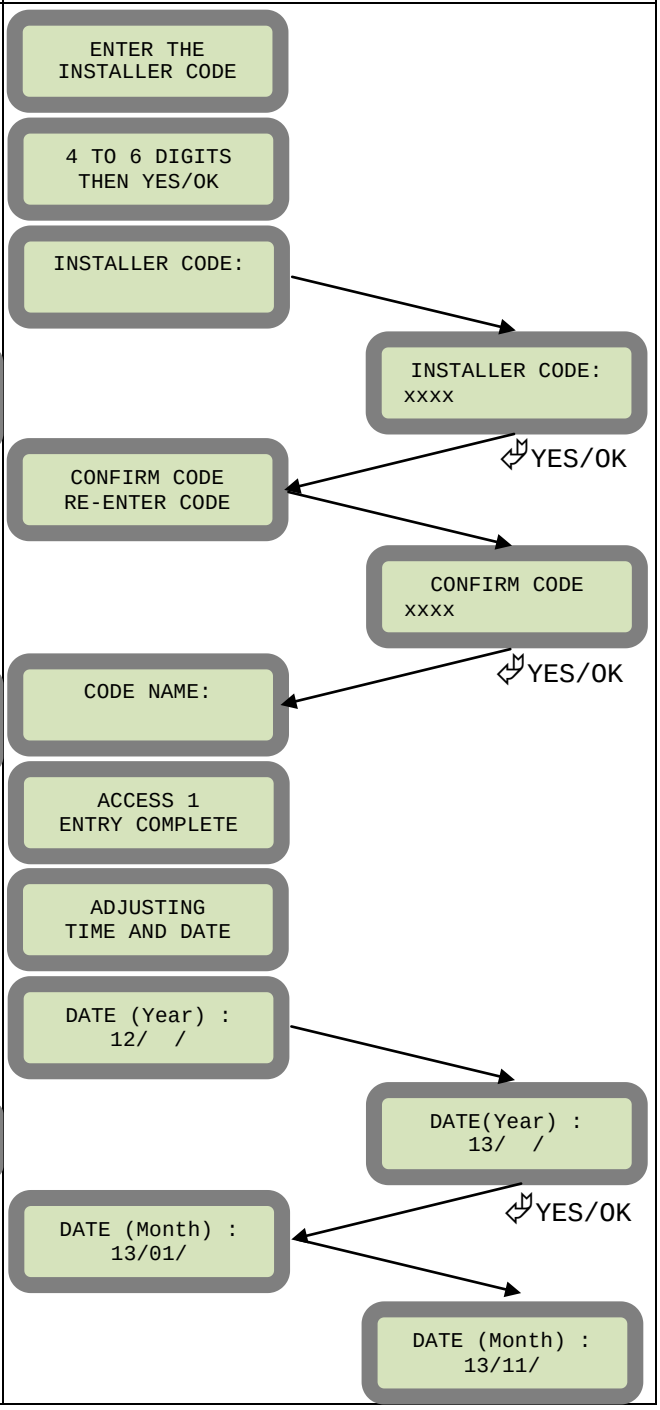
Use the Alphanumeric Keypad to enter the Installer Code *This code is important to keep track of. There is no back door to the system

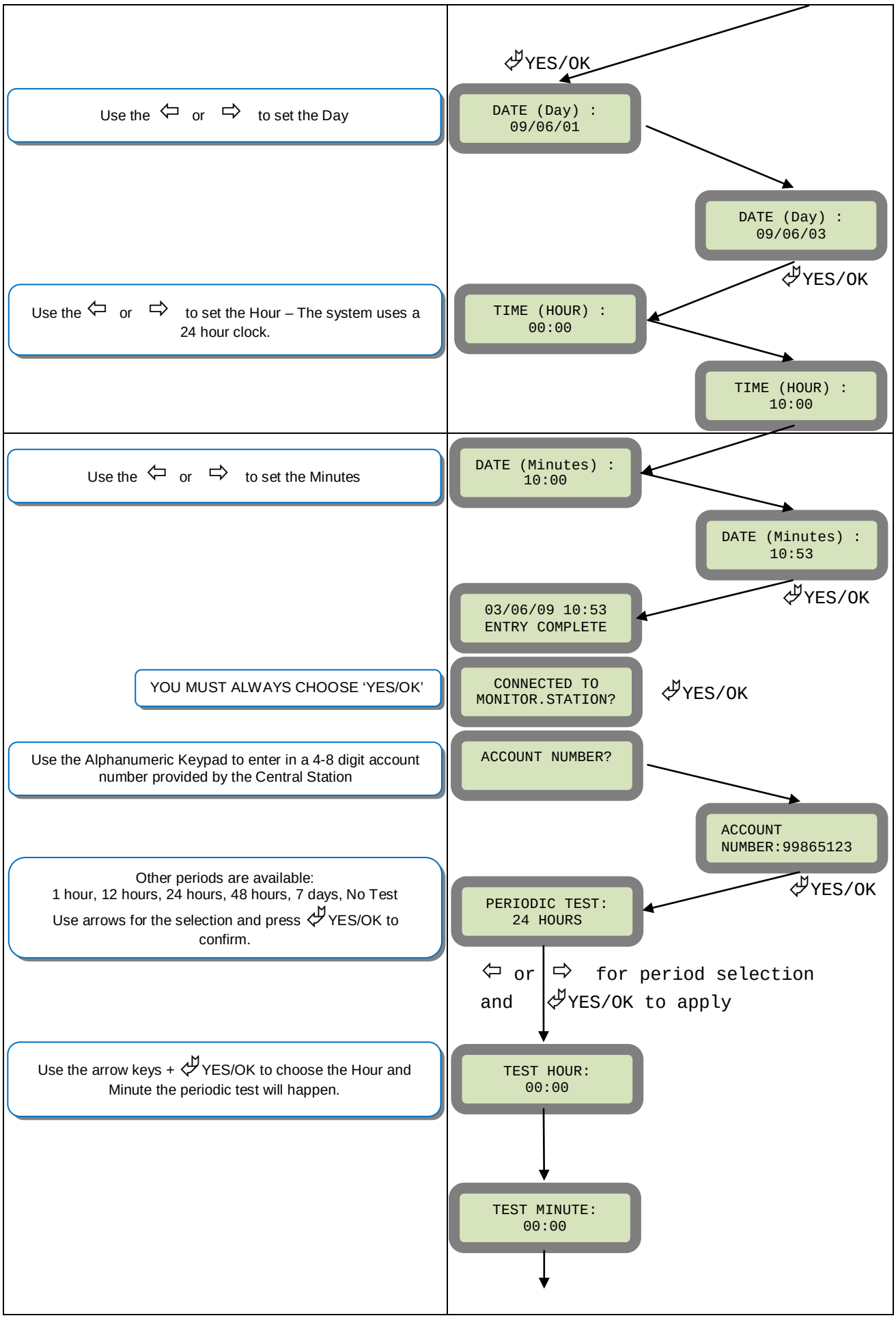
You may name the installer code using the Alphanumeric Keypad. If you leave the name blank it will default to 'ACCESS 1'

Wait while the screen changes

Use the ⇦ or ⇨ to set the Year

Use the ⇦ or ⇨ to set the Month




YES/OK
Use the ⇦ or ⇨ to set the Day
DATE (Day) :
09/06/01
DATE (Day) :
09/06/03
YES/OK
Use the ⇦ or ⇨ to set the Hour – The system uses a 24 hour clock.
TIME (HOUR) :
00:00
TIME (HOUR) :
10:00
Use the ⇦ or ⇨ to set the Minutes
DATE (Minutes) :
10:00
DATE (Minutes) :
10:53
YES/OK
03/06/09 10:53
ENTRY COMPLETE
YOU MUST ALWAYS CHOOSE 'YES/OK'
CONNECTED TO
MONITOR.STATION?
YES/OK
Use the Alphanumeric Keypad to enter in a 4-8 digit account number provided by the Central Station
ACCOUNT NUMBER?
ACCOUNT
NUMBER:99865123
YES/OK
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.
PERIODIC TEST:
24 HOURS
⇦ or ⇨ for period selection
and YES/OK to apply
Use the arrow keys + YES/OK to choose the Hour and Minute the periodic test will happen.
TEST HOUR:
00:00
TEST MINUTE:
00:00

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	Not Transmitted
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

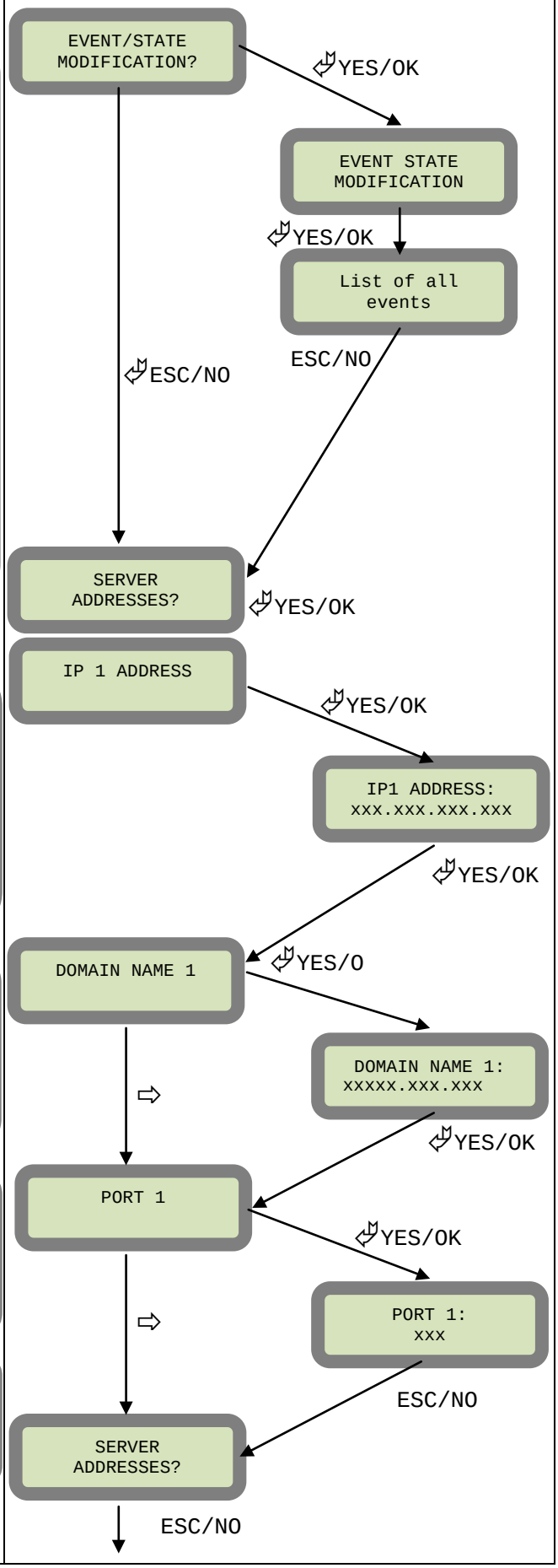
Your IP1 address is given to you by your Central Station. Press YES/OK to enter into the parameter and use the Keypad to complete the address. Press YES/OK to confirm your entry and the ⇨ arrow to move to the next parameter. *You will use either an IP address or a Domain Name but not both
*When entering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

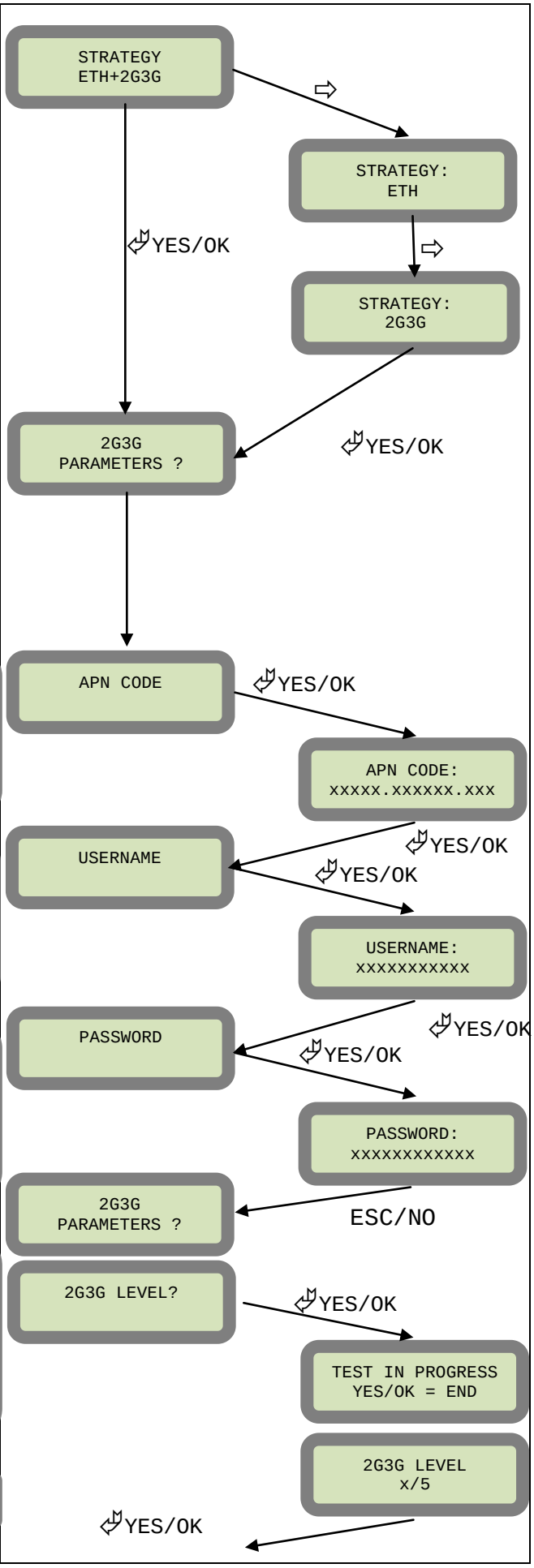
Your APN code (Access Point Name) is given to you by your Cellular Provider. Press YES/OK to enter into the parameter and use the Keypad to complete the code. Press YES/OK to confirm your entry and the ⇨ arrow to move to the next parameter.

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

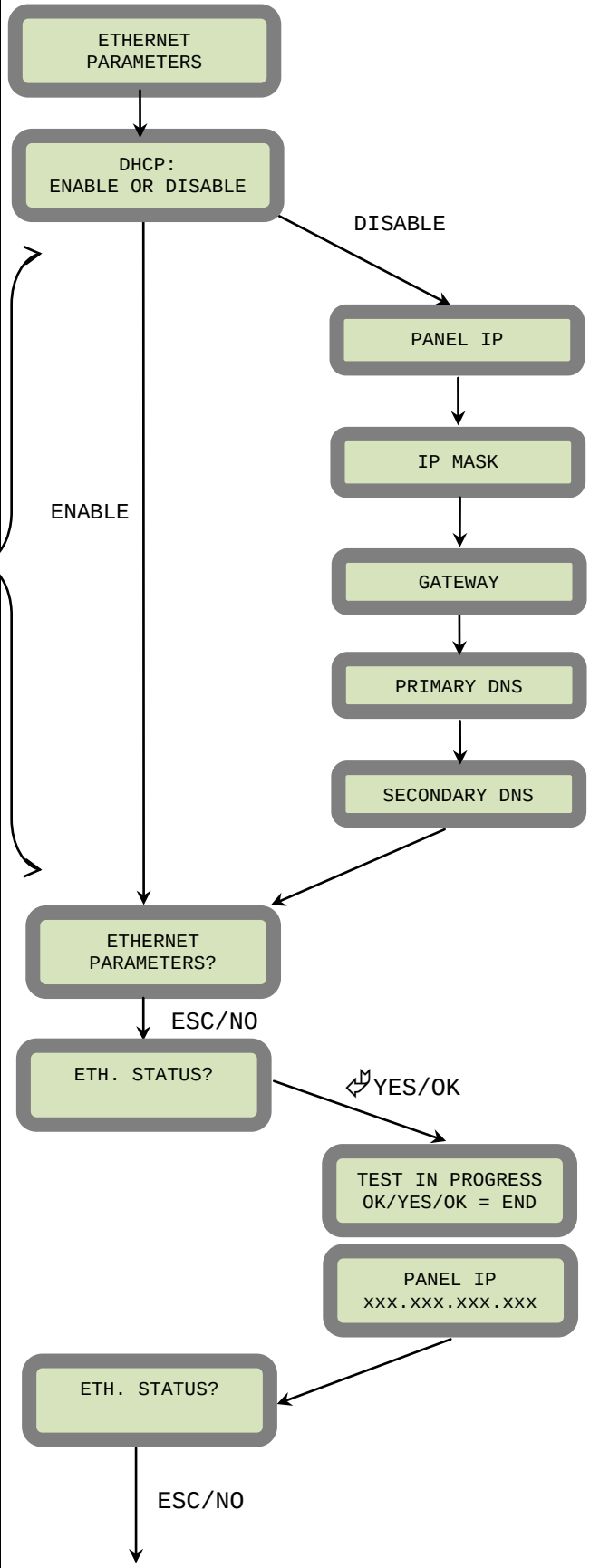


- These parameters are not necessary if you choose DHCP ENABLE
- These parameters are the local network parameters. It's necessary to configure all these parameters if DHCP is disabled.

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

AREAS CONFIGURATION

AREA NAME 1:

ARMING OPTION: ARMING OPTION: Standalone → ARMING OPTION: From the host

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.

EXIT DELAY: 45 Sec

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

ENTRY DELAY: 15 Sec

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.

Go to Page 15 to continue with standalone programming

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.

ARMING OPTION : From The Host — YES/OK

MODE: Slow → MODE: Fast

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.

YES/OK

YES/OK

ENTRY DELAY

Enter the value for your Entry Delay up to 255 seconds and press YES/OK.

VALUE:(0-255) (000):

By entering a value using the keypad, up to 600 seconds, the transmission of any event will be delayed that many seconds.

Enter the value you would like for the Transmission Delay and press YES/OK

Arming Delay is the number of seconds the system will wait to arm after voltage is latched on the arming input. This feature can be used as an exit delay.

Enter the value you would like for the Arming Confirmation and press YES/OK

Each device has a unique programming button. Please reference the Installation Sheet for the device you would like to program.

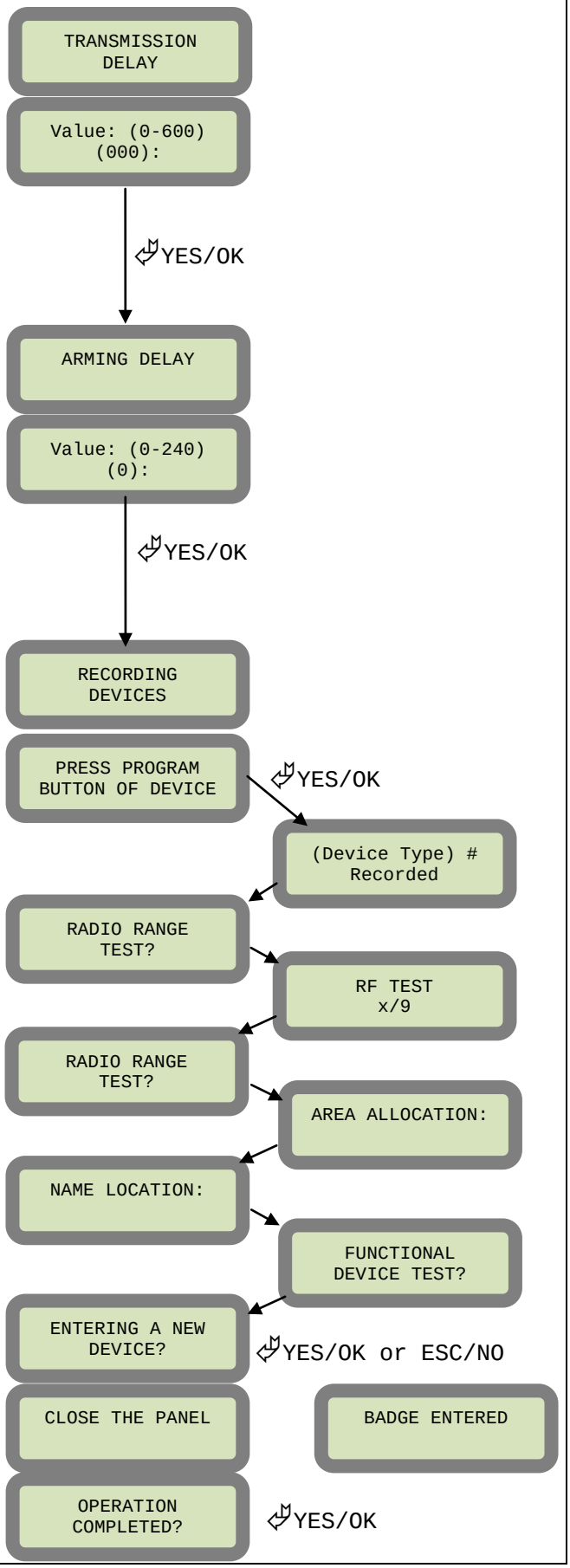
*Note: If you are having issues pairing a device to the panel, please refer to the troubleshooting section.

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.

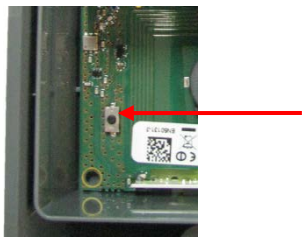
Before completing programming make sure that all tampers are depressed by verifying that each devices indicator LED is off.



Device Installation

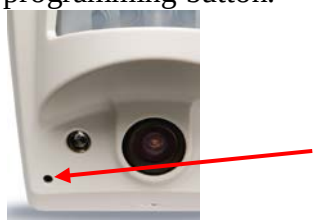
DCV#51 – Outdoor MotionViewer / BR#51 Outdoor Badge Reader

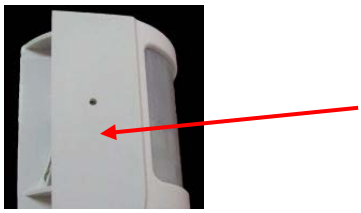
Place batteries in Device. Wait for LED to turn on. Press and release the programming button.

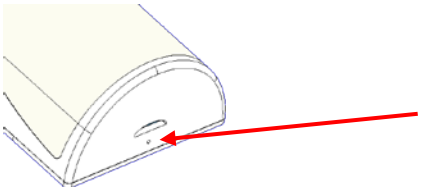


DCV#01 – Indoor MotionViewer / ITR#01 – Indoor Blind PIR/ IMD#01/IMV#01 – Indoor Motion and MotionViewer

Place batteries in device. Wait for LED to turn on behind PIR lens. Press and release the programming button.

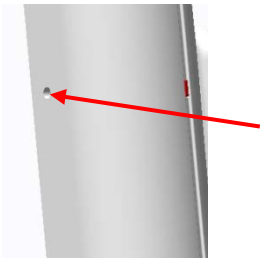






CT#01 – Door/Window Contact / IDC#01 – Door Window Contact

Place battery into the door/window contact. Wait for LED to turn on. Press and release the programming button.



RC#01 – Remote Control Fob

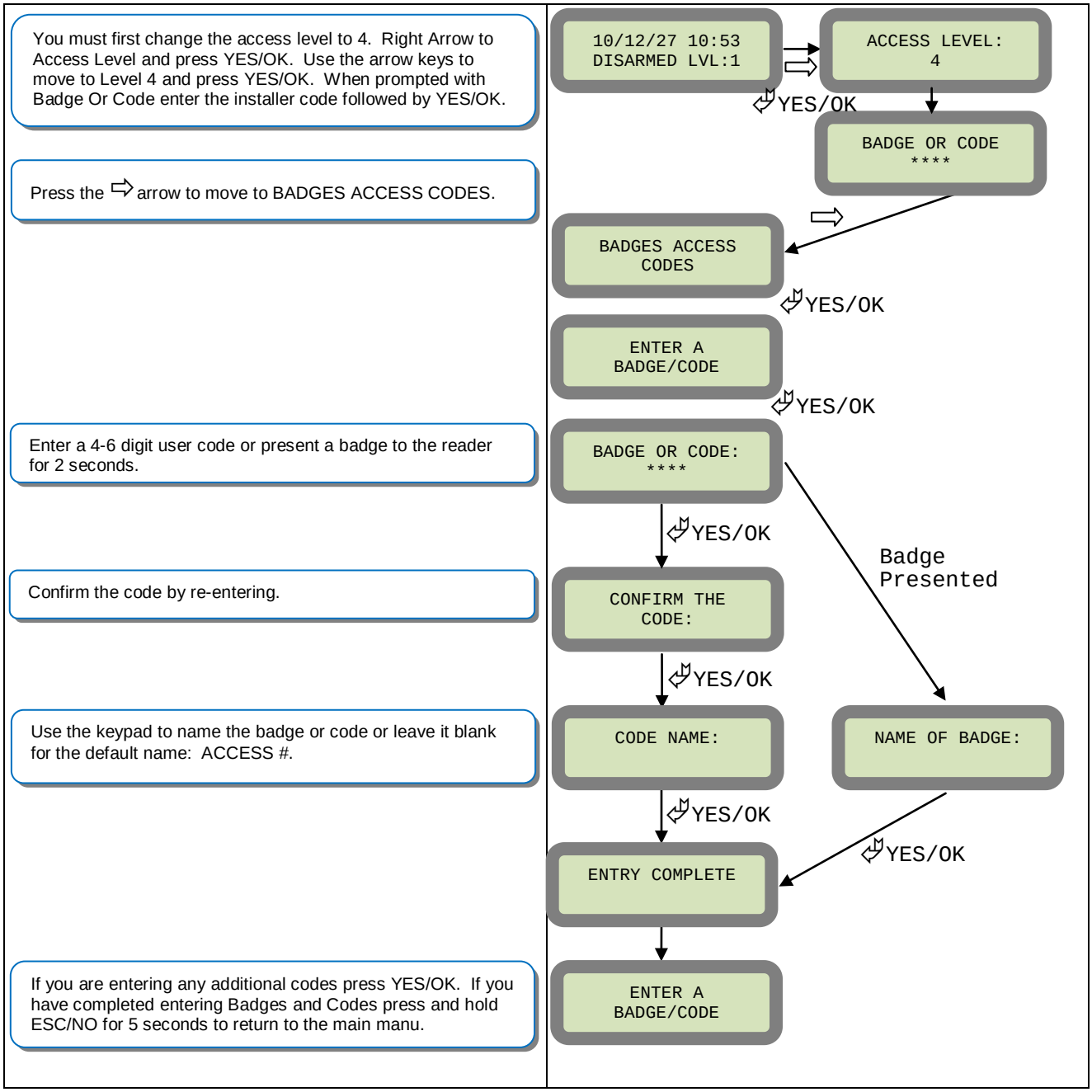
Press and hold the ON and OFF keys at the same time for 5 counts of Mississippi and release.

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.

Reserved codes	Reserved codes	Reserved codes
000000	From 9998 to 9999	All codes +1
	From 99998 to 99999	All codes +2
	From 999898 to 999999	All codes -1
	From 314157 to 314159	All codes – 2

A total of 186 codes are forbidden	
Access level	**Definition & rights**
LVL1	**Stand by level**
LVL2	**Restricted USER** level where it is only possible to arm/disarm the system.
LVL3	**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.
LVL4	**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.

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.

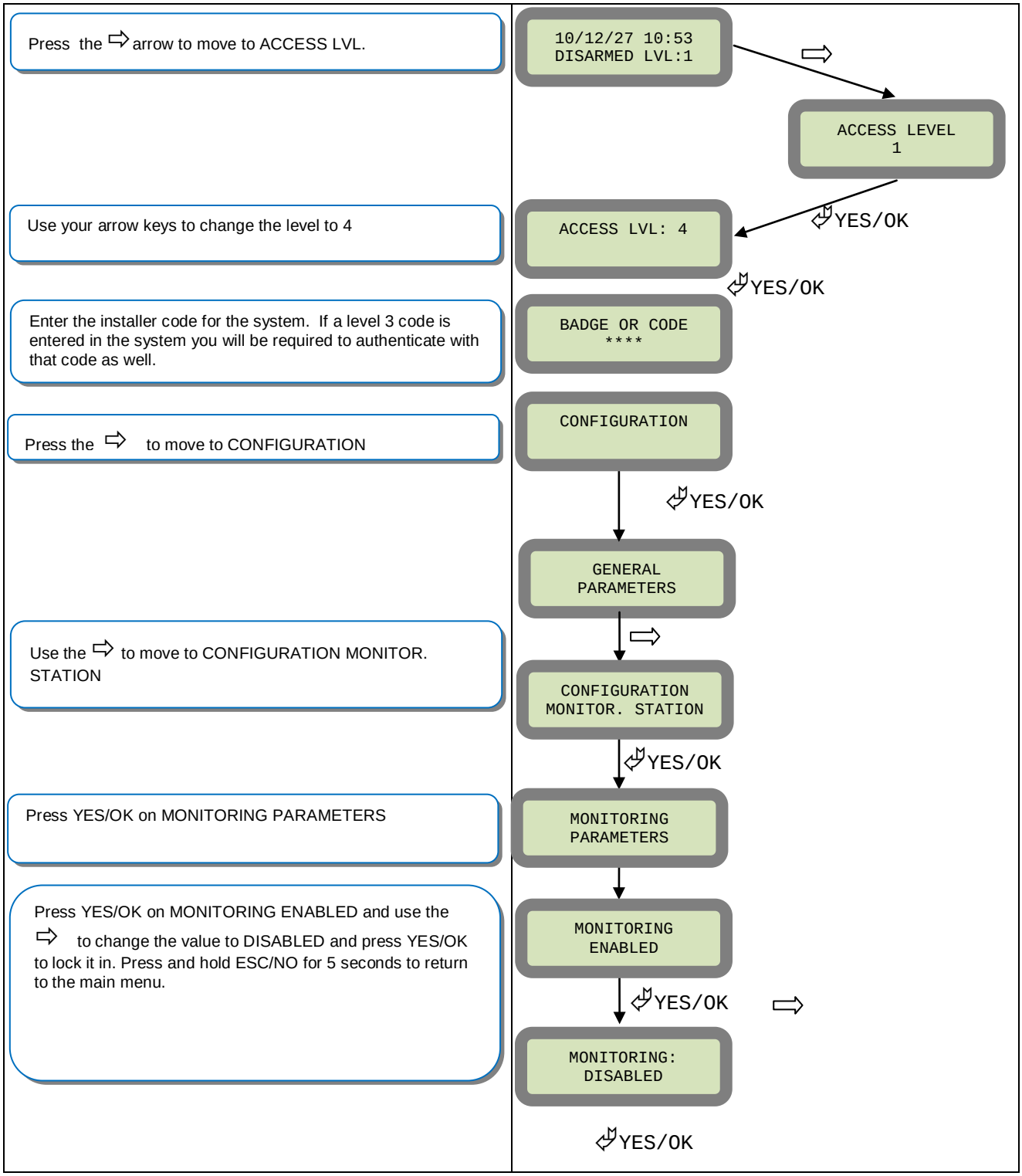
Press the [YES/OK] key after this configuration step. The system will then display what siren mode will be in effect for this special profile. Select the siren mode using the direction arrows then press [YES/OK].

D	Disarmed
P	Perimeter Devices Only (devices must be programmed)
E	External Devices Only (devices must be programmed)

Siren	Immediate triggering of all sirens
Delay beeps	Entry/Exit delay beeps, then triggering of the sirens
Silent	No Sirens, No Beeps
Without Siren	Beeps on the keypad only

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.



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:**

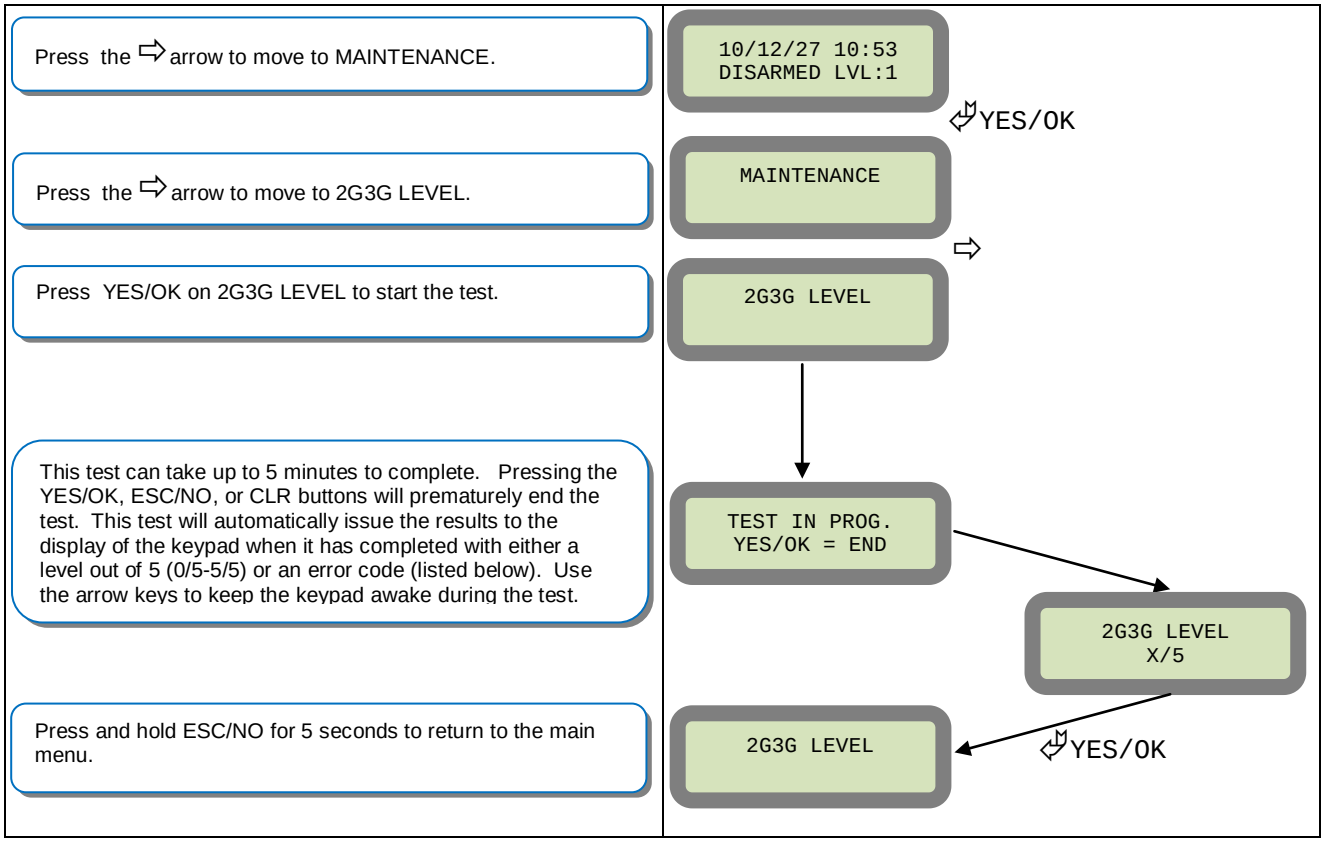
  1. **"Auto" Mode -** We recommend this mode. If main powered, the panel will be connected constantly to the local Network. In case of an alarm, the alarm will be sent in few seconds to the monitoring station. When the main power is cut, the Ethernet module will switch off after a delay (DELAY BEFORE 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

Codes	Action
999999	**Maintenance request - 2G3G transmission**
999996	**Maintenance request - Ethernet transmission**
999995	**Displays local IP address assigned to the control panel:** **If the DHCP mode is deactivated : the static local IP of the panel will be displayed** (defined in the ETHERNET menu – 7) **If the DHCP is activated:** • If the panel is not in transmission then 0.0.0.0 will be displayed • If the panel is in transmission (the RJ45 led will be flashing) then the dynamic IP of the panel will be displayed.
999991	**Sends a test alarm to IP1 Address (Primary alarm receiver)** 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.
999997	**Displays external power supply status**

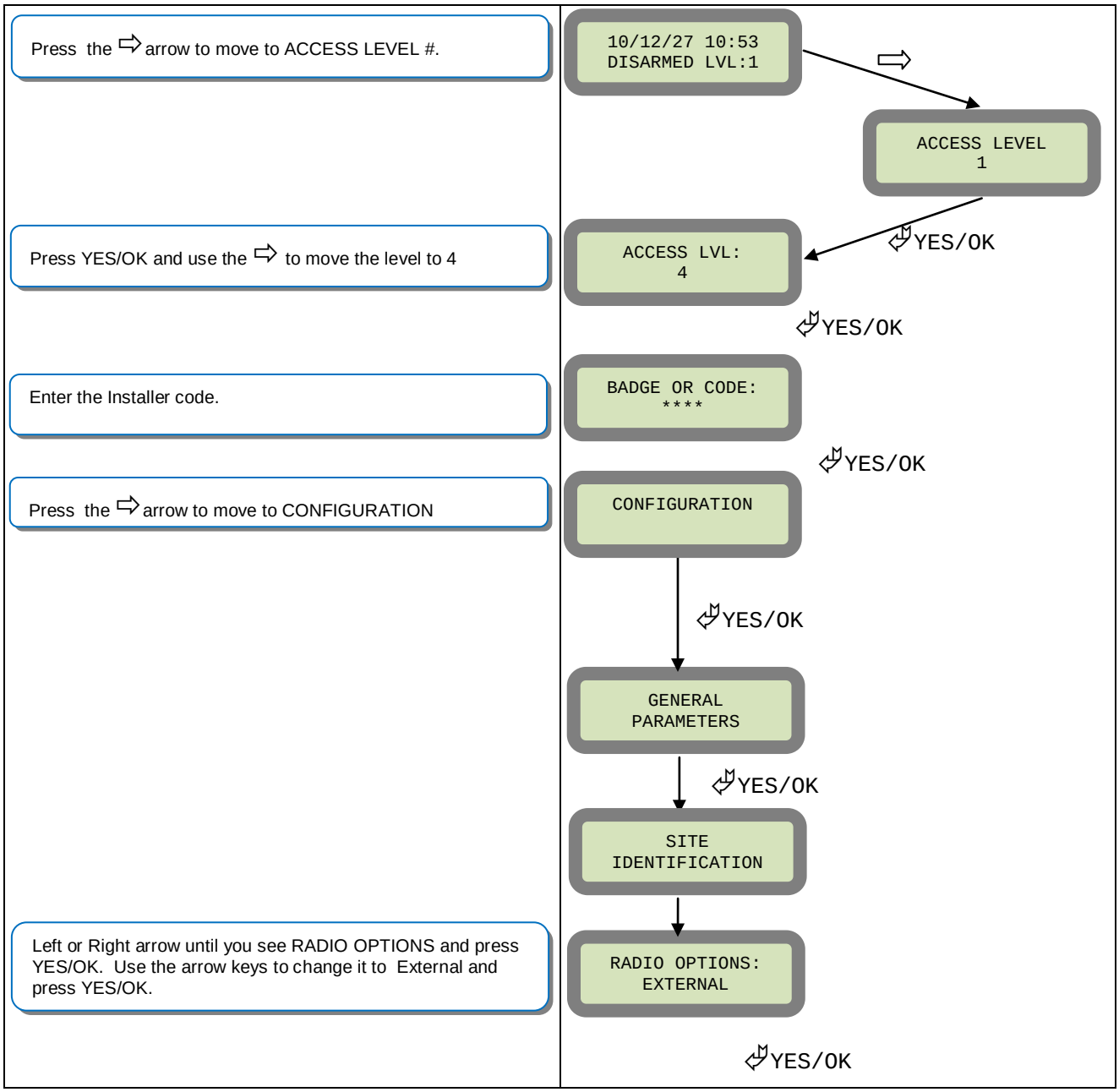
Before the system is mounted you will need to check the 2G3G level to make sure it is adequate. If the level is 3/5 or better you can mount the control panel in that location.

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



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.



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 ⇨ arrow to move to MAINTENANCE

Press the ⇦ arrow to move to DEVICE LOCATING

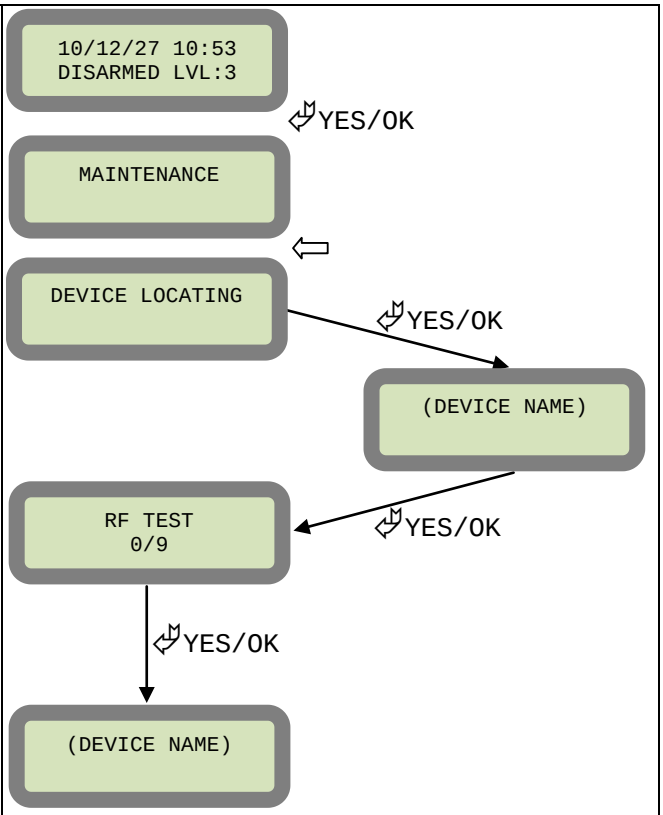
Press YES/OK on DEVICE LOCATING to get to the list of devices. Use the arrow keys to find the device you would like to run the test for.

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.

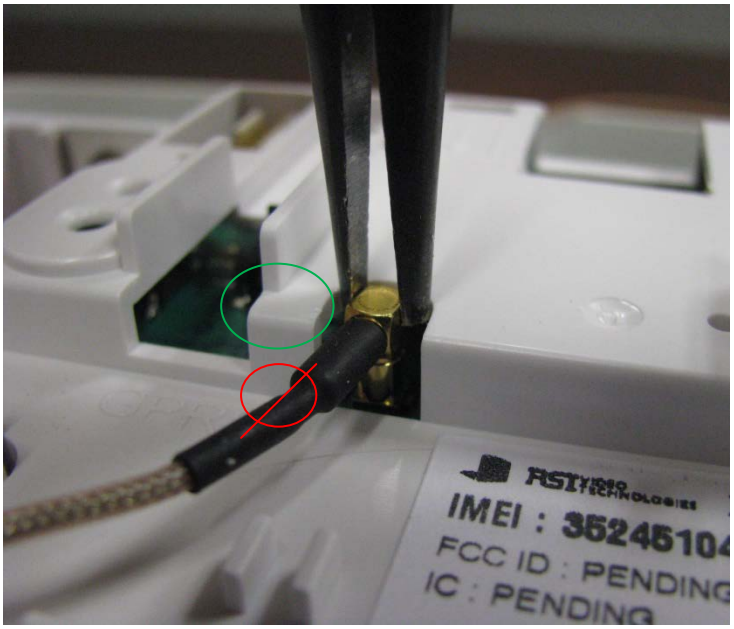


NOTE: To insure proper operation of the system you must get 9/9 with each device before mounting.

2G3G Antenna Connection

! WARNING !

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

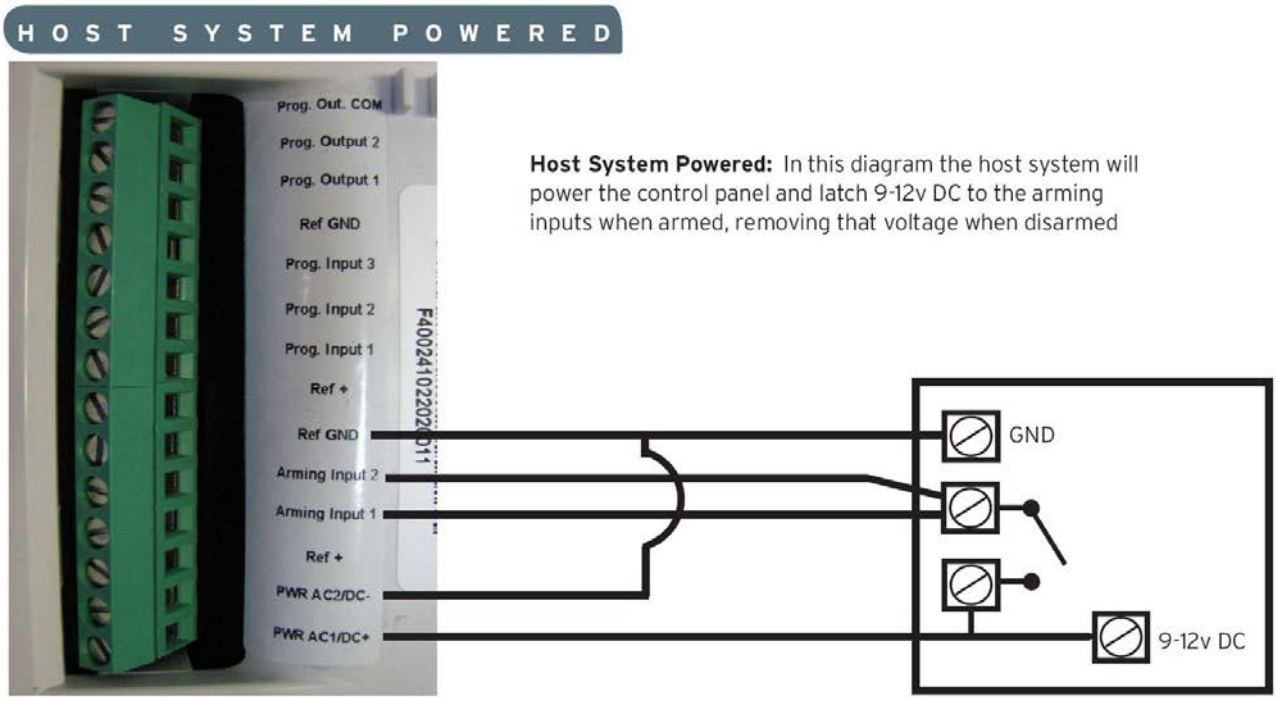


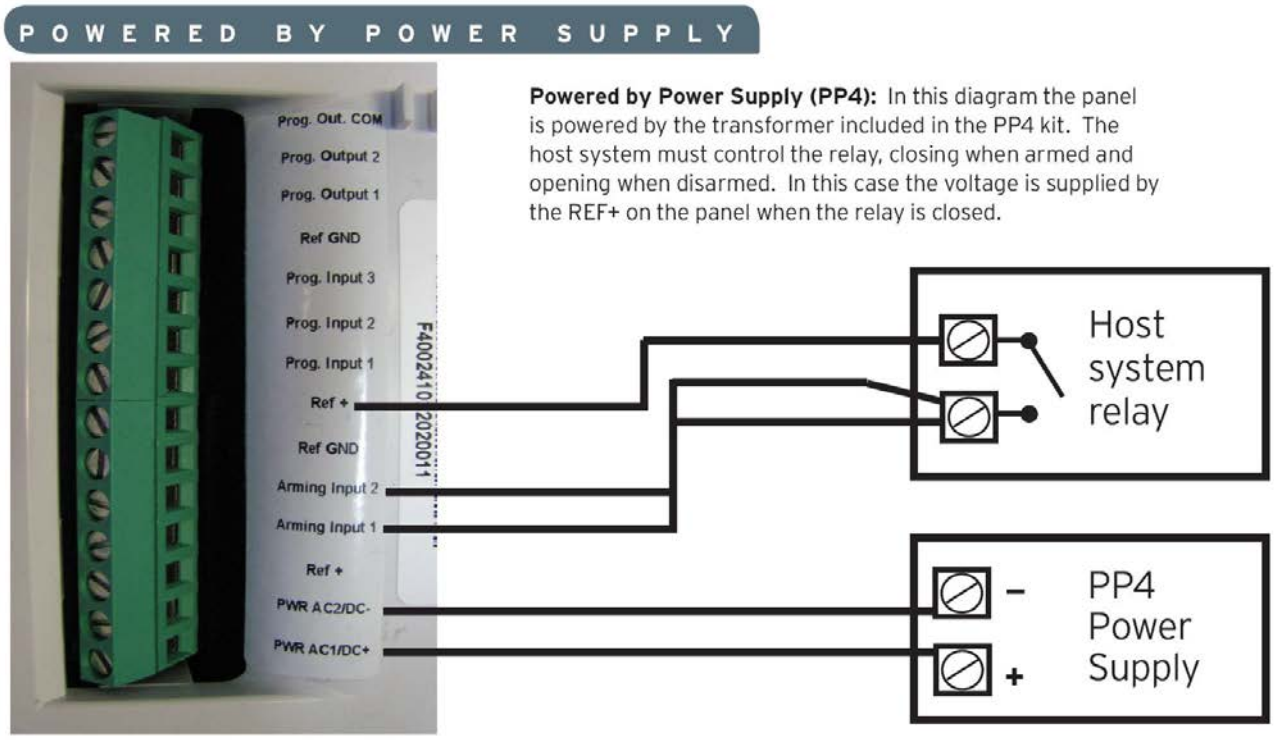
Using needle nose pliers, be sure to only grab the connector and pull directly up

XT-IP Power Chart

Parameters		Values		Units
		Min.	Max.	
Power	Voltage	9	15	VAC or VDC
	Current	2	/	A
Ref +	Voltage	3.5	16	VDC
	Current		50	mA
Arming Inputs 1&2 Prog. Inputs 1,2&3	Entry Inactive Voltage		~1.0	VDC
	Entry Active Voltage	~1.4	15	VDC
	Current	1.5	3	mA
Outputs 1&2	Switching Voltage		220VDC/250VAC	VAC or VDC
	Switching Current		4	A
	Switching Power		120	VA

Arming Input Wiring Diagram



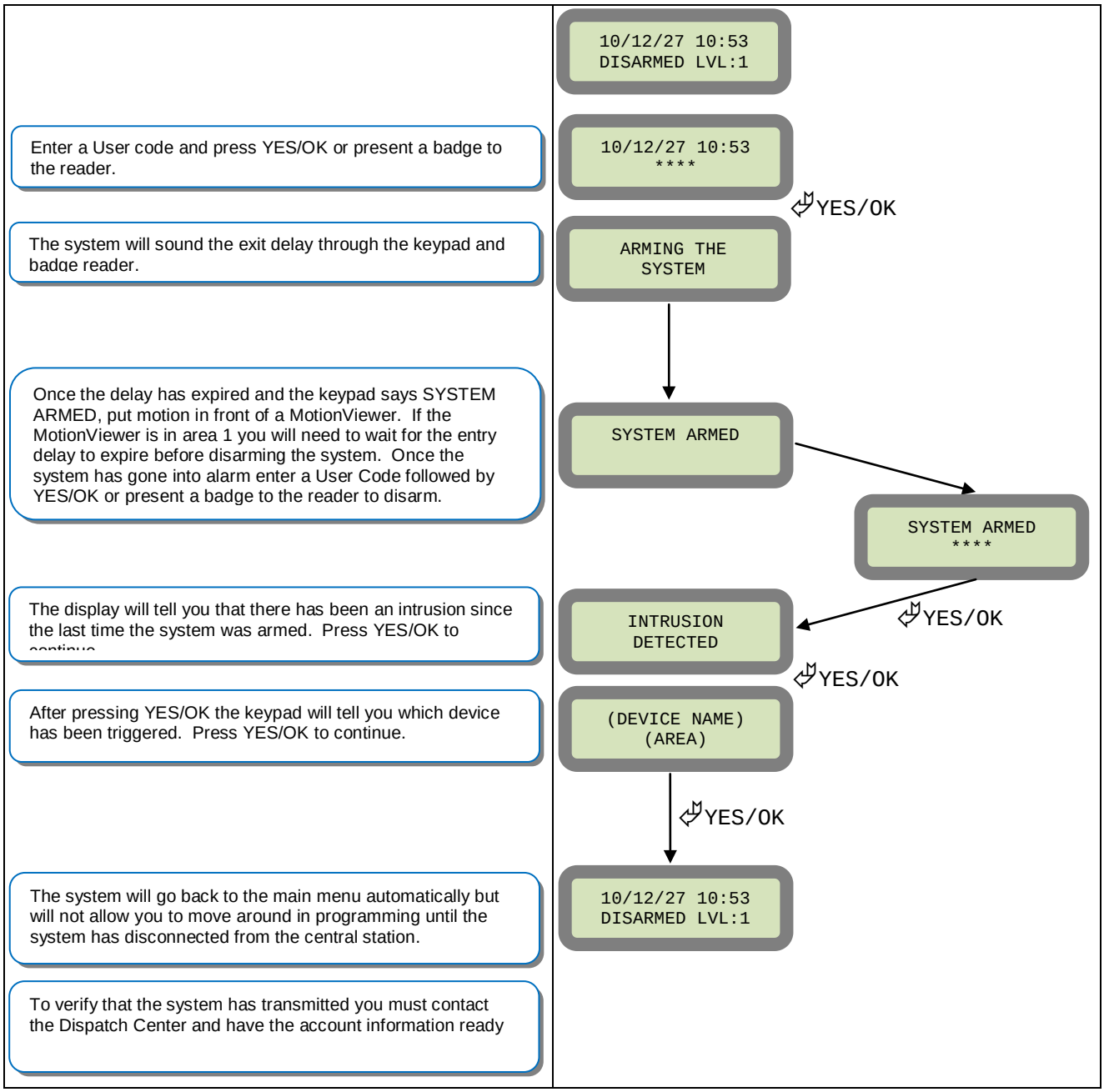


When in the 'Arm From Host' mode the Videofied system will only arm and disarm when 9-12v is supplied and sustained. When both arming inputs are supplied voltage at the same time the Videofied Keypad display will show 'SYSTEM ARMED. When only one arming input is supplied voltage the Videofied Keypad 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

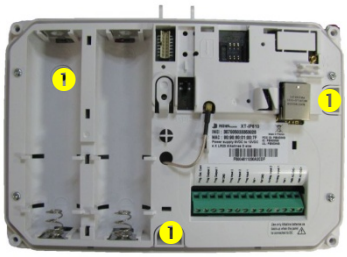
Testing to the dispatch is done twice during installation. Once while you are programming the system and then again once the installation has been completely finished. Although both will use the same steps the initial test will be just confirmation using one device to verify the programming.



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.

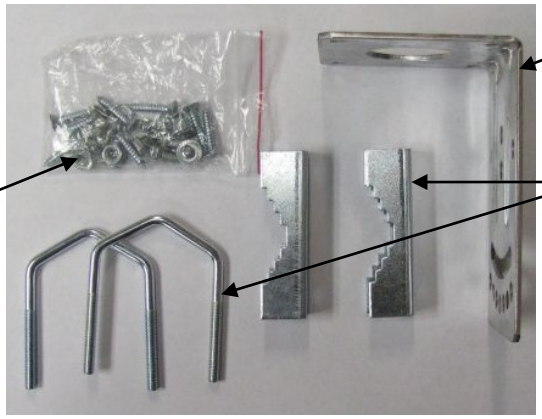
How to mount the XT-IP

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

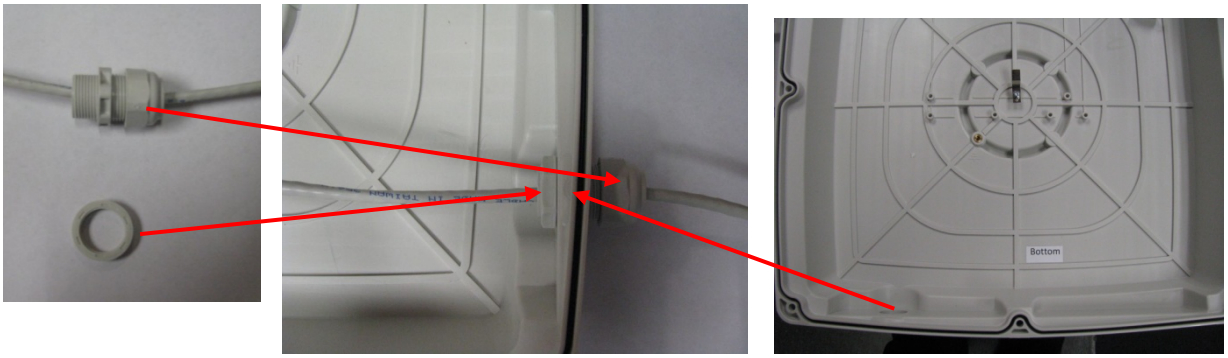


How to Mount the XTO-IP

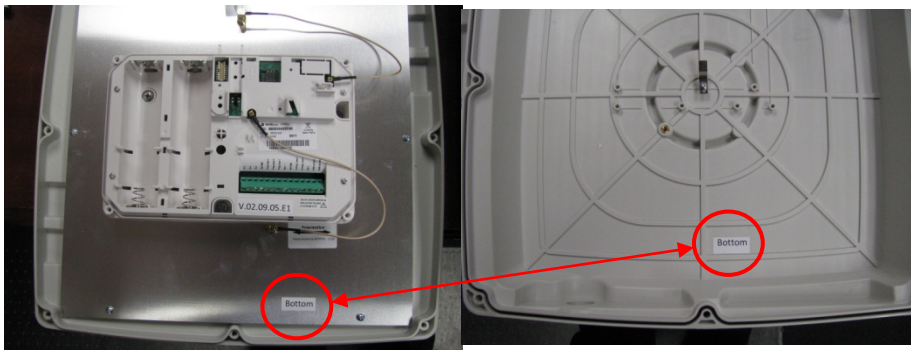
Included Mounting Hardware:



1. Install the Weather Resistant Wire Port.



2. Place the cover on the base.

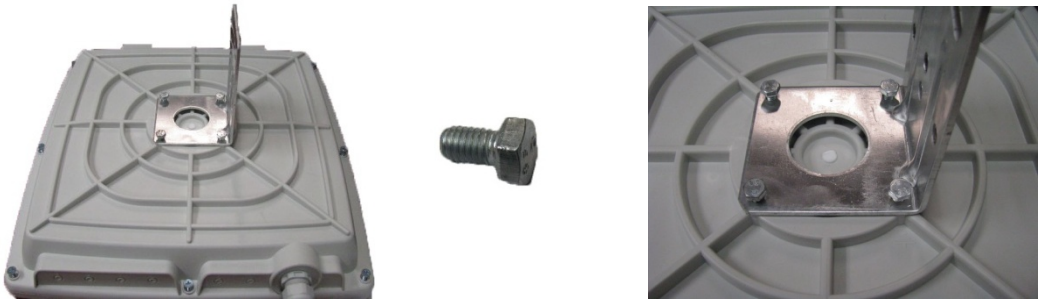


1. When closing the cover be sure to line up the two BOTTOM stickers face to face.
2. Be Careful not to slide the cover on. Instead come straight down in order to have the cover tamper properly seat.

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

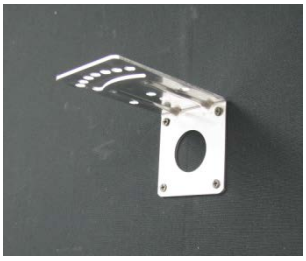
NOTE: To ensure proper functioning and to keep the case water proof you must mount the panel with the wire channel facing down.

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.



The following application notes are available on http://support.videofied.com:

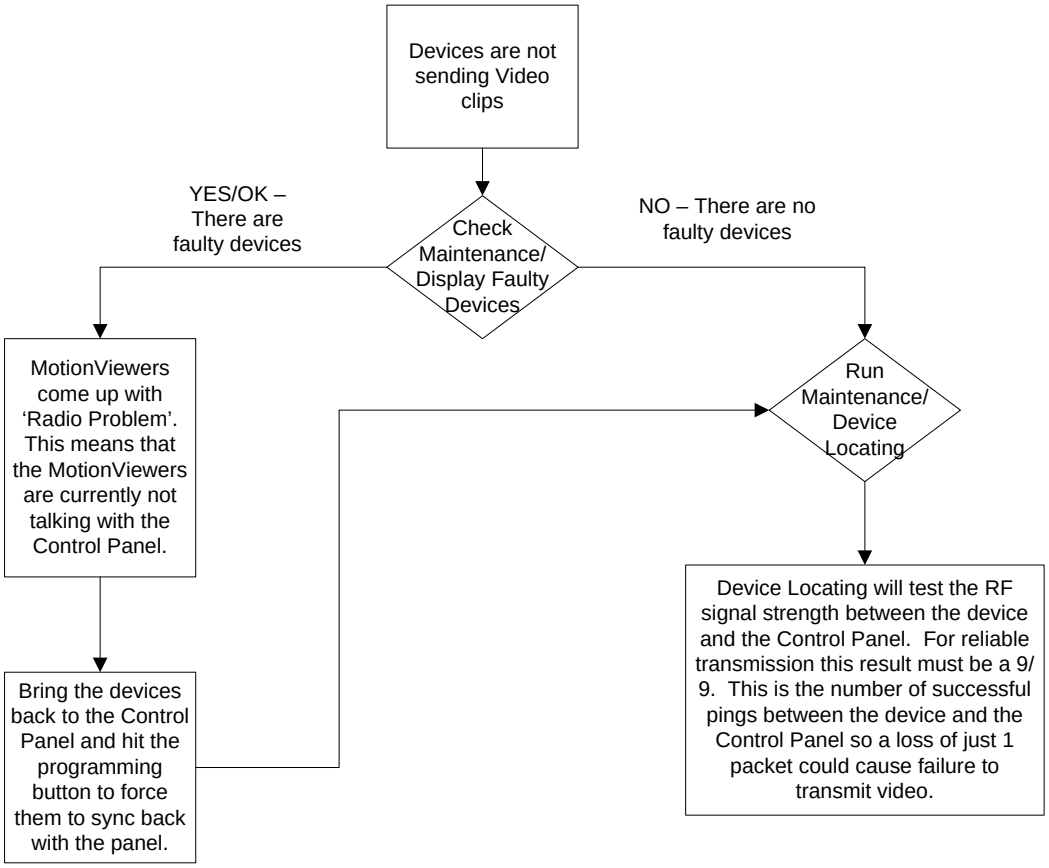
Direct Bypass Configuration
Programmable Input Configuration
Programmable Output Configuration
Partitioning Configuration
Chime Configuration
System Status Configuration
Scheduling Configuration
Ringtone Configuration
Videofied Remote (Smartphone app) Configuration
Ringtone Configuration

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 with-in 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.

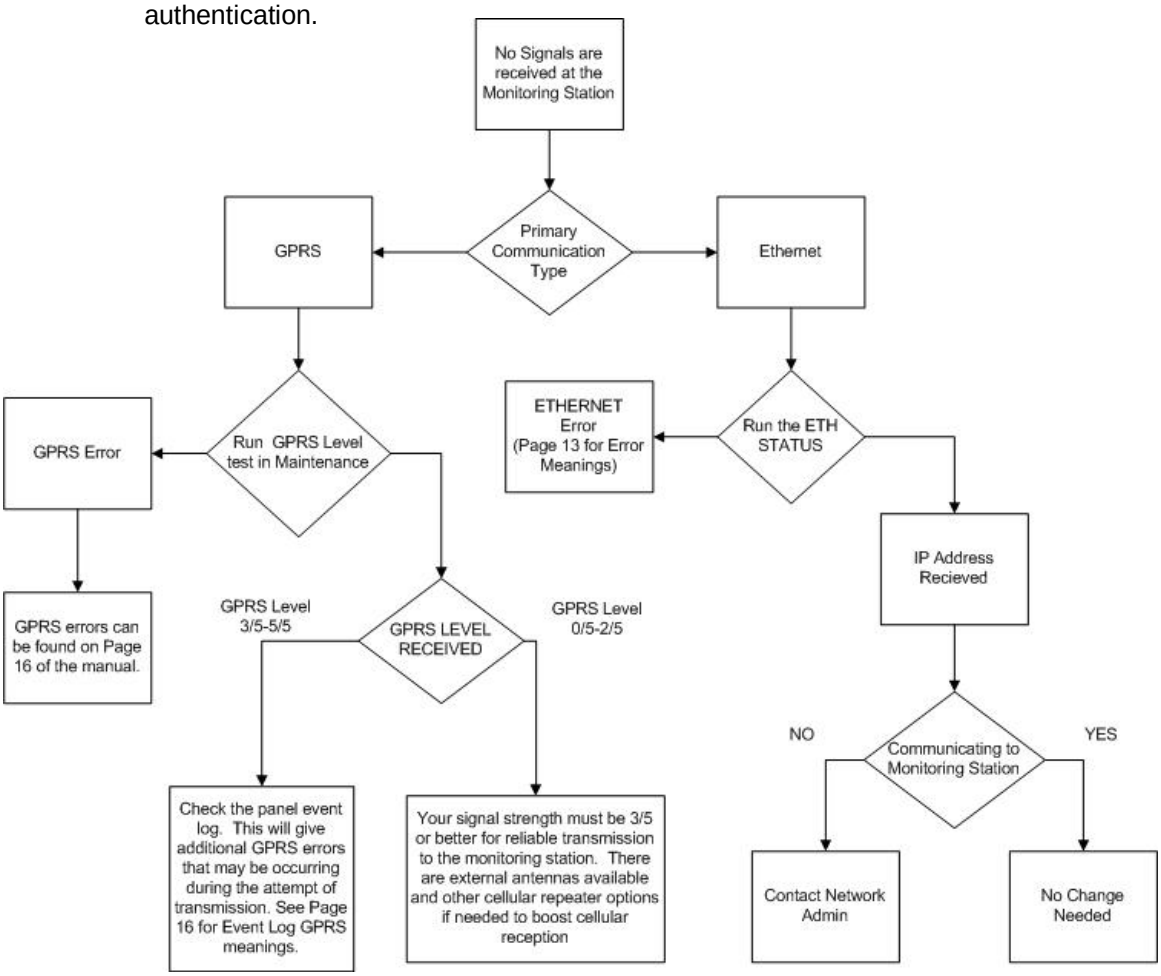


Important Note: Videofied will only automatically download the first MotionViewer video that is taken and only if this is the primary event or reason for the panel connecting with the monitoring station. If the account is on test you will only ever get the first video downloaded. If you are only getting 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.



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)

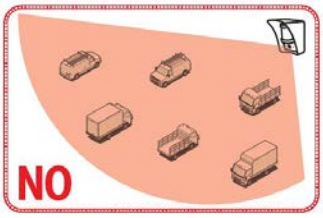
For the 4-button remote keyfobs the process is slightly different:

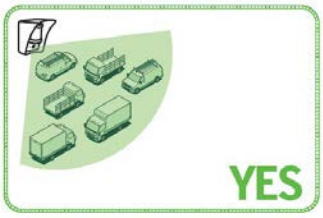
- 1. Press and hold the 'ON' and 'OFF' keys at the same time for 12 seconds
- 2. Wait 1 second
- 3. Press and hold the 'ON' and 'OFF' keys at the same time for 5 seconds, you should hear 4 beeps from the keyfob.

Outdoor MotionViewer Trips All the Time:

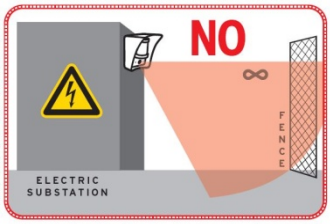
It is important to follow these basic installation tips when mounting and aiming an outdoor MotionViewer

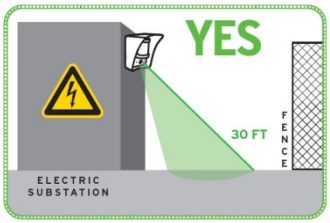
- 1. Protect your assets, not the whole area.
  - Secure specific assets or clusters of assets rather than cover a large area where the range of the MotionViewer might extend beyond the assets and detect irrelevant objects.





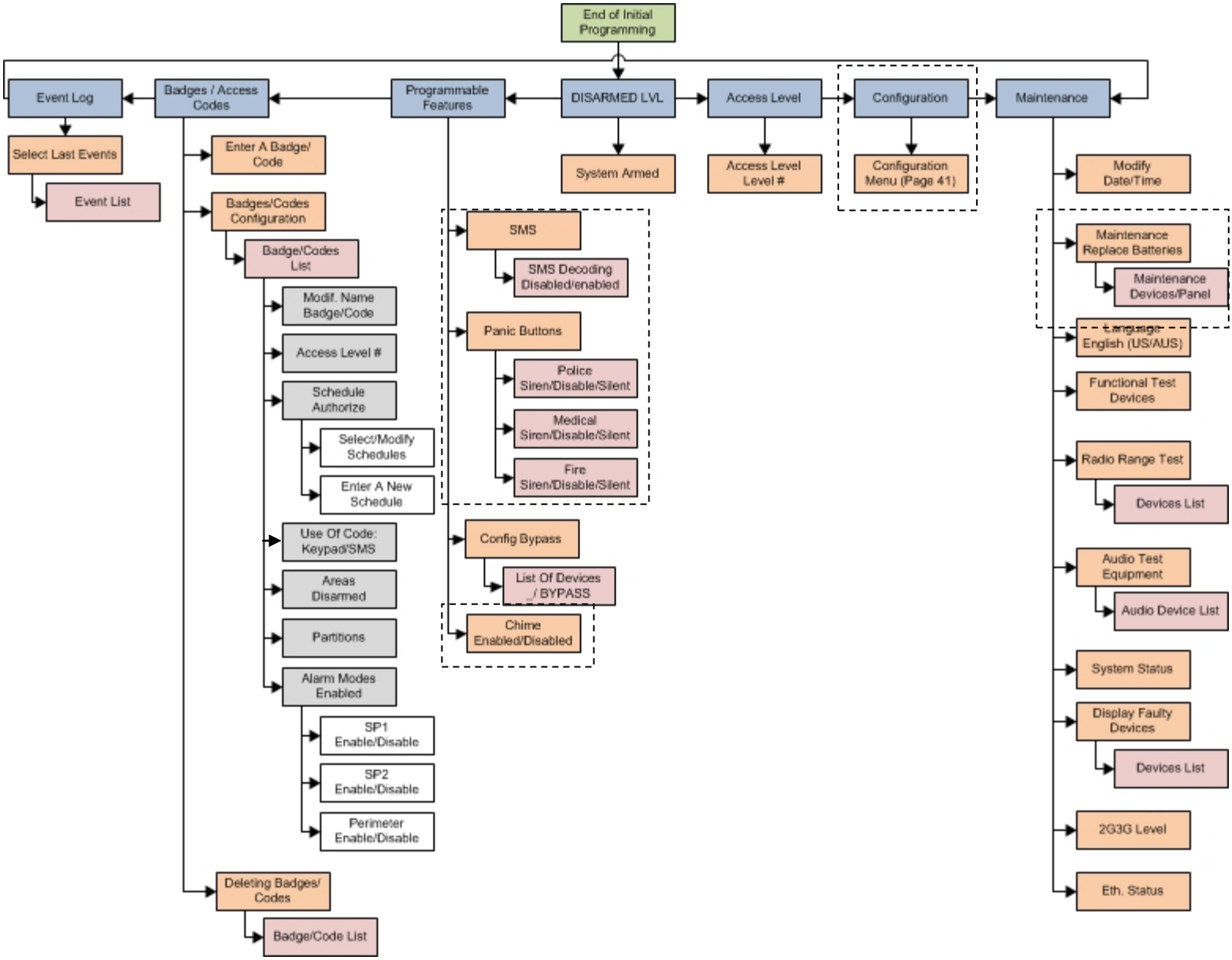
- 2. Terminate the view of the MotionViewer.
  - Make sure to tilt the MotionViewer down 5-7° so that its top line of sight terminates into the ground. Taking into account all three elements; PIR, digital video camera, and infrared illuminators – you will want to terminate the view of the MotionViewer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

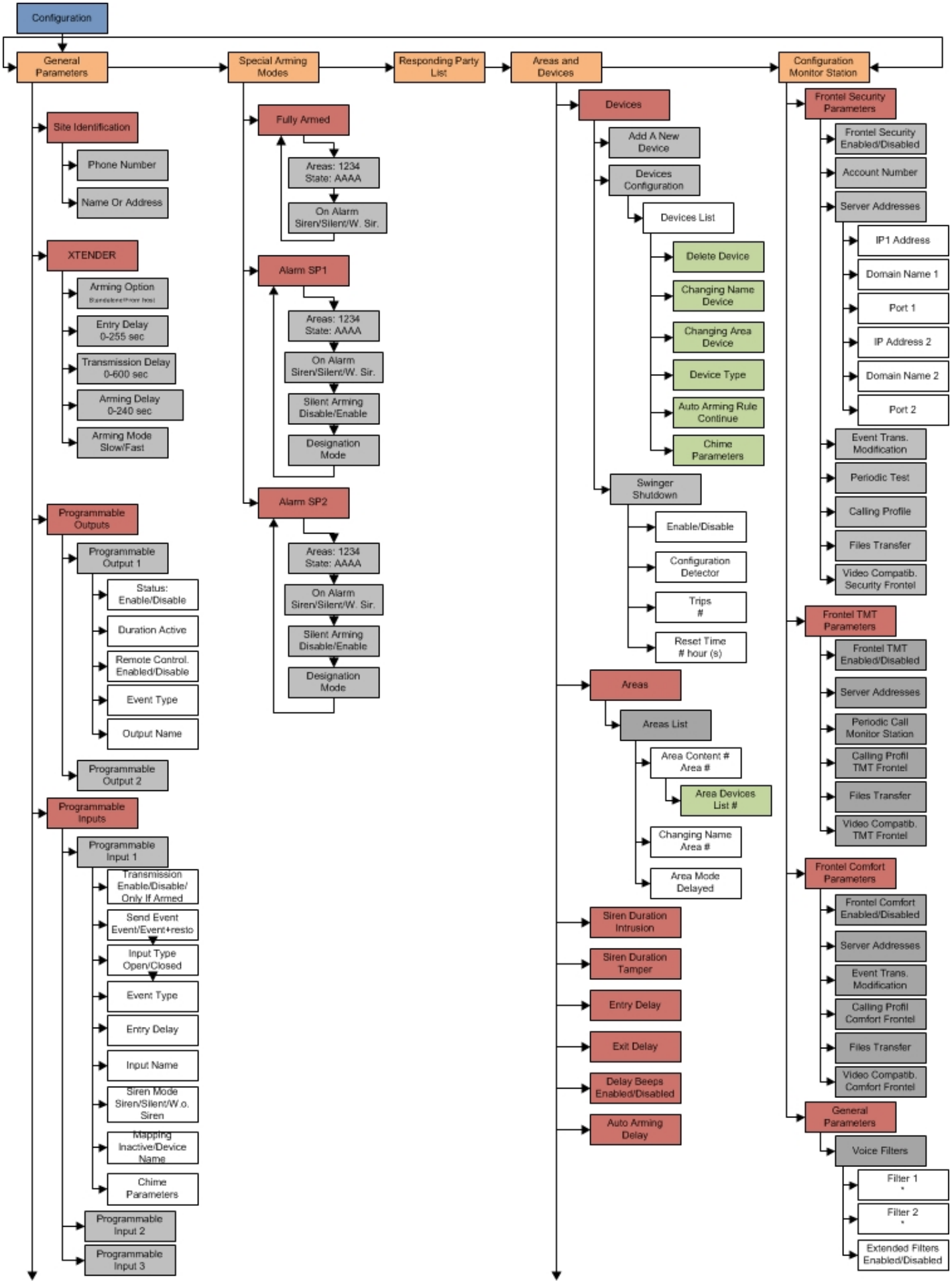


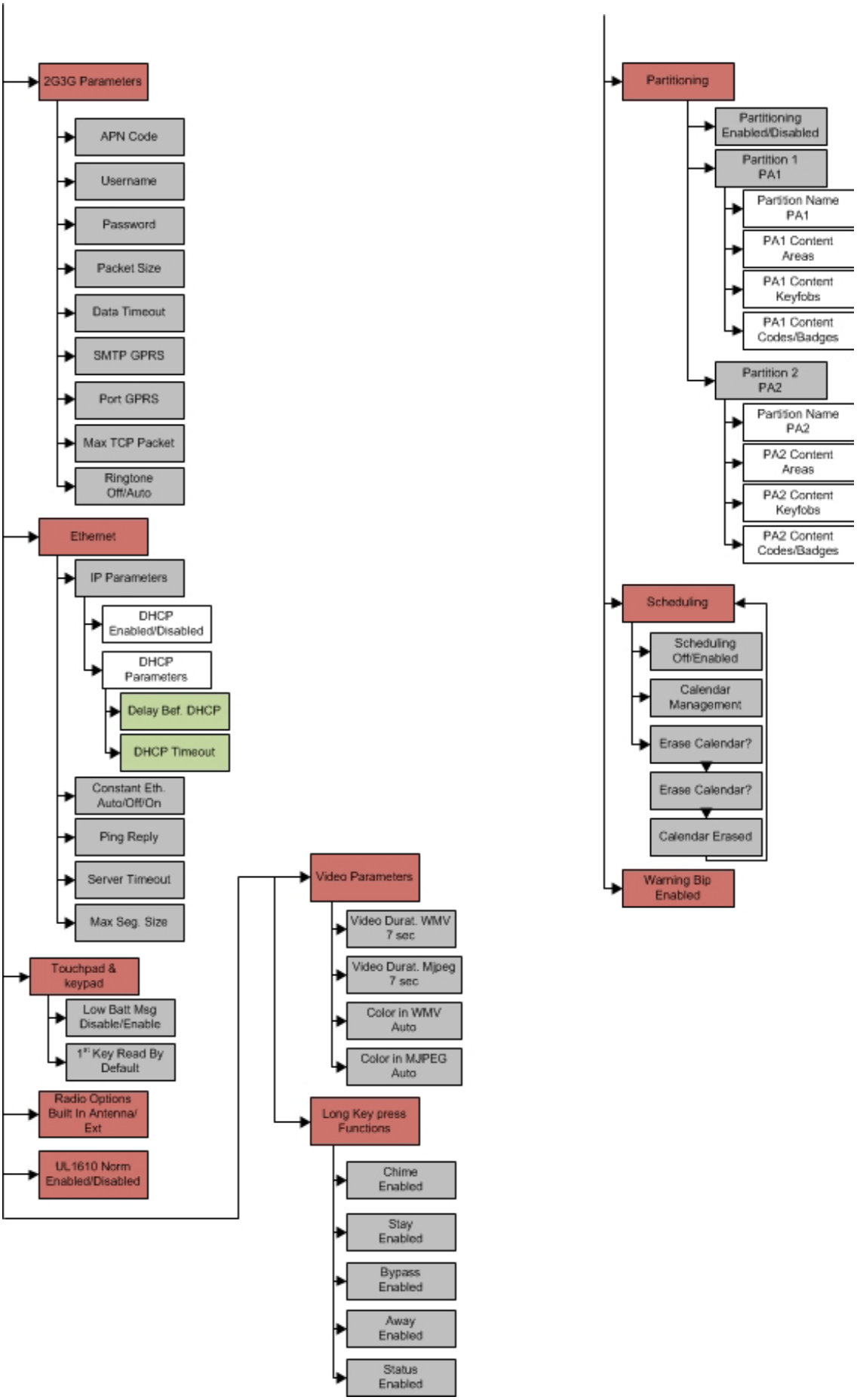


XT-IP -SERIES 'AFTER INITIAL PROGRAMMING' FLOW CHART

Parameters are only available in Access Level 4




Configuration
General Parameters
Special Arming Modes
Responding Party List
Areas and Devices
Configuration Monitor Station
Site Identification
Phone Number
Name Or Address
XTENDER
Arming Option
Entry Delay 0-255 sec
Transmission Delay 0-600 sec
Arming Delay 0-240 sec
Arming Mode Slow/Fast
Programmable Outputs
Programmable Output 1
Status: Enable/Disable
Duration Active
Remote Control. Enabled/Disable
Event Type
Output Name
Programmable Output 2
Programmable Inputs
Programmable Input 1
Transmission Enable/Disable/ Only If Armed
Send Event Event/Event+resto
Input Type Open/Closed
Event Type
Entry Delay
Input Name
Siren Mode Siren/Silent/W.o. Siren
Mapping Inactive/Device Name
Chime Parameters
Programmable Input 2
Programmable Input 3
Fully Armed
Areas: 1234 State: AAAA
On Alarm Siren/Silent/W. Sir.
Alarm SP1
Areas: 1234 State: AAAA
On Alarm Siren/Silent/W. Sir.
Silent Arming Disable/Enable
Designation Mode
Alarm SP2
Areas: 1234 State: AAAA
On Alarm Siren/Silent/W. Sir.
Silent Arming Disable/Enable
Designation Mode
Devices
Add A New Device
Devices Configuration
Devices List
Delete Device
Changing Name Device
Changing Area Device
Device Type
Auto Arming Rule Continue
Chime Parameters
Swinger Shutdown
Enable/Disable
Configuration Detector
Trips #
Reset Time # hour (s)
Areas
Areas List
Area Content # Area #
Area Devices List #
Changing Name Area #
Area Mode Delayed
Siren Duration Intrusion
Siren Duration Tamper
Entry Delay
Exit Delay
Delay Beeps Enabled/Disabled
Auto Arming Delay
Frontel Security Parameters
Frontel Security Enabled/Disabled
Account Number
Server Addresses
IP1 Address
Domain Name 1
Port 1
IP Address 2
Domain Name 2
Port 2
Event Trans. Modification
Periodic Test
Calling Profile
Files Transfer
Video Compatib. Security Frontel
Frontel TMT Parameters
Frontel TMT Enabled/Disabled
Server Addresses
Periodic Call Monitor Station
Calling Profil TMT Frontel
Files Transfer
Video Compatib. TMT Frontel
Frontel Comfort Parameters
Frontel Comfort Enabled/Disabled
Server Addresses
Event Trans. Modification
Calling Profil Comfort Frontel
Files Transfer
Video Compatib. Comfort Frontel
General Parameters
Voice Filters
Filter 1 *
Filter 2 *
Extended Filters Enabled/Disabled


2G3G Parameters
APN Code
Username
Password
Packet Size
Data Timeout
SMTP GPRS
Port GPRS
Max TCP Packet
Ringtone Off/Auto
Ethernet
IP Parameters
DHCP Enabled/Disabled
DHCP Parameters
Delay Bef. DHCP
DHCP Timeout
Constant Eth. Auto/Off/On
Ping Reply
Server Timeout
Max Seg. Size
Touchpad & keypad
Low Batt Msg Disable/Enable
1st Key Read By Default
Radio Options Built In Antenna/ Ext
UL1610 Norm Enabled/Disabled
Video Parameters
Video Durat. WMV 7 sec
Video Durat. Mjpeg 7 sec
Color in WMV Auto
Color in MJPEG Auto
Long Key press Functions
Chime Enabled
Stay Enabled
Bypass Enabled
Away Enabled
Status Enabled
Partitioning
Partitioning Enabled/Disabled
Partition 1 PA1
Partition Name PA1
PA1 Content Areas
PA1 Content Keyfobs
PA1 Content Codes/Badges
Partition 2 PA2
Partition Name PA2
PA2 Content Areas
PA2 Content Keyfobs
PA2 Content Codes/Badges
Scheduling
Scheduling Off/Enabled
Calendar Management
Erase Calendar?
Erase Calendar?
Calendar Erased
Warning Bip Enabled

Addendum

1. LSH20 Control Panel Batteries:

Primary lithium battery
LSH 20

3.6 V Primary lithium-thionyl chloride ($Li\text{-}SOCl_2$)
High power
D-size spiral cell

Cell size references		UM1 – R20 – D
Electrical characteristics		
(typical values relative to cells stored for one year or less at + 30°C max.)		
Nominal capacity *(at 15 mA + 20°C 2.0 V cut off. The capacity restored by the cell varies according to current drain, temperature and cut off)*		13.0 Ah
Open circuit voltage	(at + 20°C)	3.67 V
Nominal voltage	(at 2 mA + 20°C)	3.6 V
Pulse capability: Typically up to 4000 mA *(4000 mA/0.1 second pulses, drained every 2 mn at + 20°C from undischarged cells with 10 µA base current, yield voltage readings above 3.0 V. The readings may vary according to the pulse characteristics, the temperature, and the cell's previous history. Fitting the cell with a capacitor may be recommended in severe conditions. Consult Saft)*		
Maximum recommended continuous current *(to maintain cell heating within safe limits. Battery packs may imply lower level of maximum current and may request specific thermal protection. Consult Saft)*		1800 mA
Storage	*(recommended)* *(for more severe conditions, consult Saft)*	+ 30°C (+ 86°F) max
Operating temperature range *(Operation above ambient T may lead to reduced capacity and lower voltage readings at the beginning of pulses. Operation with current continuously above 1 A may restrict upper T range. Consult Saft)*		- 60°C/+ 85°C (- 76°F/+ 185°F)

2. LS14500 Peripheral Batteries: Excludes SE601 and SE651

Primary lithium battery
LS 14500

3.6 V Primary lithium-thionyl chloride ($Li\text{-}SOCl_2$)
High energy density
AA-size bobbin cell

Cell size references		R6 - AA
Electrical characteristics		
(typical values relative to cells stored for one year or less at + 30°C max.)		
Nominal capacity *(at 2 mA + 20°C 2.0 V cut-off. The capacity restored by the cell varies according to current drain, temperature and cut-off)*		2.6 Ah
Open circuit voltage	(at + 20°C)	3.67 V
Nominal voltage	(at 0.2 mA + 20°C)	3.6 V
Pulse capability: Typically up to 280 mA *(280 mA/0.1 second pulses, drained every 2 mn at + 20°C from undischarged cells with 10 µA base current, yield voltage readings above 3.0 V. The readings may vary according to the pulse characteristics, the temperature, and the cell's previous history. Fitting the cell with a capacitor may be recommended in severe conditions. Consult Saft)*		
Maximum recommended continuous current *(Higher currents possible, consult Saft)*		70 mA
Storage	(recommended) (for more severe conditions, consult Saft)	+ 30°C (+ 86°F) max
Operating temperature range *(Operation above ambient T may lead to reduced capacity and lower voltage readings at the beginning of pulses. Consult Saft)*		- 60°C/+ 85°C (- 76°F/+ 185°F)

3. Lithium Battery Storage:

Storage

- The storage area should be clean, cool *(preferably not exceeding + 30°C)*, dry and ventilated.

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)*.

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

Log Code	Meaning
Ethernet Off	Ethernet interface is OFF
Ethernet On	Ethernet interface is ON
Ethernet (0)	Ethernet Error
Ethernet (1)	No DCHP reply (after MAX DHCP RETRY)
Ethernet (2)	No Frontel reply (after TIMEOUT SERVER)
Ethernet (255)	Ethernet communication success
Ethernet Lost	No Ethernet cable detected
Ethernet Returned	Ethernet cable restored

6. Additional System Codes

Codes	Action
999999	**Maintenance request - 2G3G transmission**
999996	**Maintenance request - Ethernet transmission**
999995	**Displays local IP address assigned to the control panel:** **If the DHCP mode is deactivated : the static local IP of the panel will be displayed** (defined in the ETHERNET menu – 7) **If the DHCP is activated:** • If the panel is not in transmission then 0.0.0.0 will be displayed • If the panel is in transmission (the RJ45 led will be flashing) then the dynamic IP of the panel will be displayed.
999991	**Sends a test alarm to IP1 Address (Primary alarm receiver)** 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.
999997	**Displays external power supply status**

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.