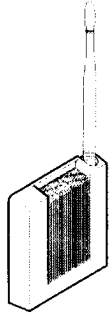




Product Summary



Model No. 60-861

The SuperBus® 2000 Wireless Gateway™ Module allows Concord users to control and monitor the status of their system from the Alarm.com internet website (see the section “Operation from Alarm.com Website” in this document for system control limitations).

Note

For UL Listed Concord installations, the Alarm.com website can be used as an ancillary device for reporting, but cannot be used for controlling the security system.

A wireless data transceiver on the module provides a wireless 2-way paging network link for website access. Concord users can also be notified of system events by e-mail, pager, or phone (the Alarm.com website does not support Alarm Verification).

The module interfaces with the Concord panel data bus and is powered by the panel or an auxiliary 12 VDC power supply. Status LEDs indicate bus and paging network communications. A supervised zone input allows for connecting a hardwire contact. Figure 1 shows the main module components and Table 1 describes them.

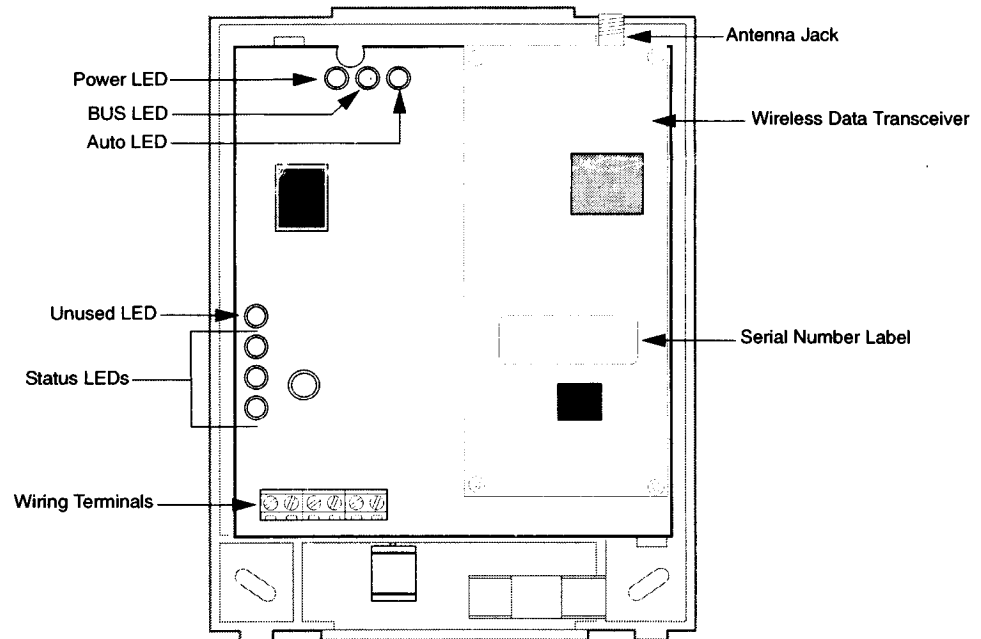


Figure 1. Main Module Components

Table 1: Module Component Descriptions

Component	Function
Power LED	Indicates module power status
BUS LED	Indicates data bus activity between panel and module
Auto LED	Indicates module/data transceiver communications
Status LEDs	Indicate communications status with 2-way pager network
Wiring Terminals	Provides panel and zone wiring connections
Antenna Jack	Antenna connection for wireless data transceiver

Before Installation

Before installing any Wireless Gateway Module, you must:

1. Set up a dealer account with Alarm.com. (log on to <https://208.244.117.33/dealer/> for complete details).
2. Contact Alarm.com at least 24 hours in advance of installing and setting up a customer account so that Alarm.com can get the modem activated on the 2-way paging network. (log on to <https://208.244.117.33/dealer/> for complete details).

After setting up your dealer account and giving advance notice of a new installation, you are ready to create a new customer account.

Creating a New Account

1. Log on to the Alarm.com dealer website.
2. Enter your dealer login and password to access the Customer Search Data web page.
3. Click on Create Customer. Step One: Customer Information screen appears (see Figure 2). Enter the required information.

Note

Be sure to enter the e-mail address field correctly, since Alarm.com will send an e-mail confirmation message to that address.

Step One: Customer Information

Required fields are marked with a *. ?

First Name*

Last Name*

Street 1*

Street 2

City*

State*

Zip Code*

Phone Number*

Home

E-Mail*

Figure 2. Step One: Customer Information Screen

4. After entering the required Customer Information, click *next*. Step Two: Create Customer's Login appears (see Figure 3). Follow the directions on screen. You can also click on Automatically Generate Login and Alarm.com assigns a login for you.

Step Two: Create Customer's Login ?

Enter the first login preference in the text box below. Alarm.com will check to make sure this login is not already taken, and that it meets the basic login requirements (4-15 alphanumeric characters). You will be prompted to enter a new login if these requirements are not met, or if the login is taken.

Automatically Generate Login

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Figure 3. Step Two: Customer's Login Screen

5. After creating the customer login, click *next*. Step Three: System Location appears (see Figure 4). If the system is being installed at the address entered in Step One: Customer Information, click Yes and that information will appear automatically in some of the fields. If the address is different than Step One: Customer Information, click No and enter the address and time zone where the system is being installed.

Note

Even if you click Yes, you should verify the time zone is correct for the installation site.

Step Three: System Location ?

Will the system be installed at the address entered in Step One?

Yes No

Street 1* _____

Street 2* _____

City* _____

State* & Zip Code* _____

Time Zone* EST ▼

back next

Figure 4. Step Three: System Location Screen

- After entering the System Location information, click *next*. Step Four: Panel Information screen appears (see Figure 5).

Figure 5. Step Four: Panel Information Screen

The Modem Serial # is a 10-character ID consisting of numbers and letters, found on a label on the module circuit board (see Figure 1). **Alarm.com needs at least 24 hours notice for new accounts to ensure the module is active on the wireless network by 5AM EST on the Installation Date you enter.**

- After entering Panel Information, click *next* and a Confirmation Screen appears letting you review all entered information (see Figure 6). If changes/corrections are needed, click *edit* next to that data field.

Figure 6. Step Five: Confirmation Screen

Note

If you leave the Account Creation Successful screen below without printing the welcome letter, you must click on 'Search Customer Data' and then select the customer support option "New Welcome Letter".

- When you are satisfied with the information entered, click *done*. Account Creation Successful appears (see Figure 7). Click *View & Print Welcome Letter*. Print two copies of the "Welcome" letter - one for the customer and one for your records. This letter includes the customer's login, temporary password, and instructions on how to get started.

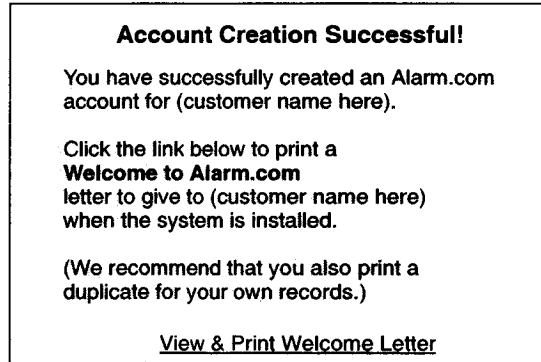


Figure 7. Account Creation Successful Screen

- E-mail Confirmation Message. A confirmation letter will be sent to the e-mail address entered in Step 1. This letter contains the user confirmation number needed for the initial logon to the Alarm.com web site.

Installation

Installation consists of positioning the module, mounting and wiring connections, and installing a case tamper.

Installation Guidelines

Use the following guidelines when installing the Wireless Gateway Module:

- Concord systems allow a maximum of one Wireless Gateway Module or one Automation Module per system. Both cannot be used on a single panel.
- Use 4-conductor, 22-or 18-gauge stranded wire to connect the module to the panel.

Table 2: Maximum Wire Length

Gauge	Max. Wire Length to Panel
22 ga.	40 feet
18 ga.	90 feet

- It is recommend to mount the module as close as possible to the panel.
- The module draws a maximum of 65 mA (continuous) and up to 1600 mA (instantaneous peaks) from the panel.
- Do not exceed the panel total output power when using panel power for bus devices and hardwired sensors (refer to the specific panel *Installation Instructions*).

Tools and Supplies Needed

- Small blade and Phillips screwdriver
- Drill and bits for screws and/or anchors
- Wire cutter/stripper
- 4-conductor, 22-gauge or larger stranded hookup wire
- #6 panhead screws (4 included)
- Wall anchors (4 included)
- 2K Ohm EOL resistor (included)

Locating the Module

Locate the module using the following guidelines.

- Avoid mounting the module in areas with excessive metal or electrical wiring, such as furnace or utility rooms.

- Locate the module near an outside wall, preferably on an upper level.
- Leave 12 - 18" of open space around the module antenna.

Mounting

1. Remove the enclosure cover and set it aside (see Figure 8).

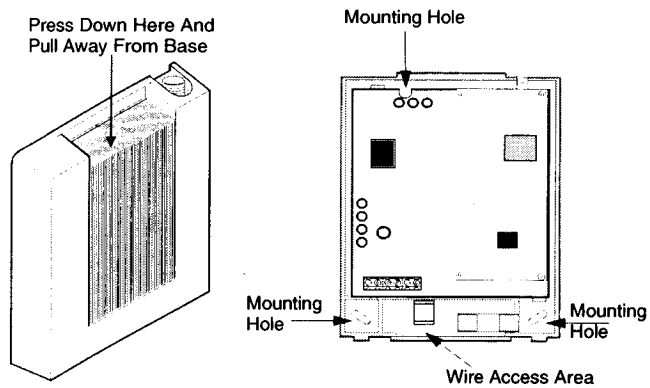


Figure 8. Enclosure Removal and Mounting Hole Locations



Static

You must be free of all static electricity when handling electronic components. Touch a grounded metal surface before touching the circuit board.

2. Screw the antenna onto the antenna jack.
3. Place the module backplate on the wall at the desired location, check for level, and mark the three mounting holes and the wire access area (see Figure 8). Be sure to leave at least 12 - 18 inches above the backplate for the antenna.
4. Set the backplate aside and drill holes at the mounting and wire access area locations.
5. Install anchors where studs are not present and secure the backplate to the wall with the enclosed screws.

Wiring Connections

1. Make sure to remove AC panel power and disconnect the backup battery.



Caution

To prevent damaging the panel or module, you must remove panel AC power and disconnect the backup battery before making or changing wiring connections.

2. Wire the module to the panel bus and power terminals (see Figure 9).

- If desired, connect an input device to the module Z1 and ZCOM terminals (see Figure 9).

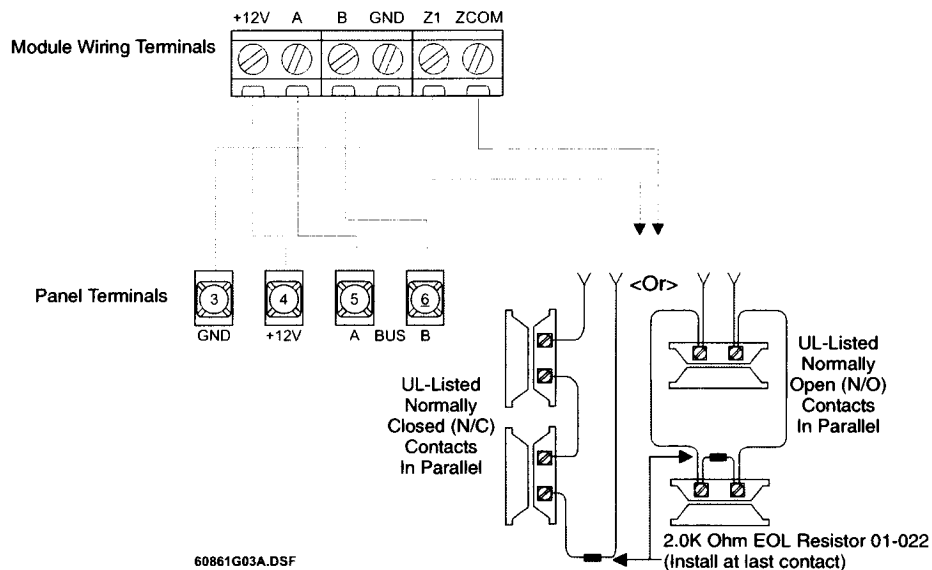


Figure 9. Wireless Gateway Module Wiring

Installing a Case Tamper Switch

If the module is easily accessible, you may want to add case tamper detection to activate an alarm or trouble (depending on panel programming) when the cover is removed.

- Slide the reed switch into the plastic holder on the module backplate (see Figure 10).

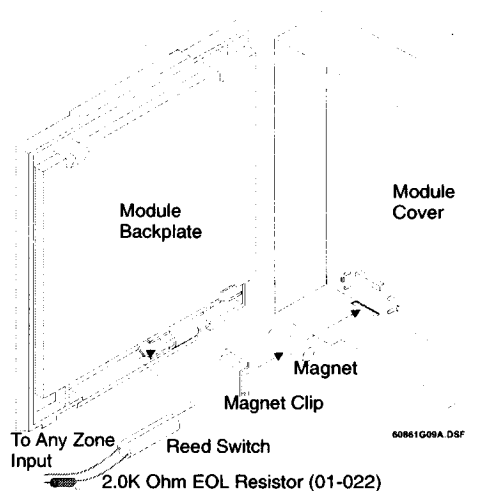


Figure 10. Installing a Case Tamper Switch

- Connect a UL Listed reed switch (with 2K ohm EOL resistor 01-022) to the module zone input (Figure 9) or to any unused hardwire input on the panel.
- Insert the magnet into the nibs on the top cover and press the magnet clip down over the magnet until it clicks into place into the cover (see Figure 10).

Power Up

Note
Whenever any module is added or changed, you must remove panel power and reapply it for the panel and module to communicate successfully.

This section describes how to power up the module and panel and get them communicating with each other.

- Verify that all wiring between the panel and module is correct.
- Reconnect the backup battery and restore AC power to the panel.
- Enter installer program mode and turn off the Access Code Lock feature (Security menu). This must be set to off for the system to communicate with Alarm.com.

Note

Do not press any system touchpad buttons during the 5 - 8 minutes or the time will not be set.

The module PWR LED should turn on. After a few seconds, the module BUS and AUTO LEDs should flash to indicate successful communication with the panel.

- Wait 5 - 8 minutes for the yellow and bottom red (B) LEDs to turn on. System touchpads should also display the correct date and time.

Status LEDs

The status LEDs indicate the current signal and status of the Wireless Gateway Module. The bottom red LED indicates if the module is in range and if it is registered. The yellow and green LED indicates the message status. The top LED is not used.

Red LED

- On - when in range and registered.
- Off - when out of range and not registered with the network.
- Blinks - registered, but goes out of range.

Yellow LED

- On - after the first message has been sent and received by Alarm.com.
- Off - until a message has been sent by the module.
- Blinks - when the first message is being sent by the module.

Green LED

- Blinks - when message is being sent by the module.
- Off - as soon as Alarm.com receive the message (off most of the time).

Table 3: LED Condition Patterns

Condition Number	Red LED	Yellow LED	Green LED	Condition
1	Off	Off	Off	• Module not powered up/not working
2	On	Off	Off	• Module in range, 1st message not sent, not currently sending message
3	On	On	Off	• Module in range, 1st message sent, not currently sending message
4	On	On	Blinks	• Module in range, 1st message sent, currently sending message
5	On	Blinks	Blinks	• Module in range, sending 1st message, currently sending message
6	Blinks	On	Blinks	• Module out of range, 1st message sent, currently sending message
7	Blinks	On	Off	• Module out of range, 1st message sent, not currently sending message
8	Blinks	Blinks	Blinks	• Module out of range, sending 1st message, currently sending message

Troubleshooting/Testing

Note

If the Wireless Gateway Module is powered down for a short period of time, buffered messages may be received from the 2-way paging service when module power is restored.

The power LED is not on.

- Turn off the panel power and verify that all wiring is correct.

Module status LEDs do not turn on immediately after initial power up.

- You must wait 5 - 8 minutes after power up for module to communicate with Alarm.com.
- Access Code Lock feature (in panel memory) must be turned off for correct operation.
- Be sure that another Wireless Gateway or Automation Module is not already learned into panel memory. Concord panels support only one Wireless Gateway or one Automation Module.

Touchpads/sirens are beeping even though system is not armed.

- Press touchpad status button and the panel reports the status issue and stops beeping.

Setting Up a New Subscriber

This section describes how to set up your customer's Alarm.com website account. Be sure to go through this section with your customer.

Once the customer account has been created and the module has been installed, the end user must go to Alarm.com to complete the new subscriber set-up procedure. To complete the new subscriber set-up, you need:

- the login and temporary password included on the Alarm.com Welcome Letter,
- the Alarm.com confirmation number that was sent to the e-mail address,
- a list of the system sensors and touchpads, and
- at least one phone number and e-mail address where Alarm.com can send notifications.

When you have this information, go to www.alarm.com and login using the login and temporary password. A New Subscriber Setup Wizard appears to help the customer create their Address book and turn on Alarm.com Notifications.

Information for the User

Leave pages 11 - 14 of this document with your customer. Information on these pages describes security system use and limitations of use from the Alarm.com website. This information does not appear in any other owner's manuals or user guides.

Specifications

- Compatibility:** Concord panels with software versions 2.6 and later
- Power Requirements:** 12V nominal, 65 mA (continuous) 1600 mA (instantaneous peaks) maximum (from panel or auxiliary power supply).
- Inputs:** One hardwire zone input.
- Paging Network:** One wireless 2-way paging transceiver (reflex 50).
- Power/Data Bus:** One 4-wire SuperBus 2000 auto addressing, power/communications data bus.
- Indicators:** One module/panel communications status LED. One module power LED. One automation LED. Three wireless communications status LEDs.
- Temperature:**
Operating 32° to 120° F (0° to 49° C).
Storage -30° to 140° F (-34° to 60° C).
- Humidity:** 90% relative humidity, non-condensing.
- Case Color:** Belgian gray.
- Case Material:** High-Impact, ABS plastic.
- Dimensions:** 5.25 x 4.125 x 1 in.(H x W x D).
- Installation:** Wall mount.

Notices

FCC Part 15 Information to the User

This device complies with parts 15 of the FCC rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by GE Interlogix can void the user's authority to operate the equipment.



GE Interlogix

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System Operation from Alarm.com Website

The Alarm.com website gives you limited control for arming, lighting, viewing system status, history, managing your account, and more through an easy-to-use web interface. Concord system operation from the Alarm.com website is limited as described below.

Security

- Monitor Sensor Zones 1 - 59 (depending on service package)
- Control Partition 1 only (non-UL Listed systems only)

Note

When disarming the system from the Alarm.com website to stop a fire alarm caused by a hardwired smoke detector, you must enter the disarm command twice. The first command cancels the alarm, the second command resets the smoke detector.

Note

When arming the system from the Alarm.com website with intrusion sensors open, you must enter the arming command twice to avoid a protest condition which delays arming.

- Change System Master Code and User Codes 1 - 14

Note

The alarm.com website can only track codes programmed/changed from the website. Therefore, it is recommended to program the System Master and User Codes 1 - 14 from the website. E-mail notification is sent any time a user code is changed.

Sensor Text

Sensor names (or sensor text) displayed on your system touchpads appear differently than sensor names at the Alarm.com website. The website displays a limited amount of the sensor text displayed on your system touchpads. However, sensor text at the Alarm.com website can be changed/modified at anytime (40 characters maximum) without affecting sensor text that appears on your touchpads.

The following describes how the Alarm.com website handles sensor text programmed into your system by your installer.

- Only the first three words of the sensor name programmed in your system are displayed at the Alarm.com website.
- If sensor text in your system was created using individual letters (custom text programmed by your dealer), only the first letter of each of the first three words is displayed at the Alarm.com website.
- The following words are not supported from the Alarm.com website: Aborted, Active, Activity, AM, Date, Disarmed, In, Install, Latchkey, Load, No, Now, Please, PM, Program, Progress, Schedule, To.

Security

The Security tab includes the System Summary and Sensor Status subtabs.

- System Summary - The System Summary page shows you the arming state and the status of all sensors in your system.
- Sensor Status - This is where you can view the status messages for sensors in your system (see Table 4 for a listing of possible status messages).

Table 4: Possible Status Messages for Sensors

Status	Significance	Sensors That Can Show This Status
OK	No alarm, error or problem has been reported. If it is a door or window, it is closed. If it is a motion sensor, it has not been activated in the last 10 minutes.	All Sensors
Open	The door or window is currently open	Door/Window Sensors
Activated	The motion sensor has detected activity within the last 10 minutes.	Motion Sensors
Alarm!	The sensor has been tripped and has set off an alarm.	All Sensors

Table 4: Possible Status Messages for Sensors (continued)

Status	Significance	Sensors That Can Show This Status
Bypassed	A sensor/zone (door or window) was OPEN when the system was armed. As a result, this sensor <i>is not armed</i> and will not cause an alarm during the current armed period. To change this, close the sensor (door or window) and re-arm the system.	All Sensors (except fire and carbon monoxide)
Low Battery	The sensor is reporting a low battery. Carefully open the sensor, check the type of battery it uses, and replace the battery.	All Sensors
Tampering/Malfunction	Sensor has been tampered with or lost contact with the panel. If the status persists, contact your dealer.	All Sensors

Automation

The Automation tab lets you control the following:

- Lights - Turn individual lights on/off from anywhere.
- Light Schedules - Create lighting schedules so individual lights turn on and off when you want, even when away from home.
- Sensor-Light Interaction - Make sensors interact with lights. For example, opening the front door could turn on a hall light automatically for 5 minutes.

Note

It is recommended that you use only your system touchpad at home or only the website for setting Light Schedules and Sensor-Light Interaction.

Notifications

The Notifications tab is where you control notifications for alarms and other system activity, and set notification options for events like battery failure and sensor tampering.

Note

Local alarms (which do not report to the central monitoring station) are reported to the Alarm.com website.

- Alarms - This screen lets you edit the sequence of phone and e-mail notifications generated by an alarm. You can also turn notifications on/off for each sensor.
- Normal Activity - This screen lets you view and edit phone and e-mail notifications generated by normal activity. You can also turn notifications on/off for each sensor and for non-sensor events like system arming and AC power failure.



People

The People tab lets you add and modify the members in your Address Book.

- Address Book - The people to notify for alarm and normal activity.
- Edit Person - Edit name and address information for a person in your Address Book.
- Add Person - Add someone to your Address Book.
- User Codes - Manage User Codes and authority levels for the people in your Address Book.

History

The History screen lets you see events reported by your system. You can customize the History screen based on the time/date, device type, specific sensor, or type of event.

You can download (save to your computer) any History report by clicking on one of these two icons:  Microsoft Excel or  Microsoft Internet Explorer.

Clicking the Microsoft Excel icon downloads the report in a text format that you can open in Windows Notepad or Microsoft Excel. Once the file is saved on your computer, you can right click on it, choose 'Open With' and then select Microsoft Excel as the program you would like to use to open the file. If you click the checkbox in this window that says "Always use this program to open these files", future clicking on the file automatically opens it in Microsoft Excel.

Clicking the Microsoft Internet Explorer icon downloads the report in a format (HTML) that you can open in Microsoft Internet Explorer. Once it is saved to your computer, clicking on the file automatically opens it in your web browser window.

Available Filters:

- **Specific Sensor or Type of Device** - Only events triggered by the selected sensor or device type are displayed. A sensor or device type must be selected from the drop-down menu, otherwise the screen shows events for all devices.
- **Type of Event** - Only events of the specified type are displayed. An event type must be selected from the drop-down menu, otherwise the screen shows events of all types.
- **Date & Time Span** - The Date field includes the current date by default. By setting the date and then choosing a time span from the drop-down menu next to it, you can see events that happened during that period of time. Only events that occur between the entered date values are displayed. By default, the History screen shows events for the current date only.

Columns:

- **Device** - This column displays which device reported the event.
- **Event** - This column shows the type of event and who armed/disarmed the panel.
- **Time & Date** - This column shows the time and date when the event occurred.

Note

The event date is in the format dd-mmm-yy (such as 01-JAN-03) and the time shown is the local time. The local time was set up by your installer when the system was installed.

Profile

View and edit your account information, website password, and system information.

- **Account Information** - View and edit user information like mailing address, telephone, and e-mail.
- **Change Password** - Change your website password (login code cannot be changed).
- **System Information** - View and edit system information like description, address where the system is installed, and location type.