



ZeroWire

USER MANUAL

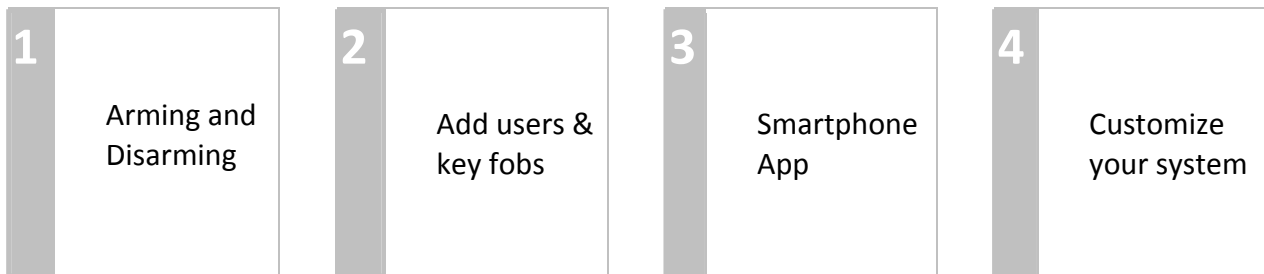
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Welcome!

Thank you for purchasing ZeroWire!

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



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

The level of security ZeroWire can provide is dependent on:

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

Your New Security System

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

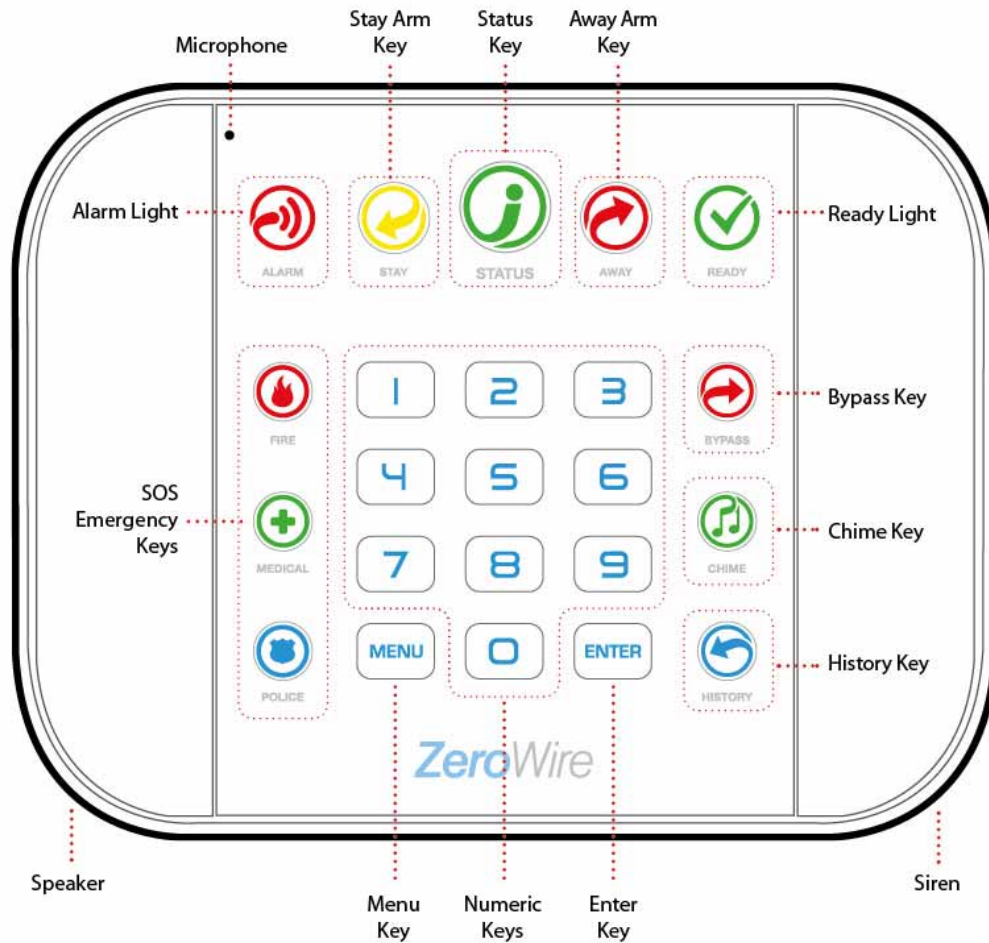






- Quick Reference Guide
- User Manual (this document)
- ZW-6400 ZeroWire with Wall Bracket
- Backup Battery Pack (installed inside ZeroWire)
- 9VDC Power Pack





Optional Parts

- ZW-ANT3M Extension Antenna
- ZW-DS01 Desk Stand
- ZW-HSPA Cellular Modem

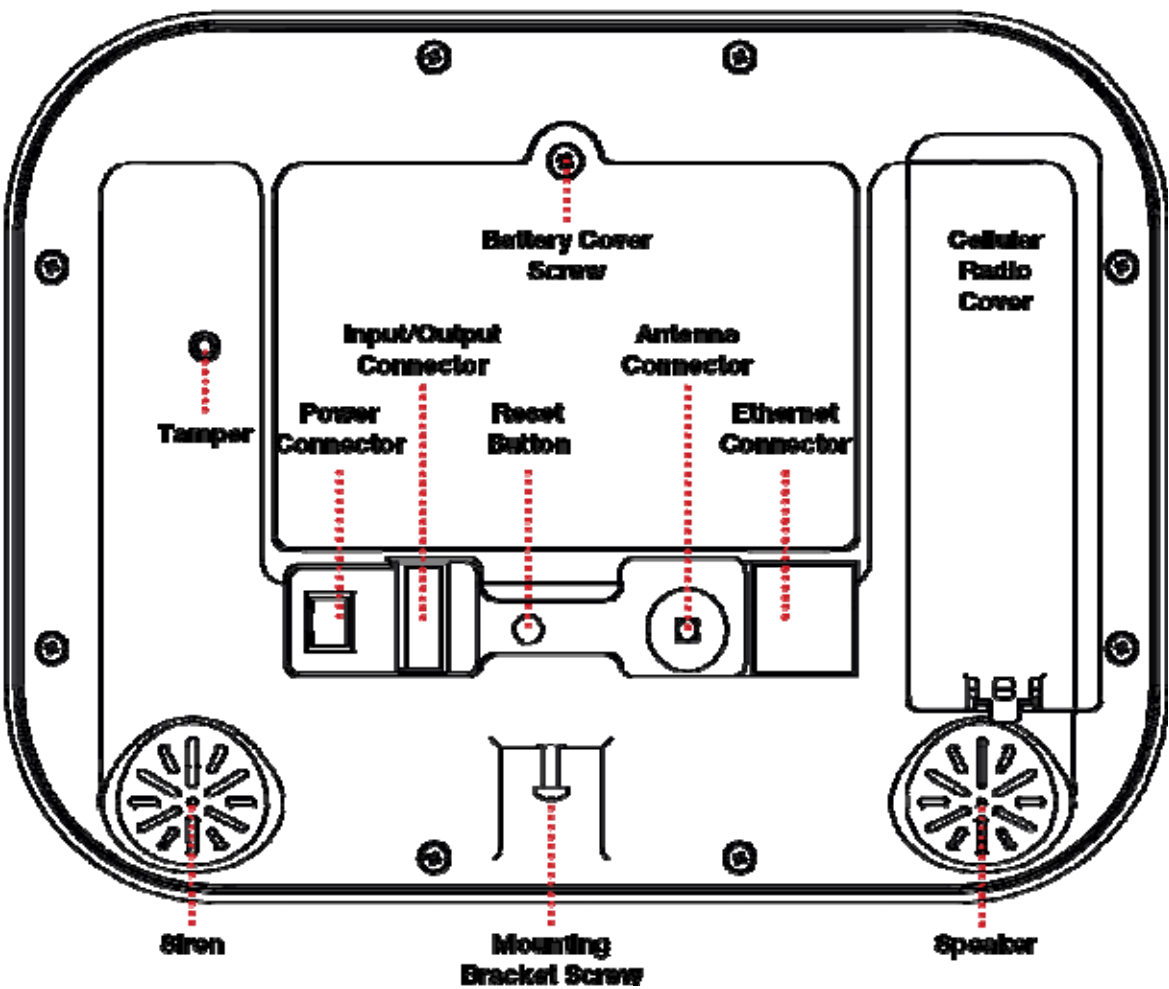
Front of ZeroWire



Key	Colour	Description
 ALARM	Red	System is in alarm. Enter your PIN code then ENTER to turn off the alarm. Press the STATUS key for more info.
 STAY	Yellow Not lit	System is armed in Stay mode. System is disarmed if Away is also not lit. Press the STAY key to arm in Stay mode.
 STATUS	Green Yellow Red	System is normal. Non-urgent system conditions present. Press the STATUS key to hear system conditions. Urgent system conditions present. Press the STATUS key to hear system conditions. If you are unable to fix the issue, contact your service provider for help.
 AWAY	Red Not lit	System is armed in Away mode. System is disarmed if Stay is also not lit. Press the AWAY key to arm in Away mode.

Key	Colour	Description
 READY	Green (steady) Green (flashing) Not lit	All sensors are ready and the system can be armed in Away or Stay mode. Some sensors are unsealed but system is force-armable. If these sensors are not sealed by the end of the exit time the system will go into alarm. System cannot be armed, press the STATUS key for more info
 BYPASS		Press the BYPASS key if you wish to isolate (ignore) a sensor. Bypassed sensors will not be active when you arm the system in Stay or Away modes.
 CHIME		Press the CHIME key to select which sensors 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



1. Basic Features

Arm your system in Away Mode







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

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

If the Ready Light is flashing green then “forced arming” is enabled. This means some sensors are not secure but you can still arm your security system. Read more about the Forced Arming Feature on page 9.





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

You may arm your system using your user PIN code:

1.  
READY STATUS
Check ready key is green
Check status key is green
2. 
AWAY
Select the Away Mode
3.  
4.  Leave the premises

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

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

- | | | | |
|----|---|---|---|
| 5. | 
READY | 
STATUS | Check ready key is green
Check status key is green |
| 6. | 
AWAY | | Select the Away Mode |
| 7. | 
EXIT DELAY BEEPS | | Leave the premises |

Forced Arming Feature

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

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

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

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

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

Option 2: At the end of the exit delay, sensors that are not secured will trigger an entry delay or go into alarm.

Arm your system in Stay Mode



Use Stay Mode when you are staying in the premises and you want the perimeter protected whilst allowing you to move around inside without setting the alarm off. This gives you peace of mind even when you are at home.

For example, Stay Mode is often used at night to arm sensors around the perimeter of your home and bypass all internal movement sensors. This will allow you to move around inside your home without causing the system to sound an alarm. Perimeter sensors will still be active to detect intruders. The security of your home in Stay mode is dependant on the type and number of sensors you have installed and are active in Stay mode.



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

If the Ready Light is flashing green then “forced arming” is enabled. This means some sensors are not secure but you can still arm your security system. Read more about the Forced Arming Feature on page 9.

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

- | | | |
|----|--|---|
| 1. | 
STATUS | Check status key is green. Close all protected doors and windows. If you have movement sensors in your “stay mode”, have everyone leave those partitions. |
| 2. | 
STAY | Select the Away Mode |
| 3. | <input type="text" value="USER PIN CODE"/> <input type="button" value="ENTER"/> | |
| 4. | <div>EXIT DELAY BEEPS</div> | Stay within the protected partitions |

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

- | | | |
|----|---|---|
| 5. | 
STATUS | Check status key is green. Close all protected doors and windows. If you have movement sensors in your “stay mode”, have everyone leave those partitions. |
| 6. | 
STAY | Select the Away Mode |
| 7. | <div>EXIT DELAY BEEPS</div> | Stay within the protected partitions |

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



Disarming

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

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

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

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

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

Bypass a Sensor


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

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

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

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


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

- | | | |
|----|--|--|
| 1. | 
BYPASS | Select Bypass Menu |
| 2. | <input type="text" value="USER PIN CODE"/> <input type="button" value="ENTER"/> | Enter PIN code with authority to bypass |
| 3. | <input type="text" value="SENSOR NUMBER"/> <input type="button" value="ENTER"/> | Select a sensor to bypass |
| 4. | <input type="text" value="0"/> | Toggle between un-bypassed to bypassed state |
| 5. | <input type="button" value="MENU"/> | Exits from Bypass Menu |

Event History


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

“Alarm Memory” is a quick recall of the last sensor(s) that caused your security system to go into an alarm condition:

1.  **HISTORY** Select History Menu
2.
3. Listen to the last alarm memory event
4. Exits from Chime Menu

It is recommended you record user names, sensor 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.
3. Listen to the last alarm memory event
4. Touch ENTER for next event
Touch 0 for previous event
5. Exits from History Menu

Emergency Keys

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



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

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

To cancel an emergency activation:

1.

YOUR 4 OR 6 DIGIT MASTER CODE

ENTER

 Enter you code after an emergency key has been activated

Sensor Reset

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

Example: Reset latching detectors that are in alarm

1.

MENU

7

 Select main menu - Option 7, Sensor Reset
2.

YOUR 4 OR 6 DIGIT MASTER CODE

ENTER
3.

MENU

 Exits from Sensor Reset Menu

2. Add Users

Add a User

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

- | | | |
|----|---|--|
| 1. | <input type="button" value="MENU"/> <input type="button" value="3"/> | Selects User Configuration menu |
| 2. | <input type="text" value="YOUR 4 OR 6 DIGIT MASTER CODE"/> | |
| | <input type="button" value="ENTER"/> | |
| 3. | <input type="button" value="1"/> | Selects configure user PIN |
| 4. | <input type="button" value="4"/> <input type="button" value="ENTER"/> | Select user 4 |
| 5. | <input type="button" value="2"/> <input type="button" value="5"/> <input type="button" value="8"/> <input type="button" value="0"/> | |
| | <input type="button" value="ENTER"/> | Sets user 4 PIN code as 2580 |
| 6. | <input type="button" value="MENU"/> <input type="button" value="MENU"/> <input type="button" value="MENU"/> | Exits from Advanced system configuration |

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

Add a Username

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

1. On the ZeroWire press Menu – 8 – [PIN] – 6 and note the IP address announced.
2. Open your web browser and enter the IP address. Some browsers may require you to enter **http://** before the IP address. The ZeroWire login screen should appear.

3. Enter your username and password, by default this is installer and 9713

Zerowire

Sign in

Enter your username:

Enter your password:

Sign In

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

Zerowire

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

Area 1

Not Ready

Away

Stay

Off

Chime

5. Click Users.

Zerowire

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

Configure Users

Add **Edit** **Delete** **Save**

Select User ☐ Sort By Name

User1 (1)

User Number: 1

First Name: Sarah

Last Name:












PIN: 1234

User Type: Standard

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
















Remove a User

Example: Remove user 4 from your system

1.   Selects User Configuration menu
2. 
 Selects configure user PIN
3.  Selects user 4
4.   Selects user 4
5. 
BYPASS Disables the user PIN
6.    Exits from Advanced system configuration

Change a User PIN

Example: Change User 4 PIN code to 5555.

1.   Selects User Configuration menu
2. 
 Selects configure user PIN
3.  Selects user 4
4.   Selects user 4
5.    
 Sets user 4 PIN code as 2580
6.    Exits from Advanced system configuration

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

Change the User Type

The user type determines what that user can do:

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

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

- | | | |
|----|---|--|
| 1. | <input type="button" value="MENU"/> <input type="button" value="3"/> | Selects User Configuration menu |
| 2. | <input type="text" value="YOUR 4 OR 6 DIGIT MASTER CODE"/>
<input type="button" value="ENTER"/> | |
| 3. | <input type="button" value="2"/> | Selects configure user type |
| 4. | <input type="button" value="6"/> <input type="button" value="ENTER"/> | Select user 6 |
| 5. | <input type="button" value="2"/> | Sets master user type |
| 6. | <input type="button" value="MENU"/> <input type="button" value="MENU"/> <input type="button" value="MENU"/> | Exits from Advanced system configuration |

Add Keyfobs

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

Reset Installer Code

The default installer code is 9713. If you forget this and need to reset it:

1. Unplug the power pack and remove the back up battery
2. Hold down the reset button on the back of the ZeroWire with a small screwdriver
3. Plug in the power pack while keeping the reset button pressed down for 3 seconds
4. Release the reset button

More About Users

ZeroWire supports up to 255 users. For simplicity it is recommended you create user numbers from 1-40. For advanced programming you can create user numbers 1 – 999.

Each user is assigned a PIN code and a user number. This allows them to interact with the system. PIN codes must be four (4) to eight (8) digits in length. Longer length PIN codes provide greater security as they are harder to guess. Every user must have a unique PIN code. Keep user PIN information in a safe place, do not disclose your PIN to others.

Users can have a recorded name to make it easier to manage users. See Record User Names on page 28 for instruction to do this.

Users created on the physical ZeroWire unit via the menus will not be assigned a username. These users will not have remote access to the ZeroWire (e.g. over the internet or using the smartphone app). If you wish to give remote access to a user then you must assign a username via ZeroWire Web Server (see Add a Username on page 15) or DLX900 desktop software.

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

Notes:

- **IMPORTANT:** Change the default PIN codes of the installer and User1 accounts.
- The system must be disarmed before accessing user configuration from the ZeroWire unit. You may use the ZeroWire Web Server or UltraConnect app to access user configuration at any time.

3. UltraConnect App

Introduction








UltraConnect is a smartphone app that allows you to:

- Check the status of your system
- Arm and Disarm partitions
- Bypass sensors
- Set up users
- Operate Z-Wave devices
- Set up system and Z-Wave features (it depends on Standard or Master)

Web Access Code

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

Example: View Web Access Code or change it to a new one

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

User Name and PIN

The UltraConnect app requires any username and PIN code to function. This should be written on the rear of this manual, or refer to Add a Username on page 15.

Access via UltraConnect App

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

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



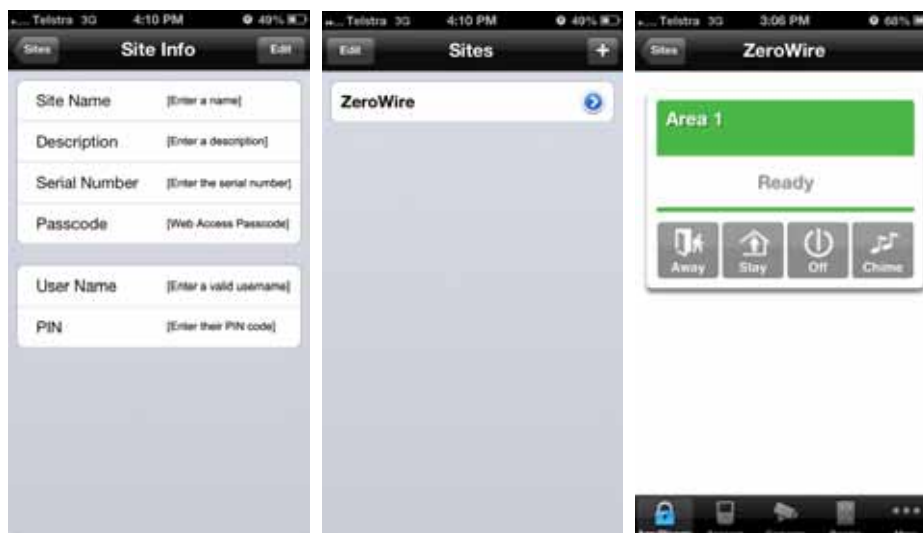
2. Search for **UltraConnect**.
3. Install the app.
4. Click the icon on your device to launch it.
5. Click + on the top right to add a new account, or the blue arrow to edit an existing site.
6. Enter the details of your security system – this should be on the back of this manual, if not please contact your service provider or builder for assistance

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.

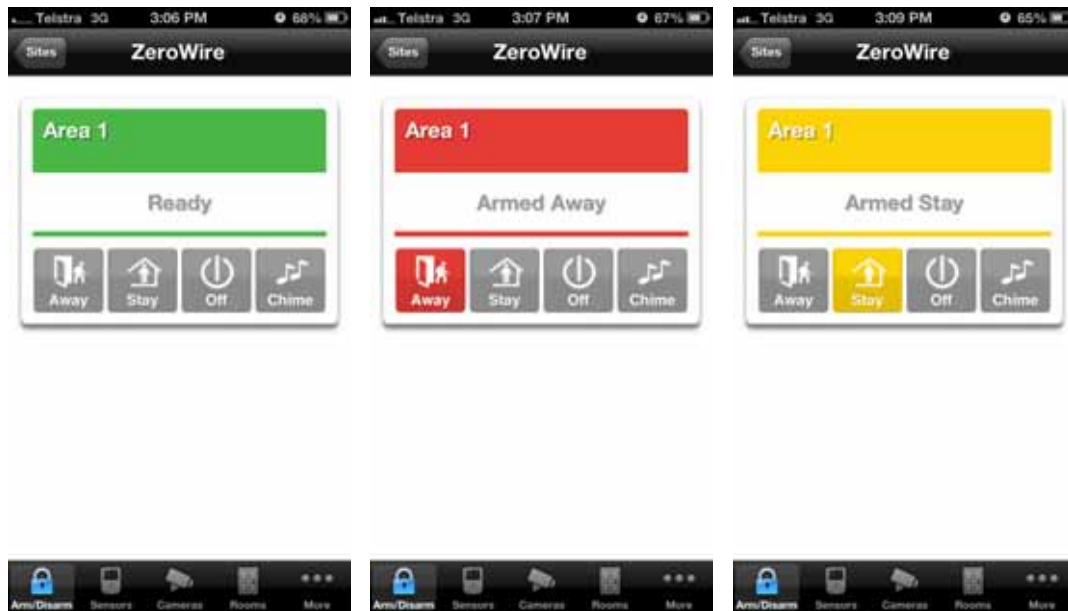
The username and PIN code is for any authorized user on the system. To change these details, login to ZeroWire Web Server and go to Users.

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



Using the App

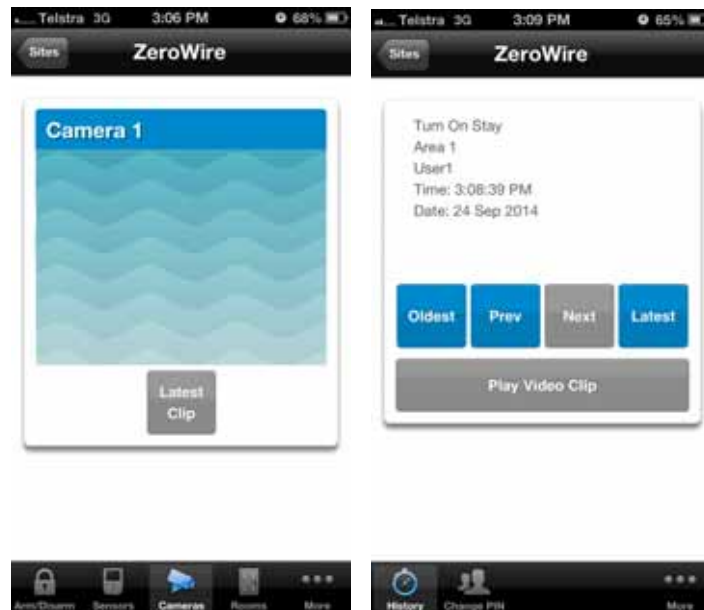
The first screen that will appear once you connect is Arm/Disarm. This will display the color coded status of your system and allows you to arm or disarm partitions by touching Away, Stay, or Off. From this screen you can also enable or disable Chime mode.



The menu bar is located along the bottom of the app. Touch Sensors to view sensor status. From the Sensors screen you can touch Bypass to ignore a sensor or touch it again to restore it to normal operation. You may also add or remove a sensor from the Chime feature.



Touch Cameras to view any cameras connected to the system, this is a live view of the camera. Touch Latest Clip to view the last recorded clip by that camera. You can also access video clips linked to History events by touching Play Video Clip from the History screen.



If you have Z-Wave devices installed, touch Rooms to view and control them.



Finally you may also change your PIN code by touching Change PIN. Touch Save to update your PIN code



If the user has Master User type, then they will also be able to change PIN codes of other users.

4. Customize Your ZeroWire

Volume Level

Example: Set volume level to 6

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

Voice Annunciation

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

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

Full Menu Annunciation

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

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

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 menu |

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

Example: Set idle mode brightness level to 1

- | | | | |
|----|------|------|---|
| 1. | 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 menu |

Change Time and Date

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

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

- | | | | | | | |
|-----|-------------------------------|-------|---|--|-------|----------------------------------|
| 1. | MENU | 8 | Select main menu - Option 8, Basic system configuration | | | |
| 2. | YOUR 4 OR 6 DIGIT MASTER CODE | | | | | |
| | ENTER | | | | | |
| 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 | | Select AM time | | | |
| 8. | 19 | ENTER | Enter the day | | | |
| 9. | 6 | ENTER | Enter the month | | | |
| 10. | 2 | 0 | 1 | 4 | ENTER | Enter the year, must be 4 digits |
| 11. | MENU | MENU | MENU | Exits from Advanced system configuration | | |

Adjust Partition Entry or Exit Times

Example: Setting the entry time as 90 seconds

1. Select main menu - Option 8, Basic system configuration
2.
3. [2] Select partition entry time
[3] Select partition exit time
4. Enter the new entry time
5. Exits from Advanced system configuration

Configure Sensor Names

All sensors can be named using the library words on page 37. This makes it easier to identify the correct sensor in the event of a condition. You may enter up to eight words to achieve your desired description.

Example: Configure sensor 1 name as "Dining Room Sensor"

1. Select main menu - Option 8, Basic system configuration
2.
3. Select sensor name recording
4. Select sensor 1
5. Select word "Dining" from word library
- Select word "Room" from word library
- Select word "Sensor" from word library
6. Exits from Advanced system configuration

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

Record Sensor Names

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

Example: Record sensor name for sensor 1

- | | | |
|----|---|---|
| 1. | <input type="button" value="MENU"/> <input type="button" value="6"/> | Select main menu - Option 8, Basic system configuration |
| 2. | <input type="text" value="YOUR 4 OR 6 DIGIT MASTER CODE"/> | |
| | <input type="button" value="ENTER"/> | |
| 3. | <input type="button" value="4"/> | Select sensor name recording |
| 4. | <input type="button" value="1"/> <input type="button" value="ENTER"/> | Select sensor 1 |
| 5. | <input type="text" value="HOLD DOWN HISTORY"/> | Activate recording mode |
| 6. | ((SPEAK NAME)) | Record voice, maximum 2 seconds |
| 7. | <input type="text" value="RELEASE HISTORY"/> | Stop recording mode |
| 8. | <input type="button" value="MENU"/> <input type="button" value="MENU"/> <input type="button" value="MENU"/> | Exits from Advanced system configuration |

Record User Names

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

Example: Record user name for user 3

- | | | |
|----|---|---|
| 1. | <input type="button" value="MENU"/> <input type="button" value="6"/> | Select main menu - Option 8, Basic system configuration |
| 2. | <input type="text" value="YOUR 4 OR 6 DIGIT MASTER CODE"/> | |
| | <input type="button" value="ENTER"/> | |
| 3. | <input type="button" value="3"/> | Select user name recording |
| 4. | <input type="button" value="3"/> <input type="button" value="ENTER"/> | Select user 3 |
| 5. | <input type="text" value="HOLD DOWN HISTORY"/> | Activate recording mode |
| 6. | ((SPEAK NAME)) | Record voice, maximum 2 seconds |
| 7. | <input type="text" value="RELEASE HISTORY"/> | Stop recording mode |
| 8. | <input type="button" value="MENU"/> <input type="button" value="MENU"/> <input type="button" value="MENU"/> | Exits from Advanced system configuration |

Voice Message Recording

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

Example: Record an Entry or Exit Message

- | | | |
|----|---|---|
| 1. | <div>MENU</div> <div>6</div> | Select main menu - Option 6, Voice Message Recording |
| 2. | <div>YOUR 4 OR 6 DIGIT MASTER CODE</div> <div>ENTER</div> | |
| 3. | <div>1</div> | [1] Select exit message recording
[2] Select entry message recording |
| 4. | <div>HOLD DOWN HISTORY</div> | [History] Activate recording mode
[Bypass] Delete message |
| 5. | ((SPEAK)) | Record voice, maximum 10 seconds |
| 6. | <div>RELEASE HISTORY</div> | Stop recording mode |
| 7. | <div>MENU</div> <div>MENU</div> <div>MENU</div> | Exits from Advanced system configuration |

Set Sensor Chime Mode

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

1.


CHIME

Select Chime Menu
2.

0

Toggle Chime Mode on or off
3.


MENU

Exits from Chime Menu

Add Sensor to Chime Group

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

1.


CHIME

Select Chime Menu
2.

SENSOR NUMBER

ENTER

Select a sensor number
3.

0

Add or remove the sensor to the Chime Group
4.

MENU

Exits from Chime Menu

Add Z-Wave Devices

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

Zerowire

Logout

Arm/Disarm

Sensors

Cameras

Rooms

History

Users

Settings

Advanced

Settings Selector

Zwave Add/Remove

Up

Down

Save

Zwave Device Selector

(1) Room 1 - (1) Alarm System

Device Room Location

Room 1

Device Name:

(1) Alarm System

Device Add/Remove Functions

Add

Remove

Cancel

☒ Tick For High Power Add Option

4. Click Add

Zerowire

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

Settings Selector
Zwave Add/Remove
Up Down Save

Zwave Device Selector
(1) Room 1 - (1) Alarm System
Adding - Learn Ready. Activate Device Learn Sequence or Press Cancel

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

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

Maintenance

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 regularly tested and maintained to provide the highest level of security. Failure to conduct regular testing can result in system failure when most required.

The four system tests to perform are:

Perform a Walk Test

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

Example: How to perform a sensor walk test

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

Perform a Siren Test

The Sirens are used as audible deterrents in the event of your security system activating. As this test sounds all the audible devices connected to your security system, it is advisable to notify neighbors 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. Select main menu - Option 4, System Test
2.
3. Select siren test
4. To stop sirens (Within 30 seconds)
5. Exits from System Test

Perform a Battery Test

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

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

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

Example: How to perform a battery test









1. Select main menu - Option 4, System Test
2.
3. Select battery test
4. Exits from System Test

Perform a Communicator Test

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

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

Example: Perform a communicator test

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

Main Menu

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

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

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

Voice Library

These words can be used to customize your sensor names on page 27.

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	partition
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	sensor
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

Glossary

Authority Level:	The level of access assigned to a users PIN code.
Arm:	To turn your security system On .
Away Mode:	To turn your security system on when you are leaving the premises.
Central Station:	A company to which alarm signals are sent during an alarm report. Also known as Central Monitoring Station (CMS).
Chime Mode:	An operational mode that will emit a beep at the code pad when specific sensors are activated.
Chime Group:	All the sensors that will activate chime, when in chime mode.
Communicator:	The device that communicates alarm signals generated from your security system to your central monitoring station.
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.
Disarm:	To turn your security system Off .
Exit Delay:	The time allowed to exit the premises after the security system is armed.
Entry Delay:	The time allowed to disarm your security system after the first detection device has been activated.
Forced Arming:	An option that permits arming even when there are unsealed pre-selected sensors. Generally assigned to sensors that cover the ZeroWire (eg; motion sensors, front door reed switches), allowing the user to arm the security system without the need to wait for those sensors 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.
Monitored:	A security system that is configured to send all alarm signals to a central monitoring station.
Outputs:	Where external devices are configured. These devices can be controlled from your security system.
Partition:	A menu entry that lists the partitions assigned to the selected zone.
Perimeter:	The outer edge of the protected partition. IE: Doors and windows
Quick Arm:	An option that allows you to turn on (ARM) the security system by touching the [AWAY] key.
Sealed	A sensor in a normal state is “sealed”. The security system monitors each sensor 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.
Stay Mode:	To turn your security system on when you are staying in the premises, this will automatically bypass pre programmed sensors and arm others. Mainly utilized for arming just the perimeter of the premises.
Service Provider:	The installation / maintenance company servicing your security system.
Unsealed	<p>A sensor in an abnormal state is “unsealed”. The security system monitors each sensor for changes in state from sealed to unsealed and can respond with certain actions such as sounding the siren.</p> <p>For example, when a PIR sensor detects movement it will change from a sealed state to an unsealed state.</p>
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.
Sensor:	A physical detection device such as a movement sensor, reed switch, smoke alarm, glass break sensor, tilt switch, etc.

ZeroWire Web Server

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

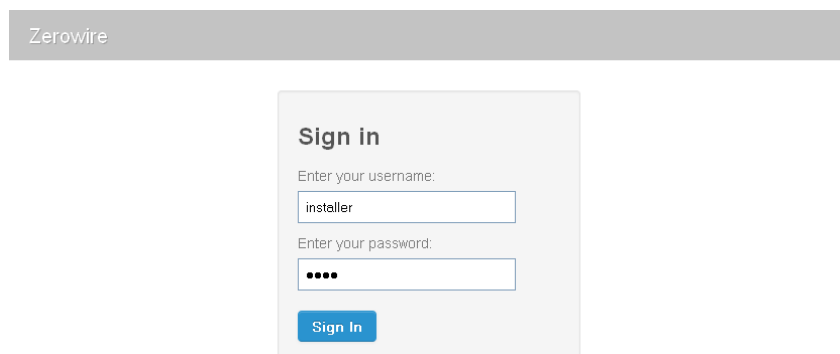
Features

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

Wireless Setup

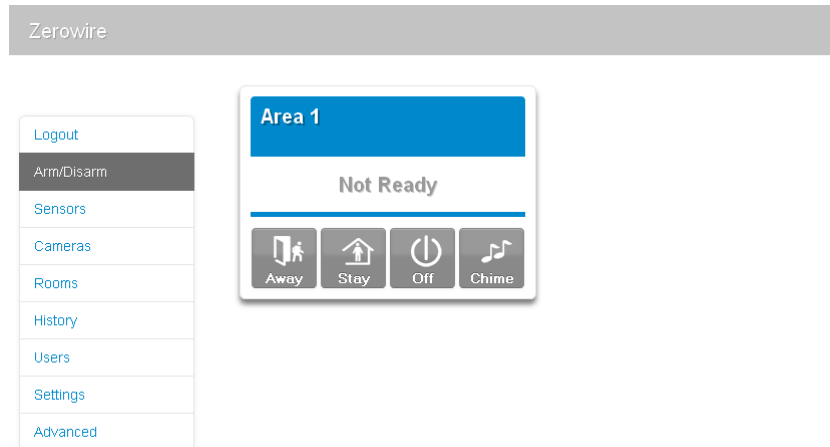
To connect via local WiFi you will need a router supporting 802.11 b or 802.11g

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



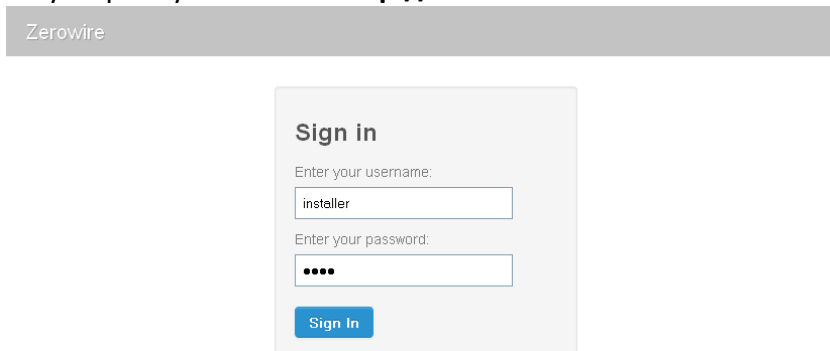
6. Login - Enter your username and password, by default this is installer and 9713

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



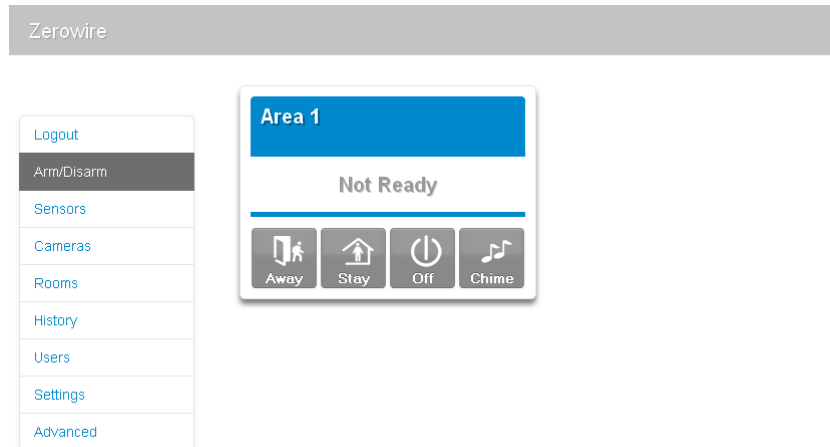
Wired Setup

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



7. Enter your username and password, by default this is **installer** and **9713**.

8. You should now see a screen similar to below.



9. Click Advanced to program your ZeroWire.

Troubleshooting

Problem	Solution
Cannot get IP address	If you are unable to get an IP address then your wireless/router may not be configured for automatic DHCP or certain security settings may be enabled. Check your router settings and try again.
Cannot see local WiFi access point from 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.

System Status Messages

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

System

- AC power fail – The security system has lost its electricity power
- Low battery – The security system's back up battery requires charging
- Battery test fail – The security system's back up battery requires changing
- 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 phone line
- Fire alarm – A fire alarm has been activated from the ZeroWire unit
- Panic – A panic alarm has been activated from the ZeroWire unit
- Medical – A medical alarm has been activated from the ZeroWire unit

Partition Number. Partition Name

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

Sensor Number. Sensor Name

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

App and Web Error Messages

Various error messages may appear on the ZeroWire Web Server and UltraConnect app.

Advanced/Settings Configuration Menus

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

Read Write errors and results

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

Sensors Page

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

WiFi

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

Data Entry Errors

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

Features & Benefits

- 255 Users – enough for even moderate sized businesses
- 64 Sensors + 25 Keyfobs – provides large coverage partition
- 8 Partitions – split your system into smaller parts you can protect individually
- Dynamic Key Lighting – lights up the available options to make it easier to use
- Personal Voice Guide – walks you through how to use your system
- 2 Inputs – integrate non-wireless devices to your security system
- 2 Outputs for external siren and strobe – provides extra deterrent from intruders
- Loud internal piezo siren – warns intruders they have been detected and encourages them to leave quickly
- Modern self contained unit – all in one box
- Battery backup – your property is still protected if there is a loss of power
- 802.11 b/g WiFi – enables remote access via a web browser or smart phone
- IEEE 802.3 Compliant Ethernet – use hardwired cable instead of wireless, the choice is yours
- 3G Cellular radio support – allows reporting alarm messages without a fixed line telephone service

Full Reference Guide

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

A full reference manual including instructions on advanced customization and automation features is available from www.interlogix.com. Incorrect settings may render your system non-functional. Proceed only if you accept this.

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

Specifications

Operating Power	9 VDC Regulated
Operating Temperature	0 to 50 Degrees Celsius
Back Up Battery	Rechargeable Ni-MH battery pack
Current Draw	210 mA maximum 165 mA without voice
Inputs	2x sensor inputs up to 6.6V, seal with 3.3k EOL
Outputs	2x open collector outputs at 100mA 30V (max)
Dimensions (W x H x D)	190 mm x 140 mm x 32 mm
Shipping Weight	1 Kg

Notices

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

WARNINGS – 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.

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

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

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

Caution: Any changes or modifications not expressly approved by the party responsible for compliance to this equipment would void the user's authority to operate this device.

FCC Radiation Exposure Statement: This product complies with FCC radiation exposure limits set for for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20cm between the device and your body.



Tested To Comply
With FCC Standards
For Home or Office Use

FCC ID: 2ADG2ZW-6400H
Contains FCC ID: W7OMRF24WG0MAMB

DESTINATION CONTROL STATEMENT – These commodities, technology, or software were exported from the United States in accordance with the Export Administration Regulations. Diversion contrary to United States law is prohibited.



ZeroWire Web Server Login

In a web browser on your home network go to **<http://zerowire>**

My User Name is:

My PIN Code is:

UltraConnect App Login

Download the UltraConnect App on to your smart phone

My Serial Number is:

My Web Access Passcode is:

My Installer Details

ZW-HSPA Cellular Radio Installation Manual

Part: ZW-HSPA (US) ZW-HSPA (EU)

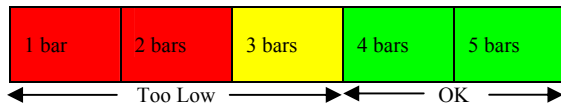
Product Summary

This module adds 3G cellular radio capability to ZeroWire to allow reporting of system events.

Installing the Module

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.

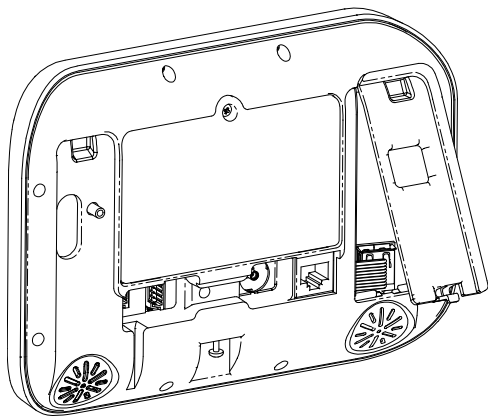


If the signal strength is low, find another location which has stronger signal levels.

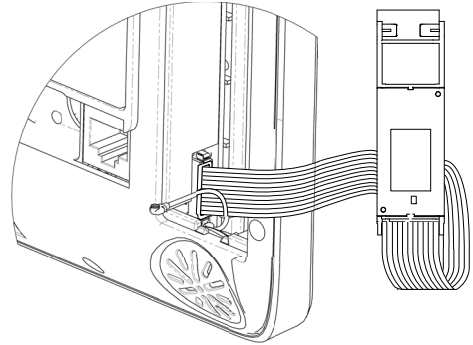
Note that actual signal level can only be determined using the ZeroWire which will connect to a specific network which may be different than your phone.

2. If a cellular radio module is pre-installed, skip to Check Signal Level.

If not, remove the cover on the right.



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



Check Signal Level

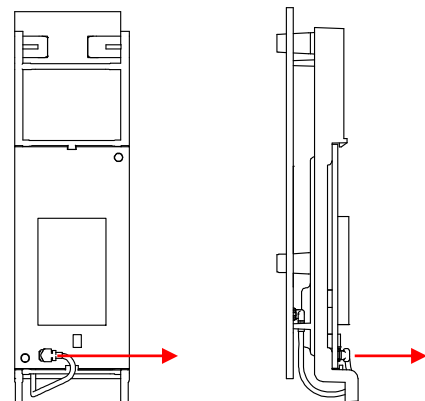
4. Turn on power
5. Login to the ZeroWire Web Server
6. Click Settings – Connection Status, look at Signal Strength



- If the reported value is -121 to -86 then the signal level is too low. Follow steps to install an external antenna to improve the signal level.
- If the reported value is -87 to -51 then the signal level is OK. Skip to Completing Installation.

Install External Antenna

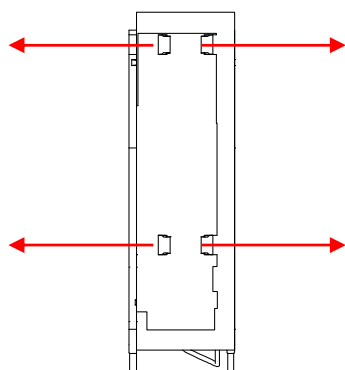
7. Disconnect the antenna cable from the radio module.



Front View

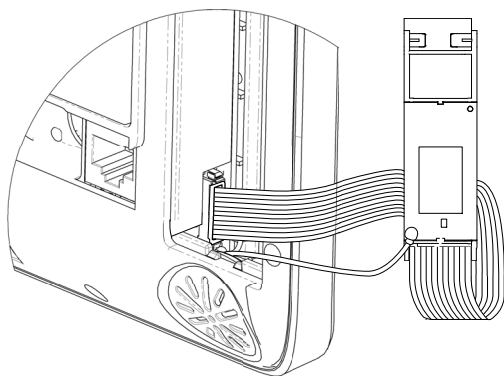
Side View

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

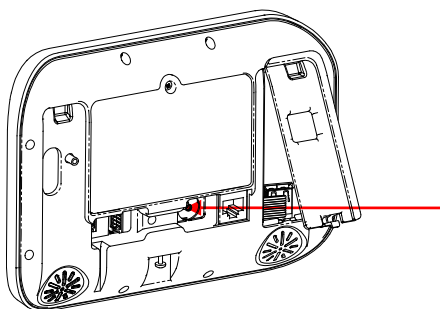


Back View

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



10. Connect a high gain antenna to the antenna socket shown below and retest signal level.

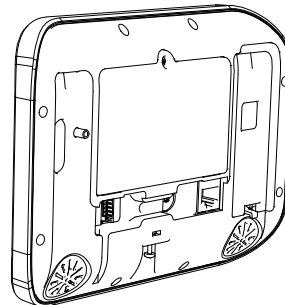


11. Move the ZeroWire or the antenna to another location if the signal is still too low.

Completing Installation

12. Insert the whole radio module in to the ZeroWire taking care not to crimp any cables.

13. Replace the modem cover on the ZeroWire



Specifications

- Power: Provided by panel
- System Current Draw: 750 mA max at 9V
- Operating Temperature Range 0° to 49°C (32° to 120°F)
- Storage Temperature: -34° to 60°C (-30° to 120°F)
- Maximum Humidity: 90% relative humidity non-condensing
- External connector: MMCX
- Approvals:



FCC ID: XPYSARAU260



IC: 8595A-SARAU260ID