interlogix

United Technologies

ZeroWire

Wireless security & home automation

Installation manual

P/N 466-2520 • REV I • ISS 02NOV16

Copyright

© 2016 UTC Fire & Security Americas Corporation, Inc.
All rights reserved.

This document may not be copied in whole or in part or otherwise reproduced without prior written consent from UTC Fire & Security Americas Corporation, Inc., except where specifically permitted under US and international copyright law.

Trademarks and patents

ZeroWire name is a trademark of UTC Fire & Security Americas Corporation, Inc.

IOS is the registered trademark of Cisco Technology, Inc.

Android, Google and Google Play are registered trademarks of Google Inc.

iPhone, Apple, iTunes are registered trademarks of Apple Inc.

App Store is a service mark of Apple Inc.

Other trade names used in this document may be trademarks or registered trademarks of the manufacturers or vendors of the respective products.

Manufacturer

Placed on the market by:
UTC Fire & Security Americas Corporation, Inc.
3211 Progress Drive, Lincolnton, NC, 28092, USA

Authorized EU manufacturing representative:
UTC Fire & Security B.V.
Kelvinstraat 7, 6003 DH Weert, Netherlands

Certification

EN 50131-1 System requirements
EN 50131-3 Control and indicating equipment
EN 50131-6 Power Supplies
Security Grade 2, Environmental class II

EN50136-2/EN50131-10 "LAN SP4" and "GPRS SP3"

EN50131-10

Notification output signals provided "Option D" according to EN 50131-1

Tested and certified by Telefication.

Compliance labelling should be removed or adjusted if non-compliant configurations are selected.

Important: This product has not been designed to comply to EN 50134 and EN 54 norms.

EU compliance

CE

EU directives

UTC Fire & Security hereby declares that this device is in compliance with the applicable requirements and provisions of one or more of the Directives 1999/5/EC, 2014/30/EU and 2014/35/EU. For more information see: www.utcfireandsecurity.com.

2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info.

2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info.

Customer support

Interlogix Australia www.interlogix.com.au +61392391200

Content

Important information#iv
Limitation of liability#iv
Product Warnings#iv
Warranty Disclaimers#v
Disclaimer#vi
Intended Use#vi
Advisory messages#vii

Welcome#11

Features and benefits#11
Your new security system#12
Optional parts#12
Front of ZeroWire#11
Back of ZeroWire#14
Glossary#15

Physical Installation#19
What You Need#19
Choosing a Location#19
Removing The Wall Bracket#19
Installing Cellular Radio#20
Connecting Power#20
Reset Installer Account#21
Checking Signal Level#21
Installing The Optional External Antenna (ZW-ANT3M)#22
Completing Installation#23
Installing The Battery#24
Installing ZeroWire on Wall#24
Installing ZeroWire on Desk#25
Resetting to Factory Defaults (optional)#25

Setting Up Connections#26
Selecting a Permanent Connection Mode#26
Wireless LAN Setup#27
Wired LAN Setup#32
3G Cellular Radio Setup#34
Access rights and available menus#37
Enabling Access to UltraSync + app#39
Installing UltraSync + app#40
Using the UltraSync + app#41

Installation Using a Keypad#49
Basic Installation#49
Unpacking Detectors#49

Installation Suggestions#49
Learning Detectors into ZeroWire#50
Zones Guide#50
Configuring Zone Names#51
Recording Zone Names (optional)#52
Testing Zone Signal Level#52
Removing a Zone#53
Adding a User/Keyfob#53
Changing the User Type (optional)#54
Recording User Names (optional)#55
Removing a User#55
Adding a Keyfob#55
Removing a Keyfob#56

Installation Using Web Server#57
Advanced Installation#57
Unpacking Detectors#57
Installation Suggestions#57
Learning Zones into ZeroWire#58
Advanced Zone Walk Test#62
Adding a User/Keyfob#63
Changing Keyfob Options#65

Setting Up Reporting#66
Configuring Email Reporting#66

Personalising Your ZeroWire#67
Volume Level#67
Voice Annunciation#67
Full Menu Annunciation#67
Backlight Level#68
Changing Time and Date#68
Adjusting Area Entry or Exit Times#69

Testing Your System#70
System Tests#70
Performing a Walk Test#70
Performing a Siren Test#71
Performing a Battery Test#71
Performing a Communicator Test#71
Event History#72

Advanced Installation#74
ZeroWire Building Blocks#74
ZeroWire Menu Tree#75
Enabling Camera Recording#76

ZeroWire Z-Wave Home Automation Hub#78
Adding Z-Wave Devices#78

Removing Z-Wave Devices#80
Adding ZeroWire to existing Z-Wave network as Secondary Controller#82
Removing ZeroWire from existing Z-Wave network as Secondary Controller#83
Adding ZeroWire to existing Z-Wave network as Primary Controller#84
Relinquish Primary Control of ZeroWire to another Controller#85
Replacing a Failed Node#87
Removing a Failed Node#88
Programming Soft Keys#89
Send User PINs to Z-Wave Door Lock#90
Connecting Inputs#93
Connecting Outputs#95
Customizing Reporting Codes#97
DLX900 Software#99
Upgrading Firmware using DLX900#101
Upgrading Firmware using USBUP#101
System Status Messages#102
UltraSync + app and Web Server Error Messages#104
Voice Library#106
Specifications#107

Index#108

Important information

Limitation of liability

To the maximum extent permitted by applicable law, in no event will UTCFS be liable for any lost profits or business opportunities, loss of use, business interruption, loss of data, or any other indirect, special, incidental, or consequential damages under any theory of liability, whether based in contract, tort, negligence, product liability, or otherwise. Because some jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages the preceding limitation may not apply to you. In any event the total liability of UTCFS shall not exceed the purchase price of the product. The foregoing limitation will apply to the maximum extent permitted by applicable law, regardless of whether UTCFS has been advised of the possibility of such damages and regardless of whether any remedy fails of its essential purpose.

Installation in accordance with this manual, applicable codes, and the instructions of the authority having jurisdiction is mandatory.

While every precaution has been taken during the preparation of this manual to ensure the accuracy of its contents, UTCFS assumes no responsibility for errors or omissions.

Product Warnings

YOU UNDERSTAND THAT A PROPERLY INSTALLED AND MAINTAINED ALARM/SECURITY SYSTEM MAY ONLY REDUCE THE RISK OF EVENTS SUCH AS BURGLARY, ROBBERY, FIRE, OR SIMILAR EVENTS WITHOUT WARNING, BUT IT IS NOT INSURANCE OR A GUARANTEE THAT SUCH EVENTS WILL NOT OCCUR OR THAT THERE WILL BE NO DEATH, PERSONAL INJURY, AND/OR PROPERTY DAMAGE AS A RESULT.

THE ABILITY OF INTEROGIX'S PRODUCTS, SOFTWARE OR SERVICES TO WORK PROPERLY DEPENDS ON A NUMBER OF PRODUCTS AND SERVICES MADE AVAILABLE BY THIRD PARTIES OVER WHICH INTERLOGIX HAS NO CONTROL AND FOR WHICH INTERLOGIX SHALL NOT BE RESPONSIBLE INCLUDING, BUT NOT LIMITED TO, INTERNET, CELLULAR AND LANDLINE CONNECTIVITY; MOBILE DEVICE AND OPERATING SYSTEM COMPATIBILITY; MONITORING SERVICES; ELECTRONMAGNETIC OR OTHER INTERFERENCE, AND PROPER INSTALLATION AND MAINTENANCE OF AUTHORIZED PRODUCTS (INCLUDING ALARM OR OTHER CONTROL PANEL AND SENSORS).

ANY PRODUCT, SOFTWARE, SERVICE OR OTHER OFFERING MANUFACTURED, SOLD OR LICENSED BY INTERLOGIX, MAY BE HACKED, COMPROMISED AND/OR CIRCUMVENTED AND INTERLOGIX MAKES NO REPRESENTATION, WARRANTY, CONVENANT OR PROMISE THAT ITS PRODUCTS (INCLUDING SECURITY PRODUCTS), SOFTWARE, SERVICES

OR OTHER OFFERINGS WILL NOT BE HACKED, COMPROMISED AND/OR CIRCUMVENTED.

INTERLOGIX DOES NOT ENCRYPT COMMUNICATIONS BETWEEN ITS ALARM OR OTHER CONTROL PANELS AND THEIR WIRELESS OUTPUTS/INPUTS INCLUDING BUT NOT LIMITED TO, SENSORS OR DETECTORS UNLESS REQUIRED BY APPLICABLE LAW. AS A RESULT THESE COMMUNICATIONS MAY BE INTERCEPTED AND COULD BE USED TO CIRCUMVENT YOUR ALARM/SECURITY SYSTEM.

THE EQUIPMENT SHOULD ONLY BE OPERATED WITH AN APPROVED POWER ADAPTER WITH INSULATED LIVE PINS.

DO NOT CONNECT TO A RECEPTACLE CONTROLLED BY A SWITCH.

THIS UNIT INCLUDES AN ALARM VERIFICATION FEATURE THAT WILL RESULT IN A DELAY OF THE SYSTEM ALARM SIGNAL FROM THE INDICATED CIRCUITS. THE TOTAL DELAY (CONTROL UNIT PLUS SMOKE DETECTORS) SHALL NOT EXCEED 60 SECONDS. NO OTHER SMOKE DETECTOR SHALL BE CONNECTED TO THESE CIRCUITS UNLESS APPROVED BY THE LOCAL AUTHORITY HAVING JURISDICTION.

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

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

Warranty Disclaimers

INTERLOGIX HEREBY DISCLAIMS ALL WARRANTIES AND REPRESENTATIONS, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, INCLUDING ANY IMPLIED WARRANTIES, THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

(USA only) SOME STATES DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSION MAY NOT APPLY TO YOU. YOU MAY ALSO HAVE OTHER LEGAL RIGHTS THAT VARY FROM STATE TO STATE.

INTERLOGIX DOES NOT MAKE ANY CLAIMS OR WARRANTIES TO YOU OF ANY KIND REGARDING ANY PRODUCT, SOFTWARE OR SERVICE'S POTENTIAL, ABILITY, OR EFFECTIVENESS TO DETECT, MINIMIZE, OR IN ANYWAY PREVENT DEATH, PERSONAL INJURY, PROPERTY DAMAGE, OR LOSS OF ANY KIND WHATSOEVER.

INTERLOGIX DOES NOT REPRESENT TO YOU THAT ANY PRODUCT (INCLUDING SECURITY PRODUCTS), SOFTWARE, SERVICE OR OTHER OFFERING MAY NOT BE HACKED, COMPROMISED AND/OR CIRCUMVENTED.

INTERLOGIX DOES NOT WARRANT THAT ANY PRODUCT (INCLUDING SECURITY PRODUCTS), SOFTWARE OR SERVICE MANUFACTURED, SOLD OR LICENSED BY INTERLOGIX WILL PREVENT, OR IN ALL CASES PROVIDE ADEQUATE WARNING OF OR PROTECTION FROM, BREAK-INS, BURGLARY, ROBBERY, FIRE, OR OTHERWISE.

INTERLOGIX DOES NOT WARRANT TO YOU THAT ITS SOFTWARE OR PRODUCTS WILL WORK PROPERLY IN ALL ENVIRONMENTS AND APPLICATIONS AND DOES NOT WARRANT ANY PRODUCTS AGAINST HARMFUL ELECTROMAGNETIC INTERFERENCE INDUCTION OR RADIATION (EMI, RFI, ETC.) EMITTED FROM EXTERNAL SOURCES

INTERLOGIX DOES NOT PROVIDE MONITORING SERVICES FOR YOUR ALARM/SECURITY SYSTEM (“MONITORING SERVICES”). IF YOU ELECT TO HAVE MONITORING SERVICES YOU MUST OBTAIN SUCH SERVICE FROM A THIRD PARTY AND INTERLOGIX MAKES NO REPRESENTATION OR WARRANTY WITH RESPECT TO SUCH SERVICES INCLUDING WHETHER OR NOT THEY WILL BE COMPATIBLE WITH THE PRODUCTS, SOFTWARE OR SERVICES MANFUFACTURED, SOLD OR LICENSED BY INTERLOGIX.

Disclaimer

THE INFORMATION IN THIS DOCUMENT IS SUBJECT TO CHANGE WITHOUT NOTICE. UTC ASSUMES NO RESPONSIBILITY FOR INACCURACIES OR OMISSIONS AND SPECIFICALLY DISCLAIMS ANY LIABILITIES, LOSSES, OR RISKS, PERSONAL OR OTHERWISE, INCURRED AS A CONSEQUENCE, DIRECTLY OR INDIRECTLY, OF THE USE OR APPLICATION OF ANY OF THE CONTENTS OF THIS DOCUMENT. FOR THE LATEST DOCUMENTATION, CONTACT YOUR LOCAL SUPPLIER OR VISIT US ONLINE AT WWW.UTCFIREANDSECURITY.COM.

This publication may contain examples of screen captures and reports used in daily operations. Examples may include fictitious names of individuals and companies. Any similarity to names and addresses of actual businesses or persons is entirely coincidental.

The illustrations in this manual are intended as a guide and may differ from your actual unit as ZeroWire is continually being improved.

Intended Use

Use this product only for the purpose it was designed for; refer to the data sheet and user documentation. For the latest product information, contact your local supplier or visit us online at www.utcfireandsecurity.com.

The system should be checked by a qualified technician at least every 3 years and the backup battery replaced as required.

Advisory messages

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

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

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

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

Welcome

Thank you for purchasing ZeroWire!

ZeroWire can be set up in 4 steps and the voice guide will walk you through each of the menus and settings.

1	2	3	4
Install your ZeroWire	Add your detectors	Add users & keyfobs	Customize your system

IMPORTANT

There are three (3) ways to program your ZeroWire system:

Via DLX900 Management Software – The recommended way to program your ZeroWire system from a PC. DLX900 is compatible with Windows 7, 8, and 10.

Via built-in ZeroWire Web Server – Access all programming menus from the built-in web browser from a PC without the need to install any software.

Via UltraSync + app – This provides access to the built-in ZeroWire Web Server via a smartphone app.

This manual describes the steps needed to program each feature using the Web Server. Screen shots of the ZeroWire Web Server are also included for your reference. Similar screens appear on the UltraSync + app.

Instead of using the keys on the front of the ZeroWire, you can also set up the system with the built-in web server interface using a browser (see "Installation Using Web Server" on page 57), an application for mobile devices (see “Installing UltraSync + app” on page 40), or the DLX900 management tool (see “DLX900 Software” on page 99).

Please read through this guide before starting the installation.

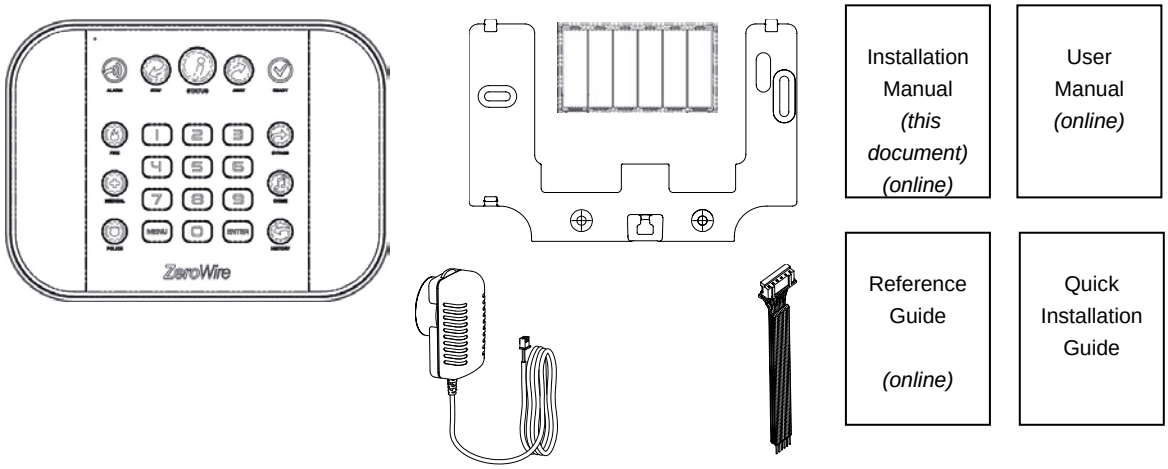
Features and benefits

- 40 Users – enough for moderate sized businesses
- 64 Zones + 25 Keyfobs – provides a large coverage area
- 4 Areas – split your system into smaller parts you can protect individually
- Dynamic Key Lighting – lights up the available options to make it easier to program
- Personal Voice Guide – steps you through customizing your system
- 2 Inputs – integrate non-wireless devices to your security system
- 2 Programmable Outputs – connect other devices such as siren and strobe

- Loud internal piezo siren – warns intruders they have been detected and encourages them to leave quickly
- Modern self-contained unit – all in one box
- Battery backup – your property is still protected if there is a loss of power
- 802.11 b/g WiFi – enables remote access via a web browser or mobile device
- IEEE 802.3 Compliant Ethernet – use hardwired cable instead of wireless, the choice is yours
- 3G Cellular radio support – allows reporting alarm messages without a fixed line telephone service
- Z-Wave – ZeroWire is Z-Wave security enabled device allowing control of home automation devices

Your new security system

Check that everything is complete before beginning your installation. If anything is missing please contact the customer service.

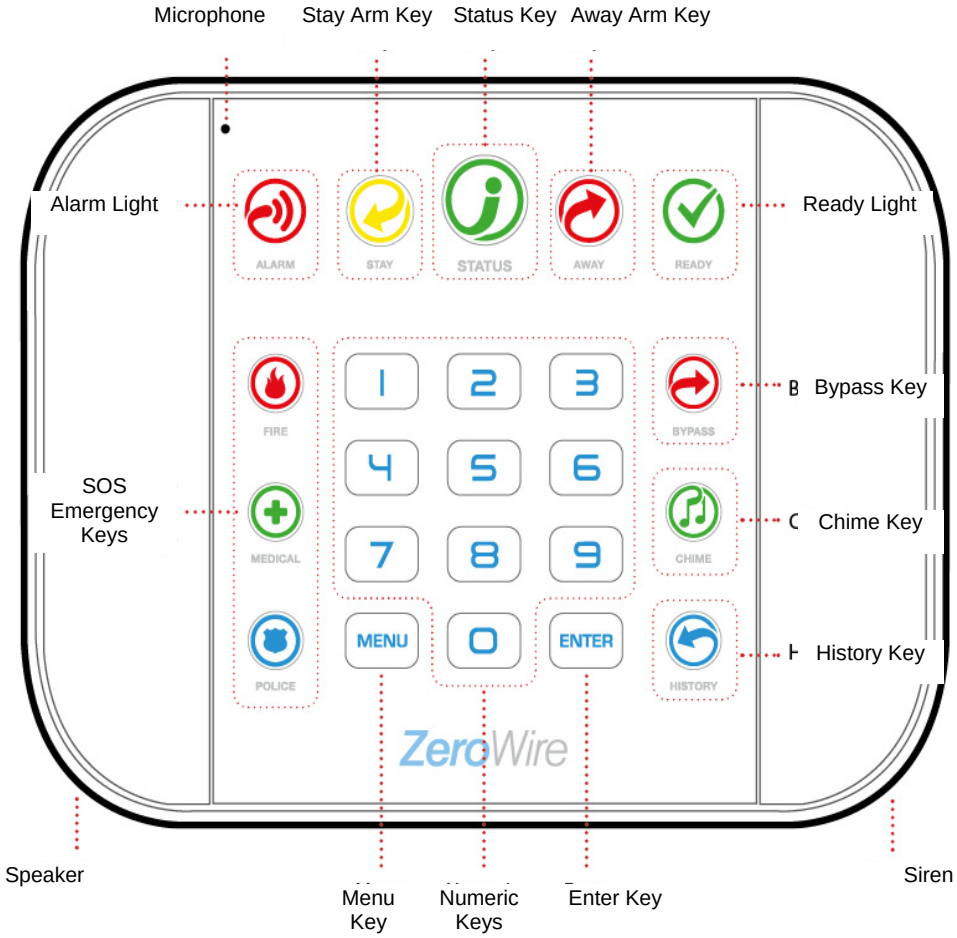


- ZeroWire (model ZW-6404): ZeroWire Home automation and security system
- Wall Bracket
- 9 VDC Power Pack
- Backup Battery Pack
- Input/Output Lead
- Quick Installation Guide
- Installation Manual (this document)

Optional parts

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

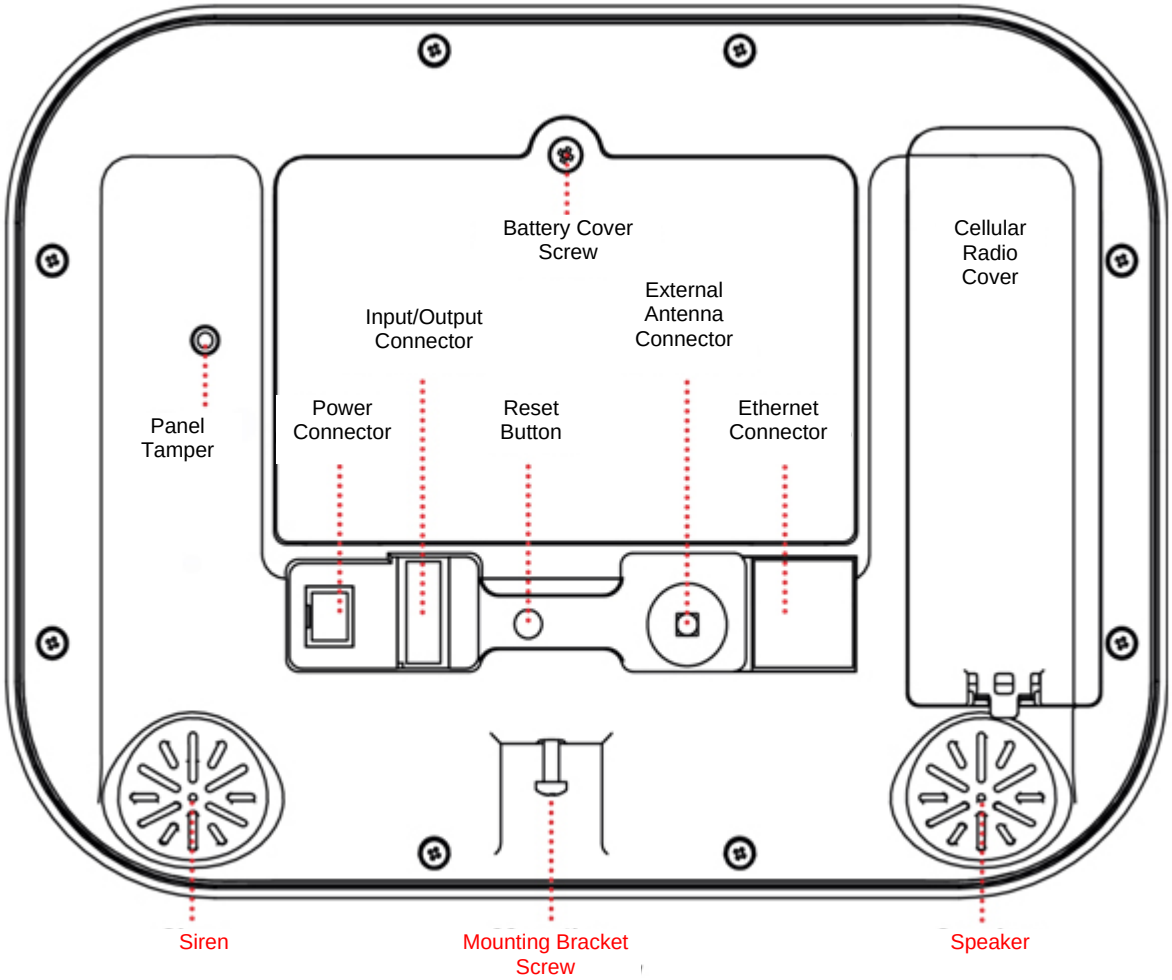
Front of ZeroWire



Key	Colour	Description
ALARM	Red	System is in alarm. Enter your PIN code then ENTER to turn off the alarm. Press STATUS key for more info.
STAY	Not lit	System is disarmed if Away is also not lit. Press the STAY key to arm in Stay mode.
	Yellow	System is armed in the "STAY" mode.
STATUS	Green	System is normal.
	Yellow	Non-urgent system conditions present. Press the STATUS key to hear system conditions.
	Red (steady)	Urgent system conditions present.
		Touch the STATUS key to hear system messages. If you are unable to fix the issue, contact your service provider for help.
AWAY	Not lit	System is disarmed if Stay is also not lit. Press the AWAY key to arm in Away mode.
	Red	System is armed in the "AWAY" mode.
READY	Not lit	System cannot be armed, press STATUS key for more info.
	Green (steady)	All zones are ready and the system can be armed in Away or Stay mode.

Key	Colour	Description
READY	Green (flashing)	Zones are currently unsealed but system is force-armable. If these zones are not sealed by the end of the exit time the system will go into alarm (unless set up for automatic bypass).
BYPASS		Press the BYPASS key if you wish to isolate (ignore) a zone. Bypassed zones will not be active when you arm the system in Stay or Away modes.
CHIME		Press the CHIME key to select which zones will make a doorbell sound on the ZeroWire when they are tripped.
HISTORY		Press the HISTORY key to listen for alarm and event history.
FIRE MEDICAL POLICE		Feature must be enabled by your security provider. Check what response will be provided. Hold down the key to send a message to a central monitoring centre. Enter your PIN code then ENTER to turn off a SOS alarm.

Back of ZeroWire



Connections for the cellular radio module are located under the cover on the right.

Glossary

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

Entry Delay	The time allowed to disarm your security system after the first detection device has been activated.
Event	Events are messages that are sent by the ZeroWire due to system or area conditions. These include areas in alarm, opening and closing, zone bypass, low battery, tamper, communication trouble, and power issues.
Event List	Event lists contain events that a channel is allowed to send to the specified destination. If a channel receives an event that is not in the associated event list, then the channel will ignore the event.
Exit Delay	The time allowed to exit the premises after the security system is armed.
Forced Arming	An option that permits arming even when there are unsealed pre-selected zones. Generally assigned to zones that cover the ZeroWire (e.g.; motion zones, front door reed switches), allowing the user to arm the security system without the need to wait for those zones to be sealed. A security system that is ready to be “force armed” will flash the ready light.
Master Code	A PIN code that is used by a user to arm or disarm the security system. Its main feature is the ability to create, alter and delete user PIN codes. Can also be used as a function code for all features.
Menus	ZeroWire has a large range of features sorted into various menus such as Users, System, and Zones. Each menu item can be seen when using the ZeroWire Web Server or the UltraSync + app. Menus are used to restrict what is displayed by a device and what features a user has access to.
Monitored	A security system that is configured to send all alarm signals to a central monitoring station.
Output	Outputs on the ZeroWire panel can be connected to a siren and strobe when an alarm condition occurs on the system.
Perimeter	Typically this refers to zones located around the boundary of the protected area such as zones on doors and windows, and excludes interior motion zones.
Permission	A permission includes a list of features a user or device is allowed to access. This includes programming menus, areas, reporting channels, actions, reporting options, access control options, special options, and special timers.
Profile	Each user can have up to four (4) permission profiles. Each profile contains a set of permissions and a corresponding schedule. This allows advanced user programming and provides specific access to different features of the security system during specific dates/time. With advanced programming, profiles can be enabled/disabled in response to system conditions.
Quick Arm	An option that allows you to turn on (arm) the security system by touching the [AWAY] key.
Scene	Each scene can trigger up to 16 actions to create an automation event. This can save users time by automatically running multiple actions. A scene can be triggered manually, through a schedule, or via a system event.
Schedule	A schedule is a list of up to 16 sets of days and times. Typically these are used to provide access to users only within the specified sets of days and times. Outside of the schedule a user will not have access to the system. Schedules are used to automatically arm and disarm specified areas using the Arm-Disarm feature. Scenes can perform a set of actions according to a specified schedule. Schedules themselves can be enabled and disabled through actions. This powerful feature allows you to provide conditional access to various users and devices based on system conditions.

Sealed	A zone in a normal state is “sealed”. The security system monitors each zone for changes in state from sealed to unsealed and can respond with certain actions such as sounding the siren. For example, a reed switch on a front door may change from a sealed state to an unsealed state when the door opens.
Service Provider	The installation / maintenance company servicing your security system.
Stay Mode	To turn your security system on when you are staying in the premises, this will automatically bypass pre-programmed zones and arm others. Often used to arm only the perimeter while allowing movement inside the premises.
Tamper	A physical switch on a device that detects unauthorised access to the unit. For example opening the case of a zone or taking a keypad off the wall can trigger a tamper alarm. This can provide early warning of someone attempting to undermine the security of your system. Some devices use an optical zone to detect removal from a surface.
Token	Each token is a pre-recorded word or phrase that can be used to name zones, areas, outputs, and rooms. Each token is identified by a token number and a full list of tokens is in the "Voice Library" on page 106.
UltraSync + app	Mobile app for smartphones to access your ZeroWire. View status, control zones and outputs, control Z-Wave devices, view cameras, program users and other ZeroWire features. Available to download for Apple™ iPhone™ and Google™ Android™ from the respective app store. This app replaces the UltraConnect app. The UltraSync + app connects to the UltraSync cloud servers which then connects you securely to your ZeroWire system and cameras.
UltraSync Servers	A secure cloud service with full redundancy to route encrypted alarm messages from your ZeroWire to a Central Monitoring Station. It also provides secure connections between the UltraSync + app, ZeroWire, and cameras. No programming, email addresses, user names, or PIN codes are stored on these servers for greater security.
Unsealed	A zone in an abnormal state is “unsealed”. The security system monitors each zone for changes in state from sealed to unsealed and can respond with certain actions such as sounding the siren. For example, when a PIR zone detects movement it will change from a sealed state to an unsealed state.
User	An authorised person who can interact with the ZeroWire security system and perform various tasks according to the permissions assigned to them. Each ZeroWire user has a set of profile levels. These control what the user has access to, a list of functions, and when the user is allowed to perform these functions. A user is typically a person who is assigned a PIN code and arms/disarms the system with this code or keyfob device. Users can also be automatic functions of the system. For example, ZeroWire can automatically arm specific areas a user has access to at a specified time. No human interaction is required; all the permissions of the programmed user will still be applied and enforced.
User Code	A PIN code that is used by a user to arm or disarm the security system. Also can be used as a function code for certain features.
ZeroWire Panel	The main controller for the security system. It stores all programming, provides network and other connectivity options for reporting, provides physical terminals for connecting power, backup battery, zones, and outputs.

ZeroWire Web Server	ZeroWire has a built-in web server which provides access to ZeroWire features via a web browser interface or a native smartphone app. This allows you to performing programming and control of the system without needing to be physically in front of the ZeroWire keypad.
Zone	A detection device such as a Passive InfraRed motion zone (PIR), reed switch, smoke detector, panic button, etc. Zones may be physically wired to the ZeroWire system. Also known as an input or sensor on other security panels.
Z-Wave	ZeroWire is a Z-Wave security enabled device allowing control of Z-Wave home automation devices. ZeroWire can act as a secure Z-Wave controller. This feature allows remote control of Z-Wave devices from the UltraSync + app or through pre-programmed scenes.

Physical Installation

What You Need

- ZeroWire and everything inside the box
- Detectors and keyfobs you will add
- List of users and PIN codes you wish to add
- Receptacle NOT controlled by a switch to provide power
- Small Phillips head screwdriver
- Small Flathead screwdriver
- Router supporting 802.11 b or 802.11g if using local WiFi features
- Optional – desk stand
- Optional – internal or external siren and strobe

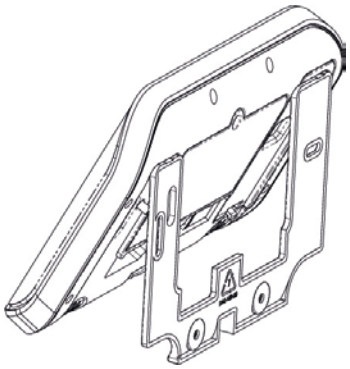
Choosing a Location

When choosing a location for your ZeroWire there are a number of appliances and areas to avoid which could interfere with the security system.

- Choose a central location for the best reception to all wireless detectors and Z-Wave devices
- If the ZeroWire Cellular Radio is installed select a location with sufficient signal
- Avoid TV and other electronic appliances
- Avoid microwave ovens
- Avoid wet and moist areas such as bathrooms and toilets
- Avoid cordless telephones
- Avoid computers and wireless equipment

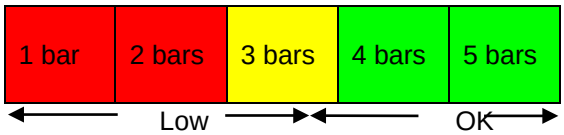
Removing The Wall Bracket

1. Loosen the screw from a bottom of ZeroWire, this will allow the wall bracket to be removed from the unit.

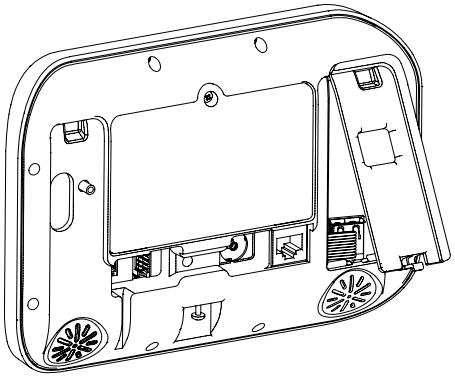


Installing Cellular Radio

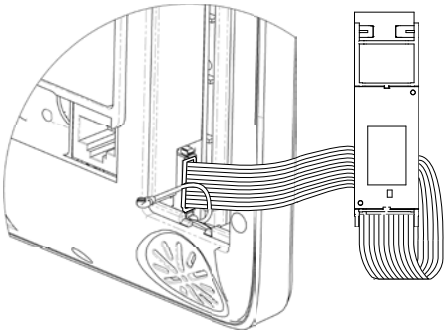
1. A mobile phone can provide general guidance on mobile network coverage. Look at the signal level on a mobile phone to verify there are 4/5 to 5/5 bars of reception in the location where you will install the ZeroWire.



   If the signal strength is low, find another location which has stronger signal levels. Note that actual signal level can only be determined using the ZeroWire connected to a specific network, which may be different than your phone.
2. If a cellular radio module is pre-installed, skip to the Check Signal Level section. If not, remove the cover on the right.

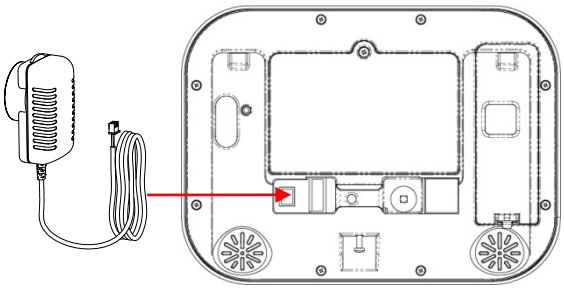


3. Locate the 10-pin lead inside the ZeroWire and connect this to the radio module.



Connecting Power

1. Connect a DC power lead from power pack to the back of the ZeroWire, it only fits when inserted in the correct direction.



2. Connect the power pack to power source.

Caution: • Do not connect to a receptacle controlled by a switch!

CAUTION: Wall tamper is an optional security feature that is disabled by default. When enabled, the siren will make a very loud alarm sound when power is connected. Press 9 7 1 3 Enter to turn the siren off. If this does not work, try 1234 as User 1.

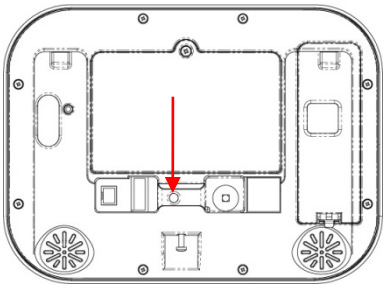
Lights should be lit on the ZeroWire when the power is turned on. If not check that the power lead is connected securely to the rear of the ZeroWire.

Avoid using multiple power adapters and power boards.

Note: ZeroWire should be connected to a power source at all times. The battery is a backup power source, and the ZeroWire is designed to run on the battery pack during a power failure only, and NOT for prolonged periods of time.

Reset Installer Account

1. Disconnect power
2. Use a small screwdriver to hold down the reset button



3. Turn on power and keep holding down reset button for 3 seconds, then release the reset button. This will reset PIN to 9713 and username “installer”, this account will not have access to user programming.
4. Default panel to restore all settings to factory defaults. See page 25.

Checking Signal Level

On the ZeroWire key pad:

1.	MENU 4	Select main menu - Option 4, System Test.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	5	Check Cellular Signal Level Menu 5 is only available if the cellular radio has adequate reception and the SIM card is registered on the network
4.	MENU MENU	Exit from the Advanced system configuration menu.

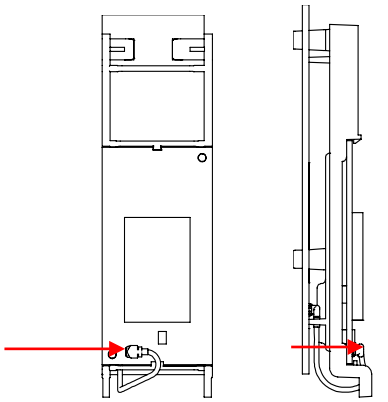
- If the reported value is -88 to -51 then the signal level is OK. **In this case, skip to the Completing Installation section.**
- If the reported value is -121 to -89 then installing an external antenna is recommended. **In this case, follow steps below to install an external antenna to improve the signal level.**

Note: Remember that signal levels vary day to day and are not absolute values.

Installing The Optional External Antenna (ZW-ANT3M)

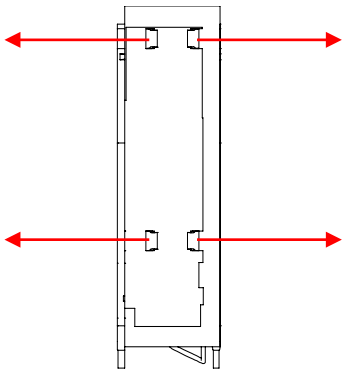
Complete this section only if signal level is between -121 to -89. Otherwise skip to Completing Installation.

1. Disconnect power to ZeroWire
2. Disconnect the antenna cable from the radio module.



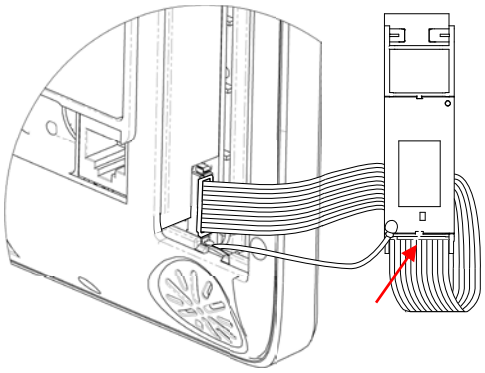
Front View Side View

3. Gently push retaining clips outwards and remove rear circuit board. This is the internal antenna which will no longer be needed.

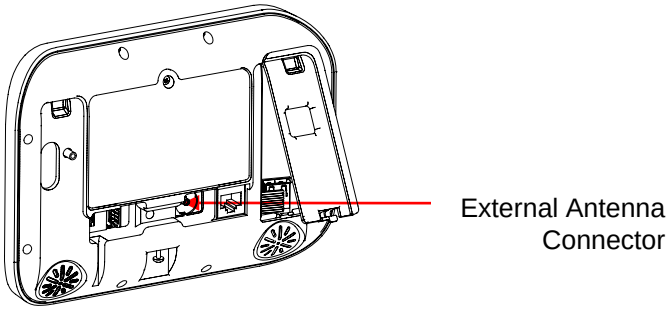


Back View

4. Connect the internal antenna cable from the ZeroWire to the radio module.



5. Connect a high gain antenna to the antenna connector shown below.

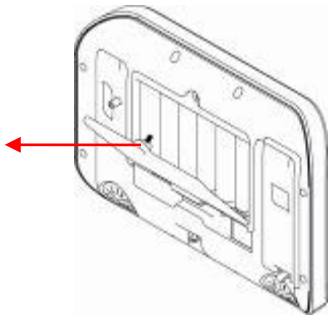


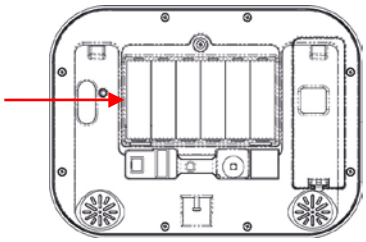
6. Reconnect power and wait 1 minute for the cellular radio to connect.
7. Retest signal level in Menu 4 – 5.
8. Move the ZeroWire or the antenna to another location if the signal is still too low.

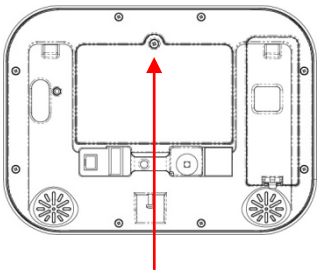
Completing Installation

1. Insert the whole radio module in to the ZeroWire taking care not to crimp any cables.
2. Replace the modem cover on the ZeroWire

Installing The Battery







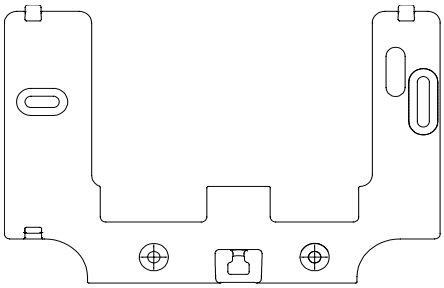
1. Remove battery cover with a small screwdriver.
2. Connect battery pack lead to connector on left.
3. Replace battery cover and screw.

Note: The battery wire cannot be under the battery or the cover will not fit properly.

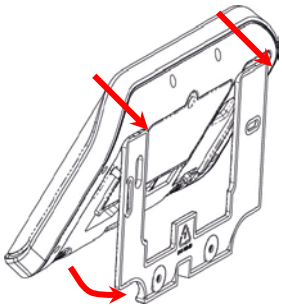
Note: The battery is not designed as a long-term power source. Plugging in the battery should be followed quickly with the plugging in of the DC power supply.

Installing ZeroWire on Wall

1. Install the bracket on a wall by using the supplied screws. Make sure the power lead can reach the ZeroWire when plugged in to a power source.



2. Align the ZeroWire to the top clips on the wall bracket, then slide the ZeroWire in to place so it sits flat against the wall.

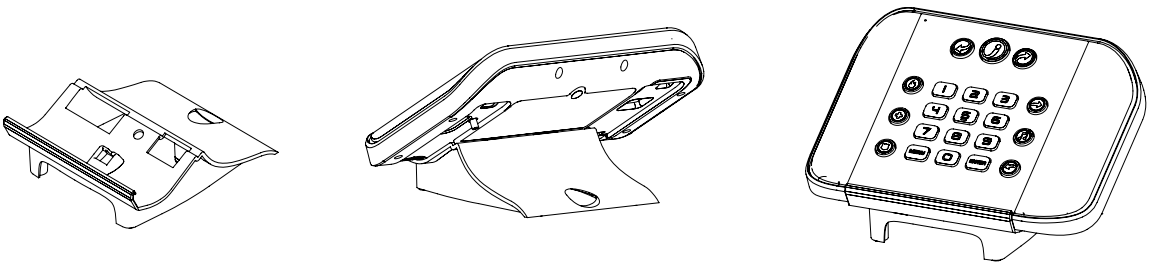


3. Use a screw driver to tighten the screw you loosened previously

4. If required, the box tamper feature can be enabled from the System Menu – General Options via the ZeroWire Web Server. This will cause an alarm to occur if the ZeroWire is removed from the wall.

Installing ZeroWire on Desk

If you do not wish to install the product on a wall, you may use the optional ZW-DS01 table stand to place the ZeroWire on a secure flat surface. Cables should route through the hole in the base. Ensure the box tamper is off.



Resetting to Factory Defaults (optional)

Follow these steps to reset your ZeroWire back to factory default settings:

1.	MENU 9	Select main menu - Option 9.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	0	Select resetting to the factory defaults.
4.	BYPASS	Confirm by pressing the BYPASS key, and then wait 10 seconds.
5.	MENU MENU MENU	Exit from the menu.

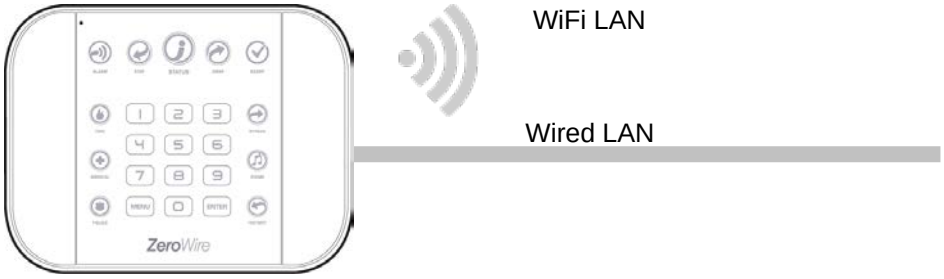
Setting Up Connections

Selecting a Permanent Connection Mode

Select a method to connect your ZeroWire to a network so it can report events via UltraSync, and allow you to configure settings using the built-in Web Server or UltraSync + app.

1. Wireless LAN Setup – this connects the ZeroWire to a local WiFi network. You will need to provide an internet connection and wireless router for the permanent connection. A mobile device such as a smart phone or tablet is needed to set up this connection.

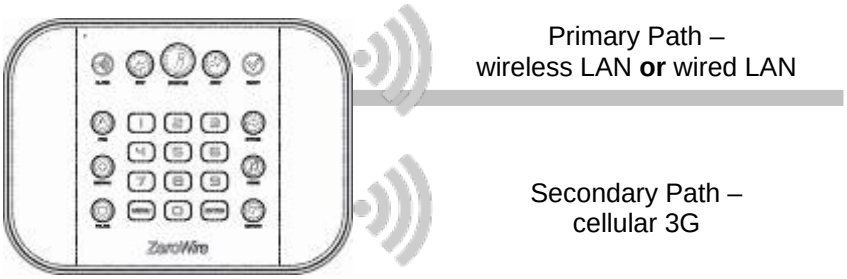
2. Wired LAN Setup – this is the easiest to set up but requires a physical Ethernet connection to the ZeroWire. You will need to also provide an Ethernet router and an internet connection for reporting and remote access.



To select between Wireless LAN or Wired LAN modes:

1.	MENU 9	Select main menu - Option 9, Advanced system configuration.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	7	Toggle between Wireless LAN and Wired LAN connection modes.
4.	MENU MENU	Exits from Advanced system configuration menu.

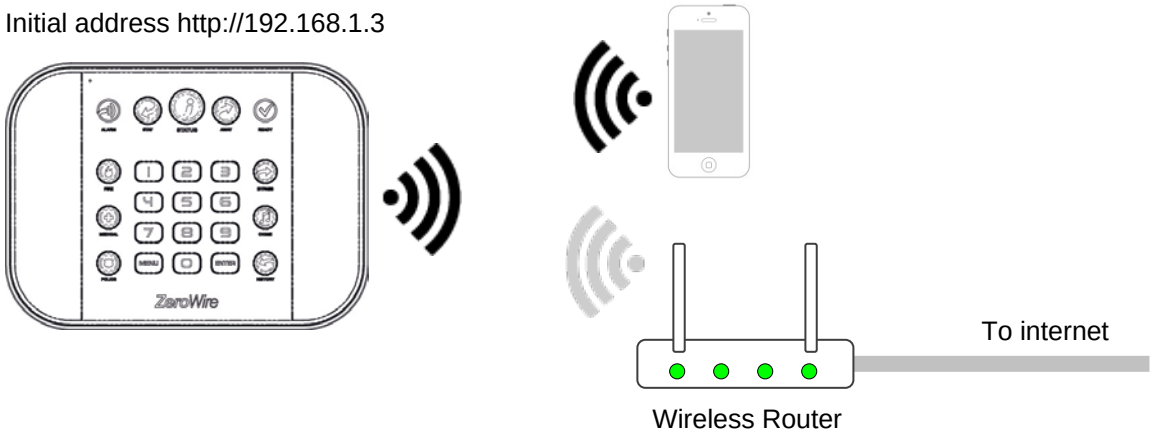
3. 3G Cellular Radio Setup – this provides a plug and play connection to UltraSync servers for secure reporting with no configuration needed in most cases. The only requirement is good mobile phone reception.



To connect via Cellular Radio you only need to plug in the cellular radio module.

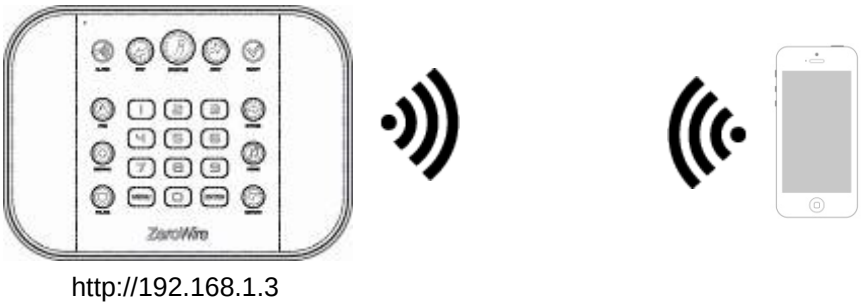
Wireless LAN Setup

Use a mobile device to connect ZeroWire to your existing WiFi network. The wireless router must support 802.11 b or 802.11g.



1. Turn on WiFi Discovery Mode

A temporary WiFi Discovery Mode allows an initial configuration from a mobile device such as a smart phone or tablet. This wireless connection is between the ZeroWire and the mobile device only.



1.	MENU 9	Select main menu - Option 9, Advanced system configuration.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	8	Turn on WiFi Discovery Mode for 10 minutes.
4.	MENU MENU	Exits from Advanced system configuration menu.

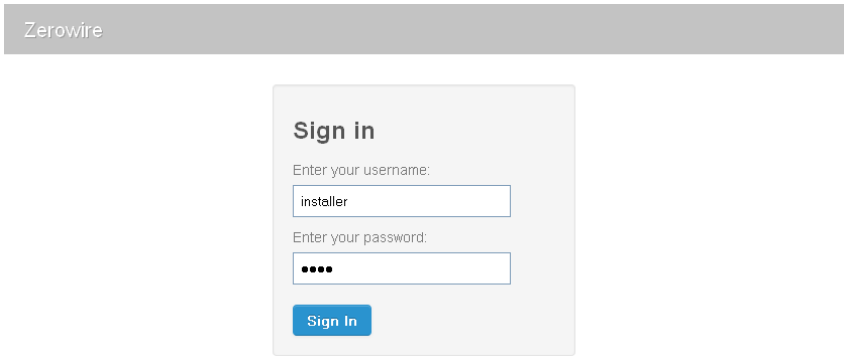
2. Enable WiFi on your mobile device.
3. On your mobile device, browse for available WiFi networks and select the ‘ZeroWire_xxxx” network to connect to it.

   Note: Some devices have a “smart” feature which will check if the WiFi point has access to the internet. If no internet is detected, the device will reconnect to another

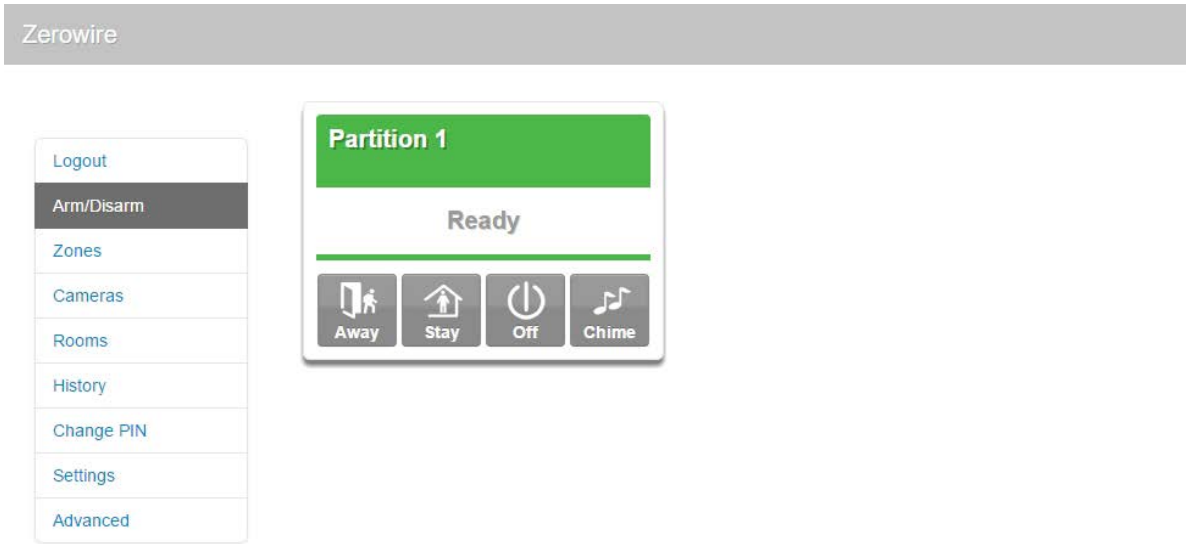
WiFi point. Disable this feature or use a different device if it is unable to stay connected.

The ZeroWire will accept only the first device that attempts to connect and there is no WiFi password. Multiple devices cannot connect at the same time. If you need to try from another device, turn off WiFi Discovery Mode and then back on.

4. Open your web browser and enter http://192.168.1.3. The ZeroWire login screen should appear:

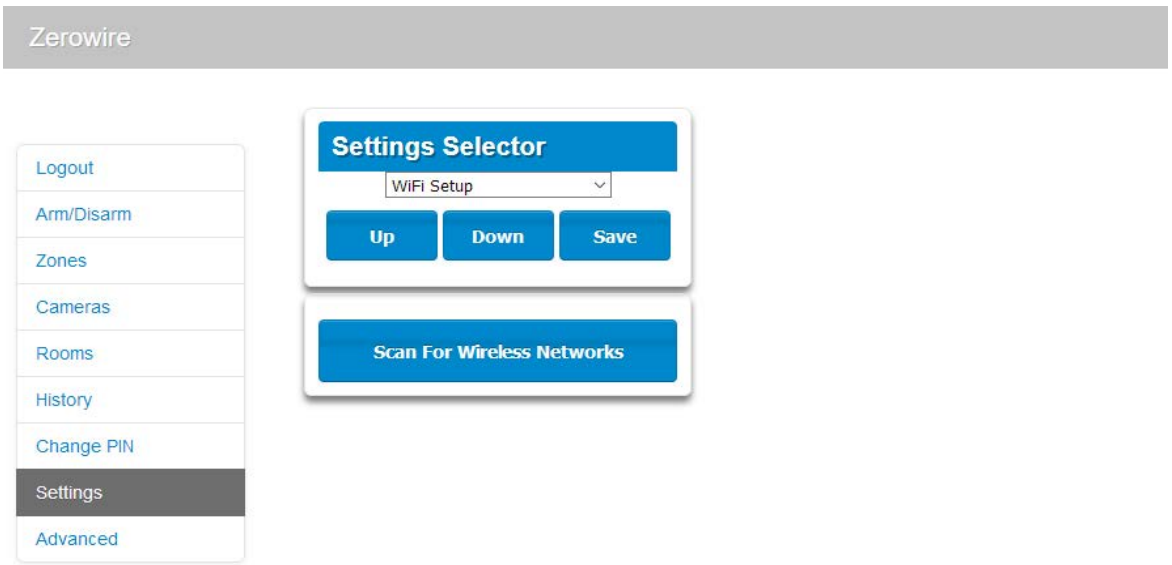


5. Enter your username and password, by default this is “installer” and “9713”
6. Click Sign In, you should now see a screen similar to the one below:

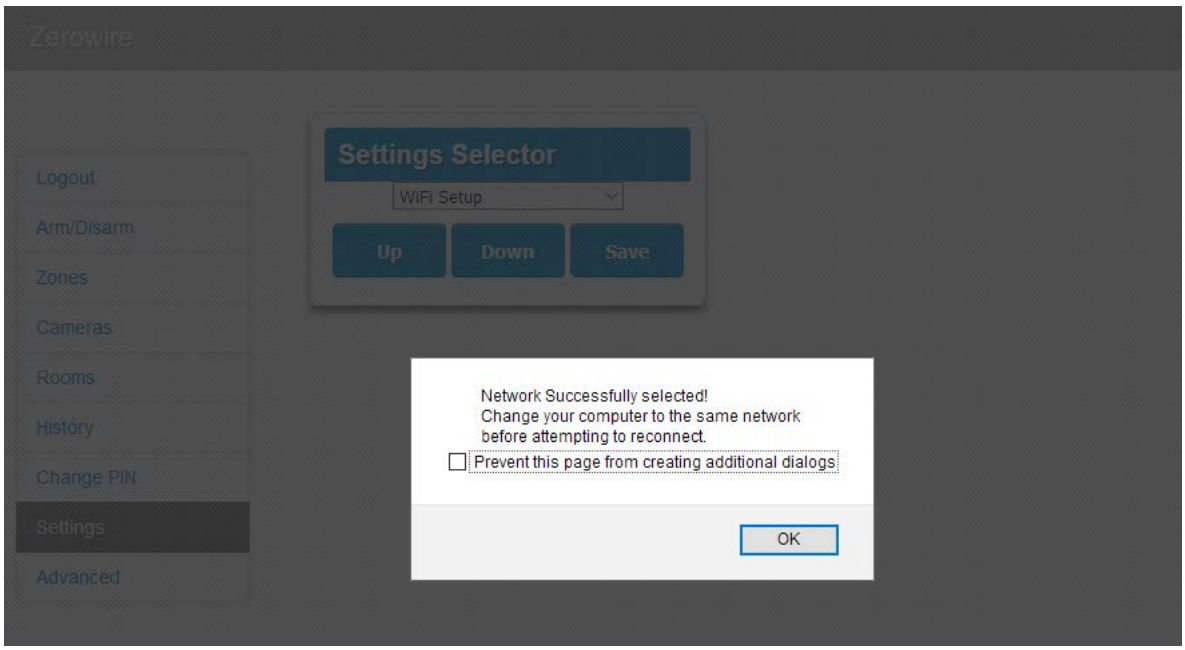


Note: The set of menus displayed depends on the access rights of the user logged in the system. The screen above shows default installer menus, but they can be different for a Master User, standard user, and an installer with Master User rights. For more information, see "Access rights and available menus" on page 37. The same applies to the UltraSync + app.

7. Click Settings.
8. Click the drop down menu and select WiFi Setup.
9. Click Scan for Wireless Networks and wait for scanning to complete:

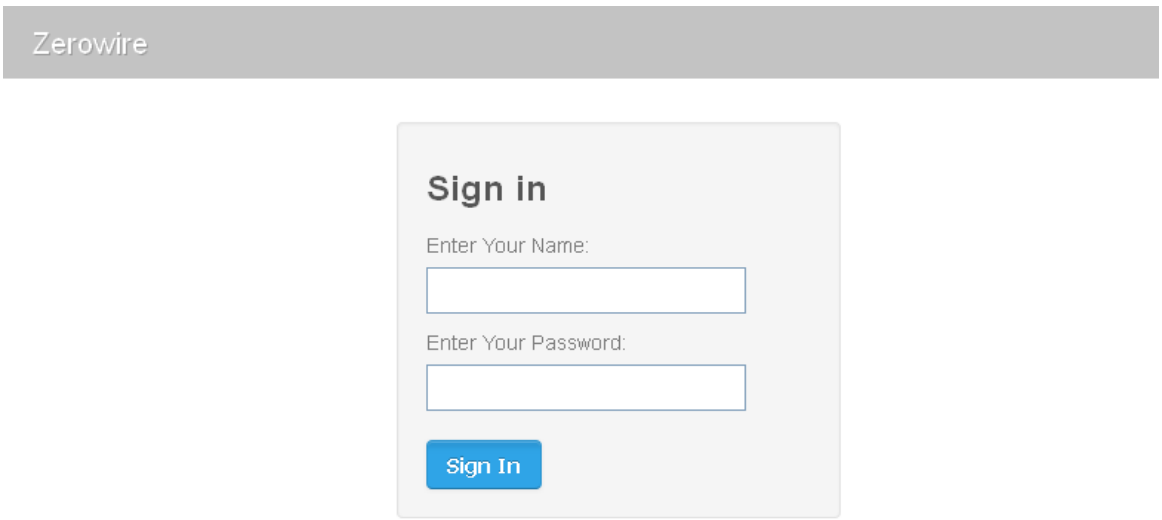


10. Click the WiFi network name you wish ZeroWire to connect to.
11. Enter the customer's WiFi passcode then click OK. The following message will appear:

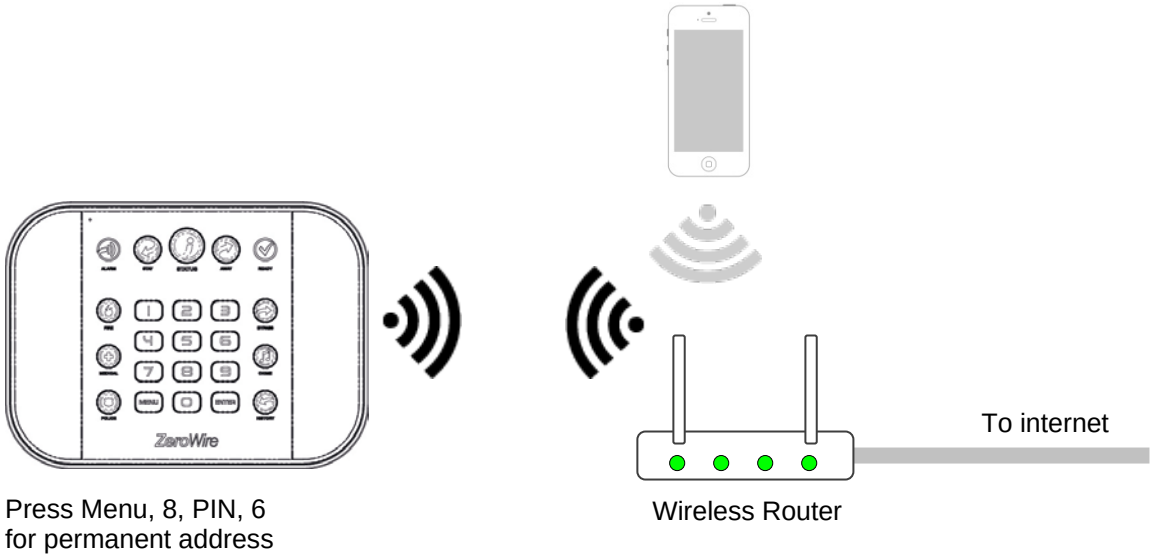


The ZeroWire will disconnect from your device, then attempt to connect to the customer's WiFi network you selected. The webpage on your device will stop responding, this is normal.

12. On your mobile device, connect to the same WiFi network you selected in step 10.
13. On the ZeroWire press Menu – 8 – [PIN] – 6 and note the IP address announced. If you hear "IP address is not configured" then wait a further 30 s and repeat this step.
14. Open your web browser and enter http://[IP address]. The ZeroWire login screen should appear:



15. Your ZeroWire is now successfully connected to your WiFi network:



Troubleshooting

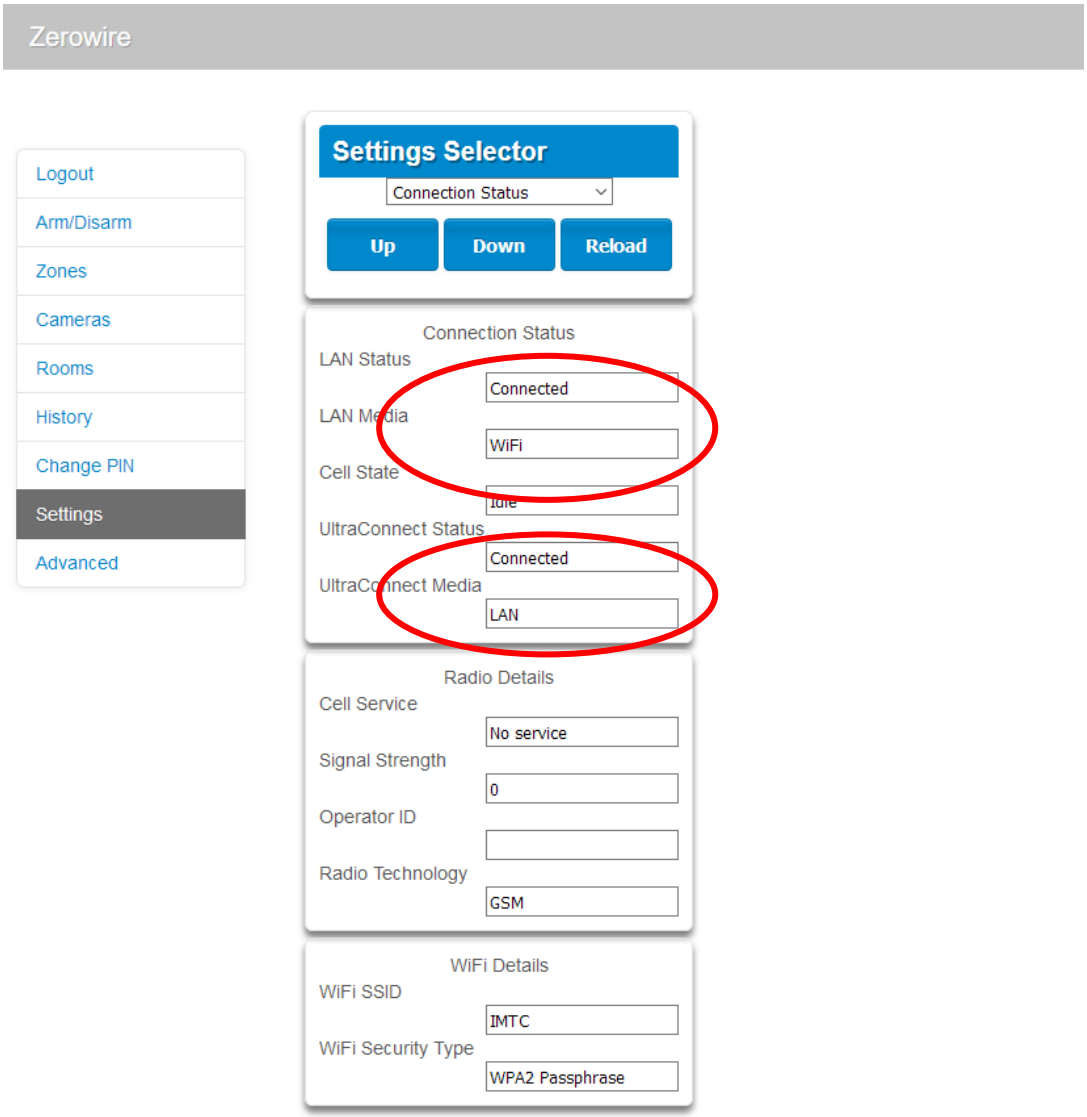
If the connection does not work or you cannot get an IP address, close the web browser on your phone, and restart your wireless router, and start again from step 1.

Sometimes settings on your wireless router may prevent a connection. Check:

- WiFi router allows b and g connections. Some newer routers will have these off at factory default. Some 802.11n access points may not accept 802.11g connections.
- it is within range and has good signal, otherwise a WiFi range extender may help
- the wireless router has DHCP enabled
- does not have firewall or security rules that prevent additional connections
- IP addresses are available, for example connect a new device to it and verify it has an internet connection

Checking WiFi Connection to UltraSync

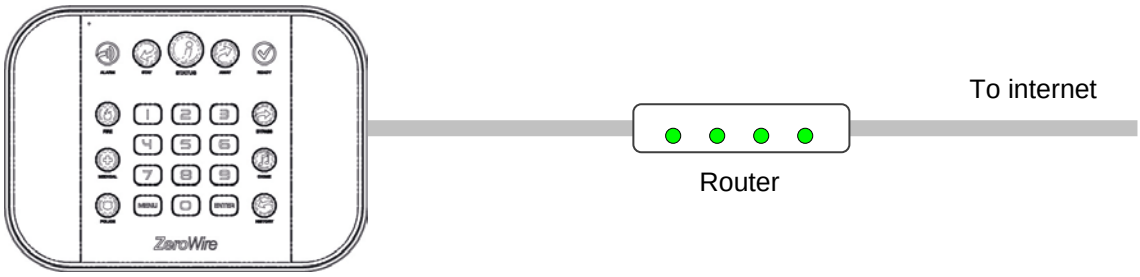
1. Log in to the ZeroWire. Web Server from your mobile device using the IP address announced
2. Click Settings
3. Select Connection Status in the drop down menu
4. Check that
   a. LAN Status should display “Connected”,
   b. LAN Media should display “WiFi”,
   c. UltraSync Status should display “Connected”,
   d. UltraSync Media should display “LAN”.



If it does not:

1. Check cable connection.
2. Check router settings.

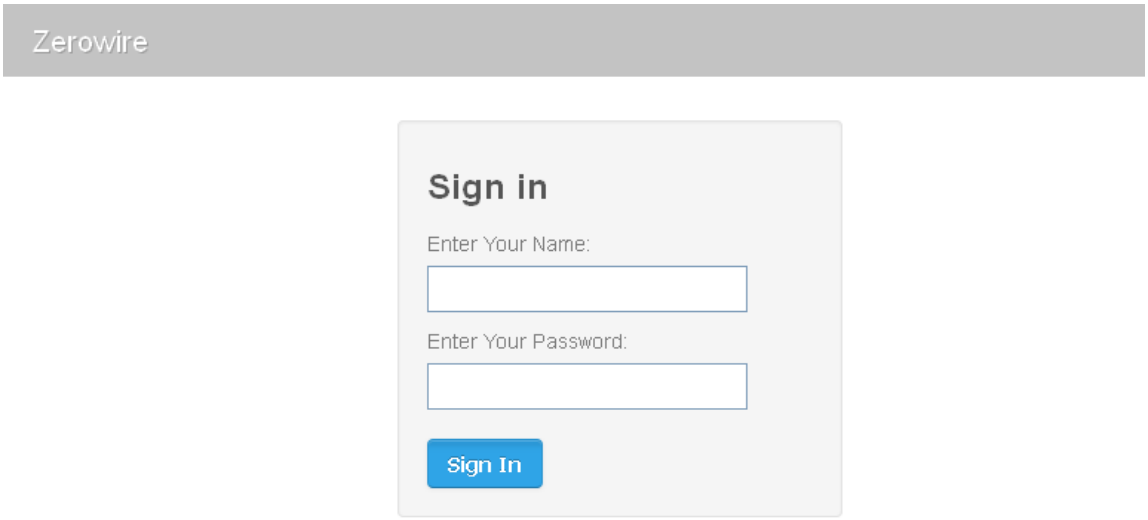
Wired LAN Setup



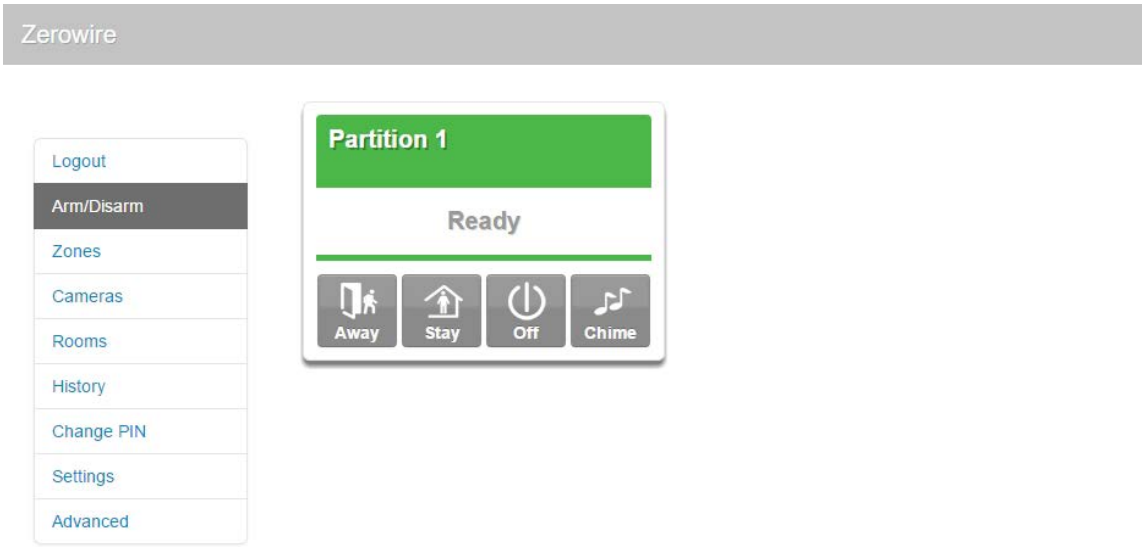
1. Connect power to your ZeroWire.
2. If this ZeroWire was previously connected via WiFi, switch the connection to Wired LAN:

1.	MENU 9	Select main menu - Option 9, Advanced system configuration.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	7	Toggle between Wireless LAN and Wired LAN connection modes.
4.	MENU MENU	Exits from Advanced system configuration menu.

3. Connect an Ethernet cable to the rear of the ZeroWire and wait 10 sec for the local router to assign the ZeroWire an IP address.
4. On the ZeroWire press Menu, 8, [PIN], 6 and note the IP address announced. If you hear “IP address is not configured” then wait a further 30s and repeat this step.
5. Open your web browser.
6. Enter http://[IP address]. The ZeroWire login screen should appear:



7. Enter your username and password, by default this is "installer" and 9713.
8. You should now see a screen similar to the one below.



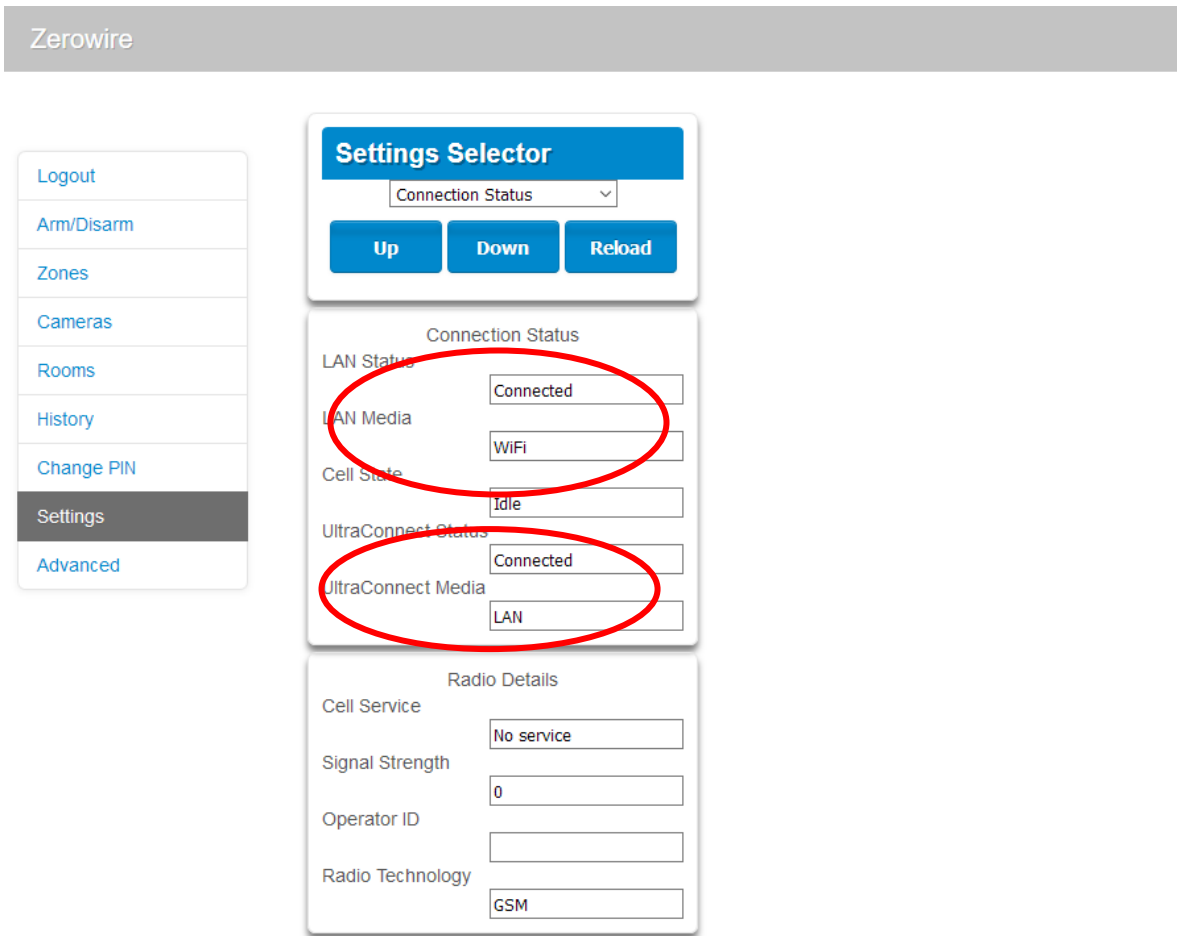
Note: The set of accessible menus depends on the access rights of the user logged in the system. The screen above shows default installer menus, but they can be different for a Master User, standard user, and an installer with Master User rights. For more information, see "Access rights and available menus" on page 37. The same applies to a connection via the UltraSync + app.

9. Your ZeroWire is now successfully connected to your Wired LAN network.

Click Settings or Advanced to program your ZeroWire.

Check LAN Connection to UltraSync

1. Log in to the ZeroWire Web Server from your mobile device using the IP address announced.
2. Click Settings.
3. Select Connection Status in the drop down menu.
4. Check that:
   a. LAN Status should display “Connected”,
   b. LAN Media should display “Ethernet”,
   c. UltraSync Status should display “Connected”,
   d. UltraSync Media should display “LAN”.



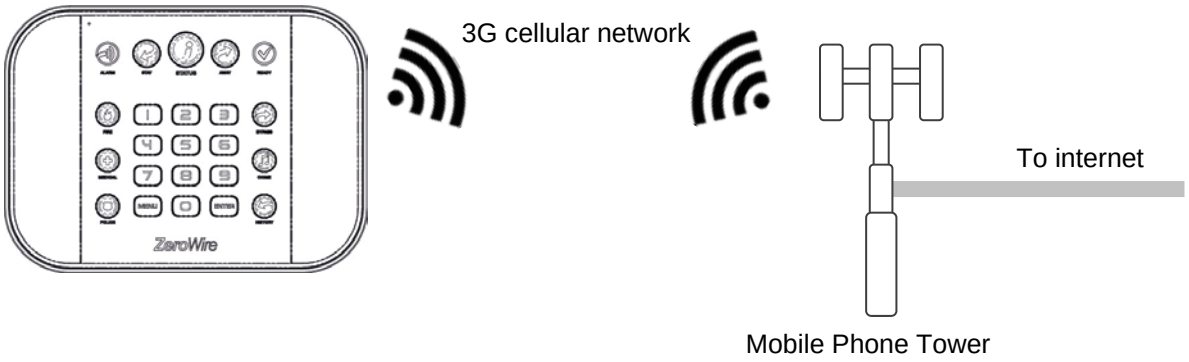
If it does not:

1. Check cable connection.
2. Check router settings.

3G Cellular Radio Setup

An optional 3G cellular radio modem provides a backup reporting path to the central monitoring station over a cellular network if the Ethernet/WiFi connection is not working.

Your cellular radio module should be pre-configured and function once plugged in to the ZeroWire. If not, please refer the manual that comes with the cellular radio for instructions on how to install it.

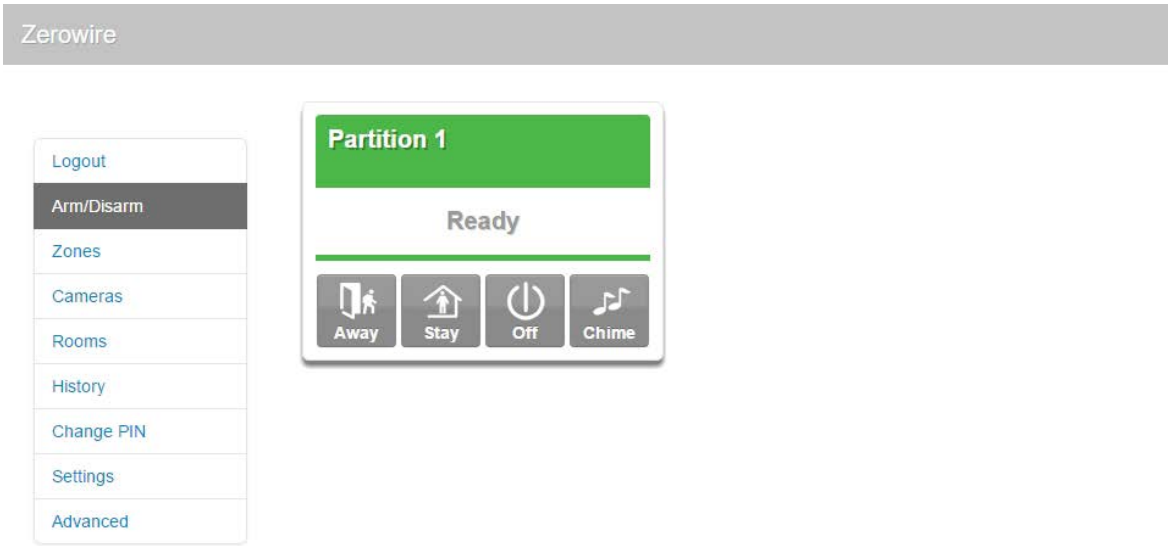


In order to check the 3G radio signal strength:

1. Turn on WiFi Discovery Mode – this provides direct access to the ZeroWire from a mobile device such as a smart phone, tablet, or laptop:

1.	MENU 9	Select main menu - Option 9, Advanced system configuration.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	8	Turn on WiFi Discovery Mode for 10 minutes.
4.	MENU MENU	Exits from Advanced system configuration menu.

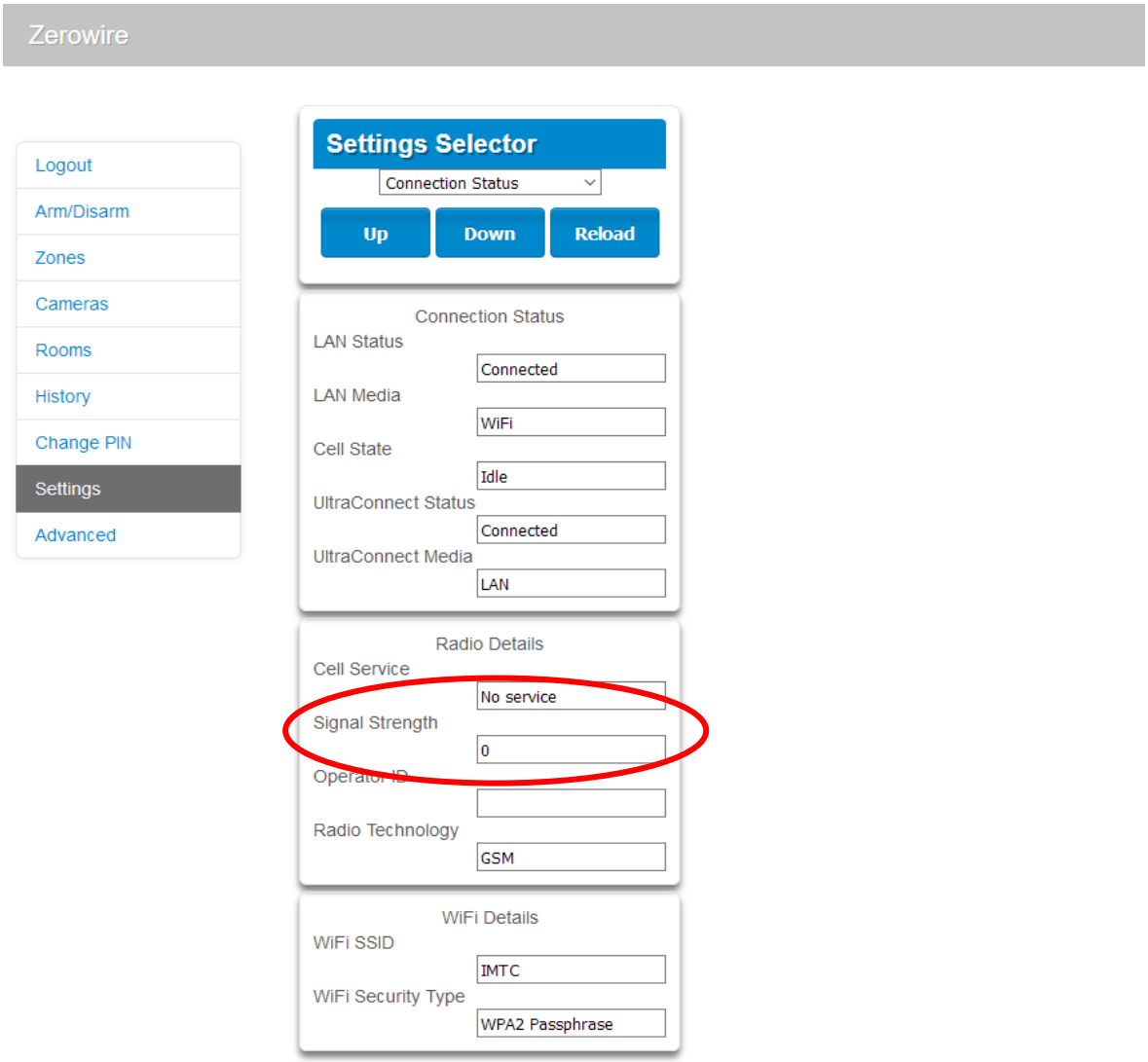
2. Enable WiFi on your mobile device.
3. On your mobile device, browse for available WiFi networks and select the ‘ZeroWire_xxxx” network to connect to it. Only a single user can connect at any time and there is no WiFi password. Once connected, the ZeroWire will be assigned a fixed IP address of 192.168.1.3.
4. Open your web browser and enter http://192.168.1.3. The ZeroWire login screen should appear.
5. Enter your username and password, by default this is “installer” and “9713”
6. Click Sign In, you should now see a screen similar to the one below:



Note: The set of accessible menus depends on the access rights of the user logged in the system. The screen above shows default installer menus, but they can be different for a Master User, standard user, and an installer with Master User rights. For more information, see "Access rights and available menus" on page 37. The same applies to a connection via the UltraSync + app.

7. Click Settings.
8. Select Connection Status in the drop down menu.

9. Check that:
   - UltraSync Status should display “Connected”,
   - Cell Service should display “Valid service”,
   - Signal Strength should display a value between -91 to -51.

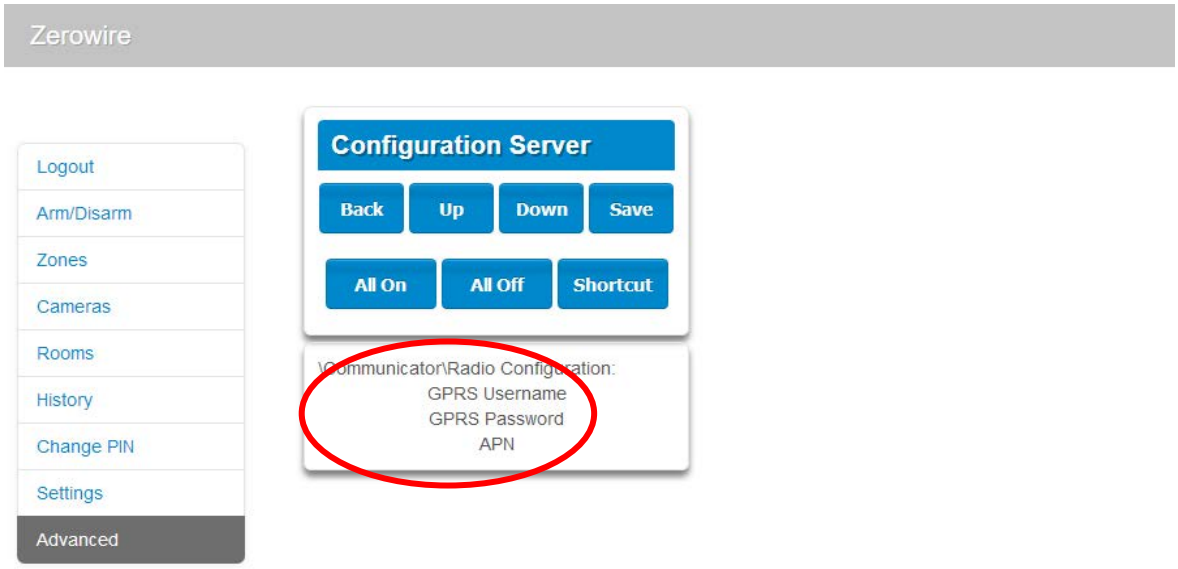


If it does not:

- Check cellular connection:
  1. Look at cell state, it should display “Connected”.
  2. Wait until cell state displays “Connected”, click Reload to refresh the status.
  3. Check signal level in Menu 4, 5 – signal level should be between -91 to -51.
  4. Contact Tech Support for assistance.
- Check radio module is correctly installed.
- Check radio antenna is correctly installed or move the antenna to a higher location.
- Check cable connection of Ethernet cable.
- Check router settings.

10. If you need to make changes, open the ZeroWire Web Server and go to Advanced – Communicator – Radio Configuration:

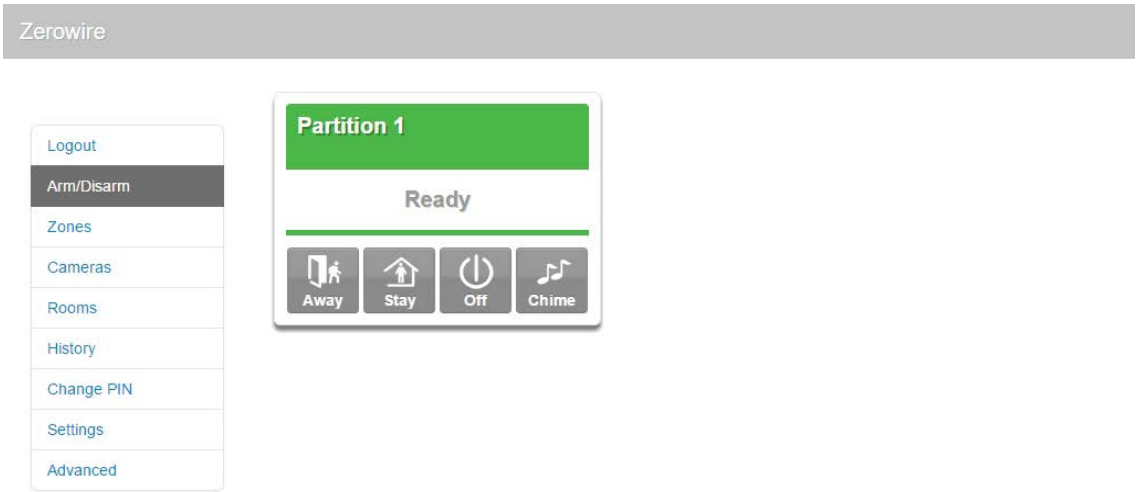
Only change these settings as instructed by your supplier or telecommunications provider.



Access rights and available menus

The set of accessible menus depends on the access rights of the user logged in the system.

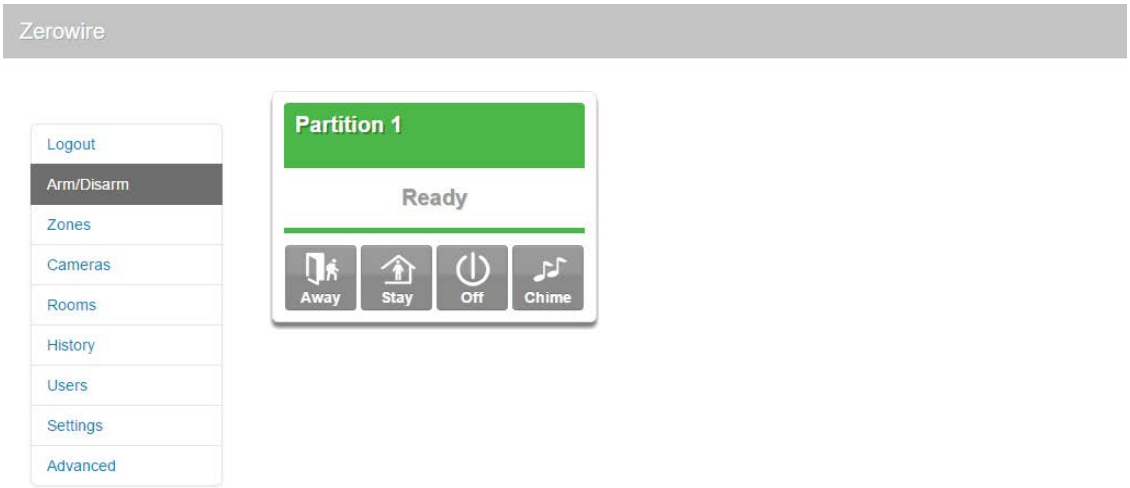
Main Menu – Installer Code



The screen above shows the ZeroWire's menu when accessed via installer code when the installer code is NOT set with master user authorities. Particularly, no User settings are available to the installer.

Note: The Installer type can only be set via the DLX900 software.

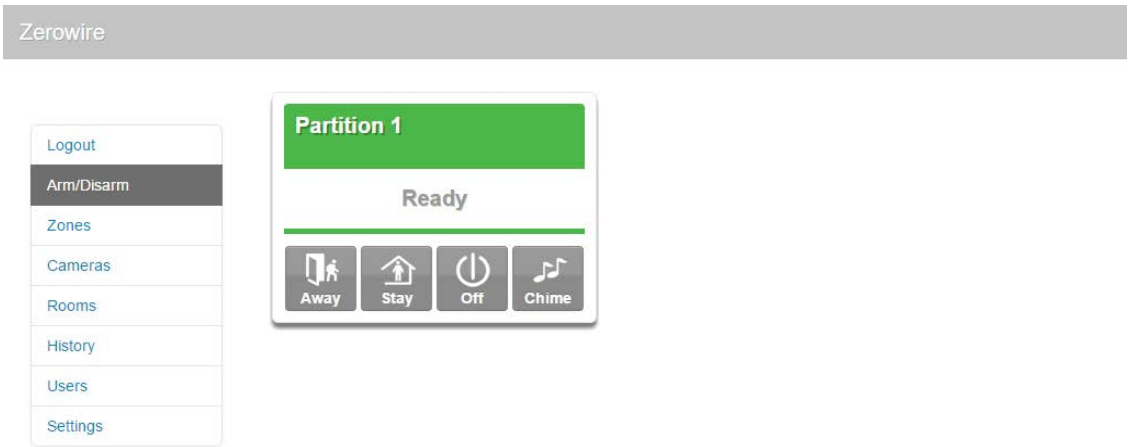
Main Menu – Installer Code with Master Authority



The screen above shows the ZeroWire's complete menu when accessed via the default installer code with master access. This is a default view for the first installer login.

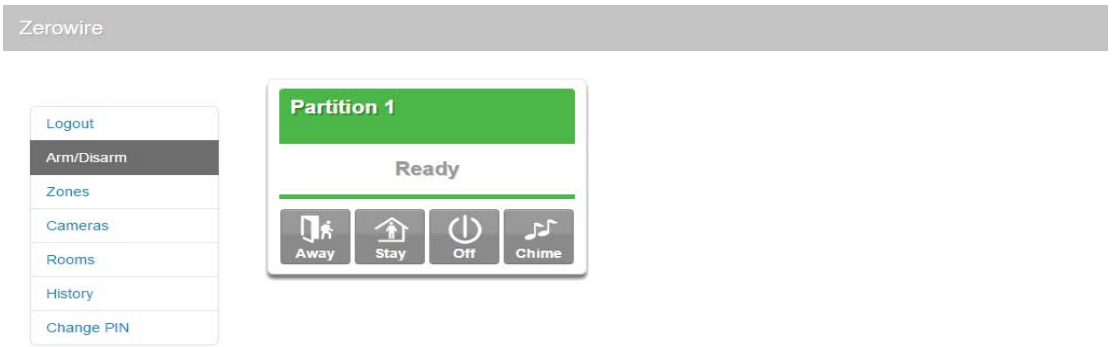
Note: The Master Installer type can only be set via the DLX900 software.

Main Menu – User with Master Code



Advanced installer menus will be hidden when accessed by a user with a master code. This is a default view for the first "User 1" login.

Main Menu – Standard User Code



When accessed by standard users, all menus for changing system settings and settings for other users will be hidden.

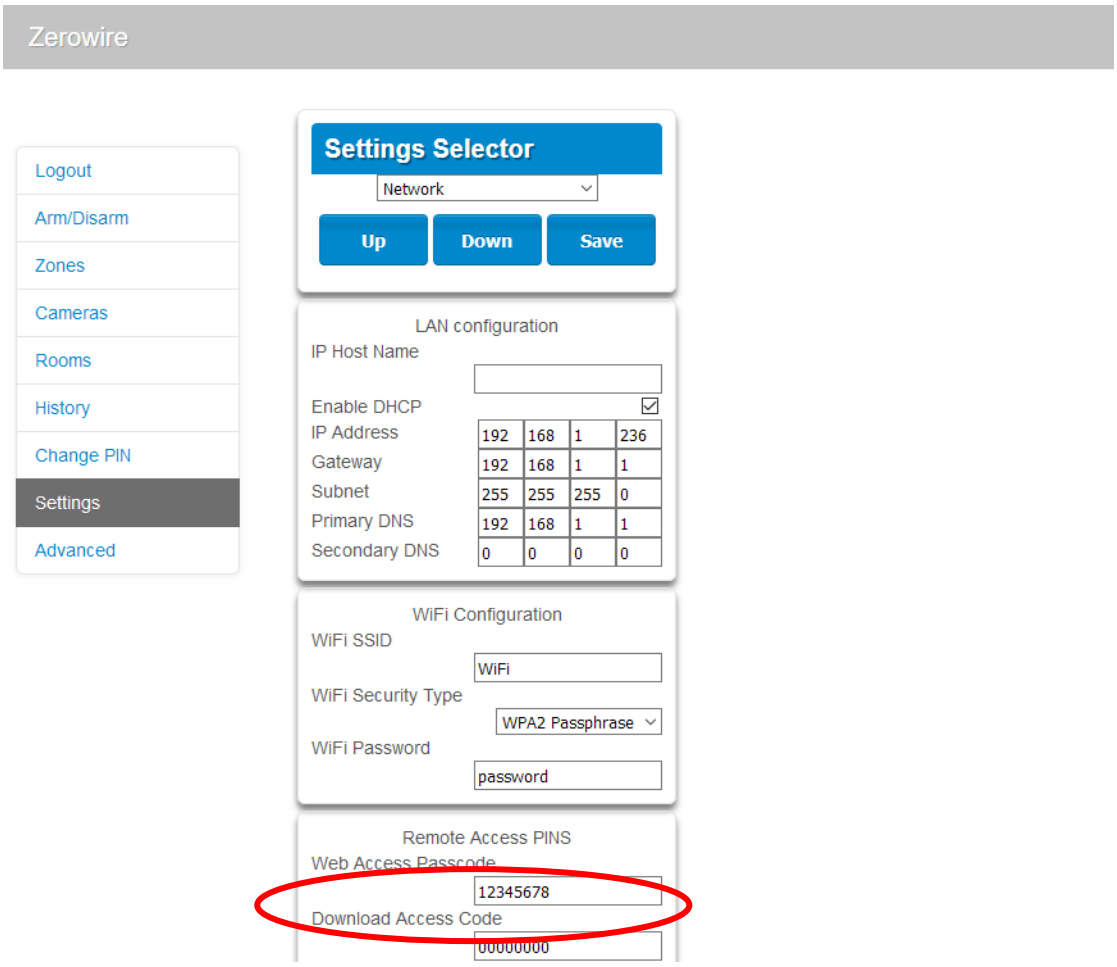
Enabling Access to UltraSync + app

For security, the UltraSync + app is disabled by default. Follow these steps to enable it:

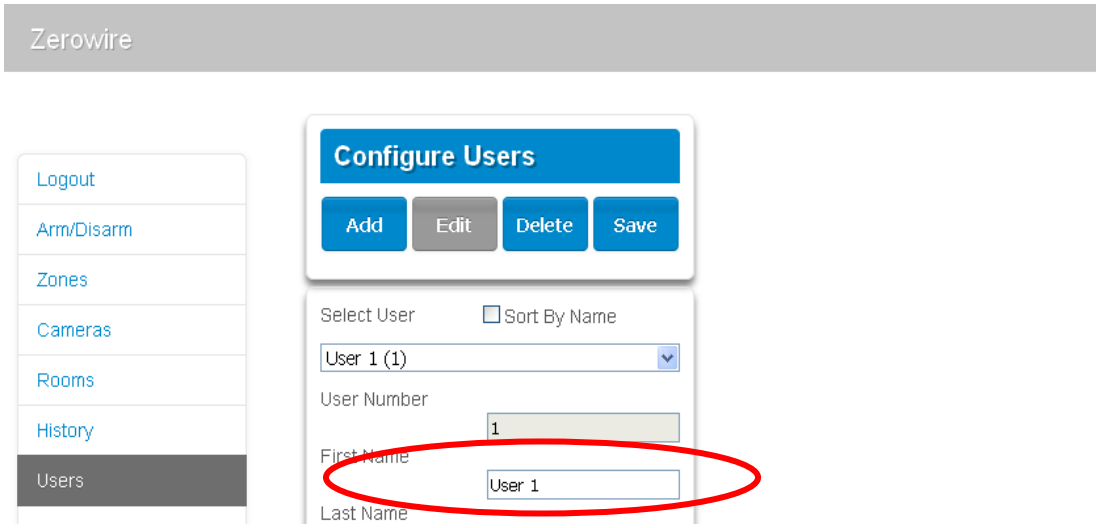
1.	MENU 9	Select main menu - Option 9, Advanced system configuration
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code
3.	9	Change Web Access Passcode
4.	8 DIGIT CODE ENTER	Enter a new Web Access Passcode
5.	((CODE FLASHES ON KEYPAD))	Passcode will flash on keypad for confirmation
6.	MENU MENU	Exits from Advanced system configuration menu

Alternatively, you may use the Web Server:

1. Log in to the ZeroWire Web Server from your mobile device using the installer account.
2. Click Settings.
3. Click Network.
4. Enter a Web Access Passcode:



3. Enter a first name:



Installing UltraSync + app

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

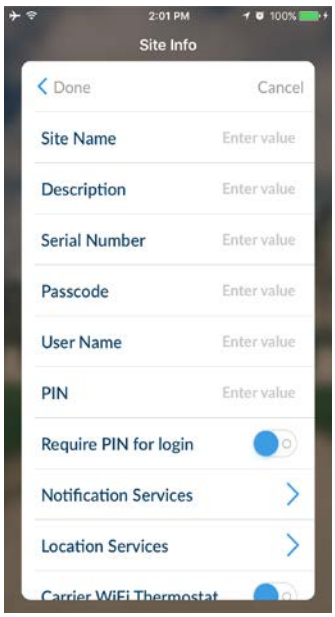
1. On your smartphone go to the Apple® App Store™ or Google Play™ store.

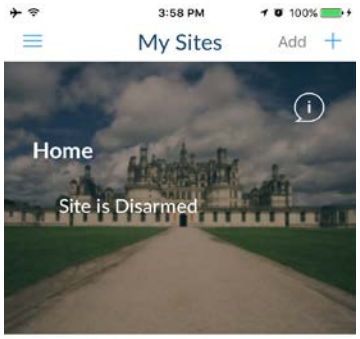
2. Search for UltraSync.
3. Install the app.
4. Click the Smart Home icon on your device to launch it.
5. Click + on the top right to add a new site, or the (i) icon to edit an existing site.
6. Enter the details of your security system.

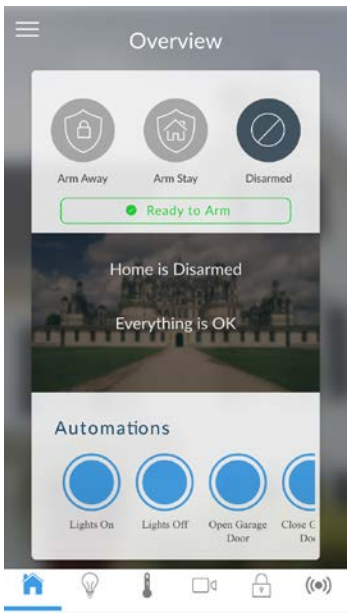
   The serial number is printed on the back of the ZeroWire unit. Alternatively login to ZeroWire Web Server and go to Settings – Details to view it.

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

   The default username and PIN code is "installer" 9713 (for an installer) and "User 1" 1234 (for a user). Please note that there is a space between "User" and "1". You may also use any other valid user account. Only menus a user has access to will be displayed.
7. Click Done button to save the details, then Sites to go back.
8. Click the name of the Site, the app will now connect you to ZeroWire.





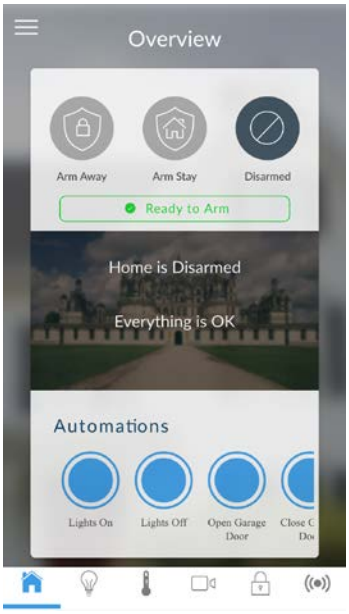


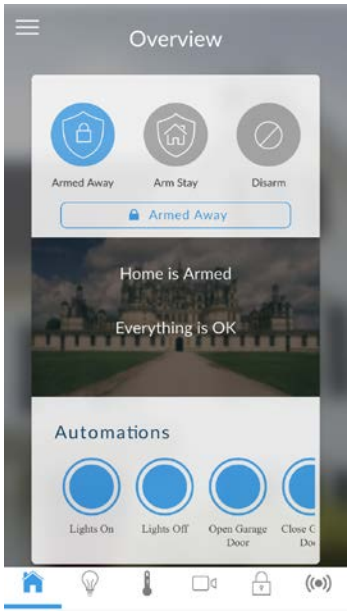
Troubleshooting

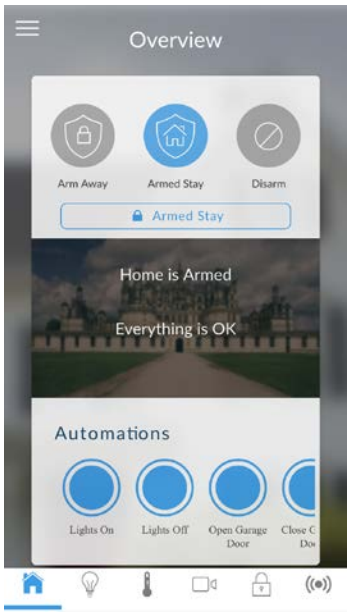
- Check the serial number, web access passcode, user name and PIN codes match those in the ZeroWire.
- Web Access Passcode must not be 00000000.
- User Name must be entered with a space between the first and last name and with correct capitalization.
- If connected by Wired LAN, check the cable is plugged in and that the connection is working.
- If connected by WiFi LAN, check the connection is working.
- If switching between WiFi and Ethernet modes, logout of webpage, keypad programming, and app to end current session. This allows the panel to reconnect on the new mode.
- Check Settings – Network – Enable UltraSync is ticked.
- Check that your mobile device has access to the internet (e.g. open a web browser).
- Try disabling WiFi on your device once the ZeroWire is configured, and using the 3G/4G data connection of your device with the UltraSync + app.
- Check the UltraSync servers are correct under Advanced – UltraSync:
  a. Ethernet Server 1 - zw1.ultraconnect.com:443
  b. Ethernet Server 2 - zw1.zerowire.com:443
  c. Wireless Server 1 - zw1w.ultraconnect.com:8081
  d. Wireless Server 2 - zw1w.zerowire.com:8081
- Power cycle connected equipment including ZeroWire and customer supplied router(s).

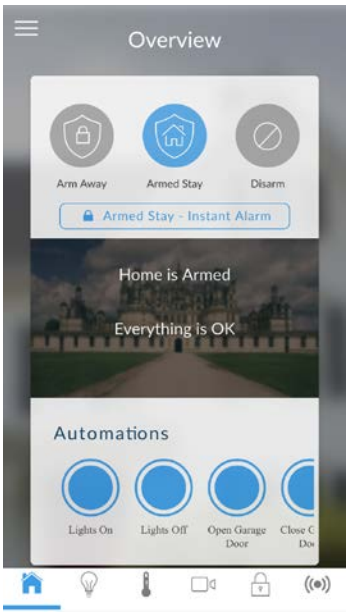
Using the UltraSync + app

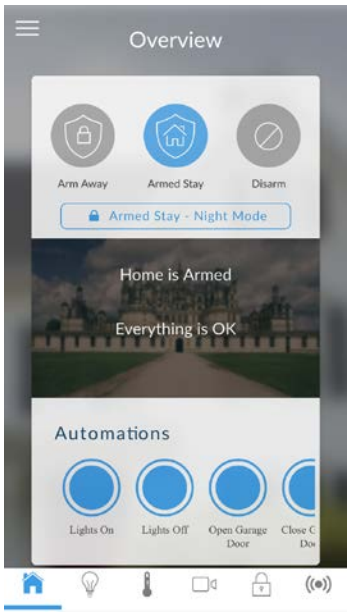
The first screen that will appear once you connect is the Overview screen. This will display the status of your system and allows you to arm or disarm areas by touching Arm Away, Arm Stay, or Disarm. It also allows you to activate programmed automation scenes.





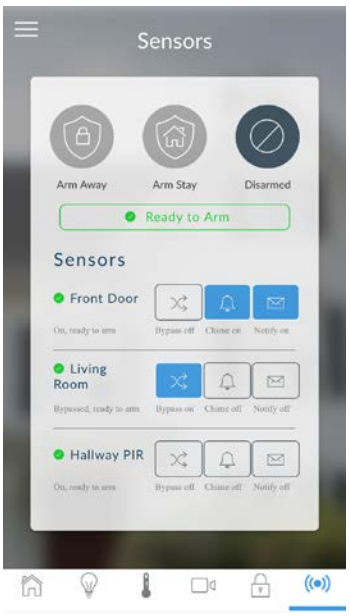






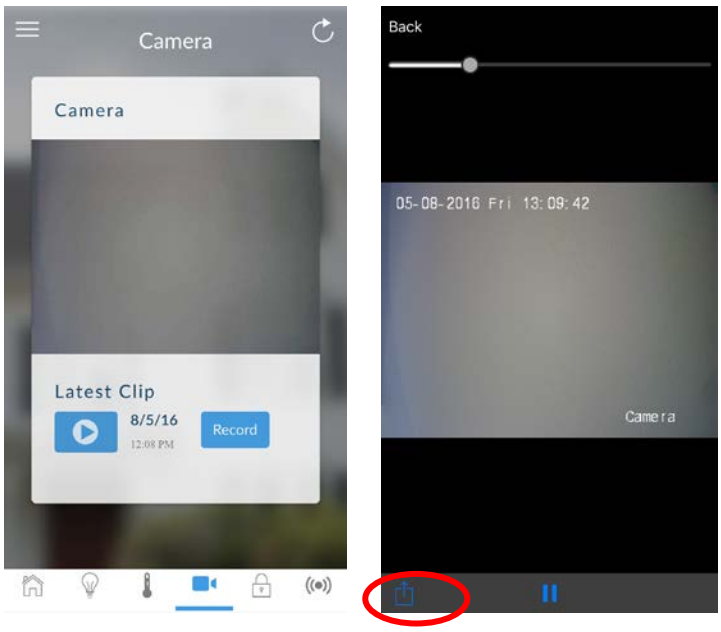
The menu bar is located along the bottom of the app. Touch the Zones icon (last icon with a dot and wireless signals) to view zone status.

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

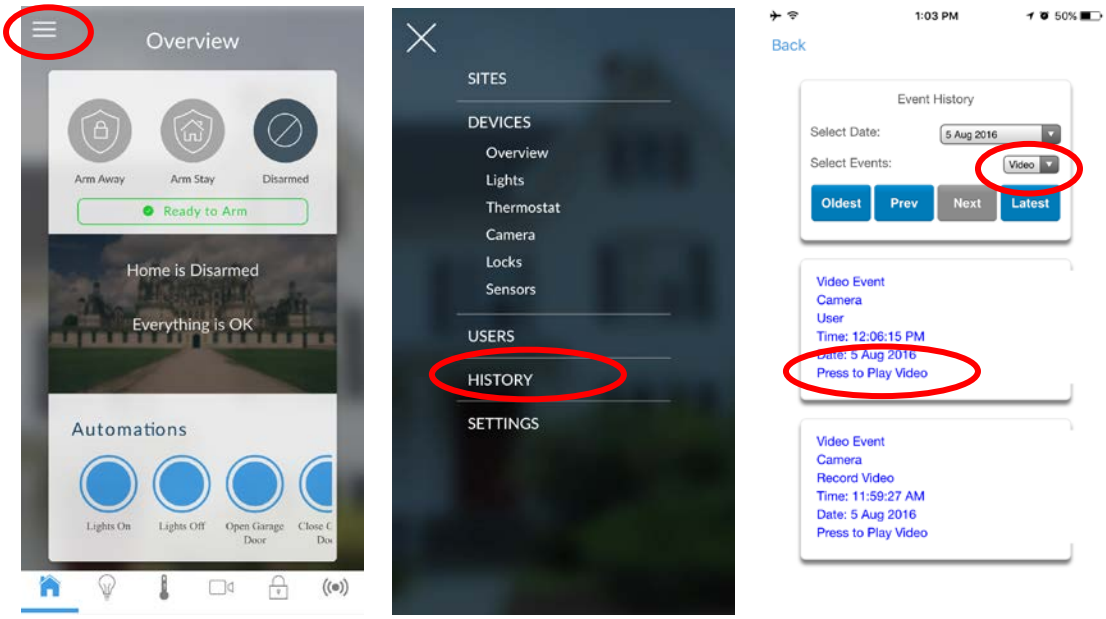


Touch the Camera icon to view cameras connected to your system.

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

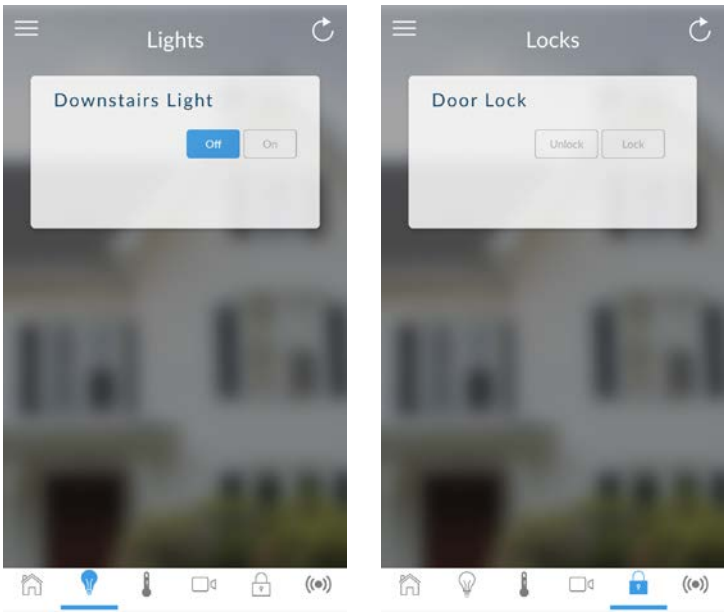


Video clips can also be accessed from the History screen. Touch Menu , HISTORY, then change Selected Events to Video. Touch “Press to Play Video” to retrieve the clip from the camera. Once downloaded, you can save or forward the clip.



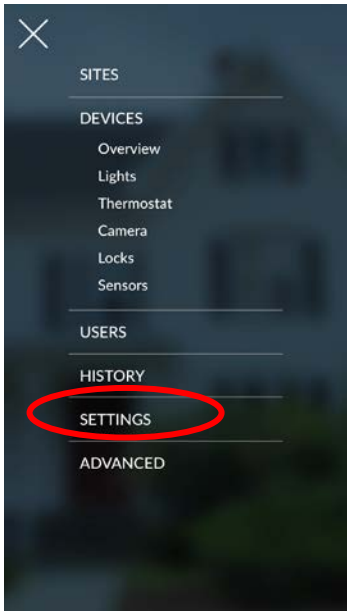
This History screen displays the event log of the ZeroWire, recording important events and allowing authorized users the ability to audit the system. Changing the Selected Events to Alarms will display the filtered Mandatory Event Log. Events followed with an * are for events not intending to be reported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

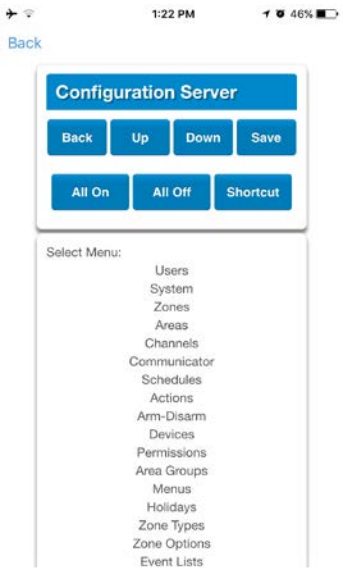
If you have Z-Wave devices installed, touch the Light or Lock icon to view and control them.



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

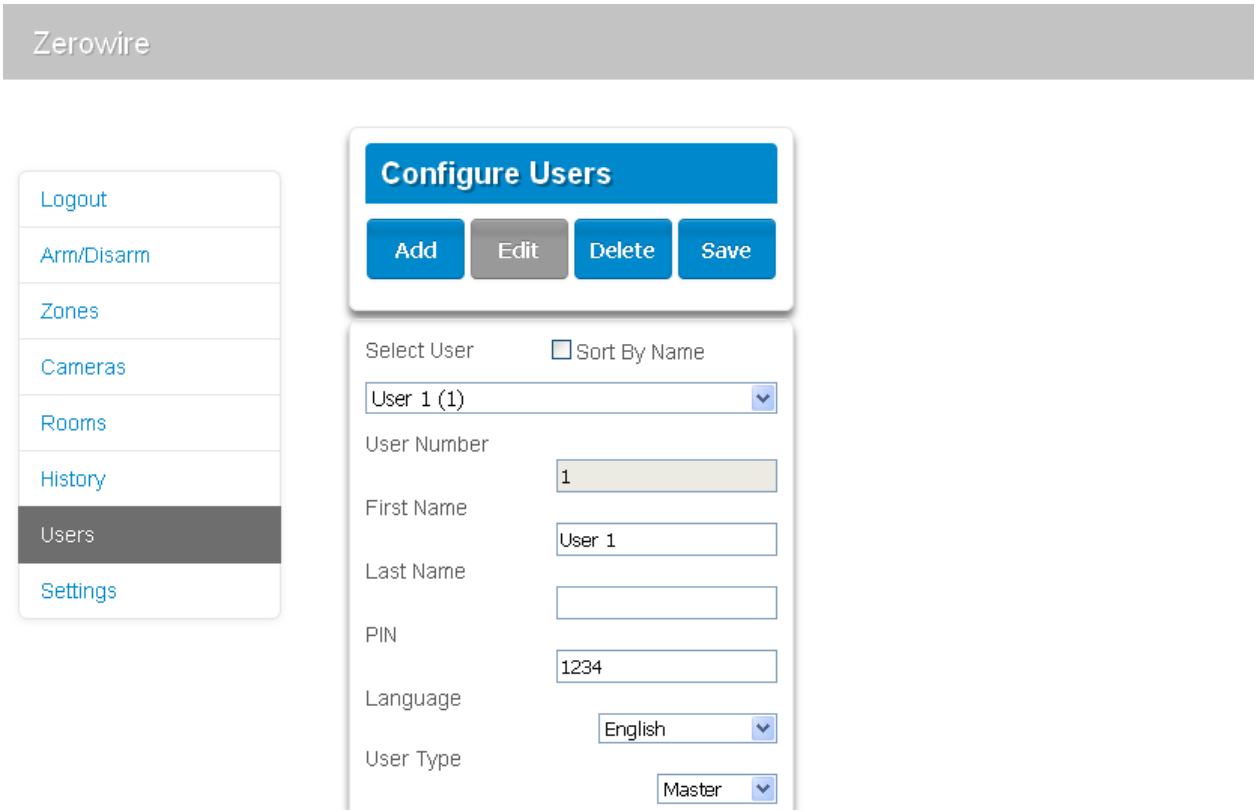
When you login with the installer account you will have access to the ADVANCED menus for setting up and programming the ZeroWire. Refer to the ZeroWire Reference Guide for additional help on the Advanced screen.



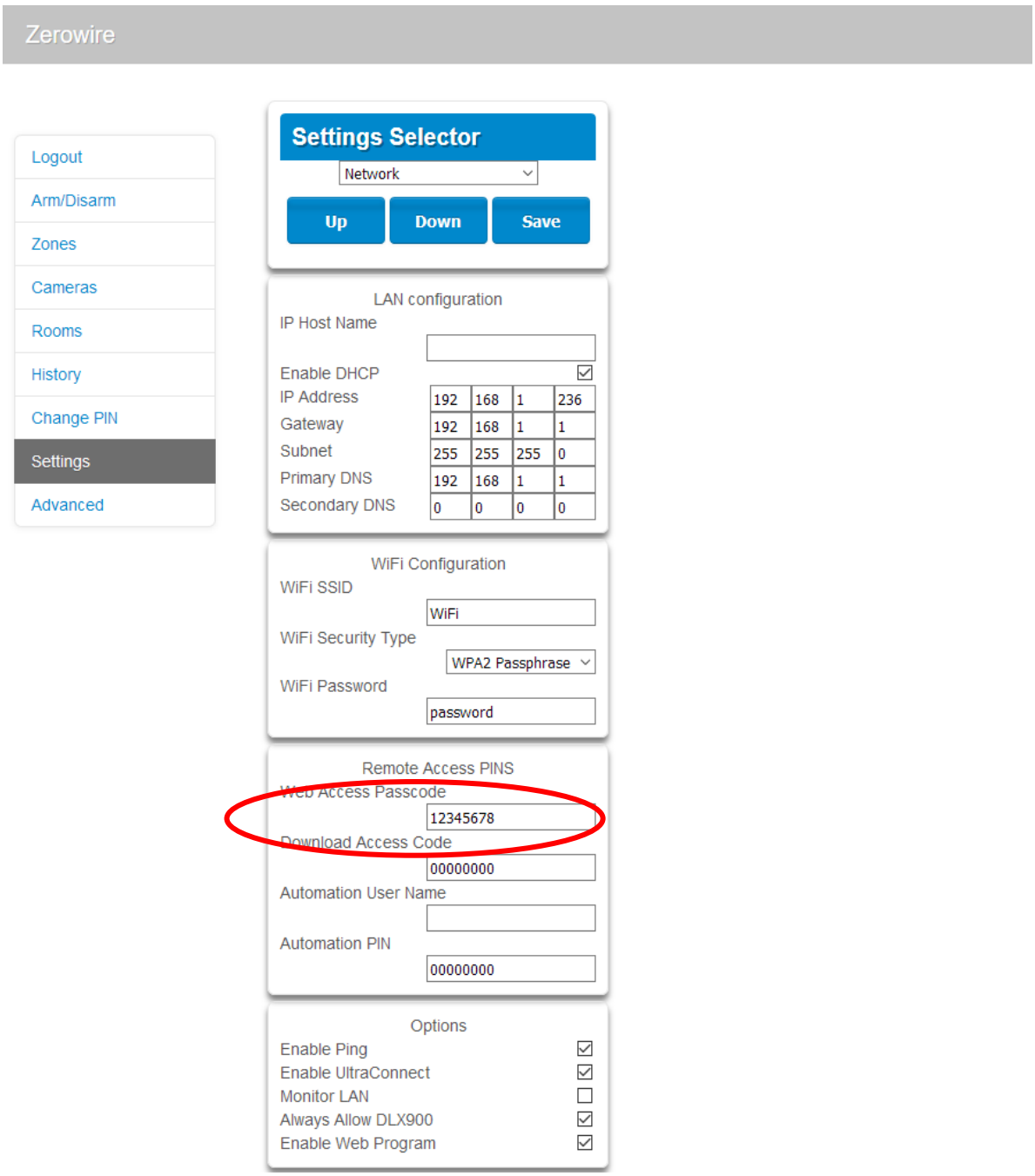


Recommended Items To Change

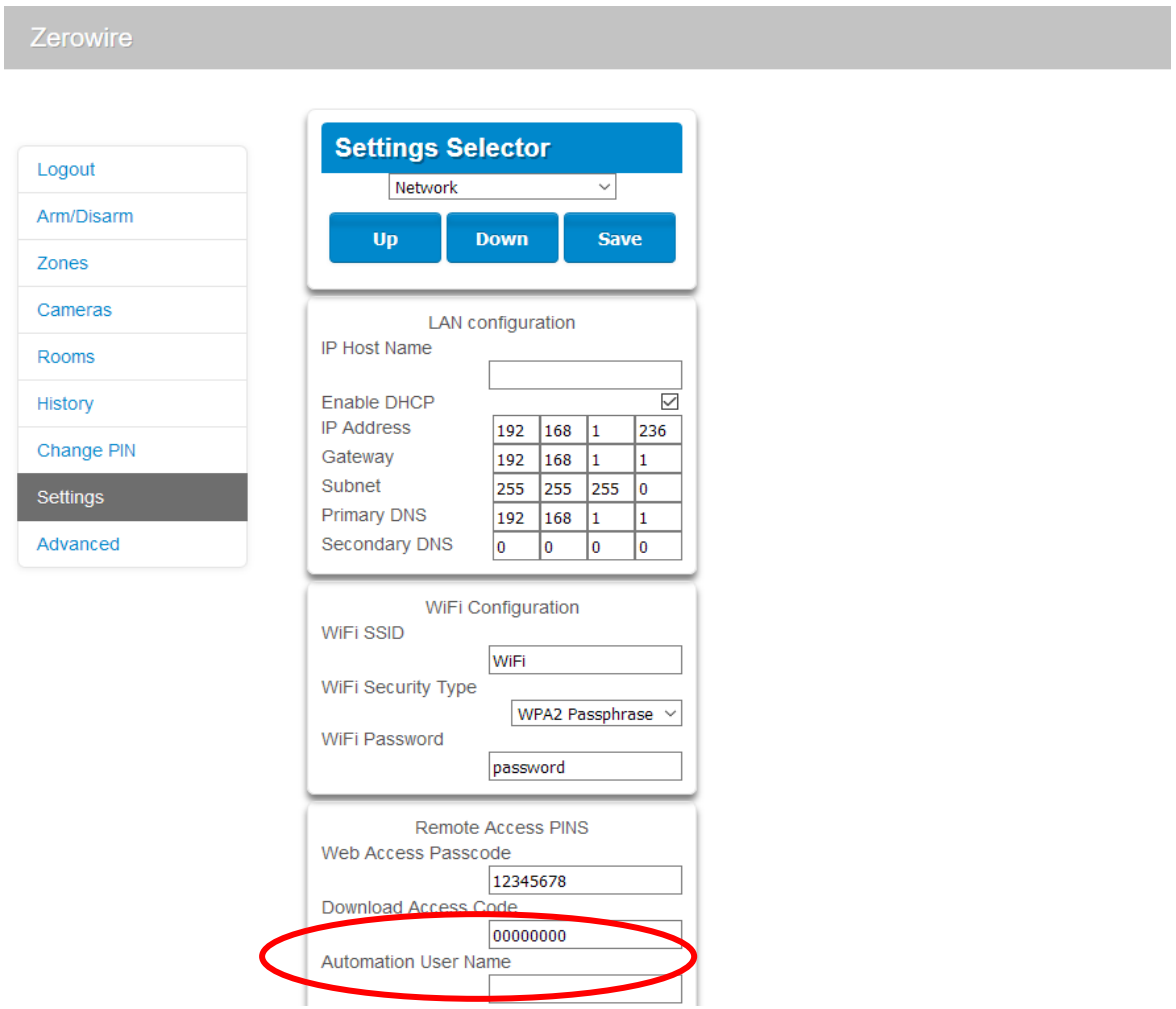
- Installer Code. This is the master key to most features. Always change this to prevent accidental modifications by end-users and an unauthorized access to the security system.
- User 1 PIN code is 1234 at default. Always change this to prevent unauthorized access to the security system.
- User 1 username is “User 1” at default, with a space between "User" and "1". This is required to provide end-user access to the ZeroWire Web Server and UltraSync + app. Make it blank to prevent end-user access.



- Web Access Passcode and Download Access Code. These provide access to the ZeroWire Web Server, UltraSync + app, and upload/download from the DLX900 management software.
- Enable remote access for UltraSync + app by changing Web Access Code. The default Web Access Passcode of 00000000 prevents remote access. To change it, login to ZeroWire Web Server and go to Settings - Network.



- Enable remote access for DLX900 by changing Download Access Code. The default Download Access Passcode of 00000000 prevents remote access. To change it, login to ZeroWire Web Server and go to Settings - Network.



Note: DLX900 will attempt to connect using the default installer/9713 account. To disable DLX900 access change the installer PIN code and set the Download Access Code to 00000000.

- Installer Service Phone Number – This is announced to the end-user when certain status conditions occur. For example when there is a low battery, the Status button will turn red. When the Status button is pressed it will announce the condition, then this phone number. Add your phone number under Advanced\ \System\Service and Test Options.

Troubleshooting

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

Installation Using a Keypad

Basic Installation

It is possible to quickly install and test zones using only the ZeroWire keypad, the voice guide will walk you through each option that requires programming.

Additional zone settings can be accessed via the ZeroWire Web Server, UltraSync + app, or DLX900.

The keypad will be locked in screensaver mode when unused for a set time. A valid PIN is required to unlock the ZeroWire and access the ZeroWire system. Users can set PIN codes between 4 and 8 digits in length.

Please note that the PIN code should be entered twice to be validated.

When an incorrect PIN is entered 3 times the keypad is locked for 60 seconds and the voice will say “Access denied”. During this time the keypad will not be operational and PIN codes cannot be entered.

After the 60 seconds expires, if the first PIN attempt is incorrect, the 60 second time will start again. If the PIN code is valid, then the counter will reset and further 3 attempts can be accepted.

Unpacking Detectors

These instructions are for general information only. Please refer to the manual included with each detector for further details.

1. Remove the detector from packaging.
2. Remove a battery cover of the detector.
3. Install batteries taking care to insert them correctly. Batteries inserted with reverse polarity may damage the detector.

Installation Suggestions

- Wireless detectors feature low power transmission to maximize battery life. This means you should place the ZeroWire in a central location and install detectors as close to the ZeroWire as possible.
- Signals from each detector will reduce in strength as they pass through different building materials with brick and concrete absorbing more of the signal.
- Keep detectors away from household appliances and metal surfaces (e.g. refrigerator, TV, washing machine, garage door). Metal surfaces will reflect the signal away.
- If you have a double-storey property, it is suggested the ZeroWire unit be installed on the highest level for the best signal strength.
- ZeroWire installed below ground level (e.g. basement) may have reduced range.
- Motion/Passive Infra-Red (PIR) detectors should be installed to look over the area you want to protect. The path of an intruder should walk across the front of the PIR. A PIR

is less sensitive to an intruder walking directly towards it. Avoid pointing the PIR at windows or heat sources as these may cause the PIR to operate incorrectly.

- Reed switches should be installed across doors/windows where two surfaces open and close. Place the detector on the frame and the magnet on the door/window. Take care to close the door/window and note any gap between the magnet and the detector. If the gap is large the detector will always be in an open state and prevent you from arming/disarming the system. A plastic spacer can be used to ensure the reed switch seals correctly.

Learning Detectors into ZeroWire

Example: Add a PIR motion detector to ZeroWire and assign it as zone 1.

1.	MENU 5	Select Zone Configuration.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	1	Select 1 to add detector.
4.	PRESS DEVICE BUTTON	Activate the detector learn-in sequence (see specific wireless detector manual for instructions). ZeroWire will announce that the detector or keyfob is detected.
5.	1 ENTER 1 ENTER	Assign the detector as zone number 1, or just press Enter to automatically assign a number. Press 1-6 for the zone type.
6.	MENU MENU MENU	Exit from the menu.

Zones Guide

A zone (sometime referred to as a detector, sensor, or input) on the ZeroWire is a single physical hardwired connection or a wireless connection. They can be configured as one of many zone types that greatly increase the functionality of the ZeroWire system. Additionally zones on the ZeroWire can be used as logic inputs within actions.

Zone Number

The ZeroWire can support a total of 64 zones. Each zone is identified by a unique zone number, which cannot be altered, and remains as the key reference for each zone.

Zone Type

The zone type can be changed using the ZeroWire keypad to one of the following defaults. If you require further customization please use the ZeroWire Web Server, UltraSync + app, or DLX900 to access more advanced settings.

Option	Voice	Zone Type	Zone Options
1	Delay Zone Type	3 Entry Exit Delay 1	1 Bypass
2	Delay Zone Type with Bypass in Stay Mode	3 Entry Exit Delay 1	2 Bypass Stay
3	No Delay Zone Type	6 Instant	1 Bypass
4	No Delay Zone Type with Bypass in Stay Mode	6 Instant	2 Bypass Stay
5	24 Hour Zone Type	2 24 Hour Audible	6 Panic
6	24 Hour Silent Zone Type	7 24 Hour Silent	7 Silent Panic
Smoke Zones	Smoke Zone	8 Fire Alarm	5 Fire

Configuring Zone Names

All zones can be named using library words on page 106. This makes it easier to identify the correct detector in the event of a condition. You may enter up to eight words to achieve your desired description.

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

1.	MENU 6	Select main menu - Option 6, Basic system configuration.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	4	Select zone name recording.
4.	1 ENTER	Select zone 1.
5.	5 3 ENTER	Select word “Dining” from the word library.
	1 1 8 ENTER	Select word “Room” from the word library.
	1 2 2 ENTER	Select word “Zone” from the word library.
6.	MENU MENU MENU	Exit from the menu.

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

Recording Zone Names (optional)

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

Example: Record user name for zone 1

1.	MENU 6	Select main menu - Option 6, Basic system configuration.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	4	Select zone name recording.
4.	1 ENTER	Select zone 1.
5.	HOLD DOWN HISTORY KEY	Activate recording mode.
6.	((SPEAK NAME))	Record voice, maximum 2 seconds.
7.	RELEASE HISTORY	Stop recording mode.
8.	MENU MENU MENU	Exit from the menu.

Testing Zone Signal Level

Check the signal level of each zone once installed.

1.	MENU 4	Select Main Menu - Option 4 – System Test
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	4	Select zone walk test
6.	TRIP DETECTOR	Trip each zone and listen to the voice feedback on the panel.
8.	MENU MENU MENU	Exit from the menu.

If signal is low, then move zone to another location. Alternatively move your ZeroWire to a more central location.

Removing a Zone

Example: Remove zone 8

1.	MENU 5	Select Zone Configuration.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	2	Select 2 to remove a detector (zone) or keyfob.
4.	1	Select 1 to remove a detector (zone).
5.	8 ENTER	Select the zone number that needs to be removed.
6.	MENU MENU MENU	Exit from Advanced system configuration.

Adding a User/Keyfob

ZeroWire allows you to add up to 40 users. Each user is assigned a PIN code and a user number between 1 and 1000. This allows them to interact with the system. Advanced user settings are only accessible via the ZeroWire Web Server, UltraSync + app, or DLX900.

Note: PIN Codes must be unique across the system; no two users can share the same PIN code.

PIN codes must be 4 to 8 digits in length.

User name must be assigned to give that user access to the UtraSync + app or ZeroWire Web Server.

The default installer account is User 256 with the user name "installer" and PIN code 9713, with Master Engineer user type. These details are used to login to the ZeroWire Web Server web pages and UltraSync + app.

The default master account is “User 1” and PIN 1234, with a space between "User" and "1".

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

1.	MENU 3	Select User Configuration menu.
2.	YOUR 4 TO 8 DIGIT MASTER CODE ENTER	Note: installer account does NOT have access to users, must use a master code.
3.	1	Select 1 to configure user PIN.
4.	4 ENTER	Select user 4.
5.	2 5 8 0 ENTER	Set user 4 PIN code as 2580.
6.	MENU MENU MENU	Exit from Advanced system configuration.

Changing the User Type (optional)

The user type determines what that user can do:

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

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

1.	MENU 3	Select User Configuration menu.
2.	YOUR 4 TO 8 DIGIT MASTER CODE ENTER	Enter your MASTER code.
3.	2	Select 2 to configure user type.
4.	6 ENTER	Select the user number.
5.	2	Select 2 for the installer user type (available options: 1−Standard, 2−Master, 3−Arm Only.).
6.	MENU MENU MENU	Exit from the menu.

Recording User Names (optional)

You can also record the names of the first 40 users using your voice.

Example: Record user name 1

1.	MENU 6	Select main menu - Option 6, Voice message recording.
2.	YOUR 4 TO 8 DIGIT MASTER CODE ENTER	Enter your Master code.
3.	3	Select user name recording.
4.	1 ENTER	Select user 1.
5.	HOLD DOWN HISTORY	Activate recording mode.
6.	((SPEAK NAME))	Record voice, maximum 2 seconds.
7.	RELEASE HISTORY	Stop recording mode.
8.	MENU MENU MENU	Exit from the menu.

Removing a User

Example: Remove user 4 from your system

1.	MENU 3	Select User Configuration menu.
2.	YOUR 4 TO 8 DIGIT MASTER CODE ENTER	Enter your Master code.
3.	1	Select 1 to configure user PIN.
4.	4 ENTER	Select user 4.
5.	BYPASS	Press Bypass to disable the selected user's PIN code.
6.	MENU MENU MENU	Exit from the menu.

Adding a Keyfob

Example: Add a new keyfob and assign it as user 65

1.	MENU 5	Select Zone Configuration.
2.	YOUR 4 TO 8 DIGIT MASTER CODE ENTER	Enter your Master code.
3.	1	Select 1 to add a keyfob.
4.	PRESS DEVICE BUTTON	Activate the keyfob learn-in sequence (see specific wireless keyfob manual for instructions). ZeroWire will announce that the keyfob is detected.

5.	65 ENTER	Select the number that will be assigned to this keyfob, followed by Enter. Press Enter for the next keyfob.
6.	MENU MENU MENU	Exit from the menu.

Removing a Keyfob

Example: Remove keyfob/user 65 from your system

1.	MENU 5	Select Zone Configuration menu.
2.	YOUR 4 TO 8 DIGIT MASTER CODE ENTER	Enter your Master code.
3.	2	Select 2 to remove a zone or keyfob.
4.	2	Select 2 to remove a keyfob.
5.	65 ENTER	Select the keyfob number.
6.	MENU MENU MENU	Exit from the menu.

Installation Using Web Server

Advanced Installation

Advanced settings are only accessible via the ZeroWire Web Server, UltraSync + app, or DLX900.

These instructions describe how to install zones and add users once you have logged in to the ZeroWire Web Server.

Alternatively, you may use the UltraSync + app to perform programming. This can be done remotely even when not on-site. See "Enabling" on page 37.

Unpacking Detectors

These instructions are for general information only. Please refer to the manual included with each detector for further details.

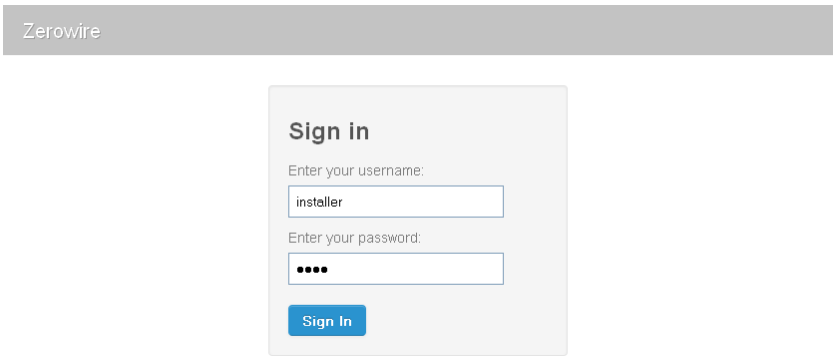
1. Remove the detector from packaging.
2. Remove a battery cover of the detector.
3. Install batteries taking care to insert them correctly. Batteries inserted with reverse polarity may damage the detector.

Installation Suggestions

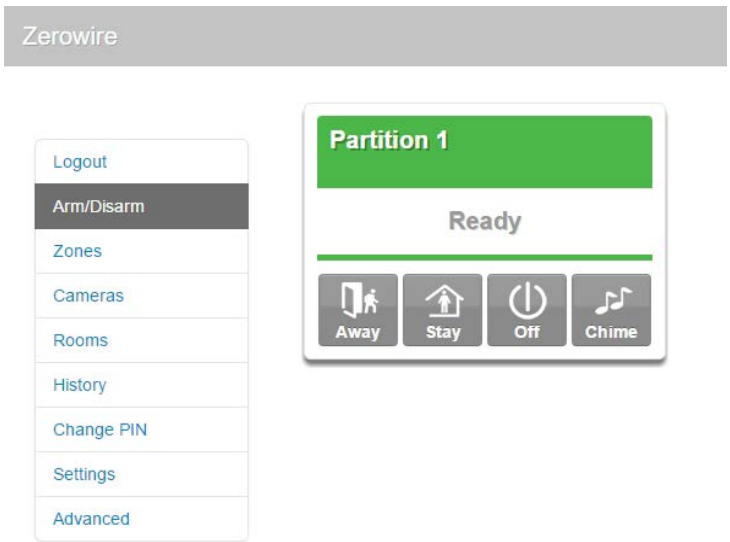
- Wireless detectors feature low power transmission to maximize battery life. This means you should place the ZeroWire in a central location and install detectors as close to the ZeroWire as possible.
- Signals from each detector will reduce in strength as they pass through different building materials with brick and concrete absorbing more of the signal.
- Keep detectors away from household appliances and metal surfaces (e.g. refrigerator, TV, washing machine, garage door). Metal surfaces will reflect the signal away.
- If you have a double-storey property, it is suggested the ZeroWire unit be installed on the highest level for the best signal strength.
- ZeroWire installed below ground level (e.g. basement) may have reduced range.
- Motion/Passive Infra-Red (PIR) detectors should be installed to look over the area you want to protect. The path of an intruder should walk across the front of the PIR. A PIR is less sensitive to an intruder walking directly towards it. Avoid pointing the PIR at windows or heat sources as these may cause the PIR to operate incorrectly.
- Reed switches should be installed across doors/windows where two surfaces open and close. Place the detector on the frame and the magnet on the door/window. Take care to close the door/window and note any gap between the magnet and the detector. If the gap is large the detector will always be in an open state and prevent you from arming/disarming the system. A plastic spacer can be used to ensure the reed switch seals correctly.

Learning Zones into ZeroWire

1. Connect to the ZeroWire Web Server (either via WiFi Discovery Mode, WiFi LAN, Ethernet LAN, or the UltraSync + app).



2. Enter your username and password, by default this is “installer” and “9713”, then click Sign In.
3. You should now see a screen similar to the one shown below.

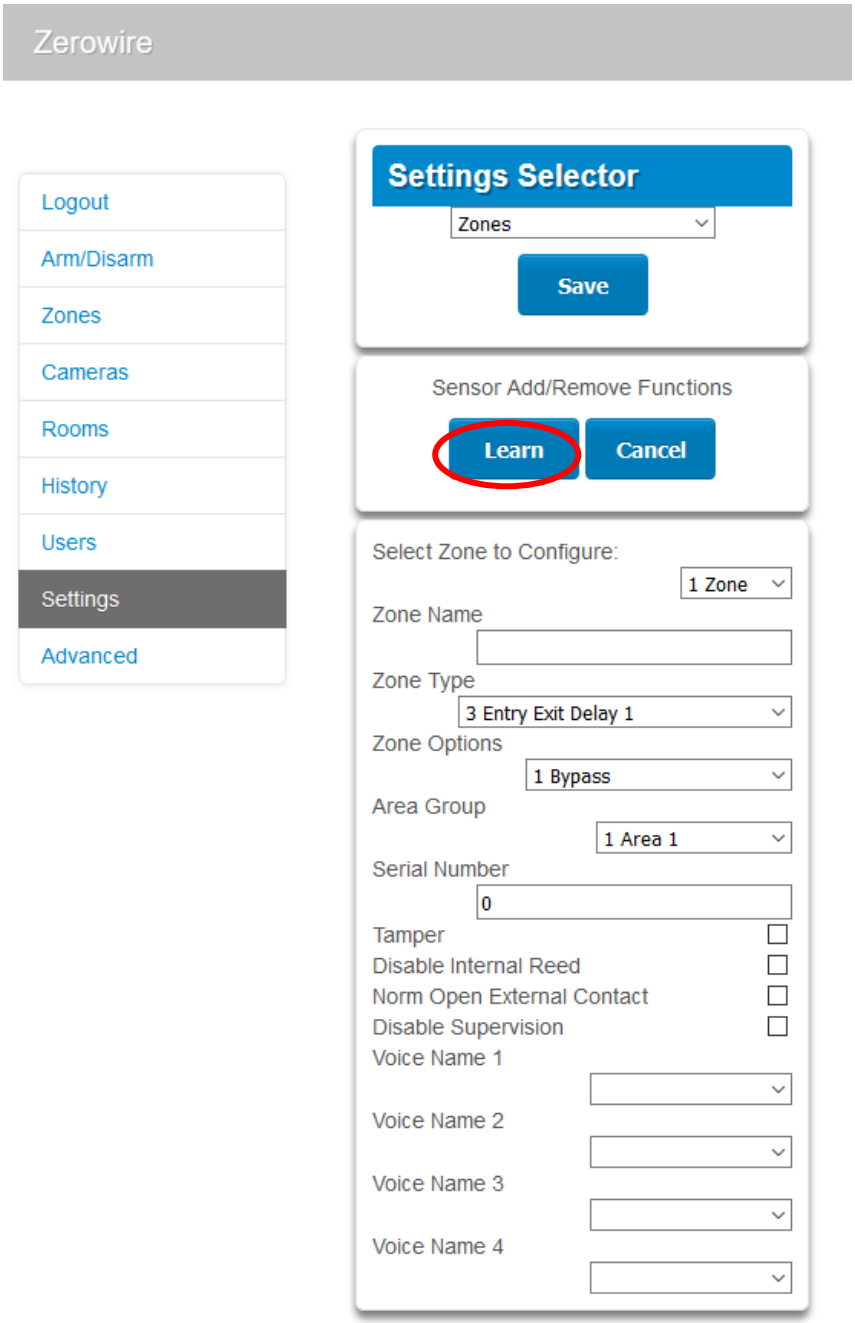


This screen displays colour coded system status messages:

- Red – critical messages including alarm
- Yellow – zones bypassed
- Blue – system (fault) conditions present
- Green – system is normal

4. Click Settings.
5. Click Zones.

6. Click Learn:



7. Activate the zone. Consult the detector manual for instructions, generally this is performed by opening the detector's case. This will send a tamper signal to ZeroWire.
8. The screen will indicate the device has been learnt and a serial number will appear.
9. Customize zone settings if required by referring to the Zone Guide, Zone Profile Type Guide, and Zone Options Guide on the following pages.

Zone Types Table

Default Number	Default Name	Zone Attribute	Siren Attribute	Keypad Sounder	Report delay	No Keypad Display	Momentary	Zone Inhibit
		Armed						
1	Day Zone	Instant	Yelping	Y	N	N	N	N
2	24 Hour Audible	Instant	Yelping	Y	N	N	N	N
3	Entry Exit Delay 1	Entry 1	Yelping	Y	N	N	N	N
4	Entry Exit Delay 2	Entry 2	Yelping	Y	N	N	N	N
5	Follower	Handover	Yelping	Y	N	N	N	N
6	Instant	Instant	Yelping	Y	N	N	N	N
7	24 Hour Silent	Instant	Silent	N	N	N	N	N
8	Fire Alarm	Fire	Steady	Y	N	N	N	N
9	Entry Exit Delay 1 Auto-Bypass	Entry 1	Yelping	Y	N	N	N	Y
10	Entry Exit Delay 2 Auto-Bypass	Entry 2	Yelping	Y	N	N	N	Y
11	Instant Auto-Bypass	Instant	Instant	Y	N	N	N	Y
12	Event Only	Event Only	Silent	N	N	Y	N	N
13	Momentary Key Switch	Keyswitch	Silent	N	N	N	Y	N
14	Latching Key Switch	Keyswitch	Silent	N	N	N	N	N
15	CO Detector	Instant	Pulsing	Y	N	N	N	N

		Disarmed						
1	Day Zone	Instant	Yelping	Y	N	N	N	N
2	24 Hour Audible	Instant	Yelping	Y	N	N	N	N
3	Entry Exit Delay 1	Entry 1	Yelping	Y	N	N	N	N
4	Entry Exit Delay 2	Entry 2	Yelping	Y	N	N	N	N
5	Follower	Handover	Yelping	Y	N	N	N	N
6	Instant	Instant	Yelping	Y	N	N	N	N
7	24 Hour Silent	Instant	Silent	N	N	N	N	N
8	Fire Alarm	Fire	Steady	Y	N	N	N	N
9	Entry Exit Delay 1 Auto-Bypass	Entry 1	Yelping	Y	N	N	N	Y
10	Entry Exit Delay 2 Auto-Bypass	Entry 2	Yelping	Y	N	N	N	Y

11	Instant Auto-Bypass	Instant	Instant	Y	N	N	N	Y
12	Event Only	Event Only	Silent	N	N	Y	N	N
13	Momentary Key Switch	Keyswitch	Silent	N	N	N	Y	N
14	Latching Key Switch	Keyswitch	Silent	N	N	N	N	N
15	CO Detector	Instant	Pulsing	Y	N	N	N	N

Zone Options Table

Default Number	Default Name	Bypassed Stay Mode	Forced Arm Enabled	Bypass	Cross Zone Time	EOL	Automatic Zone Test	Zone Inactivity Test	Follow Any Armed Area	Alarms reporting	Alarm restore reporting	Bypass-Unbypass reporting	Zone Lost-Low Battery reporting	Zone trouble and restore reporting	Normally Open	Fast Loop	Zone Report Event
1	Bypass			x		x				x	x	x	x	x			134:BA
2	Bypass Stay	x		x		x				x	x	x	x	x			130:BA
3	Bypass – Forced Arm		x	x		x				x	x	x	x	x			134:BA
4	Bypass – Cross Zone			x	x	x				x	x	x	x	x			134:BA
5	Fire		x			x				x	x	x	x	x			110:FA
6	Panic		x			x				x	x	x	x	x			120:PA
7	Silent Panic					x				x	x	x	x	x			122:HA
8	Normally Open no EOL			x						x	x	x	x	x	x		130:BA
9	Normally Closed no EOL			x						x	x	x	x	x			130:BA
10	Gas Detected					x				x	x	x	x	x			151:GA
11	High Temp					x				x	x	x	x	x			158:KA
12	Water Leakage					x				x	x	x	x	x			154:WA
13	Low Temp					x				x	x	x	x	x			159:ZA
14	High Temp					x				x	x	x	x	x			158:KH
15	Fire Alarm Pull Station					x				x	x	x	x	x			110:FA
16	Blank		x	x		x				x	x	x	x	x			130:BA
17	Blank		x	x		x				x	x	x	x	x			130:BA
18	Blank		x	x		x				x	x	x	x	x			130:BA

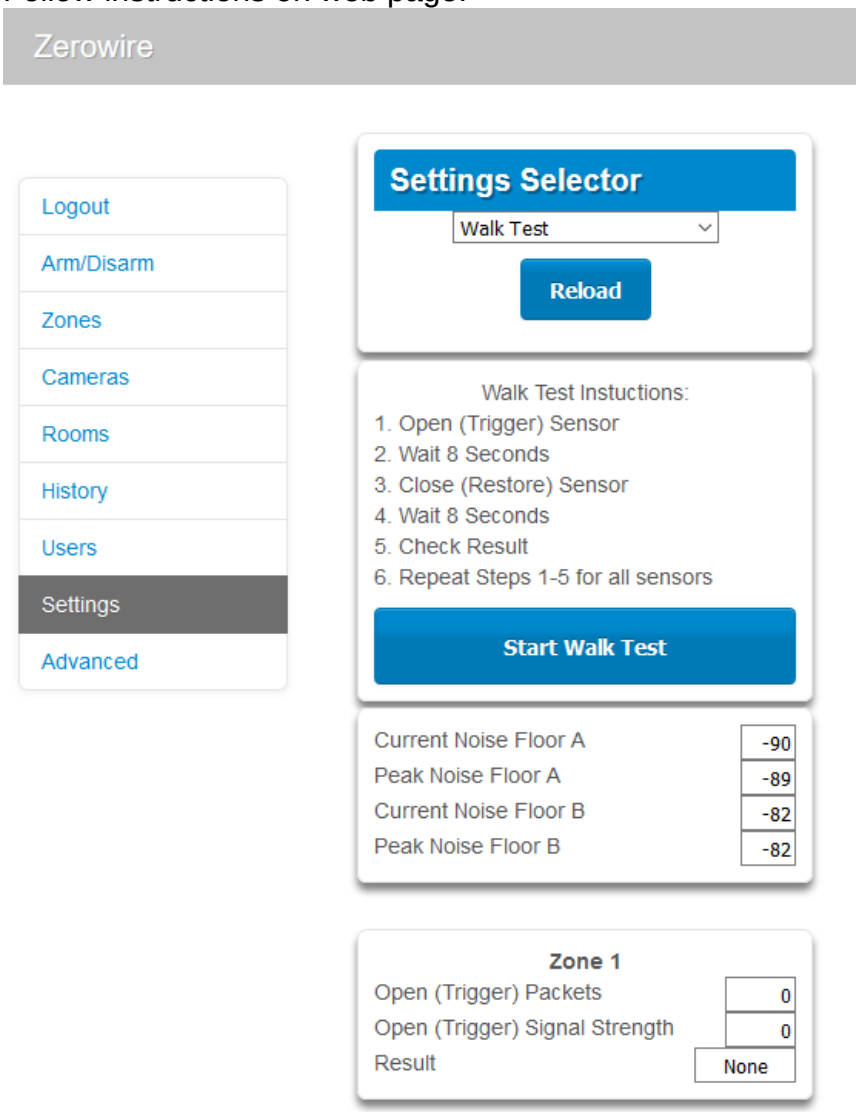
19	Blank	x	x	x	x	x	x	x	x	130:BA
20	Blank	x	x	x	x	x	x	x	x	130:BA
21	Blank	x	x	x	x	x	x	x	x	130:BA
22	Blank	x	x	x	x	x	x	x	x	130:BA
23	Blank	x	x	x	x	x	x	x	x	130:BA
24	Blank	x	x	x	x	x	x	x	x	130:BA
25	Blank	x	x	x	x	x	x	x	x	130:BA
26	Blank	x	x	x	x	x	x	x	x	130:BA
27	Blank	x	x	x	x	x	x	x	x	130:BA
28	Blank	x	x	x	x	x	x	x	x	130:BA
29	Blank	x	x	x	x	x	x	x	x	130:BA
30	Blank	x	x	x	x	x	x	x	x	130:BA
31	Blank	x	x	x	x	x	x	x	x	130:BA
32	Blank	x	x	x	x	x	x	x	x	130:BA

Advanced Zone Walk Test

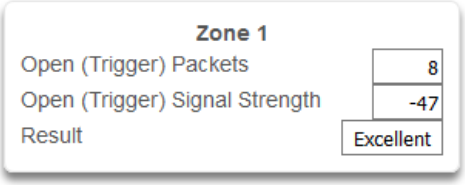
Check the signal level of each zone once physically installed in their correct location.

1. Click Settings
2. Click Walk Test

3. Follow instructions on web page:



4. ZeroWire will pulse the on board siren each time a sensor is triggered, no alarms will be reported during Walk Test.
5. Click End Walk Test when finished and check signal levels:

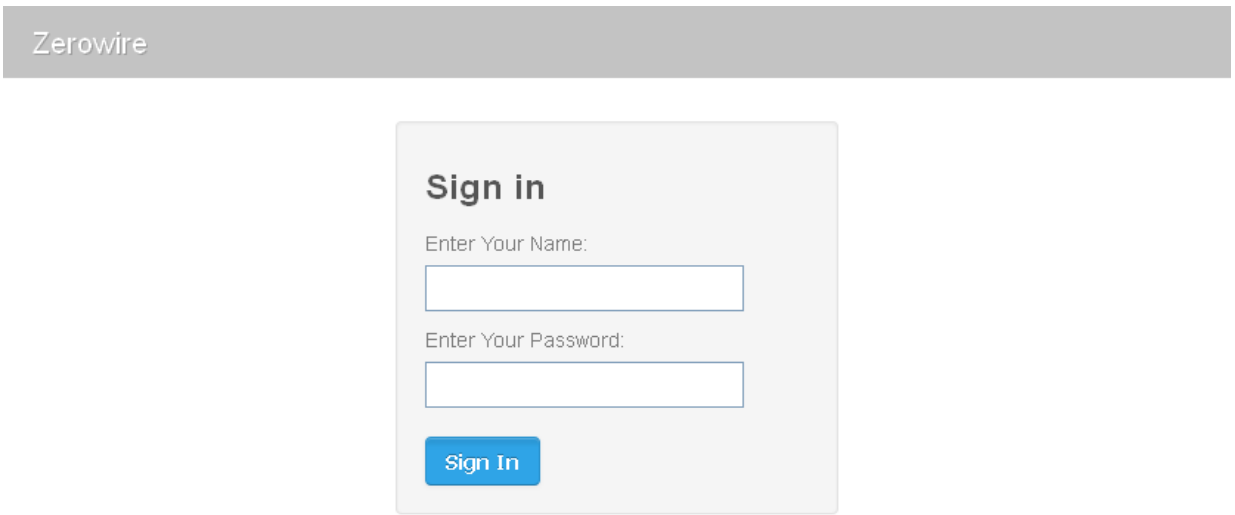


6. If signal is low, move the detector to another location. Alternatively move your ZeroWire to a more central location if multiple zones have poor signal levels.

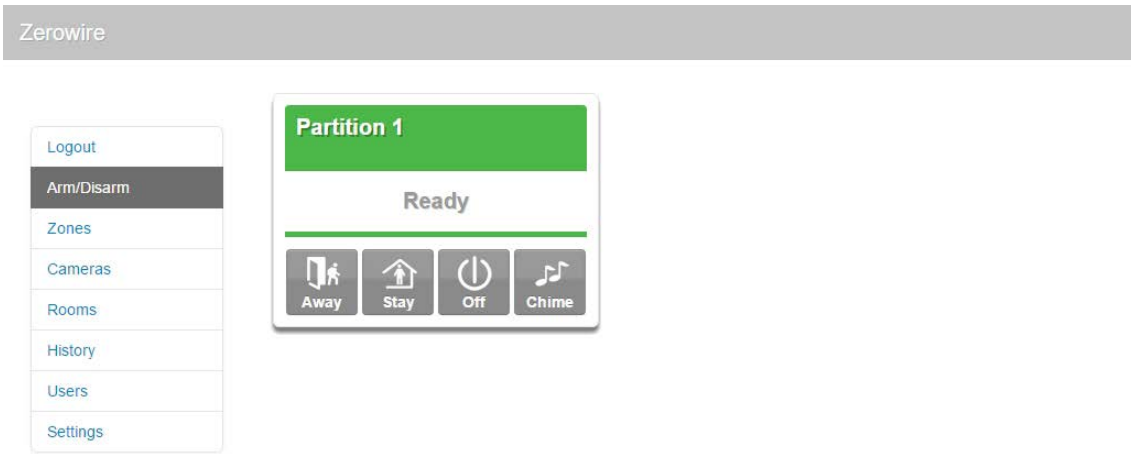
Adding a User/Keyfob

ZeroWire allows you to add up to 40 users. Each user is assigned a PIN code and a user number. This allows them to interact with the system.

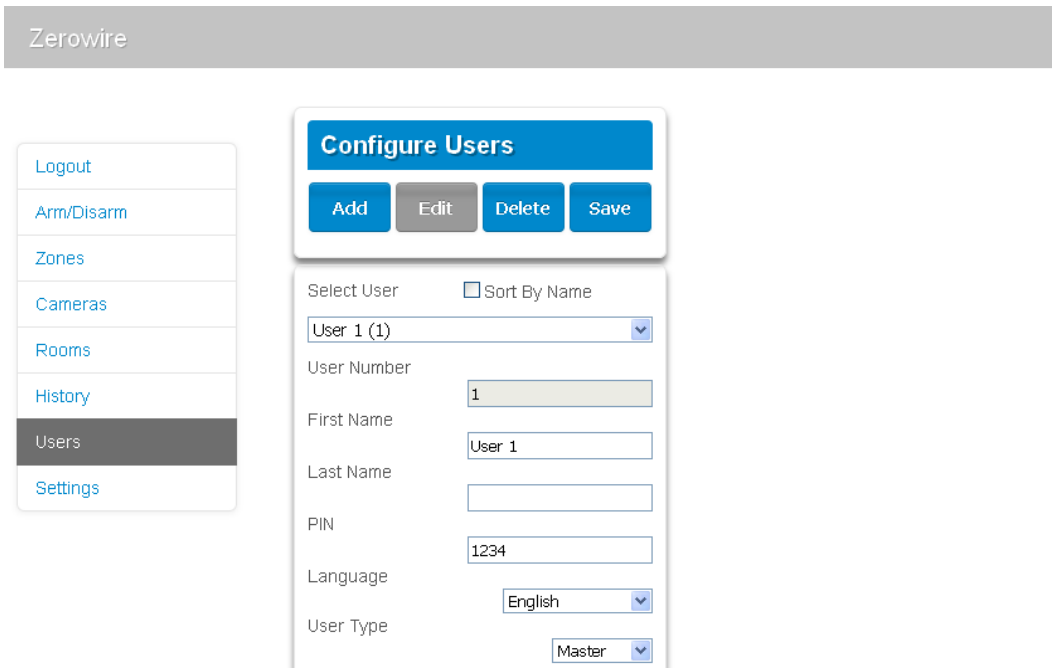
1. Connect to the ZeroWire Web Server (either via WiFi Discovery Mode, WiFi LAN, Ethernet LAN, or the UltraSync + app).



2. Enter your username and password. A master code is required to add users, by default this is “User 1” (with a space between "User" and "1") and “1234”. Then click Sign In.
3. You should see a screen similar to the one shown below:



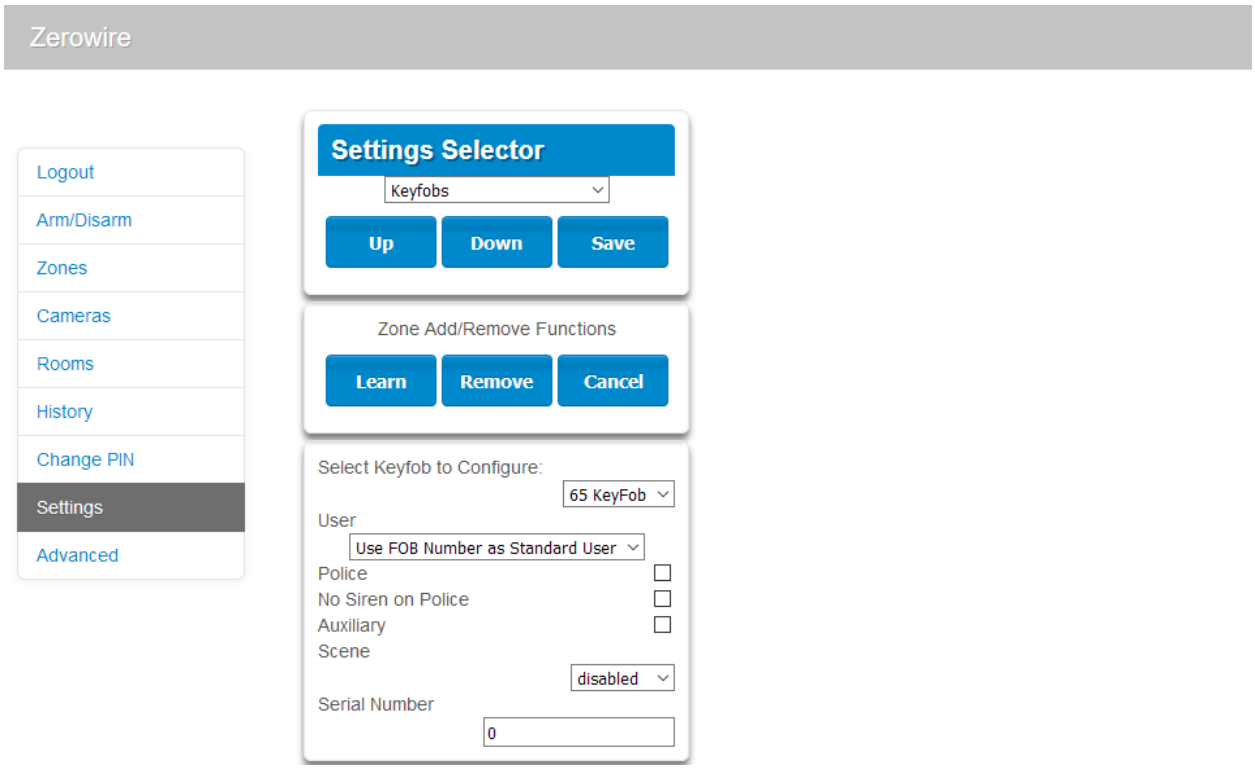
4. Click Users



5. Enter a unique PIN code between 4 and 8 digits
6. Enter a First and/or Last Name
7. Select a User Type:
   - **Master users** can arm and disarm areas. They can create, delete, or modify user codes. They can also change system settings.
   - **Standard users** can arm and disarm areas. But they cannot create users or review event history.
   - **Arm only users** can only turn on the security system, they cannot disarm, or dismiss any system conditions.
   - **Duress users** will send a duress event when they are used to arm or disarm the system.
   - **Custom users** can have additional permissions and settings configured.
8. Click Save

Changing Keyfob Options

1. Log in to ZeroWire Web Server or UltraSync + app.
2. Click Settings.
3. Click Keyfobs.

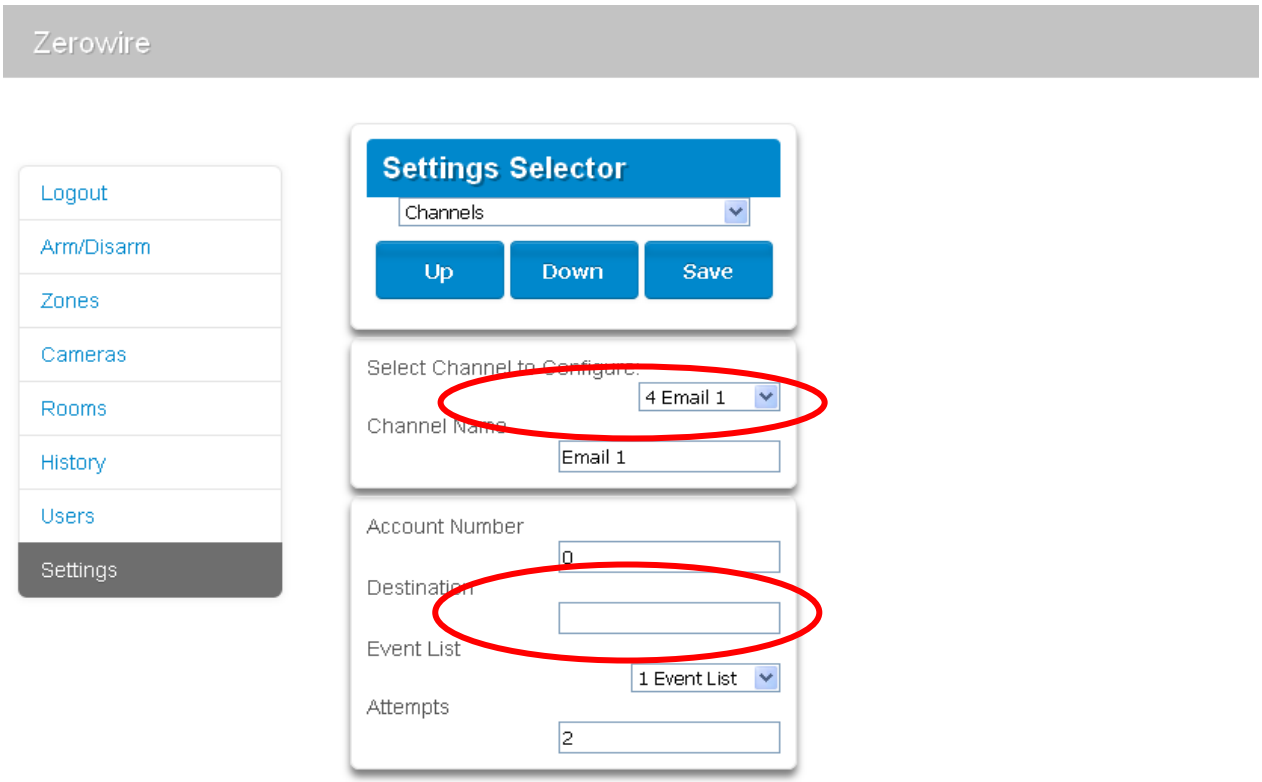


4. Select the keyfob number.
5. Select the user number to link to the keyfob.
6. Click Save.

Setting Up Reporting

Configuring Email Reporting

1. Log in to ZeroWire Web Server or UltraSync + app. Use an installer or master user account.
2. Click Settings.
3. Select Channels in the drop down menu.
4. Click “Select Channel to Configure” where the Format is already set to Email.



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

Installer and Engineer user types can customize Event List for selective reporting.

Personalising Your ZeroWire

Volume Level

Example: Set volume level to 6

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

Voice Annunciation

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

1.	MENU 8	Select main menu - Option 8, Basic system configuration.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	4	Pressing [4] toggles voice annunciation on / off. Pressing [5] toggles full menu annunciation on / off.
4.	MENU MENU	Exit from the menu.

Full Menu Annunciation

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

1.	MENU 8	Select main menu - Option 8, Basic system configuration.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	5	Pressing [4] toggles voice annunciation on / off. Pressing [5] toggles full menu annunciation on / off.
4.	MENU MENU	Exit from the menu.

Backlight Level

Example: Set run mode brightness level to 8

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

Idle mode is when your ZeroWire is not being used. The lights on the screen dim for your comfort at night. All security functions work normally. Pressing any button will bring the LEDs back up for normal operation.

Example: Set idle mode brightness level to 1. (A default setting is zero so normally no lights are on after the keypad light timer expires.)

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

Changing Time and Date

Time and date are normally automatically updated with an internet time server.

Example: Setting the time as 9.30 AM, and the date as 19.6.2014

1.	MENU 8	Select main menu - Option 8, Basic system configuration.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	1	Select time and date configuration.
4.	1	[1] To configure the time and date. [2] To configure the date.
5.	9 ENTER	Enter the hours value.
6.	30 ENTER	Enter the minutes value.
7.	1	Press 1 for AM. Press 2 for PM.
8.	19 ENTER	Enter the day.

9.	6 ENTER	Enter the month.
10.	2 0 1 4 ENTER	Enter the year, it must be 4 digits.
11.	MENU MENU MENU	Exit from the menu.

Adjusting Area Entry or Exit Times

Example: Setting the entry time as 90 seconds

1.	MENU 8	Select main menu - Option 8, Basic system configuration.
2.	YOUR 4 TO 8 DIGIT MASTER CODE ENTER	Enter your Installer code.
3.	2	[2] Select area entry time. [3] Select area exit time.
4.	9 0 ENTER	Enter the new entry/exit time.
5.	MENU MENU MENU	Exit from the menu.

Testing Your System

System Tests

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

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

The four system tests to perform are:

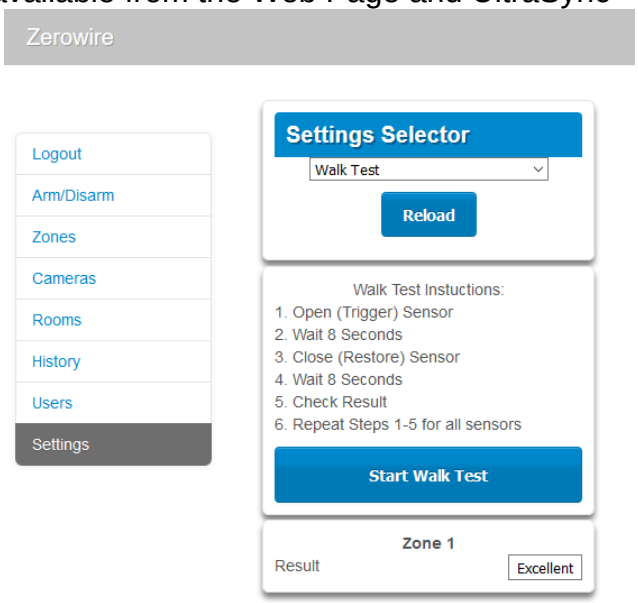
Performing a Walk Test

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

Example: How to perform a zone walk test

1.	MENU 4	Select main menu - Option 4, System Test
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	4	Select zone walk test
4.	Walk past each motion detector, open and close windows and doors with sensors	The ZeroWire will pulse the siren and announce the zone name and the signal level of each sensor that is triggered.
5.	STATUS	Hear the status of each zone that has been tested.
6.	MENU MENU MENU	Exits from System Test

Note: Walk Test is also available from the Web Page and UltraSync + app:



Performing a Siren Test

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

Example: How to perform a siren test

1.	MENU 4	Select main menu - Option 4, System Test.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	Enter your Installer code.
3.	1	Select siren test.
4.	MENU	Press Menu to stop sirens (within 30 seconds).
5.	MENU MENU MENU	Exit from the menu.

Performing a Battery Test

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

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

The battery is a consumable part of the system and should be replaced every 5 years or when the battery test fails (whichever is sooner). Contact your service provider for replacement parts.

Example: How to perform a battery test

1.	MENU 4	Select main menu - Option 4, System Test.
2.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	
3.	3	Select battery test.
4.	MENU MENU MENU	Exit from the menu.

Performing a Communicator Test

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

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

Example: Perform a communicator test

1.	Call your central monitoring station and tell them you are performing a communicator test.	
2.	MENU 4	Select main menu - Option 4, System Test.
3.	YOUR 4 TO 8 DIGIT INSTALLER CODE ENTER	
4.	2	Select communicator test.
5.	The central monitoring station will confirm the test message was received.	
6.	MENU MENU MENU	Exit from the menu.
7.	If the communicator test fails, notify your service provider.	

Event History

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

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

1.	HISTORY	Select History Menu.
2.	YOUR 4 TO 8 DIGIT MASTER CODE ENTER	
3.	1	Listen to the last alarm memory event.
4.	MENU	Exit from History Menu.

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

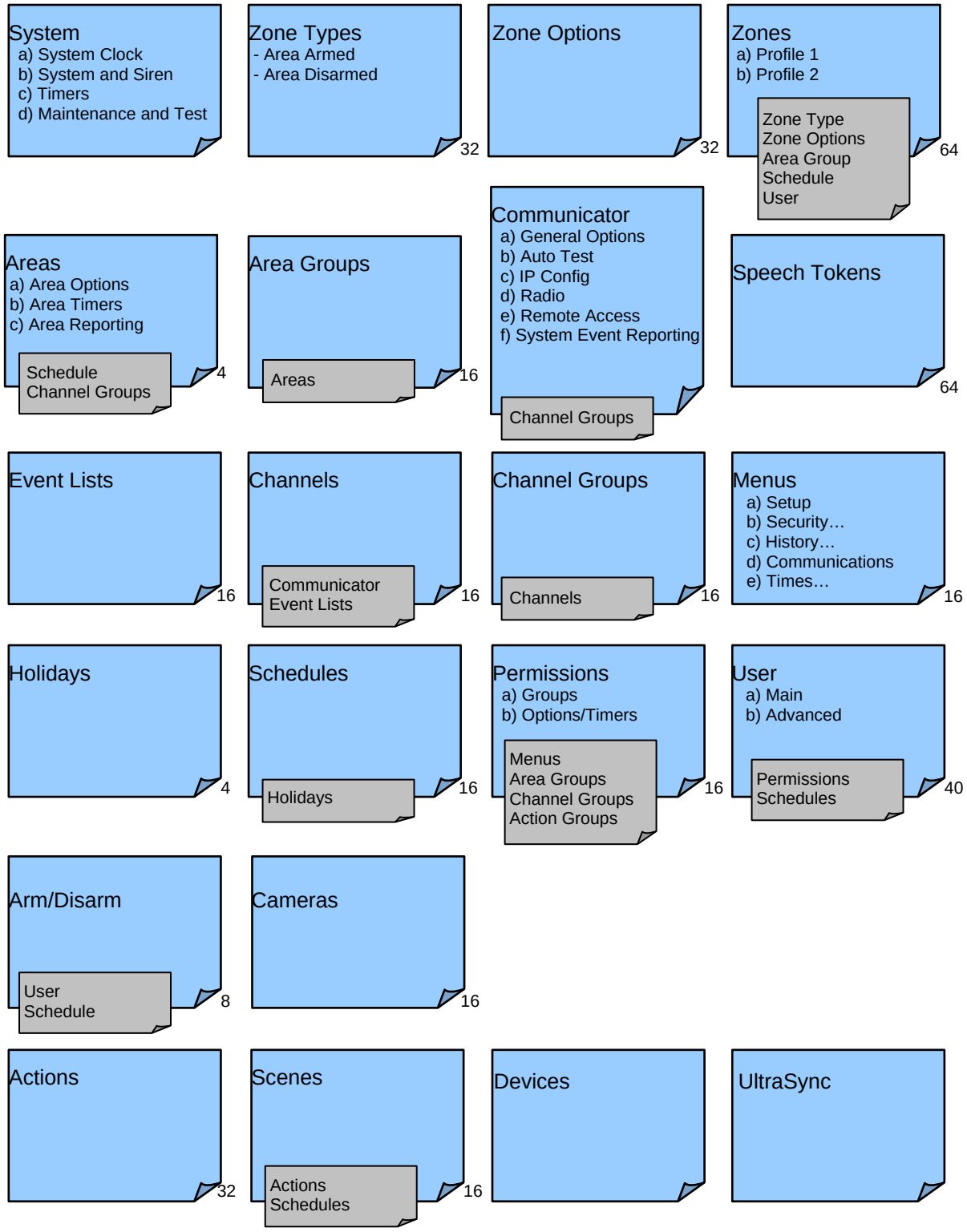
You may also review all events recorded by your security system:

1.	HISTORY	Select History Menu.
2.	YOUR 4 TO 8 DIGIT MASTER CODE ENTER	
3.	2	Listen to history events.
4.		Touch ENTER for next event. Touch 0 for previous event.
5.	MENU	Exit from History Menu.

Advanced Installation

ZeroWire Building Blocks

Below is the system diagram showing all the key features used to program a system. The smaller blocks indicate features used by the larger block and should be programmed first. The number on the bottom right of each block indicates system capacity (subject to the model).



ZeroWire Menu Tree

The menu structure as seen from the Advanced menu in ZeroWire Web Server:

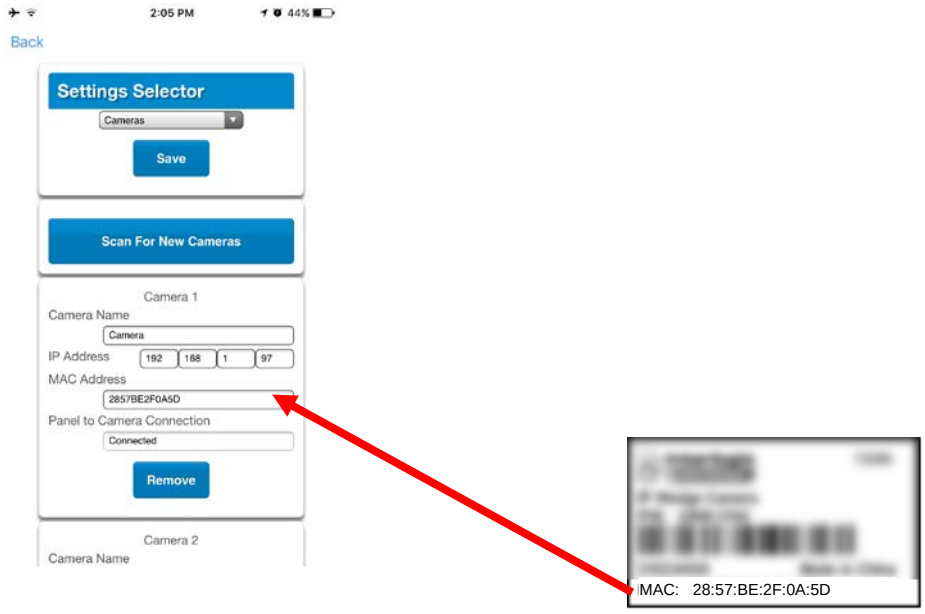
1. **Users**
2. **System**
    1. System Clock
    2. General Options
    3. System Timers
    4. Siren Options
    5. Service and Test Options
    6. Status
3. **Zones**
    1. Zone Number
    2. Zone Name
    3. First Zone Profile
    4. Second Zone Profile
4. **Areas**
    1. Area Number
    2. Area Name
    3. Area Entry-Exit Times
    4. Area Options
    5. Area Timers
    6. Area Type Settings
    7. Area Event Reporting
5. **Channels**
    1. Channel Number
    2. Channel Name
    3. Account Number
    4. Format
    5. Device Number
    6. Dest Phone or Email
    7. Next Channel
    8. Event List
    9. Attempts
6. **Communicator**
    1. General Options
    2. Auto Test
    3. IP Configuration
        1. IP Host Name
        2. IP Address
        3. Gateway
        4. Subnet
        5. Primary DNS
        6. Secondary DNS
        7. Ports
        8. Time Server
        9. IP Options
    4. Radio Configuration
    5. Remote Access
        1. Panel Device Number
        2. Download Access Code
        3. Call Back Server
        4. Download Options
    6. System Event Reporting
        1. System Channel
        2. Attempts
7. **Schedules**
    1. Schedule Number
    2. Schedule Name
    3. Follow Action Number
    4. Times and Days
8. **Actions**
    1. Action Number
    2. Action Name
    3. Function
    4. Duration Minutes
    5. Duration Seconds
    6. Event 1
    7. Event 2
    8. Event 3
    9. Event 4
    10. Result
9. Arm-Disarm
    1. Arm-Disarm Number
    2. Name
    3. User Number
    4. Schedule Number
10. **Devices**
    1. System Devices
        1. Control
    2. Interlogix Transmitters
        1. Transmitter Number
        2. Serial Number
        3. User
        4. Options
        5. Scene
    3. Z-Wave Devices
        1. Name
        2. Basic Type
        3. Generic Type
        4. Specific Type
11. **Permissions**
    1. Permission Number
    2. Permission Name
    3. Control Groups
    4. Permission Options
    5. User Timer Options
12. **Area Groups**
    1. Area Group Number
    2. Area Group Name
    3. Area List
13. **Menus**
    1. Menu Number
    2. Menu Name
    3. Menu Selections
14. **Holidays**
    1. Holiday Number
    2. Holiday Name
    3. Date Range
15. **Zone Types**
    1. Zone Type Number
    2. Zone Type Name
    3. Zone Type Armed
    4. Zone Type Disarmed
16. **Zone Options**
    1. Zone Options Number
    2. Zone Options Name
    3. Zone Options
    4. Zone Reporting
    5. Zone Contact Options
    6. Zone Report Event
17. **Event Lists**
    1. Event List Number
    2. Event List Name
    3. Event List
18. **Channel Groups**
    1. Channel Group Number
    2. Channel Group Name
    3. Channel List
19. **Scenes**
    1. Scene Number
    2. Scene Name
    3. Activate Schedule
    4. Activate Event Type
    5. Activate Zone
    6. Scene Actions
20. **Speech Tokens**
    1. Zone Tokens
21. **Cameras**
    1. Camera Number
    2. Camera Name
    3. LAN IP Address
    4. MAC Address
22. **UltraSync**
    1. Web Access Passcode
    2. Ethernet Server 1
    3. Ethernet Server 2
    4. Ethernet Server 3
    5. Ethernet Server 4
    6. Wireless Server 1
    7. Wireless Server 2
    8. Wireless Server 3
    9. Wireless Server 4

Enabling Camera Recording

Adding Camera to UltraSync + app

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

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



6. Click Save.

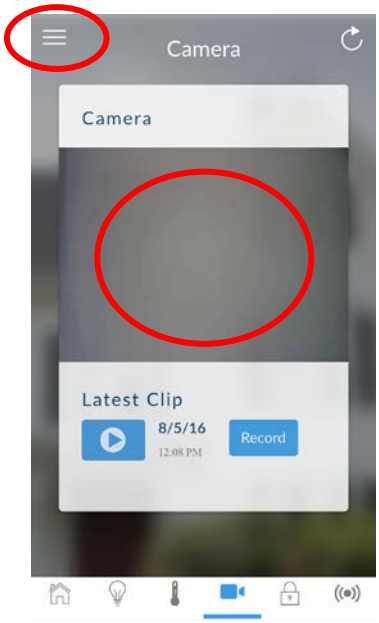
Note: The camera may take up to 3 minutes to finalize the association with ZeroWire and display on the Cameras screen of the app.

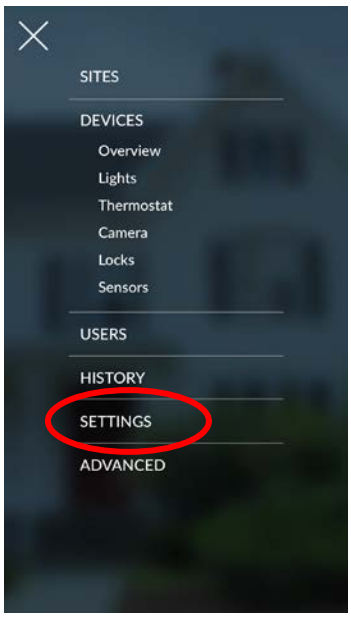
7. Congratulations! You have now added the camera to your ZeroWire system!

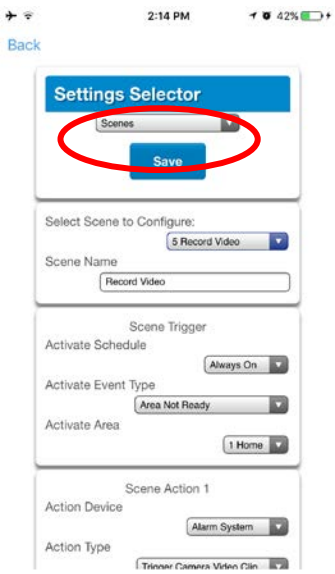
Programming event triggered camera clips

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

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







1. Touch Menu then Settings.
2. Select Scenes under the Settings Selector.
3. Select the Scene to Configure and type a Scene Name.
4. Select the Scene Trigger.
5. Select Alarm System under Action Device.
6. Select Trigger Camera Video Clip under Action Type.
7. Select the Camera(s) which will record when the scene is triggered.
8. Clips are recorded on the Micro SD card installed in the camera and are linked to events in History.

Troubleshooting Cameras

- The panel and camera must be on the same subnet. Check IP address of panel and camera. For example, 192.168.33.xxx, first three sets of numbers must match on both devices.
- Check device is communicating on network. Use a command prompt (**cmd**) in Windows to ping the panel and the camera. If both reply successfully then your device is connected correctly on the network. Alternatively, 3rd party network scanning apps and tools may be of assistance during installation.
- Check the Settings – Connection Status web page. UltraConnect / UltraSync Status must show connected. If not, contact your service provider for help. The panel must be “provisioned” and added to the web portal in order to authenticate to the cloud servers which the cameras will connect to.
- Only cameras specified for use with your panel will work. These cameras have additional encryption and security to protect against unauthorised 3rd party access.
- Live video streams can only be viewed from the app. Try switching your smartphone between mobile data and WiFi to try a different connection.

ZeroWire Z-Wave Home Automation Hub

ZeroWire is a Z-Wave security enabled device allowing control of Z-Wave home automation devices. A secure Z-Wave controller is required to fully utilize the product. ZeroWire can act as a secure Z-Wave controller.

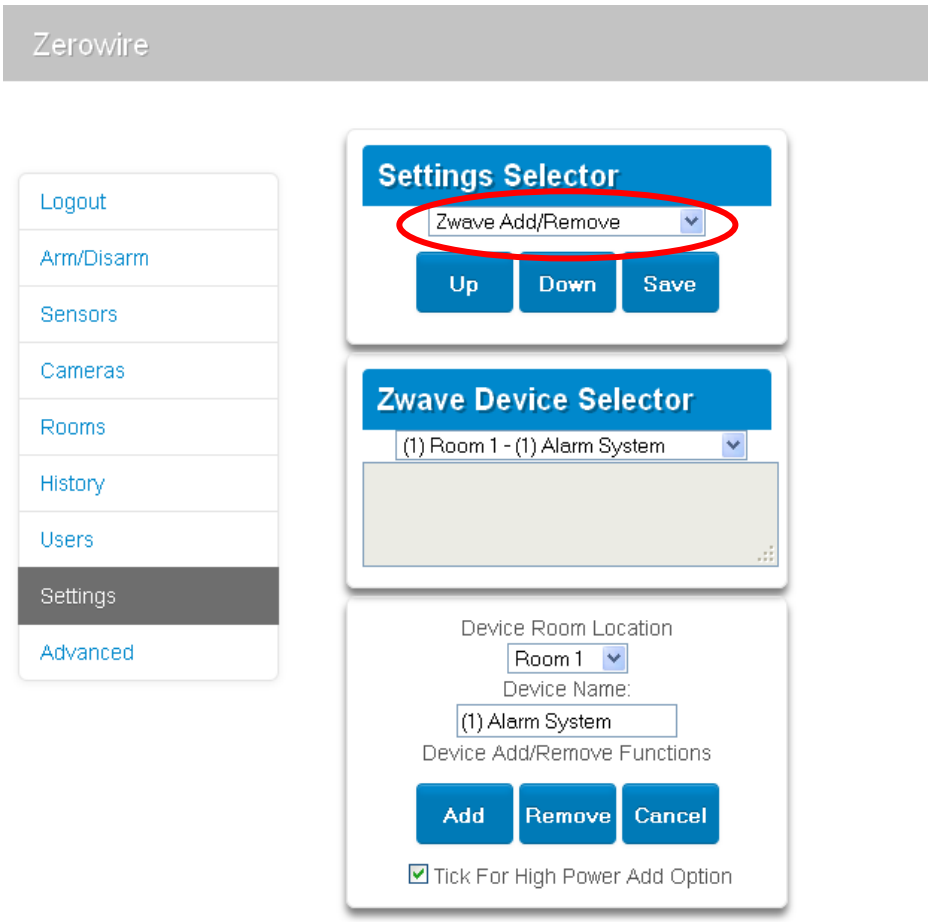
Z-Wave compliant devices regardless of manufacturer can be used in the same network and always-on devices can function as repeaters to extend the range of Z-Wave devices.

Supported 3rd party Z-Wave security devices include selected light switches, dimmers, thermostats, and door locks. Door locks which support secure encryption can be used, unencrypted locks cannot be added to ZeroWire.

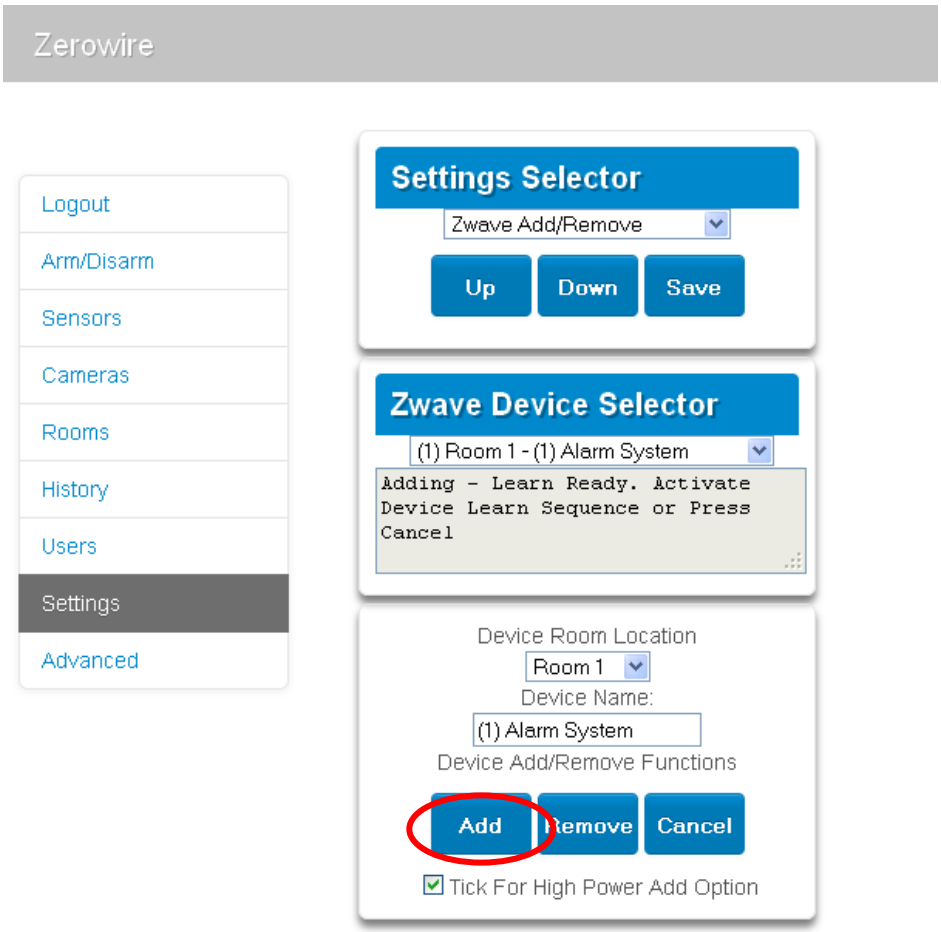
ZeroWire may natively support setting and retrieving on/off states, setting and retrieving dimming levels, and locking/unlocking.

Adding Z-Wave Devices

1. Log in to ZeroWire Web Server or UltraSync + app.
2. Click Settings, Rooms and edit Room Names.
3. Click Settings, Z-Wave Add/Remove.



4. Click Add.

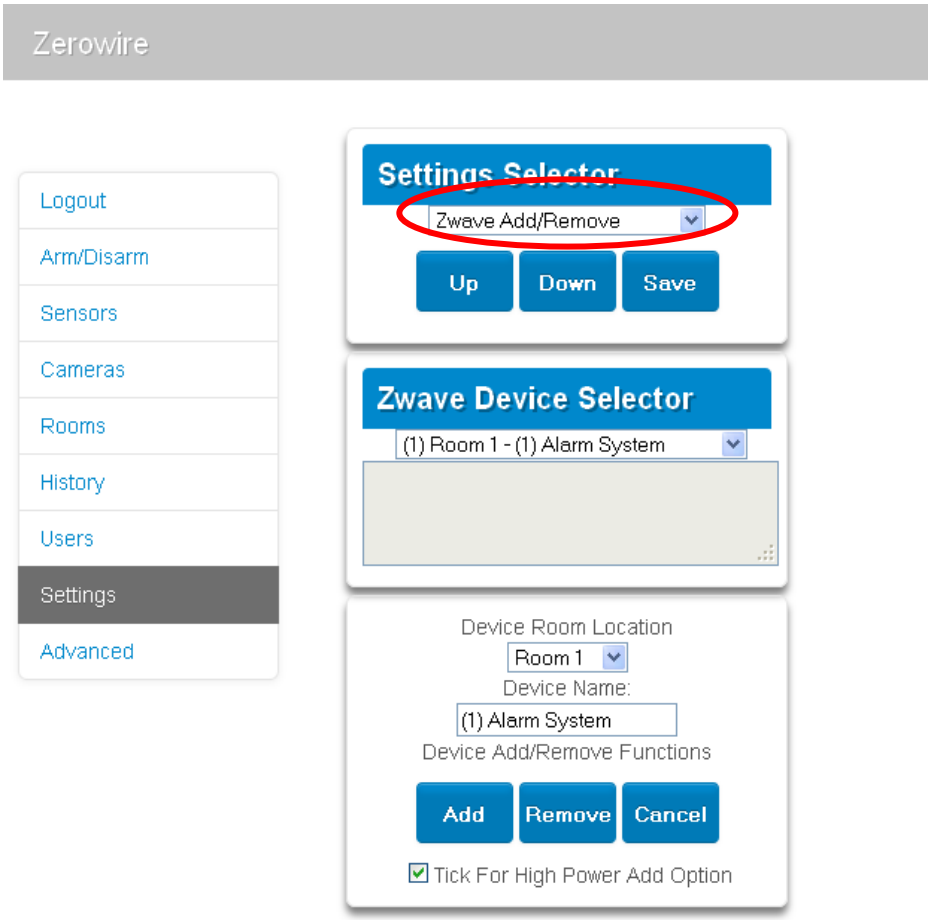


5. Initiate LINK or ADD mode on Z-Wave device. See your Z-Wave device's manual for instructions.
6. **Note:** If a Z-Wave device has been added before or to another system, you must first remove it before adding it to this system. To do this, click Remove, then activate LINK or REMOVE mode on the device.
7. Click Rooms.
8. Check you can see the device you just added. Click a button such as ON or OFF to verify you can control the device.

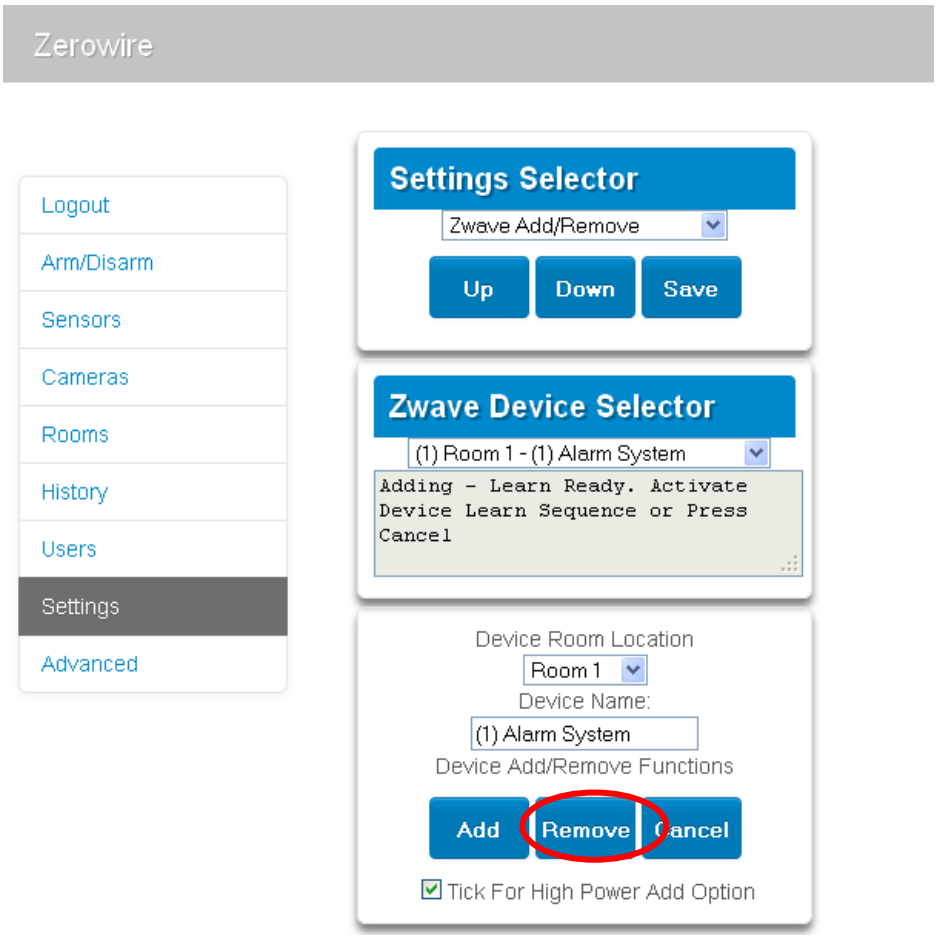
Note: Access level is required for programming the Z-Wave devices into ZeroWire.

Removing Z-Wave Devices

1. Log in to ZeroWire Web Server or UltraSync + app.
2. Click Settings, Z-Wave Add/Remove.



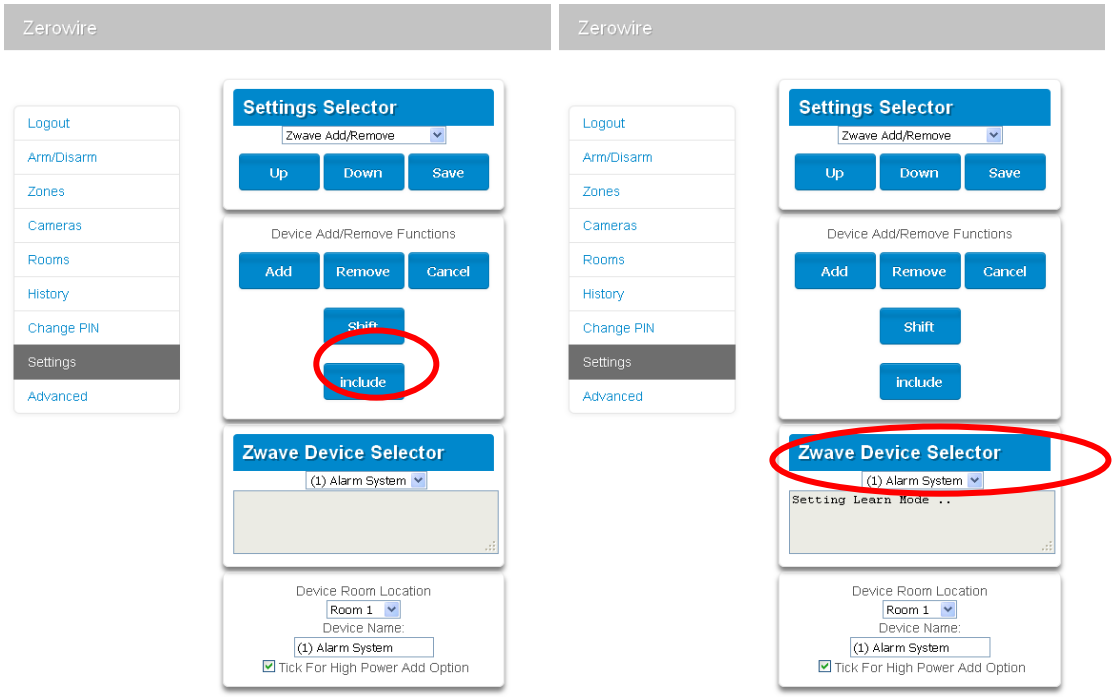
3. Click Remove.



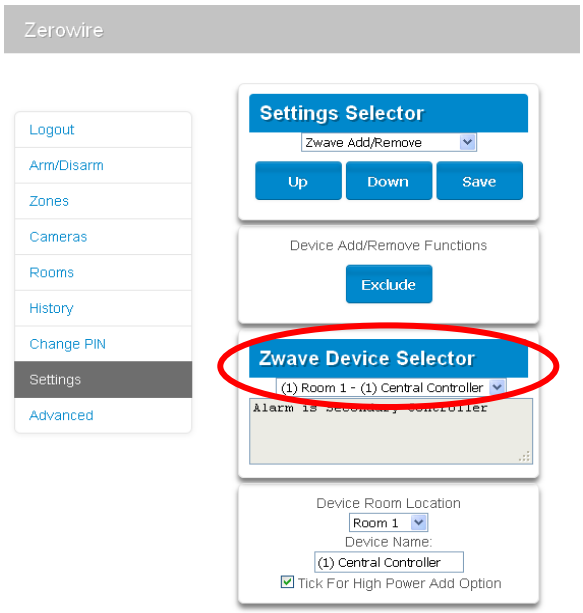
4. Press the include button on the Z-Wave device you want to remove. See your Z-Wave device's manual for instructions.
5. Device will no longer appear in ZeroWire menus.

Adding ZeroWire to existing Z-Wave network as Secondary Controller

1. Log in to ZeroWire Web Server or UltraSync + app.
2. Click Settings, Z-Wave Add/Remove.
3. Start the Add process on the primary controller of the existing network.
4. Press the **Include** button on the Zerowire (the secondary device):



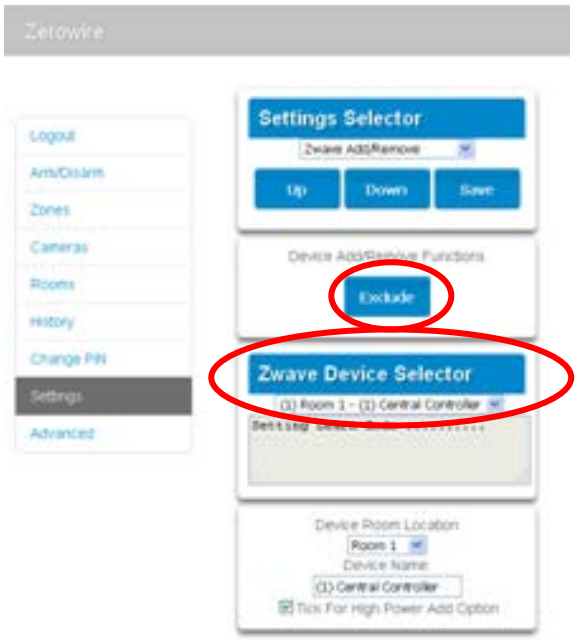
5. Primary Controller will add ZeroWire to it.
6. ZeroWire status will update to indicate it has been added as Secondary Controller.



7. Save settings on Primary Controller.

Removing ZeroWire from existing Z-Wave network as Secondary Controller

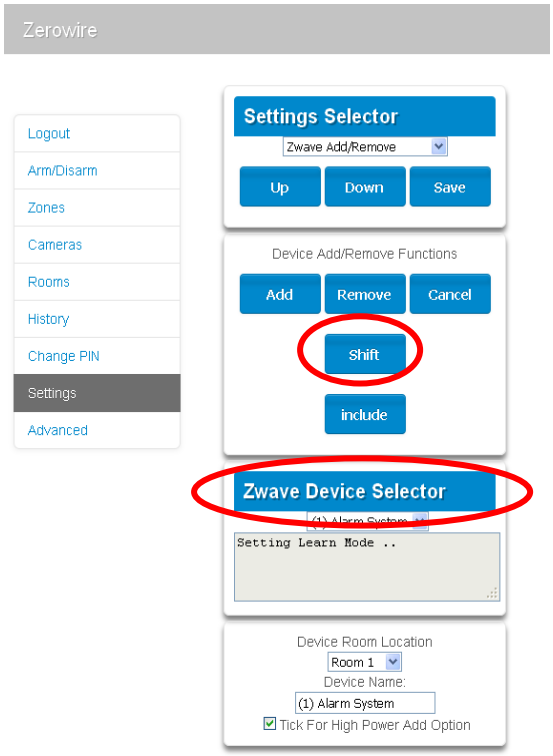
1. Log in to ZeroWire Web Server or UltraSync + app.
2. Click Settings, Z-Wave Add/Remove.
3. Start the Remove process on the primary controller of the existing network.
4. Press the **Exclude** button on the Zerowire (the secondary device):



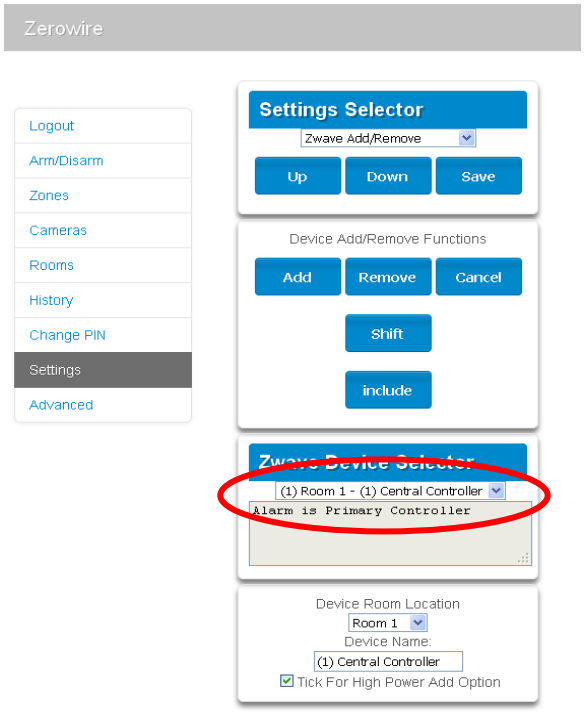
5. Primary Controller will remove ZeroWire from it.
6. ZeroWire status will update to indicate it has been added as Secondary Controller.
7. Save settings on Primary Controller.

Adding ZeroWire to existing Z-Wave network as Primary Controller

1. Log in to ZeroWire Web Server or UltraSync + app.
2. Click Settings, Z-Wave Add/Remove.
3. Start the Control Shift function on the primary controller of the existing network. This will typically involve pressing a “Shift” button.
4. Press the **Include** button on the Zerowire (the secondary device):



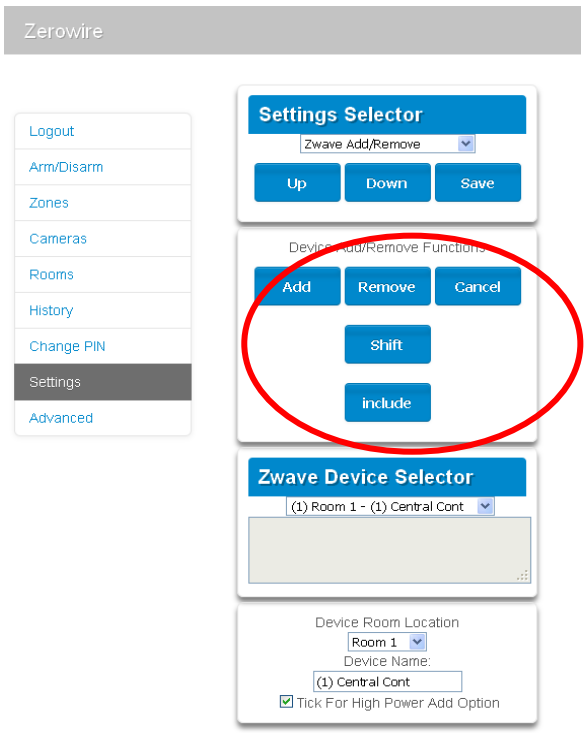
5. ZeroWire now displays “Alarm is Primary Controller” to indicate successful shift:



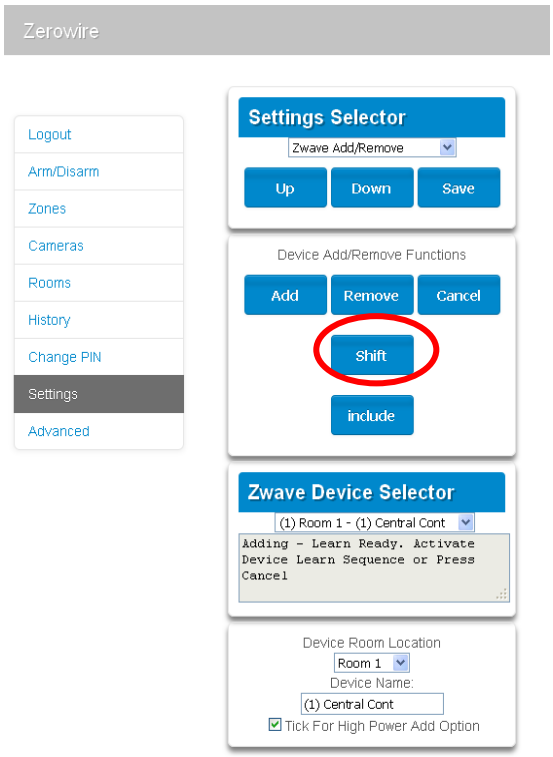
6. ZeroWire will now be the Primary Z-Wave Controller, and the other network is the Secondary Z-Wave Controller.

Relinquish Primary Control of ZeroWire to another Controller

1. Log in to ZeroWire Web Server or UltraSync + app.
2. Click Settings, Z-Wave Add/Remove.
3. Check ZeroWire is the primary controller and a secondary controller is already learnt in to ZeroWire. ZeroWire in Primary Controller mode has Add Remove Cancel Shift and Include buttons.

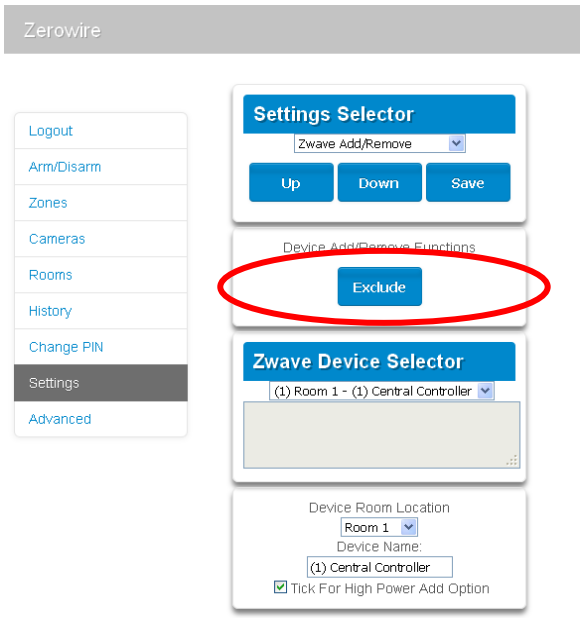


4. Press the Shift button on ZeroWire (the Primary Controller).



5. Press the **Exclude** button on the Secondary Controller.

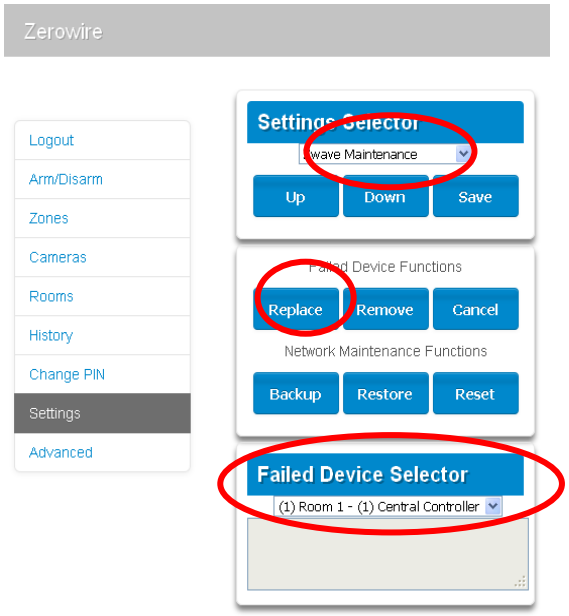
6. ZeroWire Primary Controller relinquishes control and becomes Secondary Controller. Only the Exclude button is visible indicating the ZeroWire is Secondary Controller.



7. Secondary Controller shifts into Primary Controller.

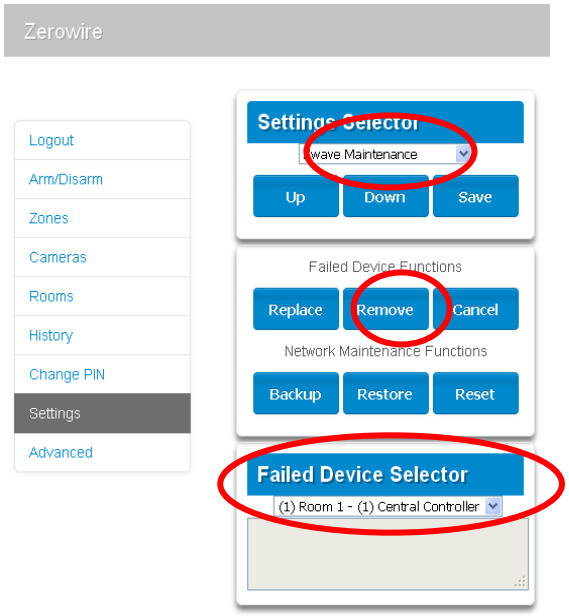
Replacing a Failed Node

1. Click Settings – Zwave Maintenance
2. On the Failed Device Selector, click the node to be replaced.
3. Click the Replace button.
4. Press the include button on the new node.



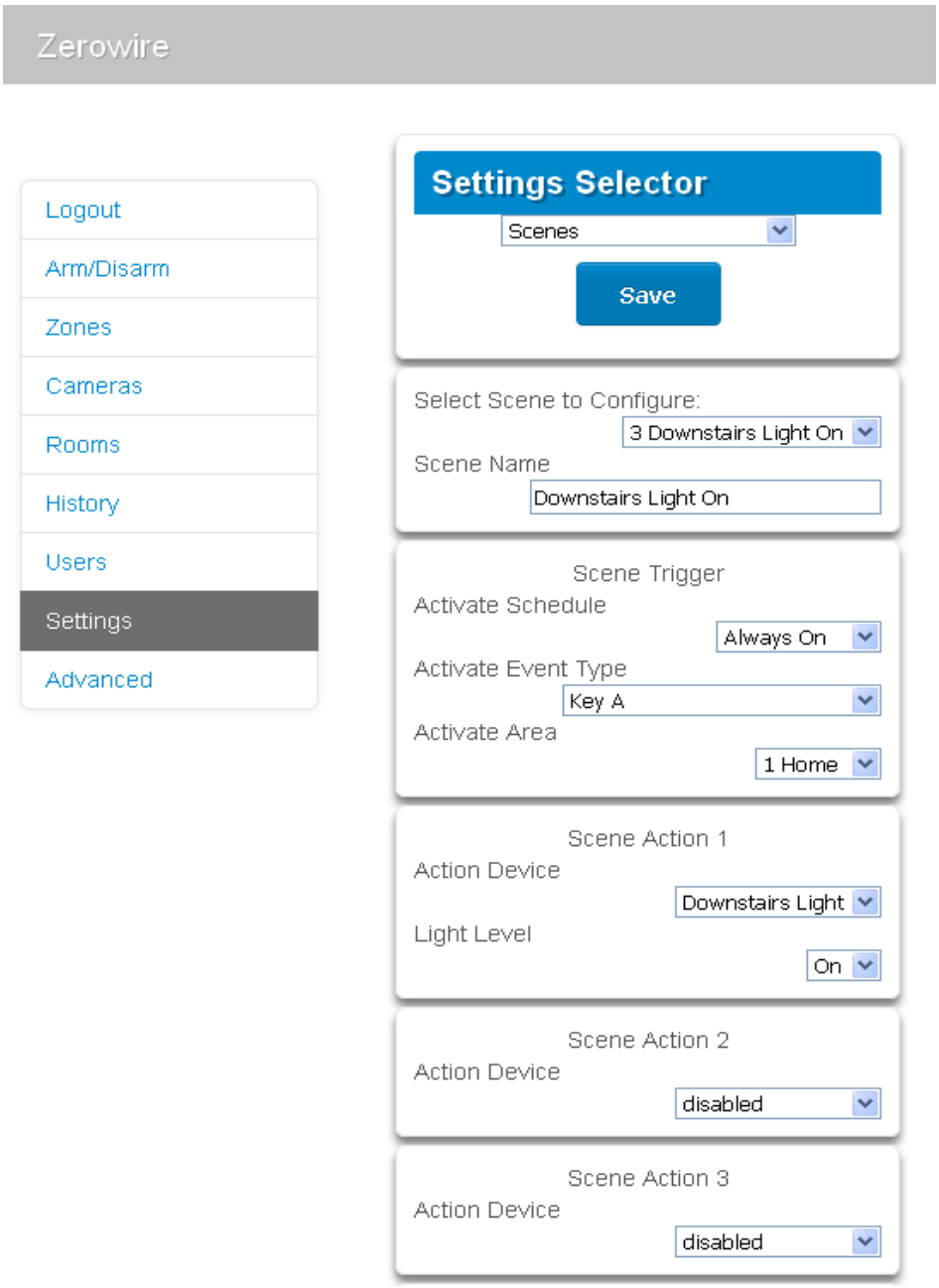
Removing a Failed Node

1. Click Settings – Zwave Maintenance
2. On the Failed Device Selector, click the node to be removed.
3. Click the Remove button.
4. Status will show “Device Removed” when successful.



Programming Soft Keys

Selected models of ZeroWire have the SOS buttons replaced with A, B, and C buttons. These can be programmed to perform automation functions using Scenes.



1. Log in to ZeroWire Web Server or UltraSync + app.
2. Click Settings – Areas. This will only be visible to the installer account.
3. Uncheck the tick box for Manual Fire, Manual Auxiliary, and Manual Panic.
4. Click Save. The SOS buttons are now disabled and the three buttons trigger Key A, Key B, and Key C events respectively.
5. Click Settings – Scenes. This is accessible to master user accounts.
6. Select a Scene To Configure.

7. Name the scene based on the result when the scene is run. For example, “Downstairs Light On”.
8. Select Schedule “Always On”. To restrict the date and time when the key can be pressed, select or create an alternate schedule.
9. Select the Activate Event Type as Key A, Key B, or Key C.
10. Select the device to control under Action Device. For ZeroWire Alarm System functions, select the “Alarm System” (this can be renamed under Settings – System). For Z-Wave functions, select the Z-Wave device directly in the drop down.
11. Select the function for the device to perform.
12. Repeat for Scene Action 2 to 16 if desired.
13. Click Save.
14. Press the Soft Key A, B, or C on the ZeroWire keypad to run the scene to confirm the behaviour is as desired.

Send User PINs to Z-Wave Door Lock

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

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

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

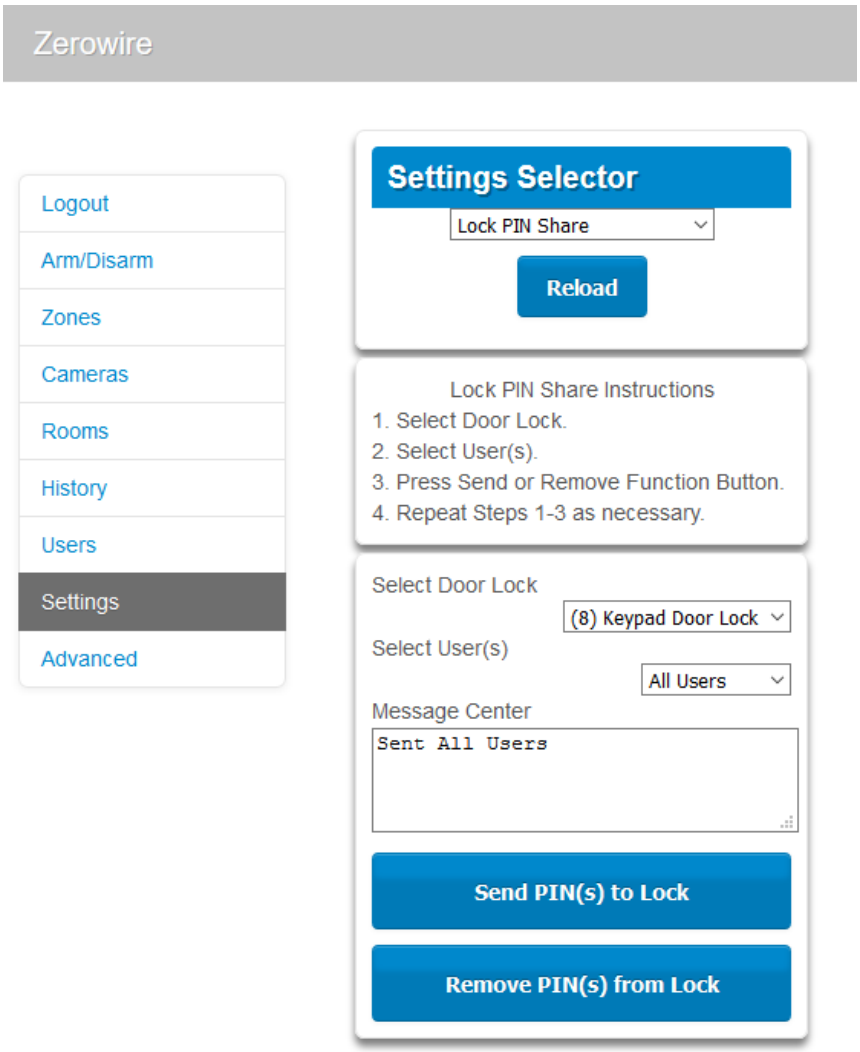
When “Send PIN(s) to Lock” is selected, ZeroWire queries the lock for the number of standard users it supports. Some locks support up to 250 PINS, others are limited to 40. Check your lock documentation.

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

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

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

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



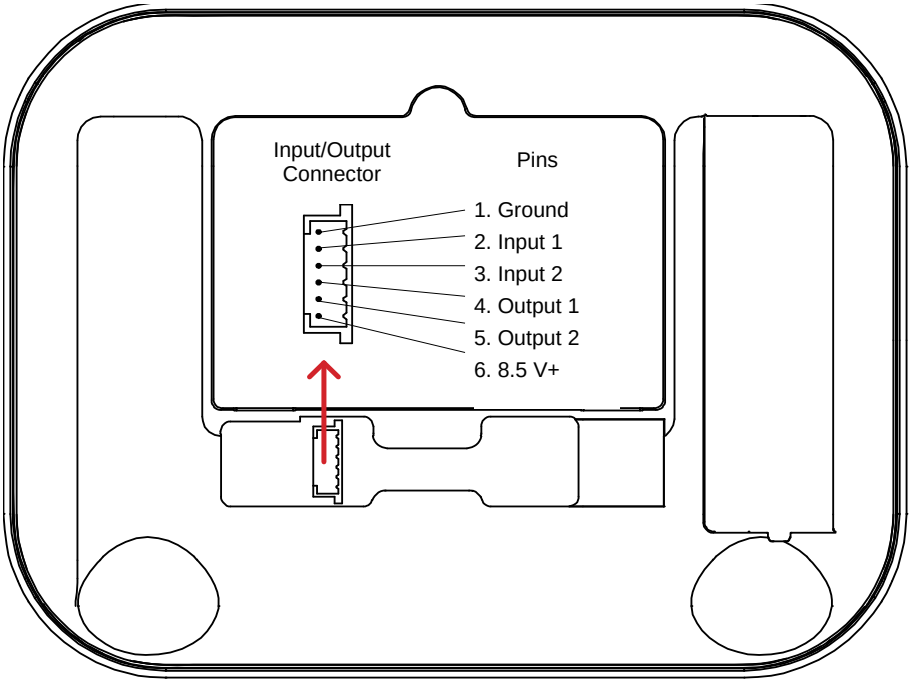
1. Log in to ZeroWire Web Server or UltraSync + app.
2. Click Settings – Lock PIN Share.
3. Select the Z-Wave Door Lock in the drop down list.
4. Wait for the “Building User List- Please Wait” message to be replaced with “Ready”.
5. The default will have “All Users” pre-selected. You may select an individual user instead.
6. Optional and recommended, click “Remove PIN(s) from Lock”. This ensures any extra PIN codes are removed from the lock and only the PIN codes from ZeroWire can operate the lock. Once completed it will show “Removed All Users”.

7. Click “Send PIN(s) to Lock.
8. PIN codes will be sent to Z-Wave door lock one at a time. Once completed it will show “Sent All Users”.
9. Test PIN codes on door lock and verify only the codes you want can operate the lock.
10. Refer to door lock manual to remove or change installer / master codes from door lock.

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

Connecting Inputs

ZeroWire has two general purpose inputs located on the rear of the unit. These can be connected to up to 4 devices when Zone Doubling is enabled. Use the supplied header cable.



To disable the inputs:

- Set System Menu -> General Options -> Disable Hardwired Zones = ON

To enable 2 inputs:

- Set System Menu -> General Options -> Disable Hardwire zones = OFF
- Set System Menu -> General Options -> Panel Zone Doubling = OFF
- Set System Menu -> General Options -> Double EOL = ON for tamper monitoring, or OFF for no tamper

To enable 4 inputs without tamper monitoring:

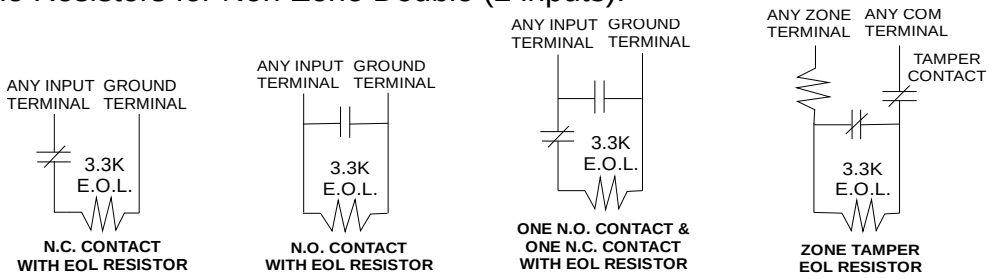
- Set System Menu -> General Options -> Disable Hardwire Zones = OFF
- Set System Menu -> General Options -> Panel Zone Doubling = ON
- Set System Menu -> General Options -> Double EOL = OFF

IMPORTANT NOTES:

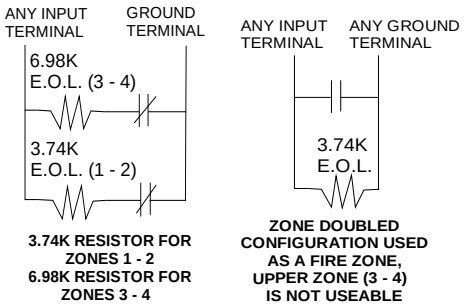
- If hard wired inputs are programmed as zone 1, 2, 3, and/or 4, then these will take priority over the wireless detectors.
- System Double EOL will take priority over Zone EOL setting. If Zone EOL is OFF and Double EOL is on, Double EOL tamper monitoring will be active.
- Normally Open or Normally Closed state can be set in Zone Options -> Options.

- Zone Doubling can only be used with Normally Closed devices.

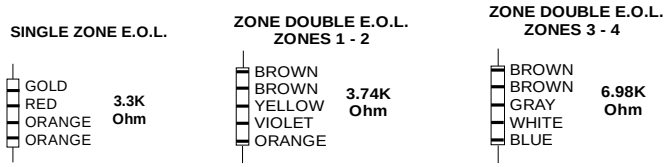
End Of Line Resistors for Non-Zone Double (2 inputs):



End Of Line Resistors for Zone Double (4 inputs):

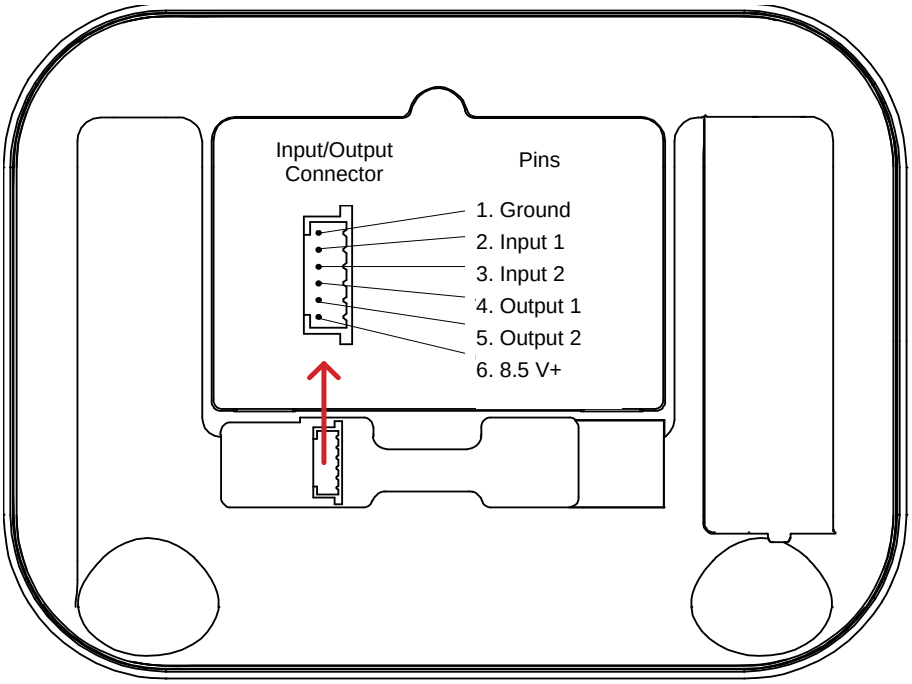


Resistor Diagram:



Connecting Outputs

ZeroWire has two general purpose outputs located on the rear of the unit. These can be connected to up to 2 devices. Use the supplied header cable.



Outputs are controlled by Actions in the ZeroWire.

When an output is configured with an action, the output will monitor the status of the action:

- When the action logic is true, the output will be on
- When the action is false, the output will be off

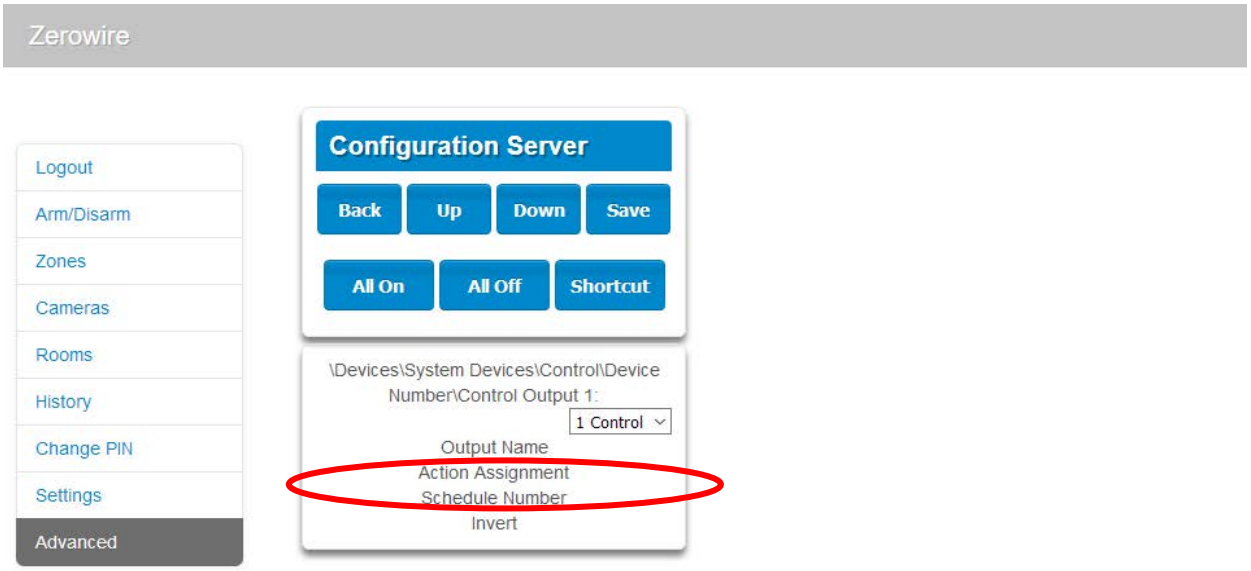
If no action is assigned to an output the default behaviour is:

- Output 1 = Siren
- Output 2 = Strobe

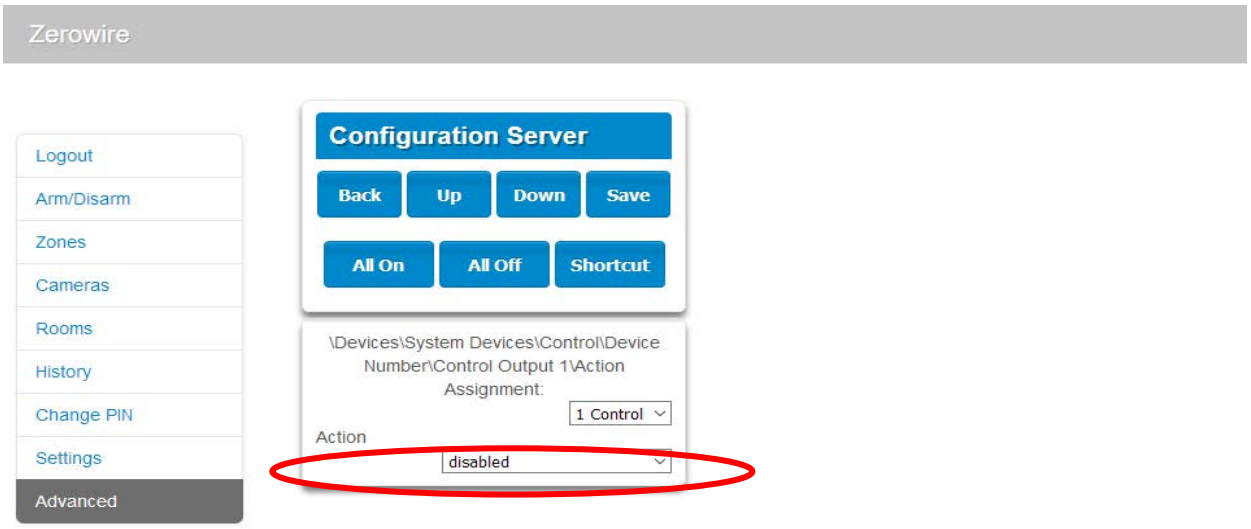
To program outputs from ZeroWire Web Server:

1. Click Advanced – Actions
2. Create an Action – refer to ZeroWire Reference Guide for more help
3. Click Advanced – Devices – System Devices – Control
4. Click “Control Output 1” or “Control Output 2”

5. Click Access Assignment



6. Click the drop down action menu and select the action you want to control the output.



7. The output will now be controlled by the state of the selected action.

Customizing Reporting Codes

The ZeroWire control panel has the ability to report Ademco Contact I.D. transmissions. Each report in Contact I.D. consists of an event code and the zone I.D. generating the alarm.

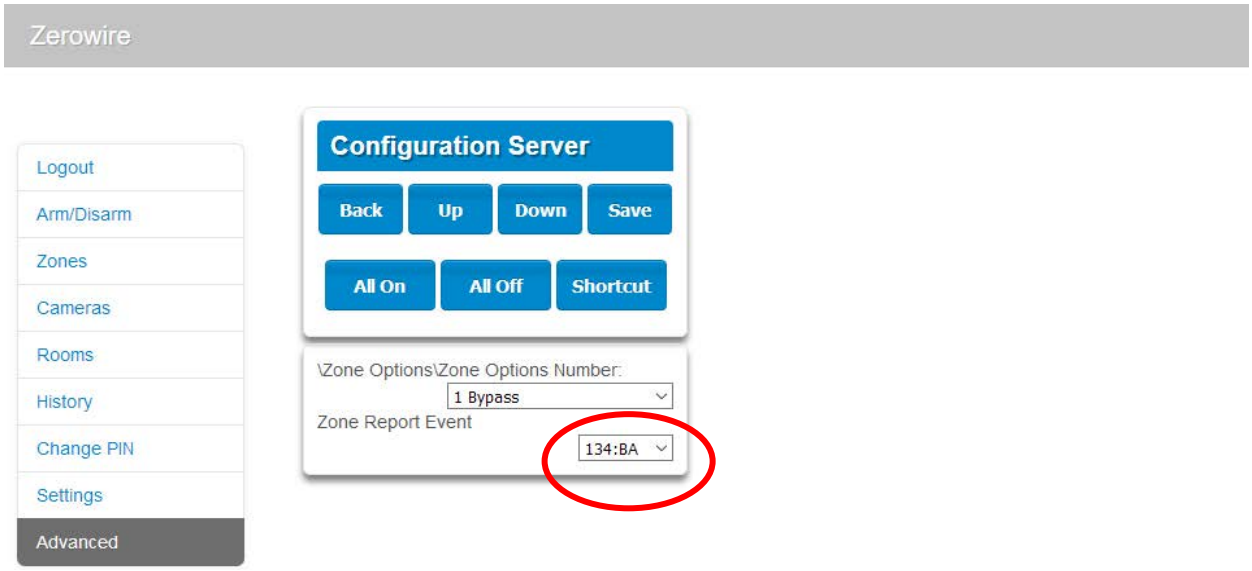
Programmed Event Code	Contact I.D. Code	SIA Event Code	Description
0	Use default code for Zone Type	Use default code for Zone Type	
1	110	FA	Fire Alarm
2	120	PA	Panic Alarm
3	130	BA	Burglary Alarm
4	131	BA	Perimeter Alarm
5	132	BA	Interior Alarm
6	133	UA	24 Hour (Safe)
7	134	BA	Entry/Exit Alarm
8	135	BA	Day/Night Alarm
9	150	UA	Non Burglary 24 Hour
10	121	HA	Duress Alarm
11	122	HA	Silent Panic
12	100	MA	Medical Alarm
13	123	PA	Audible Panic Alarm
14	137	TA	Tamper Alarm
15	602	RP	Periodic Test
16	151	GA	Gas Detected
17	158	KA	High Temp
18	154	WA	Water Leakage
19	140	QA	General Alarm
20	140	SA	General Alarm
21	159	ZA	Low Temp
22	158	KH	High Temp
23	115	FA	Fire Alarm Pull Station

Note: Events are processed in the order they occur. The priority of presentation is determined in by ARC monitoring centre and the automation software.

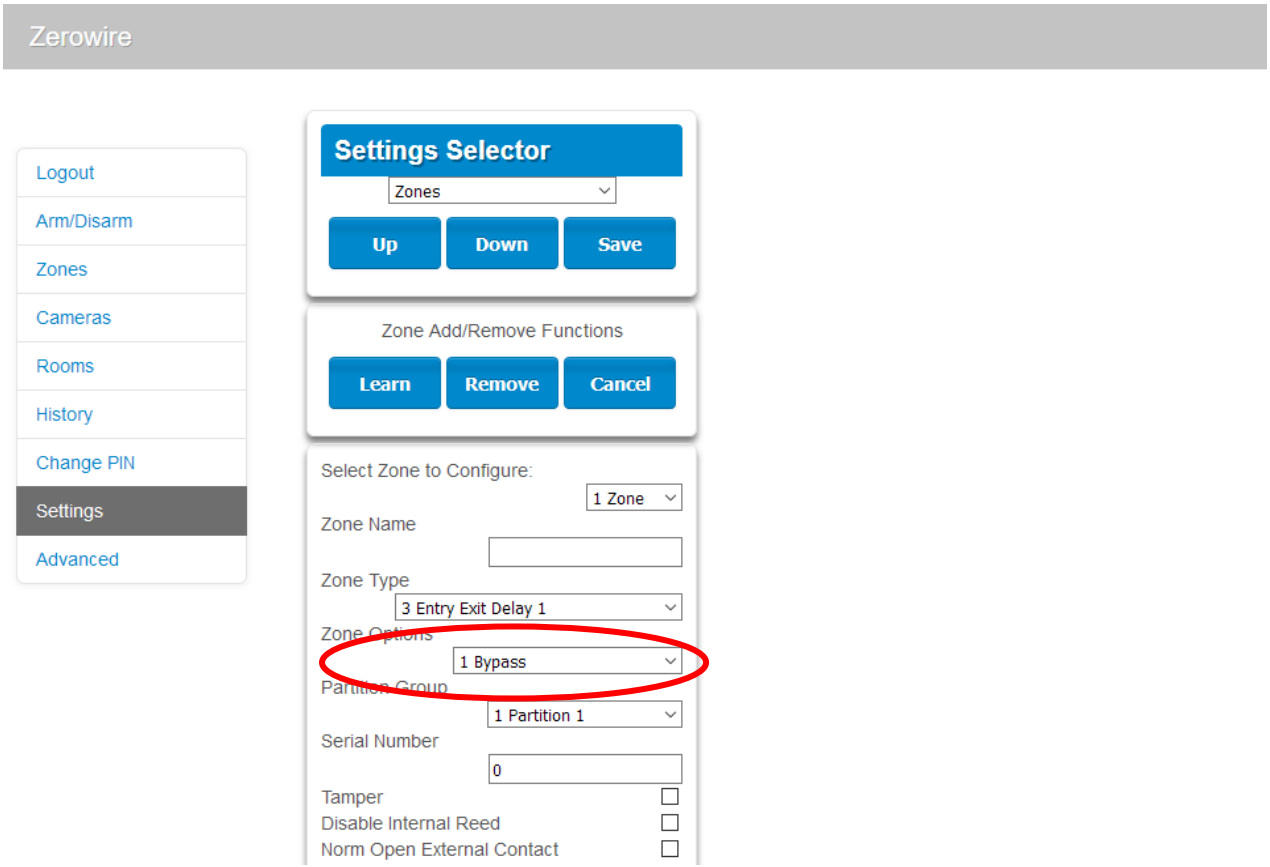
Customize the code reported by following these steps:

1. Log in to the Web Server.
2. Click Advanced\Zone Options.
3. Select the Zone Options you want to change.

4. Click Zone Report Event.
5. Select the desired Contact I.D.\SIA Event Code pair from the drop down menu.



6. Click Save.
7. Click Settings and Zones should appear.
8. Assign the customized Zone Options to the Zone.



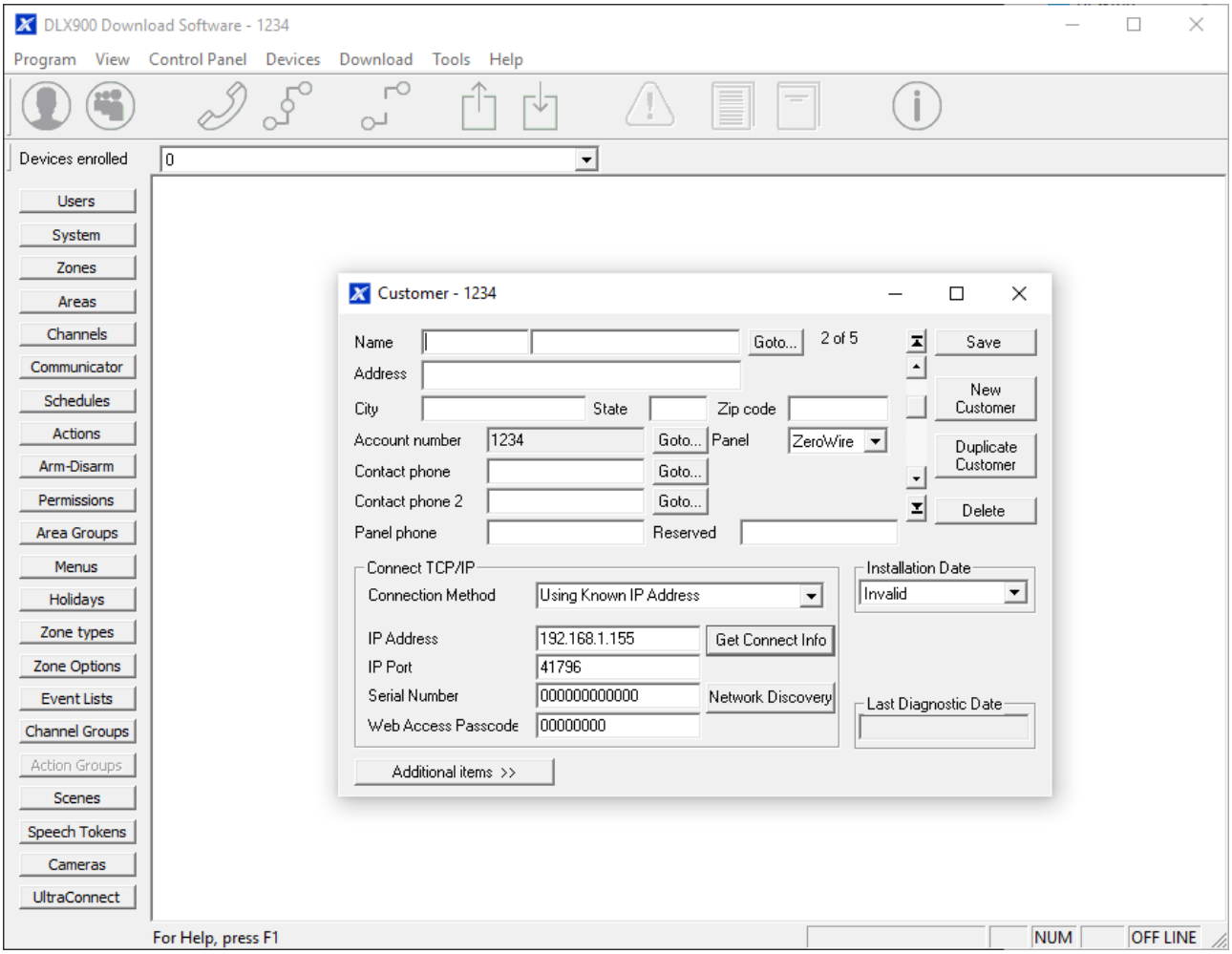
9. Click Save.

DLX900 Software

DLX900 is a fully featured management tool for control rooms and security professionals. Compatible with Microsoft Windows 7, 8 and 10, DLX900 is available from your ZeroWire service provider.

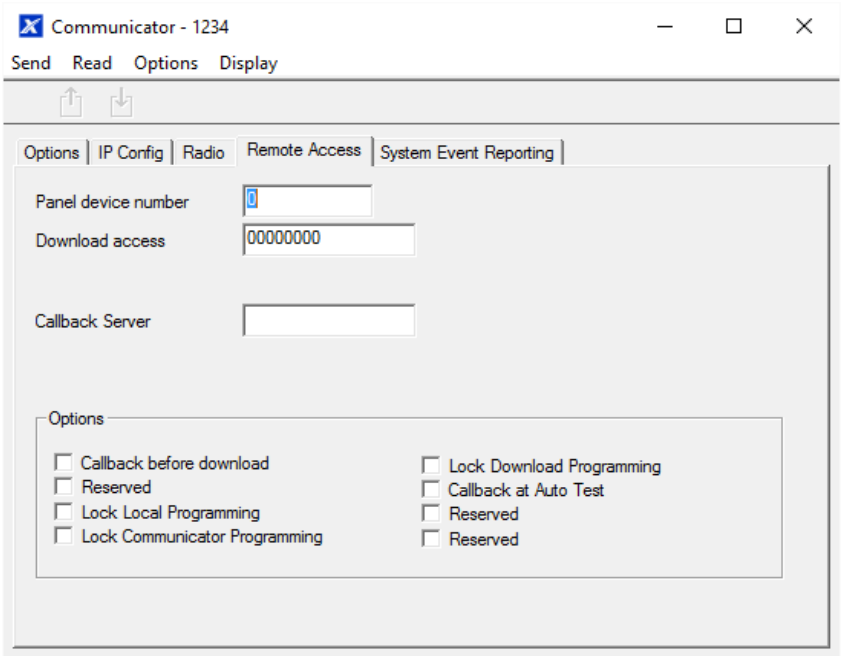
In order for DLX900 to connect to a ZeroWire panel you will need:

- the IP address of the ZeroWire (or use the Discover feature for LAN connections)
- the Download Access Code (see Troubleshooting section on page 99) and
- if Always Allow DLX900 is enabled then you will be allowed to connect,
  if Always Allow DLX900 is disabled then you must first put the ZeroWire into program mode, this can be changed in Settings-Network.



1. Install and launch DLX900 software.
2. Login to DLX900 with **utc 1234**. You will need to enter it twice.
3. Create a New Customer.
4. Select ZeroWire for the Panel.
5. Enter the TCP/IP address of the ZeroWire, port 41796, then click Save.

6. If this is an existing system:
   a) Click Communicator – Remote Access.



   b) Enter the Download Access Code to match the one configured on the ZeroWire panel.

7. If this is a default system with installer PIN 9713, the Communicator Menu may be hidden from the Web Page and the Download Access Code is not used for authentication. Proceed to next step.

   Note: Change the installer PIN to reveal the Communicator Menu, then change the Download Access Code to allow remote access, or leave at 00000000 to prevent DLX900 connections.

8. Click the Connect TCP/IP button.

Troubleshooting

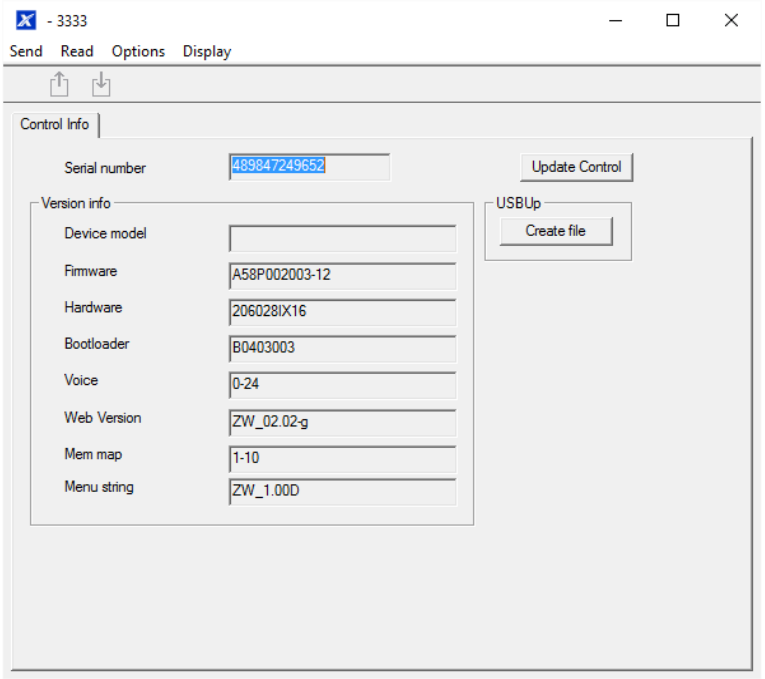
Problem	Solution
Cannot connect over TCP/IP	At default, the Communicator Menu will be hidden and the ZeroWire can be accessed on a LAN using DLX900 with disabled Download Access Code (00000000). Once the installer's PIN has been changed from 9713, the Communicator Menu will be accessible, and the Download Access Code must be changed to allow access to DLX900. Check you can ping the ZeroWire. Check the Download Access Code. Check that remote access is enabled on the ZeroWire. You generally need to be on the same network to connect via TCP/IP. If you are connecting from a separate network, you will need to set up port forwarding to port 41796 on the router the ZeroWire is connected to. Consult your router manual or your IT department for assistance. Technical support is unable to assist with setting up port forwarding due to differences in customer networks and equipment.

Do not know Download Access Code	Log in to ZeroWire Web Server and go to Settings – Network. Generally this will need to be done on-site with an internet browser. At factory default, DLX900 will automatically allow a connection using the default Go To Program Code / Installer Code of 9713, even if the Download Access Code is unknown or set to default of 00000000 (disable upload/download). This is a convenience feature for installers and control rooms when a system is first installed. This is why you must change the Installer Code to protect the system from further changes. Once the Installer Code has been changed, this feature no longer works and you must have the correct Download Access Code.

Upgrading Firmware using DLX900

Upgrading firmware can be performed remotely using DLX900.

1. Check with your supplier to download the latest firmware file for your device.
2. Open DLX900.
3. Connect to your device. TCP/IP over Ethernet is recommended for faster speed.
4. Click Devices – Device Info:

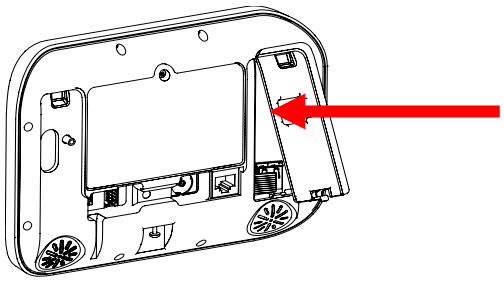


5. Click Update Control.
6. Select the firmware file. This should be a MIF3 file.
7. Click OK.
8. Wait for the firmware files to transfer to your device(s).

Upgrading Firmware using USBUP

If connecting with DLX900 is not possible, the USBUP upgrade tool provides an alternative method to perform firmware and voice updates. Please refer to the User Manual that comes with the USBUP for the most up to date instructions.

1. Check with your supplier to download the latest firmware file for your device.
2. Create a folder on the USBUP called “ZEROWIRE”.
3. Copy the firmware files into this folder.
4. Take the ZeroWire off the wall and remove the cellular modem cover on the right.
5. A cellular modem may be pre-installed. Carefully remove it from the cavity but leave it connected.
6. The 5-pin USBUP header is inside the ZeroWire panel:



7. Connect your USBUP to this header using the cable supplied with your USBUP.
8. Press and hold the button on the USBUP until the light begins to flash green rapidly. Release the button and USBUP will continue the firmware transfer.
9. When the light stays lit orange the firmware was successful. Disconnect the cable and replace the USB modem and cover.
10. If the light flashes red slowly then there has been an issue performing the upgrade. Check the files are correct and in the right folders on the USBUP then try again. You may also open the log file that is written to the USBUP for more diagnostic information.

System Status Messages

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

System

- AC power fail – The security system has lost its electricity power. May take up to 5 min to clear once power restored.
- Low battery – The security system's back up battery requires charging. May take up to 5 min to clear once battery charged.
- Battery test fail – The security system's back up battery requires changing. If after 48 hours this message does not clear, contact your service provider to order a new battery. If the power fails, your system will not be operational.
- Box tamper – The security system's cabinet tamper input has activated
- Siren trouble – The security system's external siren has a problem
- Over current – The security system is drawing too much current
- Time and date loss The security system time and date need resetting
- Communication fault – The security system has detected a problem with the communication path (LAN or GSM interface)
- Monitoring Link Fault 1 – The link between the LAN interface to the alarm reporting server ARC is interrupted
- Monitoring Link Fault 2 – The link between the GSM interface to the alarm reporting server ARC is interrupted
- Fire alarm – A fire alarm has been activated from the ZeroWire unit
- Panic – A panic alarm has been activated from the ZeroWire unit
- Medical – A medical alarm has been activated from the ZeroWire unit

Area Number. Area Name

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

Zone Number. Zone Name

- In Alarm – This zone has triggered a system alarm condition
- Is bypassed – This zone is isolated (disabled) and will not activate an alarm
- Chime is set – This zone is part of the chime group
- Is not secure – This zone is not closed
- Fire alarm – This zone has triggered a fire alarm
- Tamper – This zone has triggered a tamper alarm
- Trouble fault – This zone has an open circuit
- Loss of wireless supervision – This zone is a wireless device and has lost its communication link with the control panel. For each sensor learned in the ZeroWire system, a heartbeat of 20 minutes is sent to ensure the sensor is monitored for presence. Check battery, signal level, and for interference.
- Low battery – This zone is a wireless device and needs its battery changed

UltraSync + app and Web Server Error Messages

Various error messages may appear on the ZeroWire Web Server and the UltraSync + application.

Advanced/Settings Configuration menus

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

Read/write errors and results

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

Zones page

- "No Zones Configured For Your Access" - Displayed on Zones page when there are no zones available to view.

WiFi

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

Data entry formatting errors

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

Z-Wave messages

- "Unavailable - Failed Device Function in progress" - An attempt was made to enter an add/remove mode when the failed device mode is active.
- "Unavailable - Add mode active" - An attempt was made to enter an add/remove mode when the add mode is active.
- "Unavailable - Remove mode active" - An attempt was made to enter an add/remove mode when the remove mode is active.
- "Unavailable - Resetting Network" - An attempt was made to enter an add/remove mode when the resetting mode is active.
- "Unavailable - Backing Up Network" - An attempt was made to enter an add/remove mode when the backup mode is active.
- "Unavailable - Restoring Network" - An attempt was made to enter an add/remove mode when the restore mode is active.
- "Busy, Try Again Momentarily" - This message is received when the Z-Wave module is attempting to execute a command and a new command was submitted.
- "Not primary controller" - An attempt was made to perform device functions when not a primary controller.
- "Device Not found in failed list" - An attempt was made to remove a failed device that is now responding.
- "Remove Device failed - already in process" - An attempt was made to enter a remove mode when the remove mode is active.
- "Replace Device failed - already in process" - An attempt was made to enter a replace mode when the replace mode is active.
- "Remove Failed" - An attempt to remove a device from the network has failed.
- "Replace Failed"- An attempt to replace a device from the network has failed.
- "Function timed out or cancelled" Add/Remove/Replace function timed out.
- "Unavailable, Try Again Later" - This message is received when the Z-Wave module is still initializing.
- "Command Failed" - A Z-Wave command has failed.
- "You must press Select to choose a set point" - A set point change was attempted without selecting a set point to change.
- "There are no Failed Devices" - Displayed in the failed device dialog when no failed devices detected.

Voice Library

These words can be used to customize your zone names in Menu 6-4.

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

Specifications

General features	
Code combinations	From 10.000 (4 digits) to 100.000.000 (8 digits)
Non-volatile memory	
Event log capacity	1024
Data retention (log, program settings)	30 days, EEPROM non-volatile memory
Environmental	
Operating temperature	0 to +50°C
Humidity	93% noncondensing
UltraSync	ZeroWire is designed to work only with UltraSync Cloud
Alarm transmission class EN50136-2	Pass-through mode operation
On-board IP	SP4
ZW-7000	SP3
ACE	Type A
Voltage	9 VDC regulated – ZB-A090020U-J
Frequency	50/60 Hz
Input	100-240 VAC
Current maximum without voice	 210 mA 165 mA
Backup battery	7.2 amp rechargeable Ni-MH battery pack 80% recharged in 72 hours
Inputs	2x zone inputs up to 6.6 V, seal with 3.3k EOL
Low battery voltage	6.4V
PSU Type	Type A, to be installed inside supervised premises only
Outputs	2x open collector outputs at 100 mA 30 V (max)
Antenna Connector	MMCX
Dimensions (W × H × D)	190 mm x 140 mm x 32 mm
Shipping weight	1 kg

Index

3

3G, 34

A

access
    via UltraConnect, 40
adding
    Z-Wave devices, 78, 80
adding a keyfob, 55
adding a user, 53
adding users and keyfobs, 53

B

back of ZeroWire, 14
backlight level, 68
battery, 24
battery test, 71

C

cellular radio installation, 20
changing
    day and time, 68
changing keyfob options, 65
changing user type, 54
communicator test, 71
configuring email reporting, 66
connecting
    inputs, 89, 93
    outputs, 95
connecting power, 20
customizing, 67

D

date and time, 68
DC power, 20
description, 19
detectors
    learning, 50
DLX900
    firmware upgrade, 101
DLX900 software, 99

E

enabling camera recording, 76
error messages, 104
event history, 72
external antenna, 22

F

factory defaults, 25
features, 11
front of ZeroWire, 11

G

glossary, 15

I

inputs, 89, 93
installation, 19
installation using keypad, 49
installation using Web server, 57
installing battery, 24
installing cellular radio, 20
installing external antenna, 22

K

keyfob
    adding, 55
keyfobs
    adding, 53
    changing options, 65
    removing, 56

L

learning detectors, 50
learning zones, 58
location, 19

M

maintenance, 70
menu tree, 75
mounting on wall, 24

O

outputs, 95

P

physical installation, 19

R

removing keyfobs, 56
removing users, 55
resetting, 25

S

setting up reporting, 66
setup
    3G, 34
    wireless LAN, 27

signal strength, 35
siren test, 71
specifications, 107
system status messages, 103
system tests, 70

T

technical specifications, 107

U

UltraConnect app, 40
    using, 42
UltraConnect app messages, 104
unboxing, 12
upgrading firmware
    DLX900, 101
user
    adding, 53
users
    adding, 53
    removing, 55
using
    UltraConnect, 42

V

voice library, 106
volume level, 67

W

walk test, 62, 70
wall bracket, 19
Web Server messages, 104
welcome, 11
what's inside, 12
wifi, 27
wireless LAN, 27

Z

ZeroWire menu tree, 75
zone names, 51
zone options, 61
zone types, 60
ZW-ANT3M, 22
Z-Wave devices, 78, 80