SHEPHERD™

Smart Home Security

INSTALLATION MANUAL

CROW
The Crow Group

www.thecrowgroup.com

Table of Contents

The Shepherd™ Architecture

Features

Up To 16 Users	Codes and/or pendants
Up to 64 2 Way Wireless Zones	Up to 32 ISM (RF) zones Up to 32 DECT zones Working modes options (normal, 24H, Chime…..) Remotely zone configuration Zone supervision
Up to 32 Two Way Wireless Outputs	Up to 16 ISM (RF) outputs Up to 16 DECT outputs
Up to 4 Partitions (areas)	With Area Name customization
Visual verification	Up to 8 indoor or outdoor PIRCAM detectors
Communication	GSM/ GPRS 3G Ethernet WI-FI SMS Control Commands
Up To 8 report channels	TCP/IP channel Wi-Fi channel GSM/GPRS channel Backup function between communication methods SMS Full Duplex voice call on panic event (with DECT Panic devices)
Multi-protocol support to CMS	CROW Contact ID SIA DC09 – SIA DCS (03) SIA-09 (ADM-CID) programmable reporting options
Log Events	2000 events
Up To 8 Time Zones	Time zone for Area - Arm/Disarm Time zone for an output Time zone for user
Desk / Wall mount	With Front & Back tamper protection

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Communication Protocol	Freewave2™ Two Way ISM GFSK with 5 frequencies & LBT DECT ULE
Frequency Bands (MHz)	868MHz or 916MHz
Operating Range	Up to 600 meters open space
Zones Number	32 wireless zones 32 DECT devices
Available Partitions	4
Installer and User Codes	1 Installer code 32 Users
Arming Modes	Total, Stay, Latchkey, Duress, Bypass

COMMUNICATION	
Capabilities	Built-in TCP/IP module WIFI Module GSM 3G Module DECT ULE Module
Report Channels	8
Audio Verification	Full Duplex Two-way voice communication
Mobile Application	CrowCloud™ (iOS / Android / Web)
Remote Programming	Via Web browser interface

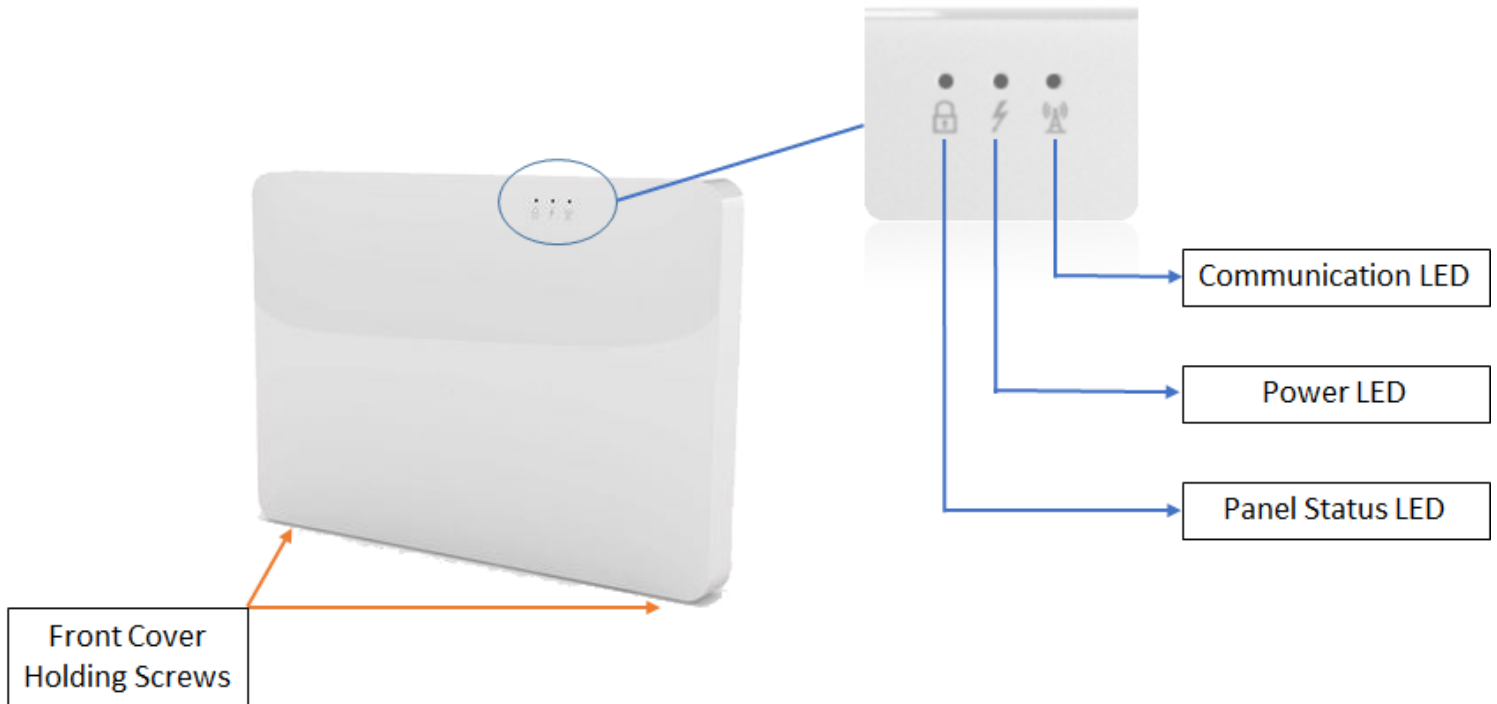| ELECTRICAL	
Power Input	230VAC 0.4A, 50Hz
Power Supply Type	Internal AC/DC Adaptor 6V/2A
Low Battery Threshold	3.6V (±0.1V) DC
Backup Battery Type	Battery Pack 3.7V/2600mAh or 3.7V/4400mAh
Time to Charge	Less than 24 hours
Battery Autonomy	More than 12 Hours (w/o DECT active)
Battery Charge Max current	Approx. 500mA
Current Consumption	Average: 120mA (with DECT active 230mA)

PHYSICAL PROPERTIES	
Dimensions	233.8 x 165.8 x 31.6 mm
Weight	1.40Kg with battery
Operating Temperature Range	-10° C to 55 °C
Storage Temperature Range	-20 °C to 60 °C

Security Grade2, Environmental Class II

Power supply Type A

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Overview & Communication Capabilities

Front View

Communication LED

Power LED

Panel Status LED

Front Cover Holding Screws

Led Indications

	Status LED	Power LED	Communication LED
System is armed	RED	-	-
System is in Arm process	RED Blink	-	-
Burglary Alarm	RED Blink	RED Blink	
Panic Alarm	RED Blink	RED Blink	
System is disarmed and Ready to Arm	Green	-	-
System is disarmed and NOT Ready to Arm	Green / RED Blink	-	-
Main power and Back up Battery are OK	-	Green	-
Battery missing OR Battery in charge mode	-	Green / RED Blink	-
AC fail – system working on back up battery Mode	-	Green / RED Blink	-
System working with main communication method (Ethernet)	-	-	Green Blink
System working with backup communication method (WIFI or GSM)	-	-	Green / RED Blink
No communication method	-	-	-
Remote configuration connection	-	-	Green
WPS mode	Green Blink	Green Blink	Green Blink

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Rear View:

System Tamper

Arm/Disarm Led

Power Led

Communication Led

AC Input
220VAC

Mini Gateway
Alarm Panel
MAC add:
00:13:A1:20:00:56
input voltage:110V-230V AC 50/60Hz
Backup battery: Li-ON 3.7V/2600mAh
Radio frequency: 916MHz
Model No. 0034852
IMEI: 354740050789760   Made in Israel

Battery Backup

SIM Card Holder

USB-C Connector

Ethernet Connector

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Peripherals Architecture

Configurations Tools

Web Install Access

CrowCloud™ Smart Applications

Mobile Phone App   Tablet App

Security Detectors

Indoor PIR
Motion Detector

Indoor PIR Curtain
Motion Detector

Door / Window
Magnetic Contact

Indoor PIR & Camera
Motion Detector

Outdoor PIR & Camera
Motion Detectors

Indoor PIR
Motion Detectors

Glass Break
Detector

Keypads & Remote Control Units

Icon Keypad
with RFID

Remote Pendant

Elderly Care

DECT ULE
Panic Voice

Emergency
Voice Module

Panic
Watch

Safety Devices

Smoke Detectors

Flood Detectors

Smart Home

Humidity, Pressure and
Temperature Sensor

Smart AC Plugs

Temperature
Sensor

Air Quality
Sensor

Sounders

Outdoor
Sounder

Indoor
Sounder

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Communication Architecture

Web Installer

Personnal Page

Mobile App

Tablet App

Email Notification

Data Base & Photos

CrowCloud Server

internet

Monitoring Station

TCP/IP CONNECTION

Wi Fi

GPRS CONNECTION

SMS Notifications
SMS Remote Control

Full Duplex Voice Call

DECT AUDIO DEVICES

DECT ULE
Panic Voice

Voice
Module
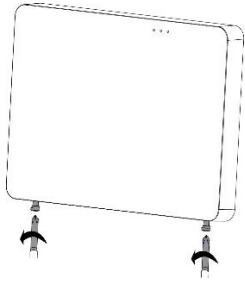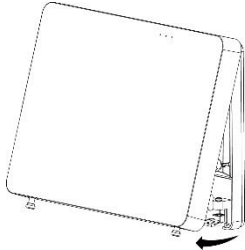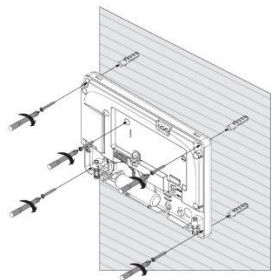
Installing the Shepherd™

Use Philips screwdriver to unscrew the 2 holding screws located at the bottom of the panel

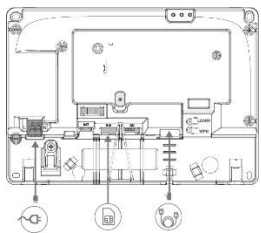The screws are handling by a hidden spring. They cannot be totally removed

Remove the front cover of the panel by tilt it outside

Place the unit on the wall

Use the water level indicator to position it straight on the wall

Mark the holding holes on the wall and drill the wall

Mount the unit on the wall with screws

Ethernet – Connect the Ethernet cable to a router or an internet outlet

GSM – Insert micro-SIM card into the SIM card slot

AC – Plug into a power outlet
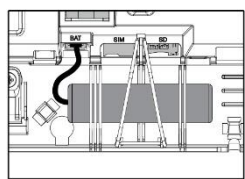
Connect the backup battery

Insert back the front cover by tilting it inside

Close the 2 holding screws

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Configuring the Shepherd™

Web Installer Access

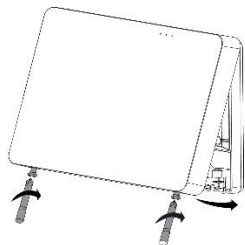After mounting the control panel, connect it to the AC and to the internet via the Ethernet cable plugged into the router.

<u>Note in case the Ethernet connection is not possible or Wi-Fi connection is preferred:</u>

The panel is configured to automatically connect and register on the CrowCloud™.

The configuration of the Shepherd™ panel has to be performed through the web installer interface.

This part of the CrowCloud™ allows access to an online full configuration interface of the Shepherd™ control panel.

The below chapter explains all available options (Version 1.0.0).
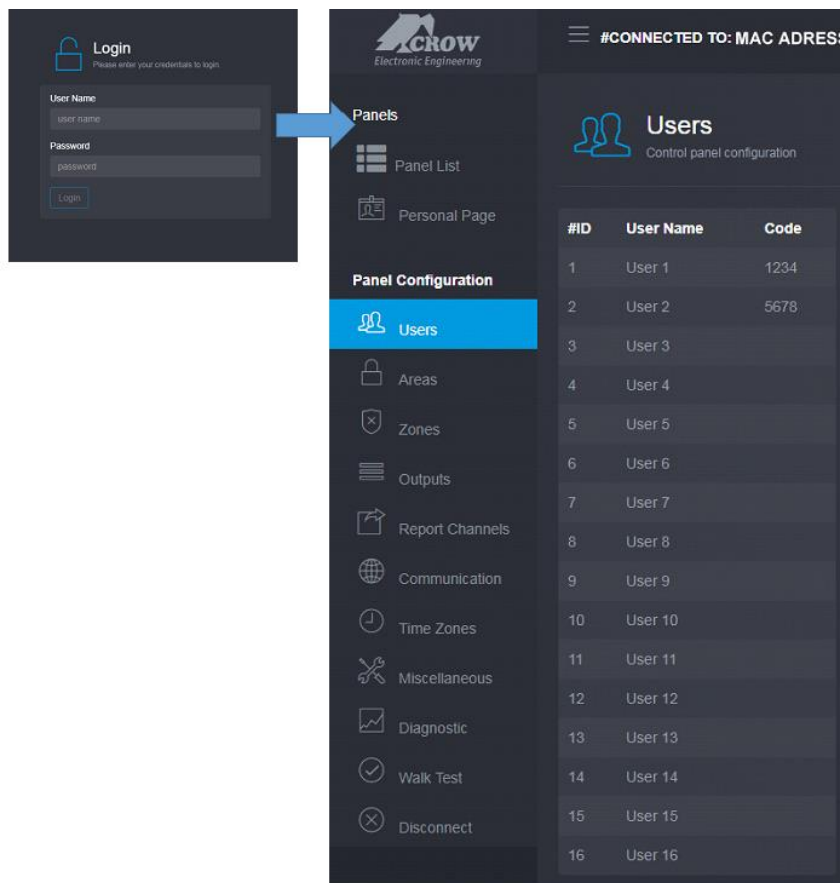
Enter the installer code (by default the code is 000000).

For security reasons, it is highly recommended to change the installer code. Go to "Miscellaneous" and change the installer code in Panel Options and submit.
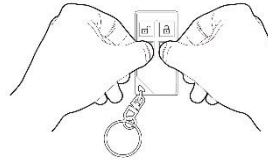
Users codes and names _____

Shepherd™ panel can manage up to 16 users, click on User to change its code and name.

Learn remote pendant by inserting its unique ID number

Note: to activate pendants, press on the two lower buttons.

Areas Names _____

Shepherd™ panel offers up to 4 areas (partitions), select the Area to change its name (Ex: Home)

Zones
_____

Shepherd panels offers up to 64 wireless zones (32 ISM and 32 DECT ULE), click on required zone to display its options.

- Insert unique ID number of the device and give it a name.
- Set up working mode of the zone (Stay mode, 24-hour…)
- Specify Area activation assignment

Note:
The pairing of DECT ULE device must be preliminarily performed from "Communication" → "DECT" → "Learn DECT Device". When the DECT device pairing is done, then you can go to "Radio Zones" and assign the DECT device ID to a zone between zones 33 to 64.

Click "Submit" to save changes and activate learned zones.

Outputs _____

Shepherd™ panel offers up to 32 wireless outputs (16 ISM and 16 DECT ULE AC Smart Plugs), click on required output to display its options.

Insert unique ID number of the device and give it a name.

Note:
The pairing of DECT ULE device must be preliminarily performed from "Communication" → "DECT" → "Learn DECT Device". When the DECT device pairing is done, then you go to "Outputs" and assign the DECT ID to an output between 17 to 32.

Report Channels _____

Shepherd™ panel offers 4 reports channels types for events communication, click on a report channel to display its options.

Select channel type as follow:

TCP / IP	Set channel type as TCP/IP Need to set Ethernet enabled to use this type of channel
Wi-Fi	Set channel type as Wi-Fi. Need to set Wi-Fi enabled to use this type of channel
GPRS	Set channel type as GPRS 3G. Need to set 3G IP enabled to use this type of channel in setting "Communication" → "GSM" *(see below in para "Communication")*
SMS	Set channel type as SMS Text Messages

Active the channel and destination address or phone number, Select the operated protocol ("Crow" by default. Change it if needed for connection to monitoring station with different Contact ID)
If the selected channel is a backup of another channel, you can edit it.

Communication _____

Default remote access password is "12345678", we recommend modifying it.
Activate communication paths configured in "Report Channels".

TCP/IP:
By default, the DHCP is active; the router will assign the internal IP of the Shepherd™. You can assign a dedicated IP address to the panel by filling its static IP, Subnet mask and its Gateway (address of the router).

GSM IP:
This option activates the GPRS. Fill the APN received of your provider.

GSM SMS:
This option activates SMS features if enabled in "Report Channels".

Wi-Fi:
The Shepherd™ panel can connect to the router in Wi-Fi.
Fill the network SSID (name of the wireless network), Security type and network password.

DECT:
Learn DECT devices and go to "Zones" or "Outputs" to assign paired devices.

RF Repeater:
The shepherd™ panel can support up to 4 wireless repeaters. Insert the ID number of repeater.
In case of jamming, you can adjust the RF Channel frequency range between 1 to 5.

Diagnostic _____

After submitting the configuration, check connections status of the panel:

- Battery Status
- Ethernet network status with internal connection status.
- Wi-Fi connection status
- GSM and GPRS status with RSSI level
- ISM 2-Way Wireless Radio information

Click on "Start Walk Test" to start the test. Check Zones connection status, device type and RSSI signal of each ISM detectors.

By cross-walking all of the detectors connected to the system and activating them, the associated zone will latch up to allow verification that all zones are working properly.

The results of the walk-test are displayed on the screen to verify which detectors were triggered during walk-test mode

Press "Exit & Stop Walk Test" button, the walk-test mode will be terminated

End User Personal Web Page _____
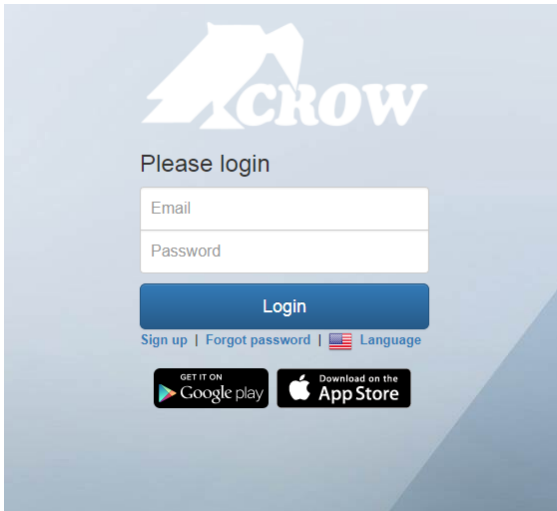
After configuration of your panel, go to http://Crowcloud.com and proceed with the user registration to your Shepherd™ panel.

The Crow Cloud personal user webpage give to the end user direct access to all of its registered control panels and:

- Monitor and Control panel and connected devices
- Browse alarm pictures and request for immediate take picture
- Get panel connection info
- Manage cloud users

If you already have an account, fill the form and log in or create a new user account by clicking "Sign Up"

Mobile Applications _____

Smartphone iOS and Android

Install the Crow Pro application on your smartphone (iOS / Android)

Whether you are at home, at work, on a business trip, or on vacation, The Crow Pro™ application provides you the easiest way to monitor and control your Shepherd™ :.

- Switch between linked panels (home, office…)
- Control panel state (Arm, Disarm...)
- Check latest events
- See and Operate on active Outputs (Activate/Deactivate)
- See and Operate Zones (Activate/Deactivate Bypass)
- Take picture from connected Pircam(s)
- View stored pictures and Share them (via mail, message...)
- Access to Panel & Users Info

Preliminary Important Note:

Configuration changes will take effect only when you will send the updated configuration to the control panel.

We highly recommend saving your latest configuration before each update.

User Types & Pendants

Click on the user to display its available options.

User Settings

Parameter	Description	Default Configuration
User Name	Enter name of user up to 16 characters	User #
User Code	Enter user code (1-8 digits)	Code 1 defaults to 1234. This means that User 1 automatically gets the code 1234

User Options

Parameter	Description	Default Configuration
User code can arm	User can arm all areas that assigned to user	Enable
User code can arm stay	User can arm Stay Mode for all areas that assigned to user	Disable
User code can disarm	User can disarm all areas that assigned to user	Enable
User code can disarm stay	User can disarm Stay Mode for all areas that assigned to user	Enable
Security Guard User	User can arm all areas that assigned to user, but may only disarm if the panel is currently armed and in the alarm state	Disable
Latchkey Mode User	The User will arm the alarm in Latchkey Mode. If a user with this option on disarms the alarm no disarm report will be sent via the dialer. If Latchkey Mode is armed and a user with this option off disarms the alarm a disarm report will be sent to alert parents when their children have returned home. Reporting of Latchkey Disarm is enabled at Reporting Options.	Disable

User Type

Parameter	Description	Default Configuration
Pendant User	Radio keys can be used to Arm/Disarm all or part of the alarm or they can operate outputs directly', Unlike user codes, a radio key cannot be assigned to a keypad so if a radio key is assigned to more than one output and the radio key is operated, all of the outputs assigned to the radio key will turn on	Disable
Remote Control User	This option defined user rights for remote control of the control panel.	Disable

Area Assignment

Parameter	Description	Default Configuration
User Assigned To Area	Codes can be used to Arm/Disarm all or part of the alarm or they can be used to operate outputs for access control purposes.	All users assigned to Area 1

Output Assignment

Parameter	Description	Default Configuration
User code turns output ON	Any user can be allowed to turn an Output ON. This Function can be used to control external devices via the panel keypad with a User assigned to that Output. Once an Output is turned ON by a User, the Output can turn OFF again automatically if a reset time is assigned to the Output, or it can be turned off by the same user or by a different user with the next program location	No Outputs selected
User code turns output OFF	Any user can be allowed to turn an Output OFF. This Function can be used to control external devices via the panel keypad with a User assigned to that Output. Once an Output is turned OFF by a User, the Output can be turned on by the same user or by a different user with the previous program location	No Outputs selected

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Permissions

Parameter	Description	Default Configuration
User can view memory and status	If this option is off user cannot enter to view memory log, statuses and active time zones.	Enable for all users
User can change his code and name	If a User has this option on, they can access User Program Mode and change their code number and name	Enable for all users
User can change all codes and names	If a User has this option on, they can access User Program Mode and change code number and name for all users.	Disabled
User can change phone or address	If a User has this option on, they can access Client Program Mode and change the telephone and call divert numbers.	Disabled
User can change the clock	If a User has this option on, they can access Client Program Mode and change the Time & date settings as well as daylight saving.	Disabled
User can learn radio devices	If a User has this option on, they can access Client Program Mode and Learn a new Radio Key or Wireless Zone Device. They can also remove radio devices or find what location number a device is stored at.	Enabled for User 1

Pendants

Parameter	Description	Default Configuration
Learn pendant	Save new pendant in memory Enter the unique serial ID of the pendant and press	Empty
Delete pendant	Delete existing pendant from memory Confirm deletion and send configuration to panel	-
Pendant can disarm at alarm only	If this option is enabled, the pendant can disarm the alarm during alarm only. If this option is off, the pendant cannot disarm the panel in any state.	Disable
Pendant can disarm at entry delay only	If this option is on, the pendant can only disarm the alarm during the entry delay time. This means that authorized radio key users must enter the building and trigger the entry delay before the can disarm the alarm.	Disable
Pendant Panic Alarm to Outputs	A Pendant Panic Alarm can be assigned to an Output or multiple Outputs. This can be used to operate an audible or visual alarm connected to the Output	No Outputs selected
Pendant Fire Alarm to Outputs	A Pendant Fire Alarm can be assigned to an Output or multiple Outputs. This can be used to operate an audible or visual alarm connected to the Output	No Outputs selected
Pendant Medical Alarm to Outputs	A Pendant Medical Alarm can be assigned to an Output or multiple Outputs. This can be used to operate an audible or visual alarm connected to the Output	No Outputs selected

Areas Settings

Click on an Area to display its available options.

Area Names

Parameter	Description	Default Configuration
Area Name	Enter name to identify the Area	Area #

Settings

Parameter	Description	Default Configuration
Code required to bypass zones	If this option is turned on, the BYPASS button cannot access Bypass Mode directly. To enter Bypass mode the User must press BYPASS CODE ENTER before they can bypass zones	Not Selected
Code required to arm	If this option is turned on, the ARM button is disabled and the panel requires a code to Arm	Not Selected
Arm command before code to arm	This option determines if the ARM button must be pressed before a code is entered to Arm an Area.	Not Selected
Stay command before code to stay	This option determines if the STAY button must be pressed before a code is entered to Arm Stay Mode	Not Selected
Report Arm on Exit Delay	If this option is on the panel will report the Arm/Stay Arm signal to a monitoring station when the exit delay expires. If it is off, the panel will report the arm signal immediately the system has been armed	Not Selected
Use near and verified alarm to report	To reduce the possibility of false alarms the panel can require two alarms on different zones within a 45 minutes period before a full alarm is sent. If this option is turned ON it applies to all zones assigned to that area. An alarm on a single zone will send a Near Alarm report to the monitoring station. If no further alarms occur within 45 minutes, the near alarm timer is reset and a restore is sent for the zone that activated. If the zone that activated is still in alarm when the 45 minutes timer expires, a zone bypass for that zone is sent and the zone will remain bypassed until the area is disarmed. Any new alarms after the timer has expired will send another Near Alarm report. If a second alarm on a different zone occurs within 45 minutes of the Near alarm, an Intrusion Verified alarm report will be sent. This format only applies to Contact ID and Pager reporting. Turning this option on will stop zone alarms from being reported in Domestic & Voice formats as there are no messages for near and confirmed alarms. You must turn this option off if using Domestic or Voice formats	Not Selected
Fail to arm if exit zone still open	If this option is turned ON it doesn't give to arm or stay arm the area if one of the low security zones or exit delay zones still open after exit delay expired. This option not valid for automatic arm by time zone.	Not Selected

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Timers and Delays

Parameter	Description	Default Configuration
Exit Delay Time (sec)	Each Area can have its own exit delay time. The delay can be programmed from 1-255 seconds in one second increments. If the exit delay is set to '0' the panel will be instantly armed.	60 seconds
Area exit stay delay time (sec)	Each Stay Mode Area can have their own exit delay time. The delay can be programmed from 1-255 seconds in one second increments. If the exit delay is set to '0' the panel will be instantly armed.	60 seconds
Area delinquency delay time (days)	Each Area can have their own Delinquency time. The delinquency time monitors the arm/disarms of each Area. If an Area has not been armed within the set number of days a delinquency report will be sent. Each time an Area is armed the delinquency timer is reset. A value of '0' disables the delinquency monitoring. **NOTE:** If the default value of '0' is changed at this location (e.g. a value of 10 is entered meaning 10 days), the next time the area is armed a delinquency restore message will be sent via the dialer as a test that the function is operating	0 second (immediate)

Zone Assignment

Parameter	Description	Default Configuration
Assigned Zones	This option assigns Zone(s) to Area. If a Zone is assigned only to one area it will activate if specified area is armed. If zone assigned to more than one area it will activate only when all assigned areas are armed. By default all zones assigned to Area 1.	All zones assigned to Area 1 Areas 2, 3 and 4 not selected

User Assignment

Parameter	Description	Default Configuration
User Assignment	This option assigns Users to Areas. If Users have this option activated, they can Arm/Disarm all zones assigned to Area	All Users assigned to Area 1 Areas 2, 3 and 4 not selected

Parameter	Description	Default Configuration
Arm Area Indication to Outputs	For monitoring purposes, an Arm indication can be assigned to an Output. It could be used to start a video recorder or similar device. Each Area can have a separate arm indication assigned to a different output if required	No Outputs selected
Stay Arm Area Indication to Outputs	For monitoring purposes, a Stay Arm indication can be assigned to an Output. Each Area can have a separate indication assigned to a different output if required	No Outputs selected
Disarm Area Indication to Outputs	For monitoring purposes, a Disarm indication can be assigned to an Output. Each Area can have a separate disarm indication assigned to a different output if required	No Outputs selected
Area Armed Exit Delay Beeps Outputs	This option is using for monitoring purposes of exit delay at arming by output indication. If the option marked for specified area corresponded output will turn to ON during time of arm exit delay.	No Outputs selected
Area Stay Exit Delay Beeps Outputs	This option is using for monitoring purposes of exit delay at stay arming by output indication. If the option marked for specified Area corresponded output will turn to ON during time of Stay Arm exit delay.	No Outputs selected
Pendant Arm Beep to Outputs	When Arming the alarm using a Radio Key or Access Tag it is necessary to have some form of Arm indication. This can be done by pulsing an Output once when the area is armed (one chirp).	No Outputs selected
Pendant Stay Arm Beep to Outputs	When Arming Stay Mode using a Radio Key it is necessary to have some form of Arm indication. This can be done by pulsing an Output once when the area is armed (one chirp).	No Outputs selected
Pendant Disarm Beep to Outputs	When Disarming the alarm using a Radio Key or Access Tag it is necessary to have some form of Disarm indication. This can be done by pulsing an Output twice when the area is disarmed (two chirps).	No Outputs selected
Pendant Stay Disarm Beep to Outputs	When Disarming Stay Mode using a Radio Key it is necessary to have some form of Disarm indication. This can done by pulsing an Output twice when the Stay Mode is disarmed (two chirps).	No Outputs selected
Arm area Pulse to Outputs	Double pulse will be applied to selected output (e.g. siren) indicating arming	No Outputs selected
Stay Arm area Pulse to Outputs	Double pulse will be applied to selected output (e.g. siren) indicating arming	No Outputs selected
Disarm area Pulse to Outputs	Single pulse will be applied to selected output (e.g. siren) indicating disarming	No Outputs selected
Stay Disarm area Pulse to Outputs	Single pulse will be applied to selected output (e.g. siren) indicating disarming	No Outputs selected
Pulse outputs every 5 sec at area disarm	This option will cause the output to pulse every 5 seconds when the area is disarmed. The pulse time is linked to the Output Pulse Time.	No Outputs selected

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Radio Zones

The Shepherd™ Panel supports up to 64 wireless zones: 32 Two-Way ISM zones (from 1 to 32) and 32 DECT ULE Zones (from 33 to 64).

We invite you to visit our website http://www.thecrowgroup.com for more information on our Two-Way wireless ISM and DECT ULE detectors range.
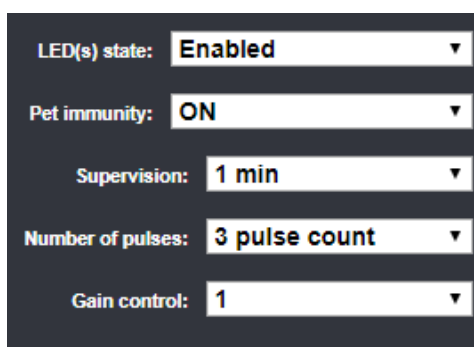
To configure Zones, click on the zone to display its related options.

Radio Zones

Parameter	Description	Default Configuration
Name	Enter name to identify the Zone	Zone #
Serial Number	Radio detector must be enrolled into the panel before it can be used. Enter the unique radio device ID, and then send the configuration to the control panel **Note**: The pairing of DECT ULE device must be preliminarily performed from "Communication" → "DECT" → "Learn DECT Device". When the DECT device pairing is done, then you can go to "Radio Zones" and assign the DECT device ID to a zone between zones 33 to 64.	Value "0" means no detector enrolled
Delete	Removing radio zone from the system.	-
Zone Config	This function set remotely the radio zone parameters such as led on/off, pulse detection, Pet immunity, Gain level, etc.	Dedicated menu according to detector type enrolled

Zone Configuration Menu

Indoor Wireless Detector

Available Options

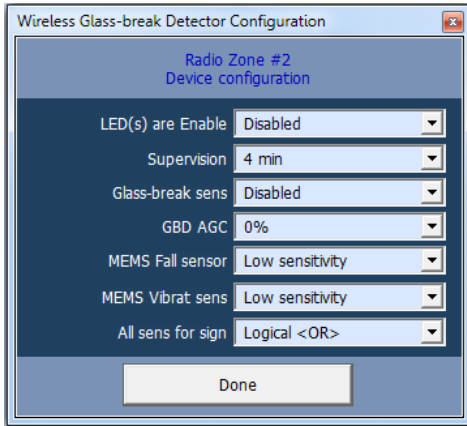**LED(s) state**: Activation or not of the LED indicators

Pet Immunity: Activation of the 15Kg Pet immunity

Supervision: Period between each supervision in minute (from 1 to 30)

Number of Pulses: Pulse count for each motion detection

Gain control: PIR Sensitivity

Wireless Glass Break Detector

Available Options

LED Enable: Activation or not of the LED indicators

Supervision: Period between each supervision in minute (from 7 to 30)

Glass-break sens: Sensitivity of the micro elect (Low, Mid or High)
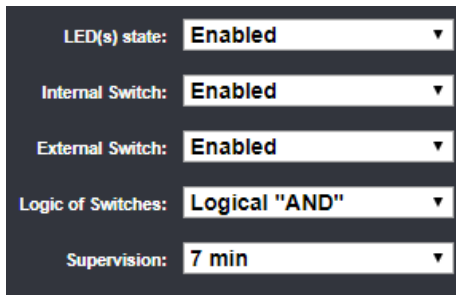
GBD AGC: TBD (0%, 25%, 50% or 75%)

MEMS Fall Sensor:

MEMS Vibrat sens:

All sens for sign:

Wireless Door / Window Magnet FW2-MAG

Available Options

LED Enable: Activation or not of the LED indicators

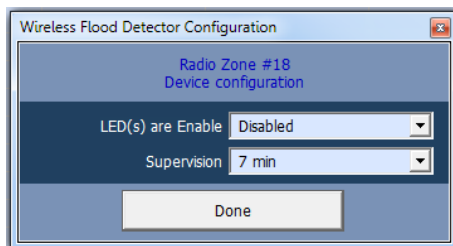**Supervision**: Period between each supervision in minute (from 7 to 30)

Internal Switch: Activation of the internal reed switch

External switch: Activation of the internal terminal block (to connect wired device)

Logic of Switches: AND / OR Mode

Signal will be transmitted if the internal reed switch (magnet) AND / OR the terminal block is triggered.

Wireless Flood Detector

Available Options

LED Enable: Activation or not of the LED indicators

Supervision: Period between each supervision in minute (from 7 to 30)

Wireless PIR Camera

Setting	Value
LED(s) state:	Enabled
Camera state:	Enabled
Number of pulses:	2 pulse count
Pet immunity:	ON
Gain control:	2
Picts per set:	3
JPEG Mode:	Regular JPEG
Differential JPEG ratio:	High
Picture rate:	1 sec
Hold off time:	30 sec
Contrast enhancement:	ON (Auto)
Sharpness enhancement:	ON
JPEG Quality level:	80 %
Picture resolution && color:	VGA Color (640x480)

Available Options

LED(s) state: Activation or not of the LED indicators

Camera state: Activation of the Camera module

Number of pulses: Pulse count for each motion detection (1,2 or3)

Pet Immunity: Activation of the 15Kg Pet immunity

Gain control: Sensitivity of the PYRO sensor

Picts per set: Number of pictures sent in case of alarm

JPEG mode: Regular or Differential (Video Motion Detection)

Diff JPEG ratio: Sensitivity of the Video Motion Detection (High or Low)

Pict Rate: Time laps between alarm pictures

Hold off (sec): Wait time between 2 detections and pictures *(between 30 to 120 sec)*

Contrast enhancement: Contrast emphasis of the picture

Sharpness enhancement: Sharpness of the picture

JPEG Quality level: Quality of the picture (from 20% to 90%)

Picture resolution & color: Selection between: QVGA B&W (320x240), VGA B&W (640x480), QVGA Color (320x240), VGA Color (640x480)

Zone Status

Parameter	Description	Default Configuration
Zone is active	Zone will be monitored by the panel.	Non Active until you learn a new zone
Stay mode zone	Zone will cause alarm if triggered when Stay Mode is armed. This feature is normally used for arming just part of the alarm at night time.	All zones selected
Two trigger zone	If this option is ON the zone will have to trigger twice within the two trigger time before it will cause an alarm. If the zone does not trigger a second time before the two trigger time expires, the count is reset and it will take another two triggers to cause an alarm on this zone. If more than one zone is set-up as a two trigger zone, then a single trigger from two separate zones within the two trigger time can also cause an alarm. If the zone becomes faulty and still open once triggered at end of two trigger time period it will also cause an alarm.	No Zone selected
Exit delay zone	Zone should be closed for ready to arm. It will not cause an instant alarm if triggered during the exit delay time.	All zones selected
Can Arm if Zone is not Ready	Zone can remain open during arming and will cause alarm in case it will remain open after the exit delay expired. This zone is named "Low Security Zone".	No Zone selected
Handover zone	A Handover Zone is one that its entry delay will apply provided a Non-Handover entry zone is triggered first. If no other entry delay zones are triggered before the handover zone the entry delay on that zone does not apply and the alarm will become instant (no entry delay)	No Zone selected
Manually bypassed zone	Zone can be manually bypassed while in the disarmed state. Once the area with the bypassed zone has been armed and then disarmed, the manual bypass is canceled and the zone must be manually bypassed again before arming if required.	All zones selected
Auto bypassed zone	Zone will be auto-bypassed if unsealed at the expiry of the exit delay. If a zone is unsealed at the time of arming and remains unsealed when the exit delay expires and this option is on for that zone it will be automatically bypassed by the panel. If the zone seals after that time it will be re-instated automatically and can then cause an alarm. On disarming of the alarm any auto-Bypasses are removed	No Zone selected

Area Assignment

Parameter	Description	Default Configuration
Zone assigned to Areas	This option assigns the Zone to Area. If a Zone is assigned only to one area it will activate if specified area is armed. If zone assigned to more than one area it will activate only when all assigned areas are armed. By default all zones assigned to Area 1.	All Zones assigned to Area 1 only.

Parameter	Description	Default Configuration
Normal	Zone without any special behavior.	All zones selected
24-hour zone	If this option is ON the zone will be constantly monitored regardless of the arm/disarm state of the panel. If the 24 Hour zone also has an entry delay programmed, this delay will apply. Once the alarm has been generated it must be cleared by entry of a valid User code	No Zones selected
24-hour auto-reset zone	If this option is ON the zone will be constantly monitored regardless of the arm/disarm state of the panel. Once an alarm has been generated with a 24-Hour Auto-reset zone, the alarm will be reset automatically once the zone is closed. If the 24-Hour zone also has an entry delay programmed, this delay will apply. If the 24-Hour zone activates but then resets before the entry delay expires no alarm will be generated. This feature can be useful for monitoring plant type alarms such as freezer alarms.	No Zones selected
24-hour fire zone	If this option is ON the zone will be constantly monitored regardless of the arm/disarm state of the panel. If the 24-Hour Fire zone also has an entry delay programmed, this delay will apply. Once the alarm has been generated it must be cleared by entry of a valid User code.	No Zones selected
Chime	If this option is ON, the zone will operate Chime mode when disarmed. When the alarm is armed the Chime Mode is disabled for this zone. A Chime zone can sound the keypad buzzer or operate an output to indicate that the zone is unsealed. It is normally used to monitor areas during the daytime	No Zones selected
Permanent chime	If this option is ON, the zone will operate Chime mode when armed or disarmed. When the alarm is armed the zone will continue to only be a Chime Mode Zone and will not cause a burglar alarm. A Chime zone can sound the keypad buzzer or operate an output to indicate that the zone is unsealed	No Zones selected

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Zones Options

Parameter	Description	Default Configuration
Zone will not report 24h alarm	If this option is turned on and the zone is set as a 24 Hour type, when an alarm is generated, the alarm will not be transmitted to the monitoring station via the dialer	No Zones selected
Zone is in Bypass Group	Zone belongs to bypass group. Zones that have been assigned to the group could be bypassed simultaneously.	No Zones selected
Zone Sends Reports	This option enables the zone to send report function through all enabled communication channels.	All Zones Selected
Zone is on Soak Test	If a zone is suspected of being faulty and is causing false alarms, you can turn it into a Soak Test Zone and it will still be monitored for alarms when armed but it will not cause the sirens to sound or report to the dialer. The Soak Test zone will still be logged in the event memory however so it is possible to check the activity of the zone, via the memory, and after a suitable period of no alarms it can be re-instated as part of the alarm by removing the Soak Test option	No Zones selected
Exit Terminator Zone	If this option is selected, when the zone unseals during the exit delay time and then seals again the panel will cancel any remaining exit delay time and arm in 3 seconds from the time the zone was sealed.	No Zones selected

Delays and timers

Parameter	Description	Default Configuration
Armed zone entry delay time (seconds)	Each Zone has it's own Entry Delay time when in the Full Armed State. The delay can be programmed from 0 to 9999 seconds in one-second increments. If the entry delay is set to 0 the zone will be an instant zone.	All zones are selected
Stay mode entry delay time (seconds)	Each Zone has it's own Entry Delay time when in Stay Mode. The delay can be programmed from 0 to 9999 seconds in one-second increments. If the entry delay is set to 0 the zone will be an instant zone.	All zones are selected
Sensor watch-time (minutes)	If value of this option is greater than zero then zone will be checked to see that it operates during the disarmed state. If it is not operated within the specified time a 'Sensor-watch' alarm will be generated. This feature is designed to detect a faulty zone that is not operating normally or one that has had its detection area blocked. The timer is stopped when the area assigned to the zone is armed and resumes with the specified value when disarmed again. The timer is reset back to the original value every time the zone operates while disarmed. The range of values from 0 to 9999 minutes.	All zones are selected

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Re-trigger

Parameter	Description	Default Configuration
Zone re-trigger count	Each Zone has its own alarm re-trigger count. A value of 0 programmed at this location results in unlimited alarms for that zone during an armed period but a count of 1-15 will shut down the zone once the programmed count has been reached. Disarming the alarm will reset this count. In case the zone is assigned to more than one area, this counter should be multiplied by number of areas (e.g. if zone 1 belongs to A1 & A2, to achieve re-trigger count = 3, you will need to enter re-trigger count = 6, because alarm in each area will increment the counter and common number of re-trigger counts will multiply).	Value "0"

Alarm to Output

Parameter	Description	Default Configuration
Zone alarm to outputs	If an Area is Armed and a zone assigned to that Area activates, the zone can trigger selected Outputs for local alarm signaling. This location assigns Zones to Outputs for alarms that occur when in the Full Armed State	No Outputs selected
Zone stay alarm to outputs	If an Area has Stay Mode Armed and a zone assigned to that Area activates, the zone can trigger selected Outputs for local alarm signaling. This location assigns Zones to Outputs for alarms that occur when Stay Mode is Armed	No Outputs selected
Zone 24H alarm to outputs	If a zone is programmed as one of 24 Hour type zone and if it is open then the selected output(s) is activated for local alarm signaling. In case of standard 24-hour zone the output will be active for the full reset time. In case of 24-hour auto-reset zone the output is deactivated when the reset time expires or if zone is closed. If a zone is a 24-hour fire zone then the output will pulse at a rate equals to the pulse time for that output.	No Outputs selected

| Parameter	Description	Default Configuration
Zone tamper to outputs	Zone tamper can trigger selected output(s) for local alarm signaling.	No Outputs selected
Chime zone alarm to outputs	If a zone is programmed as a Chime zone and it activates, the zone can trigger selected Outputs for local alarm signaling. The output will operate for the Chime to Output time at location. The zone must clear before the output can be activated again	No Outputs selected
Armed zone entry delay to outputs	If the alarm is Armed and a delay zone triggers the entry delay it can also turn an Output to ON to warn that the entry delay is counting down and the alarm should be turned OFF	No Outputs selected
Zone Stay entry delay to outputs	If Stay Mode is Armed and a delay zone triggers the entry delay it can also turn an Output to ON to warn that the entry delay is counting down and the alarm should be turned OFF	No Outputs selected
Zone near alarm to outputs	If zones are programmed for near and verified alarms, it is also possible to get an indication of a near alarm from any of the 16 outputs using this program location. A near alarm is the first alarm during an armed period	No Outputs selected
Zone verified alarm to outputs	If zones are programmed for near and verified alarms, it is also possible to get an indication of a verified alarm from any of the 16 outputs using this program location. A verified alarm is the second alarm from a different zone to the one that caused the near alarm and must happen within 45 minutes of the near alarm	No Outputs selected

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Radio Outputs

Click on the output to display its available options.

Radio Output

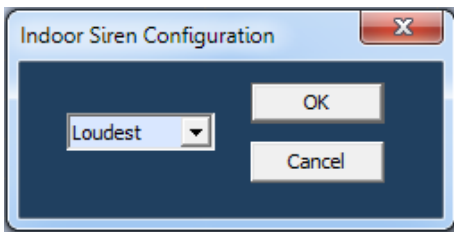| Parameter	Description	Default Configuration
Output Name	Set Output Name	Output #
Serial Number	Save new radio Output in memory Enter the Unique ID serial of the wireless sounder and save the configuration.	"0" (No Output)
Delete	Delete existing radio output from memory Press the "Delete" button of the sounder Confirm deletion by clicking "Yes" Save the panel configuration	-
Output config	This function set remotely the radio output parameters such as led on/off, sounder on/off, led and sounder timeouts, etc.	

Wireless Outdoor Siren
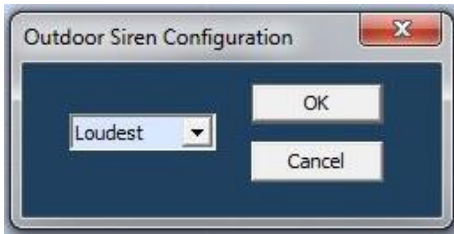
Available Options

Sound Level: The sound level can be modified as follow:

- Quietest
- Quiet
- Loud
- Loudest

Wireless Indoor Siren

Available Options

Sound Level: The sound level can be modified as follow:

- Quietest
- Quiet
- Loud
- Loudest

Settings

Parameter	Description	Default Configuration
Invert Output	This option is used to invert the normal state of the output. The panel uses open collector transistor switches and the default state of all outputs is OFF (open). When in alarm the transistor is turned ON and the output goes low (0V). The invert option reverses this function.	Disable
Temporary Disable output	This option allows a technician to select any output/s to be temporarily disabled for one alarm or armed cycle, e.g. by selecting Outputs 1-4 at this location then leaving program mode, outputs 1-4 will not turn on following any alarms. The technician is now free to arm the system to test all monitoring signals without having any internal and/or external alarms activating. When the alarm is reset or disarmed all outputs will now work normally again.	Disable
Lockout Output	This option is used to limit the output to one operation per arming period.	Disable
Pulse Output on Kiss-off after Arming	This option will cause the Output to be disabled when all areas in DISARM state. It is designed to keep audible alarms silent when the full system is disarmed, but part of alarms (like Panic or Fire alarm) still turns audible alarms to ON regardless of this setting.	Disable
Disable Output During Disarm	This option will cause the Output to be disabled when all areas in DISARM state. It is designed to keep audible alarms silent when the full system disarm, but part of alarms (like Panic or Fire alarm) still turns audible alarms to ON regardless of this setting.	Disable
Disable output during report Delay	This option will cause the Output to be disabled when the reporting delay is active. It is designed to keep external audible alarms silent when the reporting delay is active (allowing internal alarms to warn that the alarm will be reported to monitoring if not unset) but if the alarm hasn't been reset before the timer expires the external alarm will sound.	Disable
Output muted 10s on key-press if alarm	When the alarm is Armed and activated it can be difficult sometimes to turn the alarm off because you are unable to hear the beeps as you enter your code at the keypad. If this option is turned ON the selected output/s will silence (turn OFF) for 10 seconds on the first button press at any keypad. This should allow easy Disarming of the alarm by a valid User. If the alarm is not turned OFF within the 10 seconds, the outputs will turn ON again. This function will only work once during an Armed cycle and the panel must be Disarmed before it will work again.	Disable
Enable Output Monitoring	If this option is enabled, the control panel monitors the status of the outputs by voltage level for wired outputs or coming supervision messages for wireless outputs. If disabled - monitoring the state of the outputs will be disabled.	Disable
Enable Mute	TBD	-

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Type of Output

Parameter	Description	Default Configuration
Constant	The output will change its state when an alarm occurs	All Outputs are selected as constant output
Single Pulse	This option produces a single pulse at the output when an alarm occurs (the pulse time is programmed value).	Not selected
Flash	When the output is turned ON this option causes the output to flash with a programmed rate. One use is to flash a lamp during an alarm.	Not selected

Note: you can choose only one type for each output.

User Assignment

Parameter	Description	Default Configuration
Turn ON output from users	Any user can be allowed to turn an Output ON. This Function can be used to control external devices via the panel keypad with a User assigned to that Output. Once an Output is turned ON by a User, the Output can turn OFF again automatically if a reset time is assigned to the Output, or it can be turned off by the same user or by a different user with the next program location.	No User selected
Turn OFF output from users	Any user can be allowed to turn an Output OFF. This Function can be used to control external devices via the panel keypad with a User assigned to that Output. Once an Output is turned OFF by a User, the Output can be turned on by the same user or by a different user with the previous program location	No User selected

Chime Reset Mode

Parameter	Description	Default Configuration
Chime Alarm Reset By Signal	The chime state will end when the zone will change its state	Selected
Chime Alarm Reset By Time	TBD	Not selected
Chime Alarm Reset By Re-Trigger Time	TBD	Not selected

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Parameter	Description	Default Configuration
Mains Fail to Output	This option is used to assign a Mains Fail alarm to an Output	Not selected
Fuse Fail to Output	This option is used to assign a Fuse Failure alarm to an Output. The on-board fuses are thermally activated. If excessive current is drawn from a fuse it will disconnect the power until the problem is resolved. There are two thermal fuses protecting the various 12v DC outputs	Not selected
Batt Low to Output	This option is used to assign a Battery Low alarm to an Output	Not selected
Monitor output fail to Output	Assigning monitor output fail alarm	Not selected
Output tamper alarm to Output	This option is used to assign an Output tamper alarm to an Output. When output tamper alarm occurs, any output can be turned ON.	Not selected
Communication Fail to Output	This option is used to assign a Communication Failure alarm to an Output	Not selected
Radio Zone Supervised Fail to Output	This option is used to assign a Radio Detector Supervisory Fail alarm to an Output	Not selected
System Tamper to Output	This option is used to indication the panel tamper alarm by specified Output. The Output turns to ON in Arm or Stay Arm state only.	Not selected
Sensor-Watch to Output	This option is used to assign a Sensor-Watch alarm to an Output. A Sensor-Watch alarm occurs when a detector has not operated within a set period of time	Not selected
Duress Alarm to Output	Duress Alarm can be assigned to an Output or multiple Outputs. This can be used to operate an audible or visual alarm connected to the Output. A Duress alarm is created when the alarm is Disarmed with the Duress digit preceding a valid User Code	Not selected
Walk Test Pulse to Output	When the panel is in Walk-test Mode, this option initiate one single pulse (one chirp) to the Output every time a zone is triggered.	Not selected

Timing

Parameter	Description	Default Configuration
Output ON Delay Time (seconds)	The 'On' delay allows the operation of the Output to be delayed by the time programmed at this location. If set to '0' there will be no on delay and the Output will operate the instant it is turned on. The time range is 0-36000 seconds.	Value of "0"
Output Pulse Time (seconds)	Output Pulse Time affects the time an output turns on when the pulse timer is used on the Output. The pulse time is in 1/10th second increments so that very quick timing can be achieved. The maximum value that could be assigned to is 36000 which corresponds to 1 hour. The parameter valid for wired outputs only.	Value of "0"
Output Reset Time (seconds)	The Reset time affects the time the output turns on in case of an alarm state. The time range is 0-36000 seconds.	Value of "0"

Alarm to Output

Parameter	Description	Default Configuration
Alarm from zones	If an Area is Armed and a zone assigned to that Area activates, the zone can trigger selected Outputs for local alarm signaling. This location assigns Zones to Outputs for alarms that occur when in the Full Armed State	No Outputs selected
Stay Alarm from zones	If an Area has Stay Mode Armed and a zone assigned to that Area activates, the zone can trigger selected Outputs for local alarm signaling. This location assigns Zones to Outputs for alarms that occur when Stay Mode is Armed	No Outputs selected
24H Alarm from zones	If a zone is programmed as one of 24 Hour type zone and if it is open then the selected output(s) is activated for local alarm signaling. In case of standard 24-hour zone the output will be active for the full reset time. In case of 24-hour auto-reset zone the output is deactivated when the reset time expires or if the zone is closed. If a zone is a 24-hour fire zone then the output will pulse at a rate equals to the pulse time for that output.	No Outputs selected

Alarm to Outputs *(cont)*

Parameter	Description	Default Configuration
Tamper from zones	Zone tamper can trigger selected output(s) for local alarm signaling.	No Outputs selected
Chime alarm from zones	If a zone is programmed as a Chime zone and it activates, the zone can trigger selected Outputs for local alarm signaling. The output will operate for the Chime to Output time at location. The zone must clear before the output can be activated again	No Outputs selected
Entry delay from armed zones	If the panel is Armed and a delay zone triggers, the entry delay it can also turn an Output to ON to warn that the entry delay is counting down and the alarm should be turned off	No Outputs selected
Stay entry delay from zones	If Stay Mode is Armed and a delay zone triggers the entry delay it can also turn an Output to ON to warn that the entry delay is counting down and the alarm should be turned off	No Outputs selected
Near Alarm from zones	If zones are programmed for near and verified alarms, it is also possible to get an indication of a near alarm from any of the 16 outputs using this program location. A near alarm is the first alarm during an armed period	No Outputs selected
verified alarm from zones	If zones are programmed for near and verified alarms, it is also possible to get an indication of a verified alarm from any of the 16 outputs using this program location. A verified alarm is the second alarm from a different zone to the one that caused the near alarm and must happen within 45 minutes of the near alarm	No Outputs selected

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Report Channels

Click on a report channel to display its options.

Channel Type

Parameter	Description	Default Configuration
TCP_IP	Set channel type as TCP/IP Need to set Ethernet enabled to use this type of channel	Channels #2, #6 and #8 are selected **Note:** The channel #8 is dedicated to the CrowCloud™™ connection; please do not change these settings.
Wi-Fi	Set channel type as Wi-Fi. Need to set Wi-Fi enabled to use this type of channel	Channel #7 is selected
GPRS	Set channel type as 3G Need to set 3G IP enabled to use this type of channel in setting "Communication" → "GSM" *(see below in para "Communication")*	Channel #3 is selected
SMS	Set channel type as SMS Text Messages	Channels #1, #4 and #5 are selected

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Settings

Parameter	Description	Default Configuration
Channel is active	This option activates or deactivates a report channel for operations.	Channel #8 activated only
Destination address	Can be up to 8 phone numbers (for channels defines as GSM/SMS) or 8 server addresses (for channel defined as TCP-IP/GPRS). The length is up to 50 characters long (digits only for phone numbers and characters/digits for server address).	No address specified
Protocol	Defines one of the protocol types for each report channel: • Crow • SIA-09(ADM-CID) • SIA-09(SIA-DSC) This option is available only if the specified channel is defined as TCP/IP, GPRS or Wi-Fi	Crow predefined
Port	Defines report protocol pot (up to 4 digits)	4700 predefined (Crow)
Channel Backup	This channel will be activated if the main channel has failed to open connection or deliver a message.	No channels selected
Failed channel restore time (sec)	If either channel has failed to deliver messages it will be temporarily disabled for a period of time defined by this parameter. During this time, the corresponding backup channel will be used.	3 minutes

Area account numbers

Parameter	Description	Default Configuration
Account Number	When system sends a report to a monitoring station there must be a unique account number programmed to identify the panel. There is an account code for each area. The account code is 4 digits. Each digit can be a number from 0-9 as well as the special characters B, C, D, E & F. For SMS report channels no need to define the account number.	All account at "0" except the channel #8 with account "8000" for CrowCloud™ connection

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Parameter	Description	Default Configuration
Video Event Report	This channel transmit Video verification (TBD)	All channels selected
Report Mains Failure	If this option is selected the panel will report a Mains failure after the report delay time has expired (see "Clock and Timers" → "Delays")	All channels selected
Report Battery Low	If this option is selected the panel will report a Battery Low	All channels selected
Report Communication Fail	If this option is selected the panel will report a Communication failure.	All channels selected
Report System Tamper	If this option is selected the panel will report a Tamper Alarm on the tamper panel is triggered	All channels selected
Report Keypad Tamper	If this option is selected the panel will report a Tamper Alarm from a keypad fitted with a tamper switch or a wrong code alarm from a keypad	All channels selected
Report Zone Tamper	If this option is on the panel will report a Zone Tamper Alarm	All channels selected
Report Duress Alarm	If this option is on the panel will report a Duress Alarm	All channels selected
Report Panic Alarm	If this option is on the panel will report a Panic Alarm generated by keypad or RMT (pendant)	All channels selected
Report Manual Fire Alarm	If this option is on the panel will report a Keypad generated Fire Alarm	All channels selected
Report Manual Medical Alarm	If this option is on the panel will report a Keypad generated Medical Alarm	All channels selected
Report Zone Bypasses	If this option is on the panel will report a Manual or Auto Bypass on a zone	All channels selected
Report Arm-Disarm	If this option is on then all Arm/Disarm signals will be reported to a Monitoring Station	All channels selected
Report Stay Mode Arm-Disarm	If this option is on then all Stay Mode Arm/Disarm signals will be reported to a Monitoring Station	All channels selected
Report Disarm only after an Activation	If this option is on, the panel will not normally send an Arm/Disarm signal to the monitoring company, however, if a zone alarm occurs the panel will send a Disarm following the disarming of the panel to show it has been turned OFF by a valid user	No channel selected
Report Stay Disarm only after an Activation	If this option is on, the panel will not normally send a Stay Mode Arm/Disarm signal to the monitoring company, however, if a zone alarm occurs the panel will send a Stay Mode Disarm following the disarming of the panel to show it has been turned OFF by a valid user	No channel selected
Report Access to Program Mode	If this option is on the panel will report a Contact ID code to indicate that either Client or Installer program Modes have been accessed	All channels selected

Parameter	Description	Default Configuration
Report Zone Restores	If this option is on the panel will report all zone restores. If this option is turned off the panel will only report the alarms	All channels selected
Report Delinquent	If the panel has been configured for Delinquency monitoring and an area has not been armed for the time set at, a Delinquency Alarm will be sent to the Monitoring Station	All channels selected
Report Fuse Failure	The panel has two on-board thermal fuses designed to protect the 12v DC outputs from short circuits. If this option is on and either of these fuses are open, a report will be sent to the monitoring station if Contact ID is set as the reporting format	All channels selected
Report Radio Battery Low	If this option is on the panel will report a Battery Low from any radio zones that have the battery status monitored	All channels selected
Report Supervised Radio Alarm	If this option is on the panel will report a Supervised radio Alarm.	All channels selected
Report Zone Sensor-watch Alarm	If this option is on the panel will report a Zone Inactivity (Sensor-watch) Alarm.	All channels selected
Report Latchkey Disarm	When this option is turned ON and the panel was armed in Latchkey Report Mode, at Disarming by a non-latchkey user the specified latchkey disarm report will be sent via voice or SMS report channel to user, marked as latchkey mode user.	All channels selected
Report Communication Interference Detected	If the radio receiver detects Communication Interference (Jamming) of the radio frequency, the panel can report this event to the monitoring station if this option is turned on	All channels selected
Report Output Fail	If this option is on and a fault is detected on the output, a report will be sent to the monitoring station if Contact ID is set as the reporting format	All channels selected
Report Tests	If this option is selected, the panel can send automatic test connections, but if test connections are not required, they can be disabled by turning this option off.	All channels selected
Report Stay Mode Zone Alarms	If this option is on, the panel will report zone alarms in Stay Mode	All channels selected
Report output changed	The changing output state will be reported via SMS reporting to the user	All channels selected
Report Peripheral Tamper	If this option is on the panel will report a Tamper Alarm from a peripheral module (extender module or radio output) fitted with a tamper switch from a peripheral module	All channels selected
Report Zone Confirmed Alarm	If this option is on the panel will report a Zone Confirmed (Near and Verified) Alarms.	All channels selected

Radio Keypads

SH-KP Icon Keypad Overview
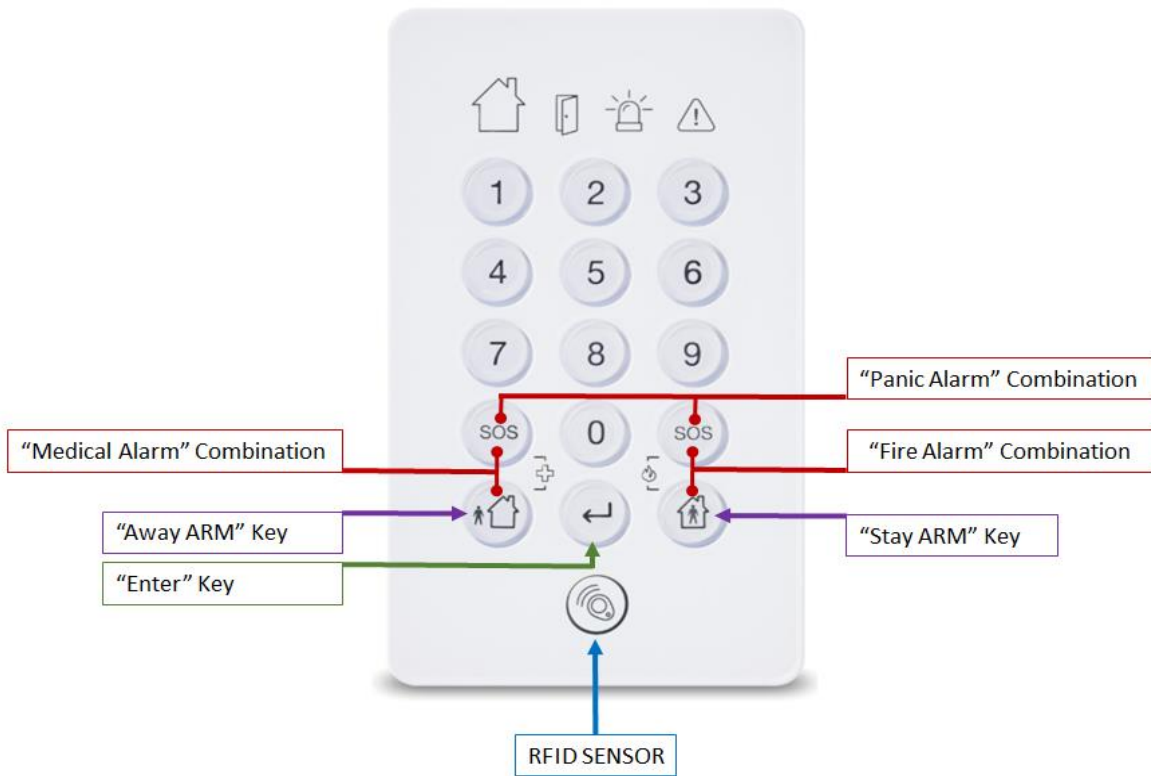
The SH-KP is an optional two-way wireless keypad with built-in proximity RFID tag reader and numerical keypad.

For RFID control, please use access tag. Press the key "Enter" and serve the tag.

For learning procedure, please refer to the para "Radio Keypad" below.

For additional information on the SH-KP please refer to its manual.

Settings

Parameter	Description	Default Configuration
Serial Number	Enter the unique ID serial of the wireless keypad. Press "Done" and upload the configuration	Value "0"
Delete Keypad	Press the command button to delete keypad	-
Keypad Config	Configuration of Fast Arm, Fast Stay Arm and Keypad Loudness	-

Parameter	Description	Default Configuration
Enable Beeps	Enable beeps on selected keypad	Beeps enabled on keypads 1 and 2
No armed indications	This option allows the information on a keypad to be turned OFF when the panel is in the Armed or Stay Armed state. The screen returns to the normal state on disarming of the system.	No Keypad selected

Area Assignment

Parameter	Description	Default Configuration
Keypad Assigned To Area	This option assigns Area to keypads. If a keypad is assigned to one area only it can Arm or Disarm only that area and show states only for this area. If keypad assigned to more than one areas, it can be switched to operate specified area and show states.	All keypads assigned to Area 1

User Assignment

Parameter	Description	Default Configuration
User can operate at keypad	Any user can be assigned to only operate at certain Keypads. This option controls whether a code or access tag User can Arm/Disarm from certain keypads. This option does not restrict users from operating outputs from a particular keypad.	All Users can operate on All Keypads

Alarm to Output

Parameter	Description	Default Configuration
Keypad Panic Alarm to Output	A Keypad Panic Alarm (pressing C & D buttons together) can be assigned to an Output or multiple Outputs. This can be used to operate an audible or visual alarm connected to the Output	No Keypad selected
Keypad Fire Alarm to Output	A Keypad generated Fire Alarm (pressing the A & B together) can be assigned to an Output or multiple Outputs. This can be used to operate an audible or visual alarm connected to the Output	No Keypad selected
Keypad Medical Alarm to Output	A Keypad generated Medical Alarm (pressing the B & C together) can be assigned to an Output or multiple Outputs. This can be used to operate an audible or visual alarm connected to the Output	No Keypad selected

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Communication Options

Remote Access

Parameter	Description	Default Configuration
Remote Access Password	It is defined up to 8 characters password for remote connection (CrowCloud™ and Mobile applications)	12345678
Remote Access Server Address	This parameter defines IP-address or DNS name of the remote access server.	mediator.CrowCloud™.xyz *(CrowCloud™ server address)*
Remote Access Server Port	This parameter defines the port on remote access server the control panel using fore registration procedure.	4701 *(CrowCloud™ server port)*

Communication Options

Parameter	Description	Default Configuration
Phone number for remote control	Enter the number phone for remote control	-

TCP/IP

Parameter	Description	Default Configuration
Ethernet Enabled	If this option is selected, the Ethernet connection is Enabled.	Enabled
DHCP Enabled	If this option is selected, the DHCP is Enabled. The server will automatically assign an IP address to the control panel.	Enabled
Static IP	In the absence of DHCP, the control panel must be manually configured with an IP address, subnet mask, Panel, DNS server.	Empty
Subnet Mask	The network subnet mask for defined static IP address.	Empty
Gateway	IP Address of the router/server.	Empty
DNS Server	The network DNS server address for defined static IP address.	Empty
TCP/IP Port for Remote Control	The number of incoming TCP/IP port using for remote control applications.	3064

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GSM

Parameter	Description	Default Configuration
GSM IP Enabled	If this option is on, the GPRS Data is Enabled. This communication method suits for Data connection to Monitoring Station or Server.	Enabled
GSM SMS Enabled	If this option is on, the GSM CID is Enabled. This communication method suits for connection to Monitoring Station, SMS Text (in English only).	Enabled
PIN Code	GSM PIN code number according to GSM network requirements, up to 8 digits length.	No PIN Code
GSM User	GPRS user according to APN GSM network requirements.	Empty
GSM Password	GPRS Password according to APN GSM network requirements.	Empty
GSM APN	GPRS APN access point name according to your cellular provider.	"internet"
USSD Code	Unstructured Supplementary Service Data (USSD) is a protocol used by GSM cellular telephones to communicate with the service provider's computers, using for prepaid callback and mobile-money services. The parameter contains 3 decimal digits.	0

Wi-Fi

Parameter	Description	Default Configuration
Wi-Fi Enabled	If this option is selected, the Wi-Fi connection is Enabled.	Disabled
SSID	This is the name of the wireless network you want to connect to.	Empty
Security Type	Select the security type of your Wi-Fi network	"Open" – No Encryption
Password	Password of the wireless network you want to connect to.	Empty

What is DECT ULE?

ULE addresses Ultra-Low Energy application requirements by introducing optimized communication methods. Identified with low power consumption, low latency, long range, moderate data rate and value-added complementary voice capabilities, ULE is the best-of-class technology, which represents the next evolution in home networking.

ULE is based on DECT (Digital Enhanced Cordless Telecommunications) which is the de-facto standard for residential and business cordless phone communications worldwide.

DECT ULE is an SW protocol extension of the standard DECT, These devices can be easily support DECT ULE for Home Automation and Security/Monitoring.

DECT ULE: the perfect combination of long battery lifetime, high data rate, low cost and long transmission range.

Frequency Allocations:
- Europe: 1880-1900 MHz
- China: 1900-1920 MHz
- Japan: 1893-1906 MHz
- Latin America: 1910-1930 MHz
- US & Canada: 1920-1930 MHz

Parameter	Description	Default Configuration
DECT Enabled	If this option is selected, the DECT Module is Activated.	Enabled
DECT Contact Number	Phone numbers of the contact persons called from the Audio Panic DECT button	Empty
Learn DECT Device	DECT detector must be enrolled into the panel before it can be used. Click this button to start DECT pairing process	-
Delete DECT HAN Device	Removing DECT device from the system. Select the device you want to delete and press the button Confirm deletion and save the configuration	ID of the DECT device
Delete DECT HS Device	Click this button to delete DECT Panic Button	Empty
DECT PIN Code	PIN code of the DECT voice unit (if needed)	Empty

Crow Electronic Engineering Ltd. Is an active contributor to the ULE Alliance with a full range of DECT ULE products

RF Repeater

Parameter	Description	Default Configuration
Starting RF Channel	The Repeater supports up to 5 frequencies to prevent jamming. You can choose frequency range from 1 to 5.	1
Learn Repeater	Enter the unique ID of the device Press Done and Save the configuration	-
Delete Repeater	Click this button to delete the selected wireless repeater	-

Time Zones

Click on the Time Zone to display its options.

Settings

Parameter	Description	Default Configuration
Start Time	The Time-zone start time is when the time-zone begins. The time using for arm of area(s), turns output(s) to ON state and activate rights of specified user(s). There are 8 time-zones that can be programmed.	HH:MM
End Time	The Time-zone end time is when the time-zone finishes. The time using for disarm of area(s), turns output(s) to OFF state and deactivate rights of specified user(s). There are 8 time-zones that can be programmed.	HH:MM
Password	Password to activate/deactivate the selected Time Zone When this option is not empty then time-zone is inactive until user enters valid password. After that time-zone behaves like an ordinary time-zone. By entering valid password once again user will deactivate time-zone. When time-zone start time expires then area(s) assigned to time-zone will arm after 2 sec delay.	Empty
Time Zone Days	The Time-zone days are the days of week that the time-zone will be active. You can select any combination of the days from Sunday till Saturday. There are 8 time-zones that can be programmed.	No Day selected

Area Assignment

Parameter	Description	Default Configuration
Time Zone Assigned to Area	If area assigned to time-zone it will automatically arm when time-zone starts and disarmed when it finishes. You can assign more than one time-zone to each area. If assigning multiple time-zones you should insure that they do not overlap as this could cause confusion.	No Zones selected

Output Assignment

Parameter	Description	Default Configuration
Time Zone Assigned to Output	If a time-zone is assigned to an output it will turn the output on when the time-zone starts and turn the output off when it finishes.	No Output selected

User Assignment

Parameter	Description	Default Configuration
User Controlled by Time Zone	When the user is controlled by time zone, its keypad code, access tag and pendant deactivated all the time, when the time zone is not started or finished. Only when the time zone is started, the user can perform actions in the system in accordance with its rights as defined by configuration.	No User selected

Time Zones holidays

Parameter	Description	Default Configuration
Holidays	It is possible to pre-program up to 8 holidays. Holidays can override the time-zone function on the programmed day. For example, if an output was automatically controlled by a time- zone, the pre-programmed holidays can stop the output from turning on or off on a holiday. A holiday consists of a single day programmed by date. The holiday begins at the start of the day (00:00:00) and finishes immediately before midnight (23:59:59) on the programmed date. Holidays can be programmed in any order (although for simplicity it is recommended that they are programmed in chronological order) and the panel automatically removes them once the day ends. If you wish to remove a programmed holiday, you should to clear the date field.	

Miscellaneous

Clock and Timers

Parameter	Description	Default Configuration
Daylight Saving	If you are in Daylight Saving Time when the alarm system is installed you MUST turn this option ON so that the panel knows that Daylight Saving Time is currently active. Failure to do this will not allow the clock to automatically adjust to the correct time when Daylight Saving Time Ends	Not Enabled
GMT	Time zone starts from Greenwich Mean Time (GMT 0)	Value "2" for GMT+2
Date Format	European date format: Day / Month / Year American date format: Month / Day / Year	European format selected by default
Radio Zone Supervised Time (in minutes)	If a radio detector is capable of sending regular supervisory signals to the panel and the zone type is set for 'Supervised Signal Active', this timer sets how long a period has to elapse with no received transmissions before a supervisory failure alarm is generated. The time range is 1-255 minutes.	63 (minutes)
Two Trigger Time (in seconds)	If a zone is set to two trigger, the zone has to cause an alarm twice within the two trigger time period to cause an alarm. If multiple zones are set to two trigger, an alarm will be generated it two zones trigger once each within the two trigger time period. If a two trigger zone goes into alarm but remains in alarm for longer than the two trigger time period (ie detector failure or cable cut) an alarm will be generated. The time range is 5-255 seconds.	10 (seconds)
Alarm Reporting Delay (seconds)	If this address is set to 0, there will be no report delay. If it is set to any value other than 0 then a delay equal to the programmed value will stop the panel from reporting an alarm until this delay time expires. While the timer is active certain outputs can be disabled. Once the timer has expired it will not start again, the panel must be disarmed then armed to reset the timer. The value in seconds, maximal limit is 255 seconds.	0
Mains Fail Reporting Delay (seconds)	If a Mains Failure occurs this timer delays the reporting of Mains Failure to a Monitoring Station. If the mains power returns before the timer expires, then no report is sent. If Mains Failure is assigned to an output, this delay must expire before the output will turn on. The value in seconds, maximal limit is 3 hours (10800 seconds).	900
Communication Fail Reporting Delay (seconds)	If a Communication Fail occurs this timer delays the reporting of Communication Fail to a Monitoring Station. If specified communication path returns before the timer expires, then no report is sent. If Communication Fail is assigned to an output, this delay must expire before the output will turn on. The value in seconds, maximal limit is 3 hours (10800 seconds).	0

Panel Options

Parameter	Description	Default Configuration
Installer Code	This code is used to enter into full Installer Program mode. This code can only be changed while in Installer Program Mode. The Installer Code must be between 4-8 digits in length	000000
Duress Digit	The duress digit can be a number from 1-9 (a value of '0' means the duress function is disabled). To create a duress alarm the duress digit must be entered before a valid user code (eg If the code was '123' and the duress number was '4', then entering a code of '4123+ ENTER' would create a duress alarm). Any user code or time-zone password cannot starts with this digit for right duress recognition.	0
Disable mains fail test	If the panel must be run off a DC supply or the Mains supply can fail regularly, this option disables the mains voltage monitoring to prevent mains fail alarms from occurring	Not selected
Installer Lockout	If this option is selected, the panel will not allow access to program mode on power-up and the only valid method of accessing program mode is via the installer code.	Not selected
Buzzer Reset Time	Buzzer Reset Time in minutes	1 minute
Config mode resets confirmed alarms	If this option is selected and a Confirmed alarm has occurred, the alarm cannot be re-armed until the Installer has reset the alarm. The zones that caused the alarm will latch on (even when disarmed) until reset by the installer to indicate that lockout is in effect.	Not selected
Config mode resets tamper alarms	If this option is selected and a Tamper alarm has occurred (system or zone tampers), the alarm cannot be re-armed until the Installer has reset the alarm. The Trouble indication will latch on (even if the tamper alarm has been cleared) until reset by the installer to indicate that lockout is in effect.	Not selected
Config mode resets low battery alarms	If this option is selected and a Low Battery alarm has occurred, the Installer must access Installer Program Mode to reset the battery low alarm signal.	Not selected

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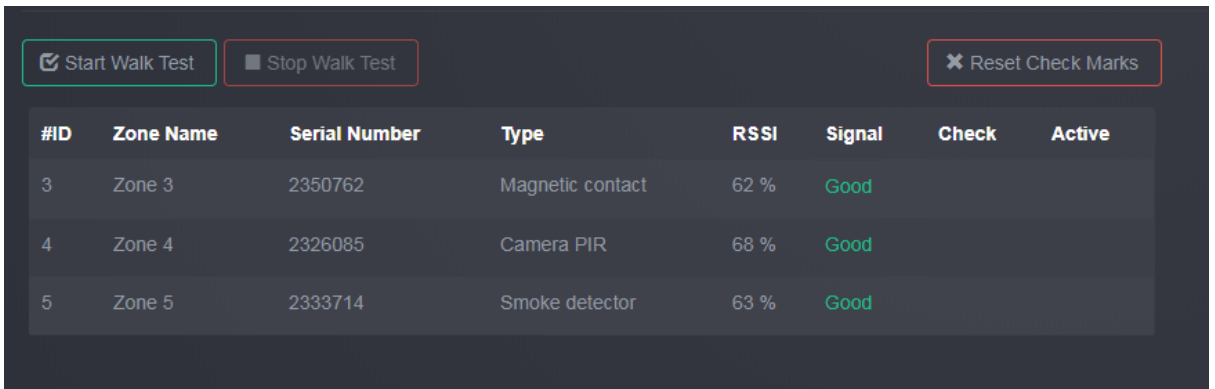
Config mode resets supervision alarms	If this option is selected and a Detector Supervision alarm has occurred, the alarm cannot be re-armed until the Installer has reset the alarm.	Not selected
Cannot arm if the system low battery or AC Fail	if this option is selected, the panel cannot be armed if the panel battery is low or the AC has failed. When the battery is fully charged or the AC has returned, the panel can then be armed. If this option not selected, the panel can be armed during these fault conditions.	Not selected
Cannot arm when communication fault	If this option is selected and the control panel has detected a communication fault (Ethernet or GSM/GPRS) the panel cannot be armed. To reset the failure the line must be re-instated to allow arming again.	Not selected
Code must be 4-8 digits long	If this option is selected, all user codes, installer code, time zone passwords and remote access password must be between 4-8 digits long. If it is not selected, the minimal length of the code is one digit.	Not selected
Enable Output Tamper	Monitoring of Tamper alarm indication for any device which is connected to Control Panel's output.	Selected
Max report count	The maximum number of log reports from any single source. The value is limited from 3 to 10.	10
Panel title	This is the name you give to your control panel to identify it (Ex: Home)	MiniGW
License time	Time period to permit the use control panel and use all an activity	Not selected
EN Compliance	When EN compliance is enabled, you won't be able to arm unless you first input a valid user code Even when pendant low battery is in effect, you can arm and disarm the affected area/s	Not selected

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Parameter	Description	Default Configuration
Code Required to View Memory	If this option is selected, access to view Memory Log, Status Window and Active Time Zones will only be allowed by using an authorized code. If this option is not selected, anyone can access the memory in disarm mode. At Arm or Stay Arm modes, entering the code is required in any case.	Not selected
Cancel Handover Zone Function in Stay Mode	If this option is selected, any zone programmed with the handover feature will act as a normal delayed zone during Stay mode (i.e. the handover feature will be ignored). The zone will still have the normal handover feature during the full arm state.	Not selected

Walk Test

Parameter	Description
Walk Test	This option is used to start walk-test mode while in installer or user program mode Press "Start Walk Test" button to start the test. By cross-walking all of the detectors connected to the system and activating them, the associated zone will latch up to allow verification that all zones are working properly. Press "Exit & Stop Walk Test" button, the walk-test mode will be terminated. The results of the walk-test will be displayed on the screen to verify which detectors were triggered during walk-test mode.

CrowCloud™ Web Services

Your Shepherd™ panel is configured by default for direct communication to CrowCloud™.

After configuration of your panel, go to http://Crowcloud.com and proceed with the user registration to your Shepherd™ panel.

The Crow Cloud personal user webpage give to the end user direct access to all of its registered control panels.

This personal webpage offers to the end user possibility to:
- Connect to its registered control panel
- Monitor and Control panel and connected devices
- Browse alarm pictures and request for immediate take picture
- Get panel connection info
- Manage cloud users
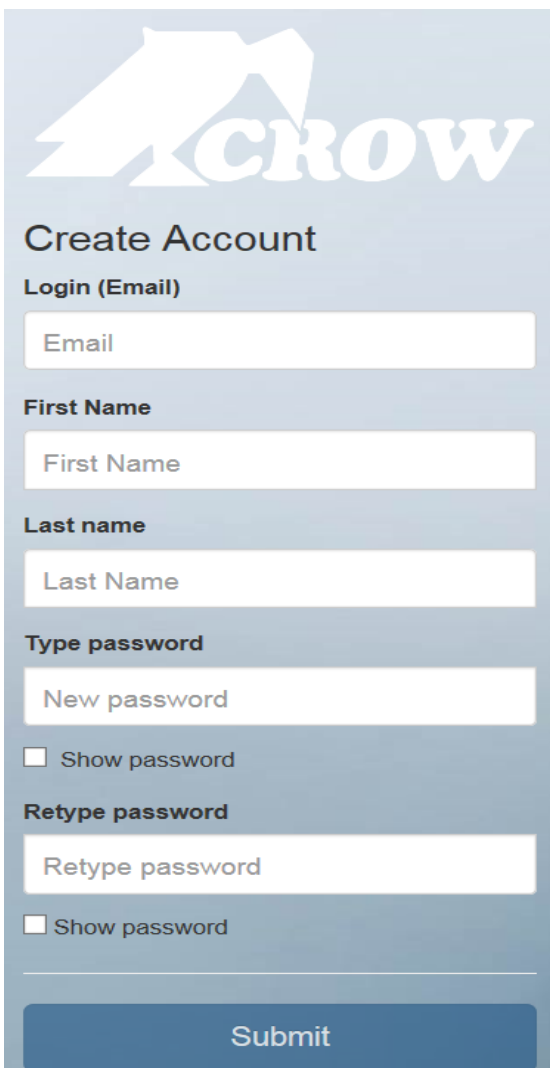
Login: If you already have an account on Crow Cloud, fill these form

Sign up: Click this link to start registration of new user

Forgot Password: Click this link to retrieve your password

Language: Select your preferred language

Email:
Enter end user email address.

First Name:
Enter the first name of the email address contact

Last Name:
Enter the family name of the email address contact

Type password:
Enter the password for connection to personal webpage

Retype password:
Confirm the password entered above

Submit:
Click this link to send form and create the user

Welcome page of the CrowCloud™

Information on:
Name of registered control panels
Firmware version
MAC address of control panels
Current Status of control panels

From this page you can:
Edit list of registered control panels
Add new control panel to user

Click on the desired control panel to access to its monitoring and control

Areas

This part gives control to Shepherd™ panel

Areas:
Selection of the area to monitor/control

ARM:
Arming of the selected Area

DISARM:
Disarming of the selected Area

STAY:
Stay Arming of the selected Area

PANIC:
Press 5 sec to generate immediate Panic Alarm

Note: *Only active zones will be listed*

Zones

This part gives info/control on Zones

Names of the active zones
RSSI Signal of the zone
Type of connected device
State of the device
Related area of the zone
Status (Active/Bypass) of the zone
Statistic (if device compatible) for Temperature, Air Quality, Humidity…

Add Zones: online learning of devices

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Outputs

This part gives control Outputs

NAME:
Name of the outputs (ex: outdoor siren)
TYPE:
Type of Output: Wired, Siren, Smart Plug…
STATE:
Info on output trouble
STATUS:
Activation / Deactivation of the output

Users

List of active users into the control panel.

ID:
User position registered in control panel
NAME:
Name of the user saved in control panel

Troubles

Information on current troubles detected

Pictures

This part of the personal page gives to the end user information and control of connected PIRCAM detectors with the possibility to display pictures of all devices or select device from which you want to see saved pictures.

The End-User has also the possibility to Take Picture from selected PIRCAM detector.

Panel Info

This part gives info on current communication status:

Display of the current connection method

Ethernet:
IP: internal IP of the panel in your network
MAC: Ethernet MAC of the Shepherd™
Mask: Network subnet mask
Panel: IP of the router
ID: Name of the communication method

Radio:
Information on the Two Way wireless RF module for wireless ISM devices

GSM:
Information received from cellular provider on the current GSM/GPRS connection

Wi-Fi:
Information on the Wi-Fi connection status inside your personal network

Reset panel connection:
Restart panel communication methods

Panel Info (screenshot)

Connected via Ethernet

Ethernet
Ip: 10.0.0.15
Mac: 0013A1200072
Mask: 255.255.255.0
Gateway: 10.0.0.138
Id: ethernet

Radio
Module id: 2416043
Freq: 916.5
Hardware version: 4.06
Software version: 0.62
Id: radio

GSM
Status: 10
Ip: 10.25.158.136
Provider: IL Pelephone
Mask: 255.255.255.255
Status desc: RSSI Low
Gateway: 10.25.158.136
Band: -
Dns: 91.135.104.8
Module hw: 00.000.51
Imei: 354031080035881
Rssi: 5
Net: HSUPA
Id: gsm

Wi-fi
Ssid:
Ip: 0.0.0.0
Mask: 0.0.0.0
Gateway: 0.0.0.0
Mac: 000000000000
Dns: 0.0.0.0
Rssi: 0
Id: wifi

Reset panel connection

Details

You can easily set up events notifications and select type of events sent to each emails addresses registered

Information: All type of information.

Alarm: Alarm occurs

Troubles: When the panel reports troubles

Take picture: In case of picture is requested

User association: When a new user is registered on the panel

Configuration: Enter in installer mode

Arm: When arming the system

You can also select which email is allowed to receive alarm pictures.

Notifications (screenshot)

Receive Push Notification

Information	✓
Alarm	✓
Troubles	✓
Take picture	✓
User association	✓
Configuration	✓
Arm	✓

Receive Pictures by Email

Receive pictures	✓

✔ Submit

ℹ Notifications will be sent automatically to your account email address:
You can set up other email addresses to get notified

#	Email	Actions
1	name@email.com	Edit 🗑

Add New email address

Areas	Zones	Outputs	Users	Troubles	Pictures	Settings ▾

Details

Panel name   `GW Home`

✔ Submit

Details

This tab gives possibility to change control panel name in the cloud

Mobile Applications

Friendly user guide will help you register and set up the Panel.
Install the Crow Pro application on your smartphone (iOS / Android)

or open your web browser http://CrowCloud.com