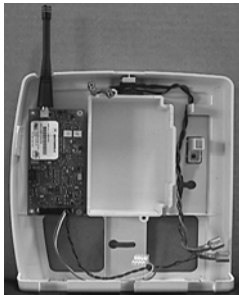




Product Summary



Model No. 60-957

The Wireless Gateway™ Module allows Simon® 3 users to control and monitor the status of their system from the Alarm.com internet website (see the section “System Operation from Alarm.com Website” in this document for system control limitations).

The module is a wireless data transceiver that provides a wireless 2-way paging network link for website access. Simon 3 users can also be notified of system events by e-mail or phone (the Alarm.com website does not support Alarm Verification).

The module interfaces with the Simon 3 panel board and is powered by the panel battery. Status LEDs indicate paging network panel communications. Figure 1 shows the main module components and Table 1 describes them.

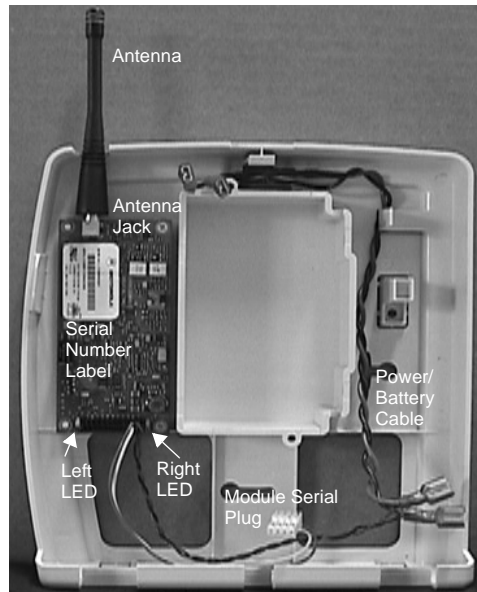


Figure 1. Main Components

Table 1: Module Component Descriptions

Component	Function
Right LED	Indicates communication activity between panel and module
Left LED	Indicates communications status with 2-way pager network
Module Serial Plug	Connects to panel board serial connector for data communications
Power/Battery Cable	Connects to panel battery charging terminals and backup battery
Antenna Jack	Antenna connection for module

Before Installation

Before installing any Wireless Gateway Module, you must:

1. Set up a dealer account with Alarm.com. (go to <https://208.244.117.33/dealer/> for complete details).

2. Verify that the prospective customer is within the 2-way paging network (log on to <https://208.244.117.33/dealer/> for a link to the Skytel coverage maps).
3. 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.

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.

Figure 3. Step Two: Customer's Login Screen

- 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).

Step Four: Panel Information

Panel Type Simon ▼

Master User Code

Modem Serial #

When do you plan to install the system?

Installation Date ▼ ▼ ▼

<- - back next - ->

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 Serial Number Label in Figure 1). **Alarm.com needs at least 24 hours notice for new accounts to ensure the module is active on the wireless network by 5 AM EST on the Installation Date you enter.**

- After entering the Panel Information, click *next*. Step Five: Choose a Service Plan screen appears (see Figure 6).

Step Five: Choose a Service Plan

Select a service plan from the options below:

- ? Wireless Backup
- ? Basic Interactive
- ? Advanced Interactive - 10DW
- ? Advanced Interactive - 20DW, 10M

Compare All Plans

Figure 6. Step Five: Choose a Service Plan

8. After choosing a Service Plan, click *next*. Step Six: Central Station Forwarding screen appears (see Figure 7).

Step Six: Central Station Forwarding

?

The plan you selected includes Central Station Forwarding. When Alarm.com receives an alarm from this system, the signal can be forwarded to the central station. Please fill in the form below to set the forwarding parameters for this system.

- Do not forward alarms for this customer
- Only forward alarms if the phone line fails
- Forward all alarms
(This may cause duplicate signals at the central station)

Central Station Account #:

Central Station Phone #: ▼

Figure 7. Step Six: Central Station Forwarding

- After entering Panel Information, click *next* and a Confirmation Screen appears letting you review all entered information (see Figure 8). If changes/corrections are needed, click *edit* next to that data field.

Step One: Customer Information

First Name:
 Last Name:
 Street 1:
 Street 2:
 City:
 State:
 Phone Number:
 E-Mail: [edit](#)

Step Two: Customer Login

Requested Login: [edit](#)

Step Three: System Location

Street 1:
 Street 2:
 City:
 State:
 Zipcode:
 Timezonal: [edit](#)

Step Four: Panel Information

Panel Type:
 Master User Code:
 Modem Serial #:
 Central Station Account #:
 Central Station Phone #:
 Modem PIN:
 Installation Date: [edit](#)

- done -

Figure 8. Step Seven: 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 9). 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.

Account Creation Successful!

You have successfully created an Alarm.com account for (customer name here).

Click the link below to print a **Welcome to Alarm.com** letter to give to (customer name here) when the system is installed.

(We recommend that you also print a duplicate for your own records.)

[View & Print Welcome Letter](#)

Figure 9. 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 removing the existing panel back plastic, mounting, and wiring.

Installation Guidelines

Use the following guidelines when installing the Wireless Gateway Module:

- Simon 3 panels allow a maximum of one Wireless Gateway Module.
- The module draws a maximum of 20 mA (continuous).
- Do not exceed the panel total output power when using panel power for the module, hardwired sensors, and/or sirens (refer to the specific panel *Installation Instructions*).
- Avoid mounting the panel in areas with excessive metal or electrical wiring, such as furnace or utility rooms.
- Leave 12 - 18" of open space around the module antenna.

Tools and Supplies Needed

- Small blade and Phillips screwdriver
- Screws and anchors (included)
- Drill and bits

Removing the Existing Back Plastic from the Panel

1. Remove the panel from the box and set it on a table.
2. Open the panel cover, then release the top chassis latch from the back plastic.
3. Lift and slide the front panel so its hinges (see Figure 10) disengage from the back plastic. Set the panel front aside.

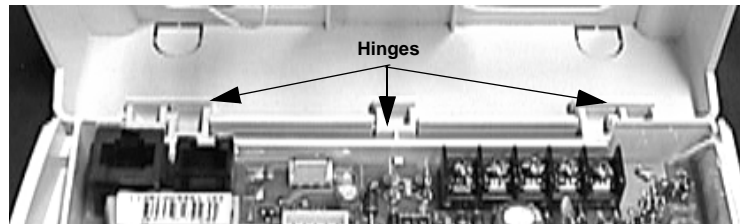


Figure 10. Panel Hinges

Mounting and Wiring

1. Mount the new back plastic with the module at the desired location.
2. Align the three hinges on the panel chassis with the three slots on the back plastic (see Figure 11). The chassis should be hanging upside down.



Figure 11. Aligning Hinges

3. Connect siren, hardwire zone, and power transformer wires to the panel terminal block and any phone cords to the panel phone/phone line jacks (see the panel *Installation Instructions*).
4. Connect the module serial plug to the panel serial connector (see Figure 12).

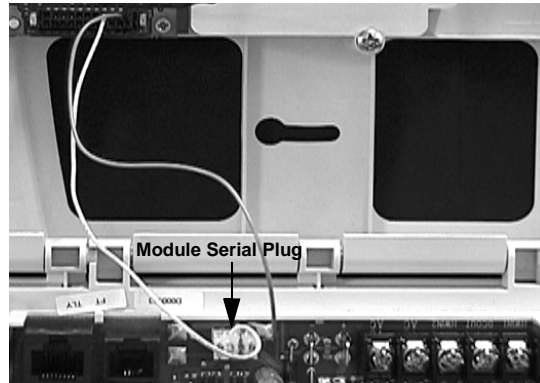


Figure 12. Module Serial Plug

- Using the battery cable included with the module, connect the battery wires to the panel board, observing polarity—Red to + and Black to - (see Figure 13).

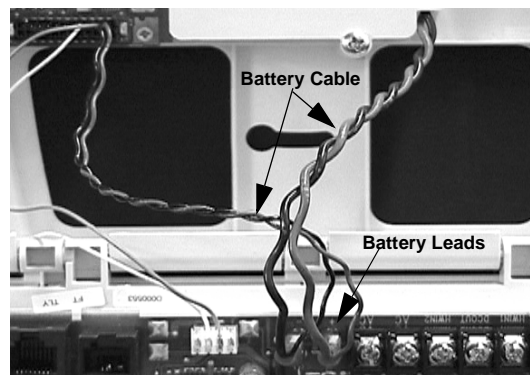


Figure 13. Connecting Battery Wires to the Panel

- Screw the antenna onto the antenna jack (see Figure 1).

Power Up

Note

Whenever a 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 connections are correct.
- Remove the battery cover and battery from the mounting plate of the old Simon.
- Connect battery leads to the battery, observing polarity (Red to + and Black to -).
- Place the battery inside the Battery Compartment of the new Simon and run the Battery Cable through the top or bottom openings (see Figure 14).

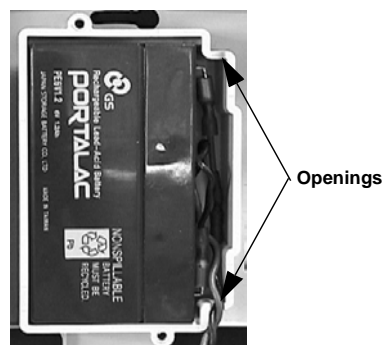


Figure 14. Battery in Compartment

5. Replace the Battery Compartment Cover.
6. Plug the panel power transformer into the AC outlet.
7. Close the panel cover.
8. Wait 5 - 10 minutes. The panel should then announce the correct date and time.

Note

Do not press any panel touchpad buttons during the initial 5 - 10 minutes or the time will not be set.

Panel Settings that Change Automatically on Power Up

Some panel features are changed automatically on power up to provide optimum module performance. These features should not be changed. The following describes the affected features and their respective settings.

- **Sensor/Zone 24**—upon initial modem power up, the panel recognizes and learns the modem as sensor/zone 24 and assigns *Module* as the sensor/zone name. Any device previously residing in panel memory as sensor/zone 24 is automatically deleted and must be learned into panel memory using any available sensor/zone number between 01 and 23.
- **Clock**—the modem sets the panel clock at power up and then updates it every 24 hours.
- **Master Code and User Codes 1 - 5**—upon initial modem power up, the panel resets these codes to their default settings.
- **Option 38: Auto Arm**—the modem turns on this option which makes the panel protest all open sensors upon arming for 4 minutes, then automatically bypasses the open sensors and arms the rest of the system.
- **Option 52: Unvacated Premises**—the modem turns on this option, which automatically arms the system down to level 2 (Arm Doors & Windows) if users arm to a higher level without exiting the premises before the exit time expires.
- **Option 54: Access Code Length**—defaults to 4 and **MUST NOT** be changed.
- **Option 55: Status Beep Volume**—upon initial power up, the modem sets this option to 3. The installer can change this setting without subsequent power ups resetting it.
- **Option 60: Secure Arming**—the modem turns on this option, requiring users to enter an access code when arming the system.

LEDs

The LEDs indicate the communication status of the Wireless Gateway Module with the panel and the 2-way paging network.

Right LED—Module Communication with Panel

- Random Blinking - module and panel communication OK.
- Blinks every 4 seconds - module and panel communication problems
- Off - no power.

Left LED—Module Communication with 2-Way Paging Network

- Bright Blinking- messages being sent by modem.
- Off - no power.

Troubleshooting/Testing

The LEDs are not responding.

- 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 - 10 minutes after power up for module to communicate with Alarm.com.

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

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

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.

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.

Note

At least one sensor must be learned in to the panel to complete the new subscriber set-up.

Once the customer account has been created and the module has been installed, the end user must go to www.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

Note

If the sensors and touchpads were not learned in before connecting the modem, an updated sensor list must be requested from the dealer site under Support Options/Sensor List.

- 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 and 12 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:Simon 3 panels with software versions 3.5 and later

Power Requirements:6V nominal, 20 mA (continuous).

Paging Network:One wireless 2-way paging transceiver (reflex 50).

Indicators:One module/panel communications status LED and one module/2-way network communications LED.

Temperature:

Operating32° to 120° F (0° to 49° C).

Storage-30° to 140° F (-34° to 60° C).

Humidity:90% relative humidity, non-condensing.

Dimensions:3.5 x 1.5 in.(H x W). Module only.

Installation:Mounted to Simon panel.

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.



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North Saint Paul, MN 55109
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System Operation from Alarm.com Website

Note

Depending on the service plan selected by the dealer, not all options listed below will be available to the user.

The Alarm.com website gives you an easy-to-use web interface to control arming, lighting, viewing system status, history and managing your account for your Simon system. Simon system operation from the Alarm.com website is described below. Actual web features depend on service package purchased.

Security

- Monitor Sensor Zones 1 - 23 (sensor 24 is the gateway modem)
- Change System Master Code and User Codes 1 - 5

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 - 5 from the website. E-mail notification is sent any time a user code is changed.

Security

The Security tab includes the System Summary and Sensor subtabs.

- System Summary - The System Summary page shows you the arming state and the status of all sensors in your system.
- Sensors - This is where you can view the status messages for sensors in your system (see Table 2 for a listing of possible status messages).

Table 2: 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 60 minutes.	All Sensors
Open	The door or window is currently open	Door/Window Sensors
Activated	The motion sensor has detected activity within the last 60 minutes.	Motion Sensors
Alarm!	The sensor has been tripped and has set off an alarm.	All Sensors
Bypassed	A sensor/zone (door or window) was OPEN when the system was armed or was manually bypassed at the panel. 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)
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.
- 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.
- RF Thermostat—Set the heating and cooling set points (Panel Options 81 and 82).

Notifications

The Notifications tab is where you control notifications for alarms and other system activity and set notification options for events like AC Power Failure and system arming.

Note

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

Note

It is recommended that you only use the website for setting Light Schedules and Sensor-Light Interaction.

Note

The Heating and Cooling menu only appears when an RF Thermostat is installed with the Simon system.

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.

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.

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.