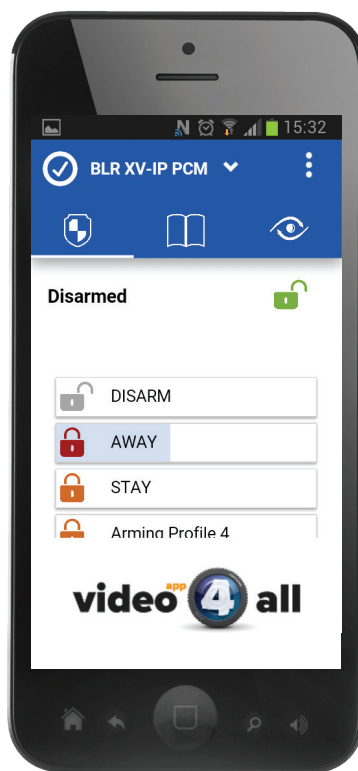
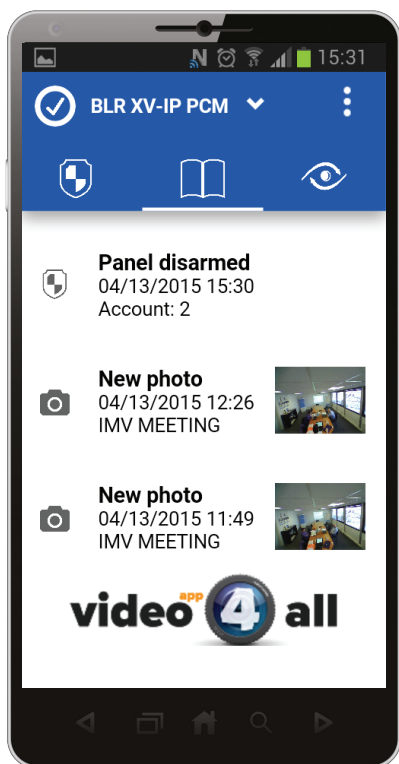




ALARM PANEL SETUP FOR MONITORING SMARTPHONE APP

DOC. - REF. 2413-MON PCM
MODIF. DATE : OCTOBER 2015



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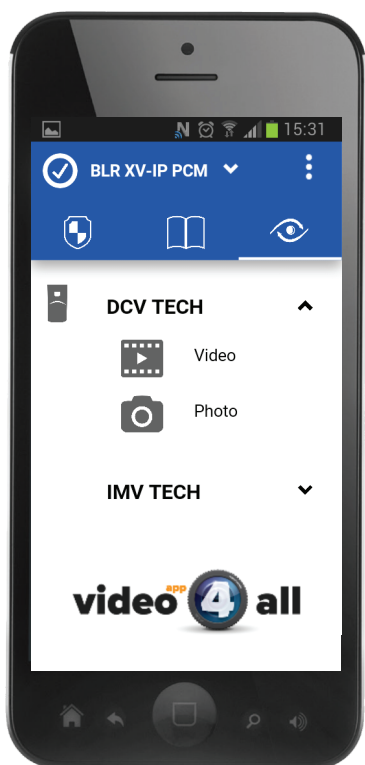


Videofied® alarm panels can communicate with a smartphone application called *Monitoring App*. For the panel to work with this App, you need to do a special set up.

The Monitoring App allows you to arm/disarm the panel remotely and record images from the installation cameras (within the limits of your application subscription).

This smartphone App does not replace a monitoring station.

Alarms occurring on the installation will be processed by a central monitoring station able to respond appropriately.



IMPORTANT:

It is **mandatory** to connect your panel to an external power supply* when using the smartphone app.

In order to check mains supply, enter the following code in the standby menu when the panel is DISARMED : 999997+YES/OK

The Monitoring App is compatible with iOS 6 and Android 4.0.1.

The following document explains how to set up your alarm panel for use with the Self Monitoring App.

Two programming modes are available

SMS mode (page 4)

Connection between the panel and the app server is not constant.

The user smartphone sends an SMS to the panel. When the panel receives the SMS, it connects to the App server.

A SMS enabled SIM card is **mandatory** for SMS mode.

SMS mode **cannot be used as a backup to PCM mode.**

PCM mode (page 8)

PCM mode is only available for Videofied® alarm panels running on firmware version* **04.03.XX.XXX** and later.

In PCM mode, the connection between the panel and the App server is constant as long as the panel is mains powered.

No SMS is sent from the smartphone. The connection is immediate between the App and the panel.

WARNING :

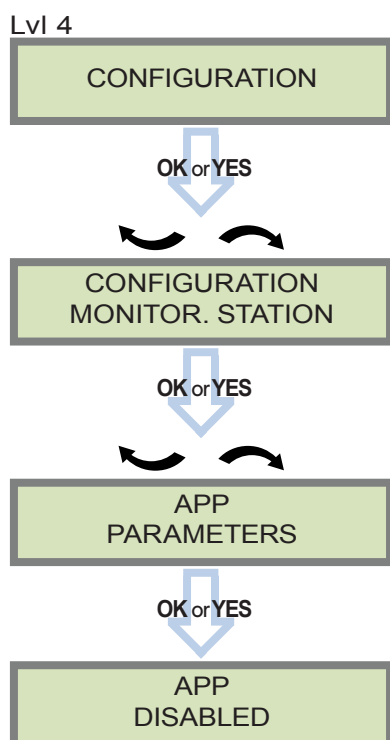
Once the panel has enabled PCM Mode, it will be impossible to use that panel in SMS mode, even if the panel is reset.

* In order to check the firmware version, enter the following code in the standby menu when the panel is DISARMED :
000000+YES/OK



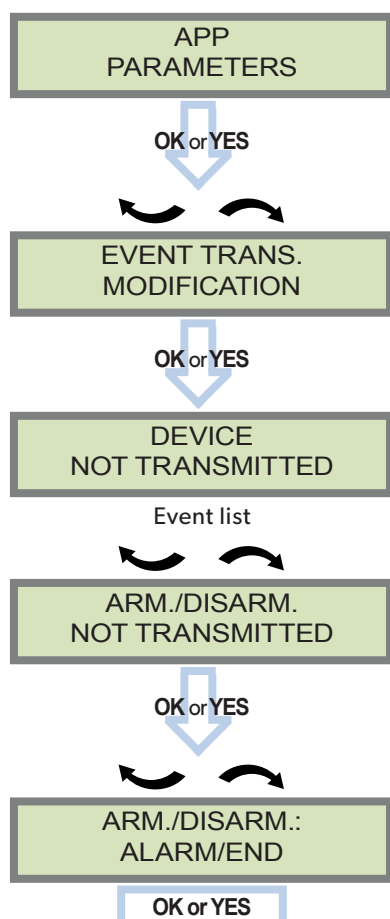
ENABLE APP MODE AND NOTIFICATIONS

Enable APP mode



Set the APP parameter as **ENABLED** to enable the use of the smartphone app with that panel.

Enable Arming/Disarming phone notifications



The user can receive **notifications** on your smartphone everytime the alarm system is **armed** or **disarmed**.

If Arming/Disarming is **enabled** by the dealer or the user through the **APP Web Portal**, you will be able to activate those notifications.

The Arm/Disarm event is set to **NOT TRANSMITTED** by default. Press **OK** or **YES** and use the arrows to change the parameter and **OK** or **YES** to confirm.

When the Arm/Disarm event is set to **ALARM**, the smartphones associated with the alarm panel receive a notification when the system is armed.

When it is set to **ALARM/END**, a notification is received when the system is armed and disarmed (restore signal).



Enter the server connection parameters

Lvl. 4

CONFIGURATION

OK or YES

CONFIGURATION
MONITOR. STATION

OK or YES

APP
PARAMETERS

OK or YES

SERVER
ADDRESSES

OK or YES

IP ADDRESS 3
0.0.0.0



DOMAIN NAME 3
VID-3.VA4A.com



PORT 3
2001

IP ADDRESS 4
0.0.0.0



DOMAIN NAME 4
VID-4.VA4A.com



PORT 4
2002

The App server connected to the panel is called Frontel Comfort or App. Please complete the App server addresses.

The **IP addresses 3 & 4**, **Domain names 3 & 4** and **Port 3 & 4** are given to you by the App provider.

Press **OK** or **YES** to enter/modify the parameter then **OK** or **YES** for validation.

WARNING : You will use either an **IP address** or a **Domain name** but **not both**, leave the **Domain name** blank if an **IP address** has already been entered.

*Main server is IP3 (or DOMAIN NAME 3)/PORT 3.
Back-up server is IP4 (or DOMAIN NAME 4)/PORT 4.*

APP Parameters Menu

All the parameters relevant to the Smartphone App are available in the APP Parameters menu.

All parameters in this menu are set up by default to work with the App with the exception of those detailed in this document.

Make sure however that the following parameters are correctly set up:

CONX/COMFORT and **ARM/COMFORT** in the **FILE TRANSFER -> ARMING FILE** menu should be set to **ENABLED** and not **DISABLED**.



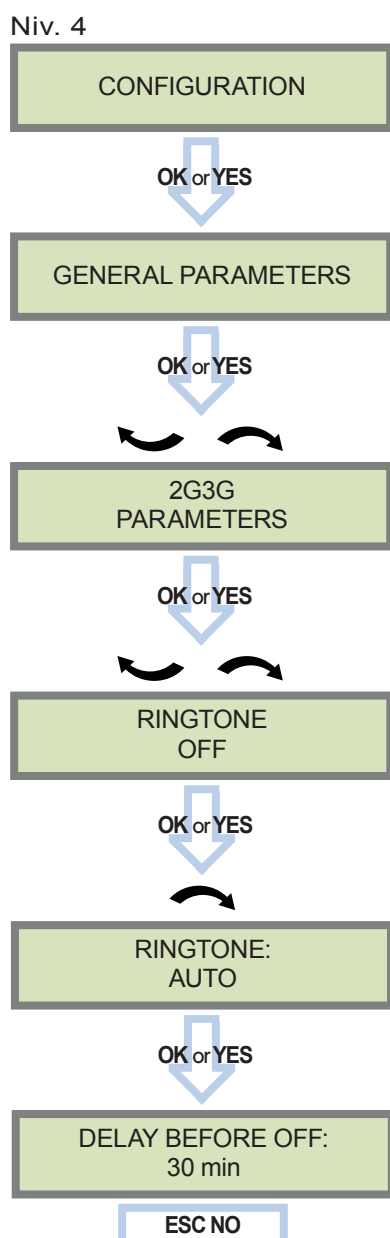
The Smartphone App connects to the alarm panel by sending a SMS, **the installed SIM card must be able to receive SMS.**

By default, the alarm panel GSM module in standby mode is deactivated and cannot receive SMS. You will need to setup the panel to activate the GSM module permanently, this is the Ringtone function. You will also need the enable SMS reception on the panel through the Programmable Features menu.

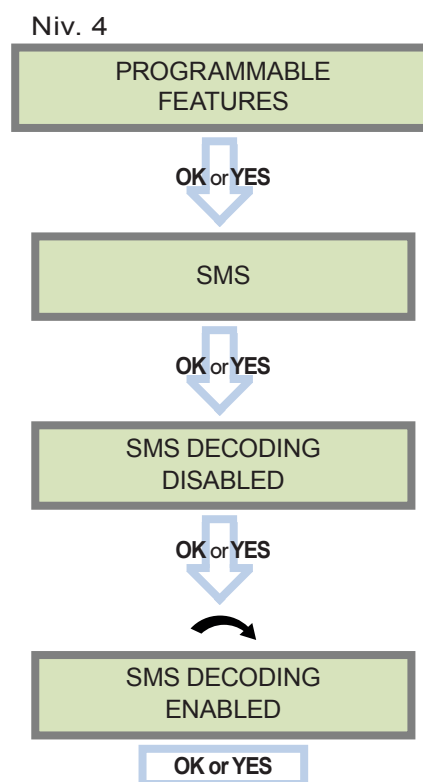
WARNING :

Once the panel has enabled PCM Mode, it will be impossible to use that panel in SMS mode, even if the panel is reset.

Enable Ringtone function



Enable SMS reception



**In order to check Ringtone activation, enter the following code in the standby menu when the panel is DISARMED : 999990+OK.*



Enter a SMS access code

Lvl. 3-4

 BADGES
ACCESS CODES

OK or YES

 ENTER A
BADGE / CODE

OK or YES

BADGE OR CODE

Enter your SMS access code

OK or YES

 RE-ENTER
THE CODE

Confirm then

OK or YES

CODE NAME :

Enter the code name then

OK or YES

Code name
REGISTERED

 ENTER A
BADGE / CODE

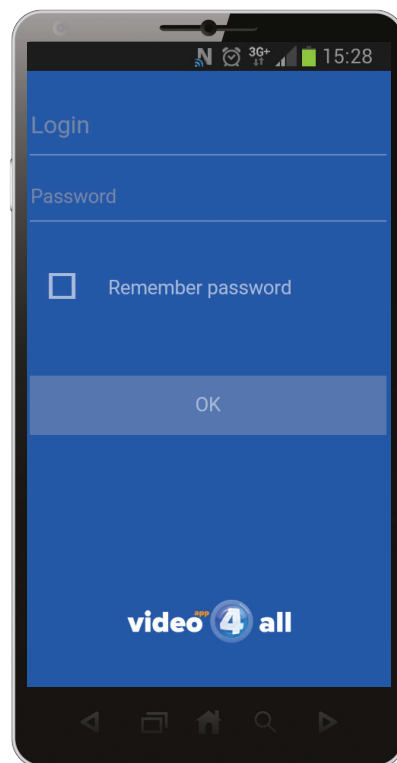
 BADGES / CODES
CONFIGURATION

OK or YES

Badges / Codes list

An access code registered into the alarm panel allows the smartphone to connect to the system.

Enter your access code normally, then set it up as SMS code as described here.





Badges / Codes list

↩ ↪ To select the code that will be used with the App

OK or YES

MODIF NAME
BADGE/CODE

↩ ↪

USE OF CODE
KEYPAD

OK or YES

↩ ↪

USE OF CODE:
SMS

OK or YES

Once the code is set up for SMS use, you have to enter the phone number of the smartphone used with this code.

↩ ↪

COMBINED SMS NB

Enter the phone number then **OK** or **YES**.

Once finished, your alarm panel is ready to be used with the smartphone app. You can check its setup :

- Make sure **Ringtone is activated**: 999990+OK in the standby menu when the panel is DISARMED.
- Check the **communication with Frontel Confort**: 999993+OK then launch the App from the smartphone, if the configuration is complete, you can connect to the panel without having to send a SMS.

Be sure to add the **country code** at the beginning of the phone number (for example +44 for UK, 03308080037 becomes +443308080037).

You can also grant access to the panel from any phone. Enter the * character instead of the phone number.

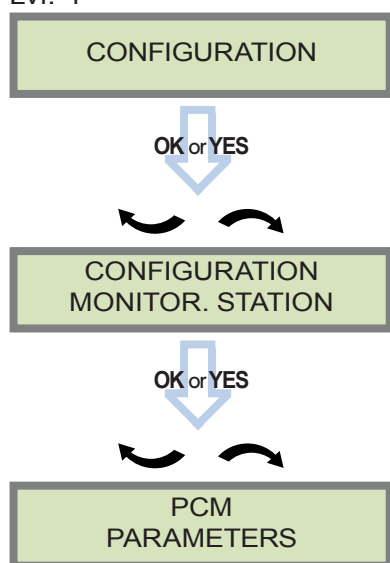


PCM mode is only available for Videofied® alarm panels running on firmware version* **04.03.XX.XXX** and later.

* In order to check the firmware version, enter the following code in the standby menu when the panel is DISARMED :
000000+YES/OK

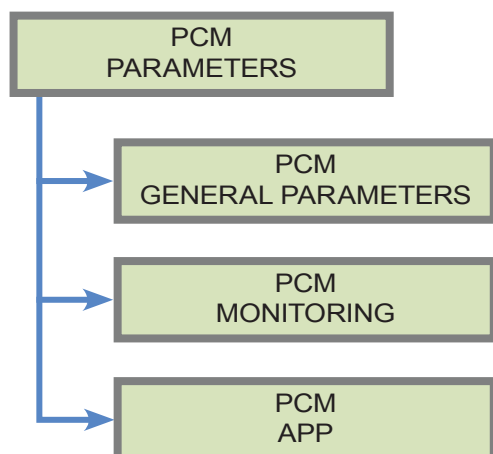
Access to PCM parameters menu

Lvl. 4



You can access to PCM configuration through the CONFIGURATION MONITOR. STATION menu.

PCM parameters menu



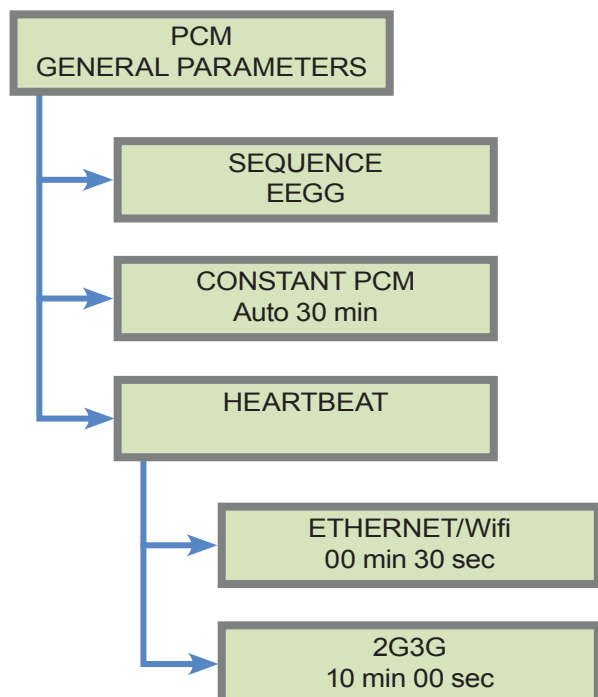
To configure PCM connection, two menus are used:

- **PCM GENERAL PARAMETERS**
- **PCM APP**

The PCM MONITORING menu is disabled and will only be used in future RSI Videofied® product developments.



PCM General parameters menu



- **SEQUENCE:**

The SEQUENCE parameter defines the number and the type of connection attempts from the alarm panel to the PCM server.

An Ethernet connection attempt is symbolized by the letter E, G for 2G3G and W for Wi-Fi.

- **CONSTANT PCM:**

The CONSTANT PCM parameter defines how the panel behaves when the mains power fails:

- ON : PCM connection is maintained
- OFF: PCM connection is cut
- Auto: PCM connection is maintained for the defined duration (5-30 minutes)

- **HEARTBEAT:**

In constant connection mode, the panel sends a polling signal to the PCM server at regular intervals.

The HEARTBEAT parameter sets up the frequency of the polling signal for each transmission channel (2G3G and Ethernet/Wi-Fi). PCM disconnection will be detected when that delay expires.

Set the HEARTBEAT parameter to 10 minutes for 2G3G. On a 2G3G only panel, the data consumption will be about 5 Mo per month.

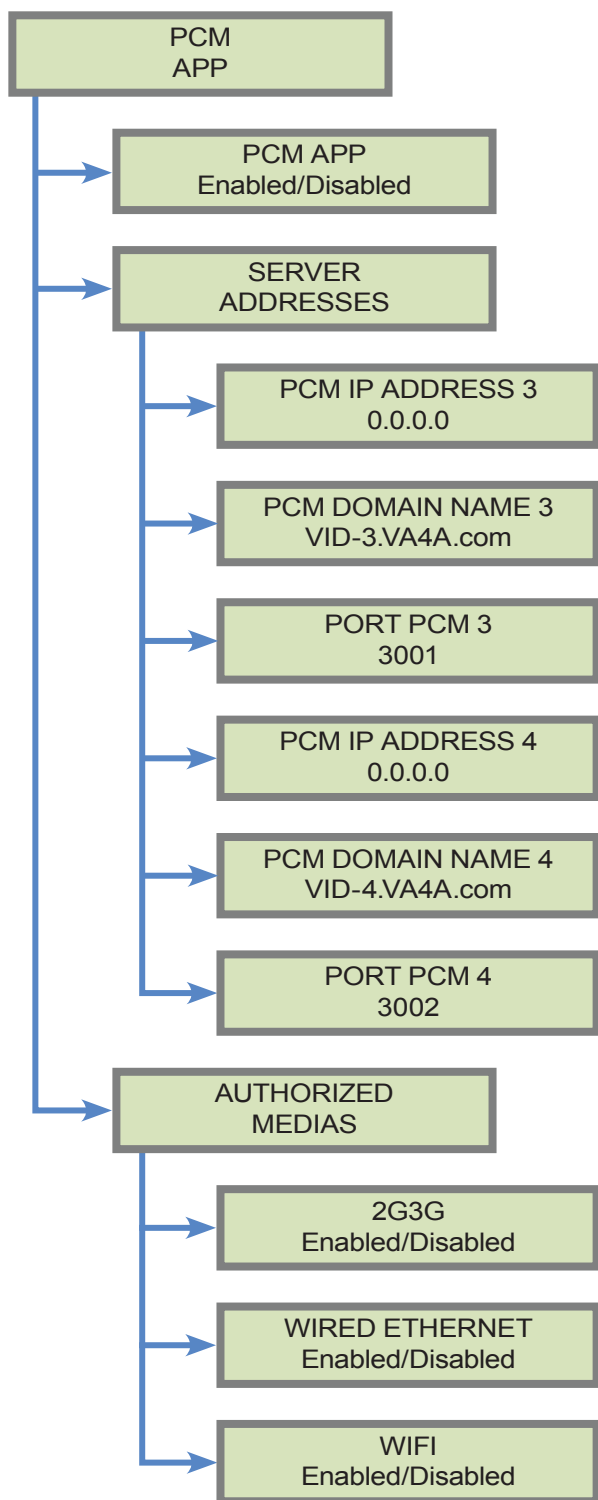
WARNING:

Server disconnections can occur if the 2G3G HEARTBEAT parameter is not set to 5 minutes. Reducing that delay will not improve the App responsiveness.

Once the panel has enabled PCM Mode, it will be impossible to use that panel in SMS mode, even if the panel is reset.



PCM APP menu



Set to **Enabled** to enable PCM.

PCM server IP address/Domain name and Port for main PCM server (3) and backup PCM server (4).

Please enter the mentioned values in the corresponding parameters.

PCM connection active channels.

PCM connection is SIM card data. A panel working on SIM card only (no Ethernet or Wi-Fi) will have an important data consumption.

Ethernet PCM connection.

Wi-Fi PCM connection.

In order to confirm the PCM connection is working, enter the following code in the standby menu when the panel is **DISARMED** : **999986+YES/OK**.
 The PCM connection status will be displayed by the keypad.

MONIT.:
 APP: PCM3 E, W or G

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