



ultraSync

Smart Home Management Hub



Training Objectives

- Understand the UltraSync™ smart home management hub system
- Install a basic UltraSync system
- Set up devices, zones and users
- Add UltraSync to a Wi-Fi network
- Download and install the management app (UltraSync) to a smart device

Training Objectives

- Arm/Disarm System
- Add Cameras
- Add Z-Wave devices
 - Modules
 - Locks
 - Thermostats
- Customize your UltraSync



Training Course Outline

- I. Introduction to UltraSync
- II. Selecting panel location
- III. Installing the panel
- IV. Installation of the UltraSync app on a smart device
- V. Configuring a site on UltraSync
- VI. Connecting to UltraSync via web browser
- VII. Connecting UltraSync to a Wi-Fi network
- VIII. Connecting UltraSync to LAN (optional)
- IX. Learning wireless sensors
- X. Learning hardwire sensors
- XI. How to bypass a sensor
- XII. Adding users

About UltraSync

The UltraSync smart home management hub is simple to install and program and may be configured using one of the following methods:

- UltraSync – a mobile application used by end-users to manage and control the panel and by installers to perform complete system configurations. (Local or remote)
- Web server – from a mobile device or computer using a web browser to connect wirelessly to UltraSync and perform a complete system configuration. (Local)



About UltraSync



- Use the integrated keypad with voice-guided menu prompts to configure the panel. (Local)
- DLX900 – a remote downloader that enables complete system configurations and firmware updates and patches. DLX900 may be used for unique programming of a single panel or for batch updates to multiple panels. (Remote)

Understanding UltraSync

○ Versatile

- Native Ethernet, Wi-Fi and Z-Wave (no extra modules required)
- Cellular modem (optional)
- Local and Secured Remote programming
 - Webserver
 - App (Android®, iOS®)
 - Integrated keypad (Front Panel Local)
 - Downloader (DLX900) software
- Wall mount or optional desk stand (ZW-DS01)

Understanding UltraSync

○ Features and Benefits

- 256 users
- 64 wireless - 2 hardwired sensors*
- 20 keyfobs
- 4 partitions (areas)
- Dynamic key lighting on keypad
- Personal voice guidance
- 2 programmable outputs
 - (250mA max combined)
- Internal piezo (85dB at 10ft)
- Battery back-up
- 802.11 Wi-Fi
- 3G Cellular radio support
- Local LAN connection (IEEE 802.3 compliant)

* Can be Zone doubled to 4 hardwire zones N/C contacts only



Understanding UltraSync

○ Convenient

- Local and remote system management
- Z-Wave control
 - Lights
 - Thermostats
 - Locks
- Cameras
 - Live and event recording playback
- Scenes and schedules
 - 16 scenes with 16 actions

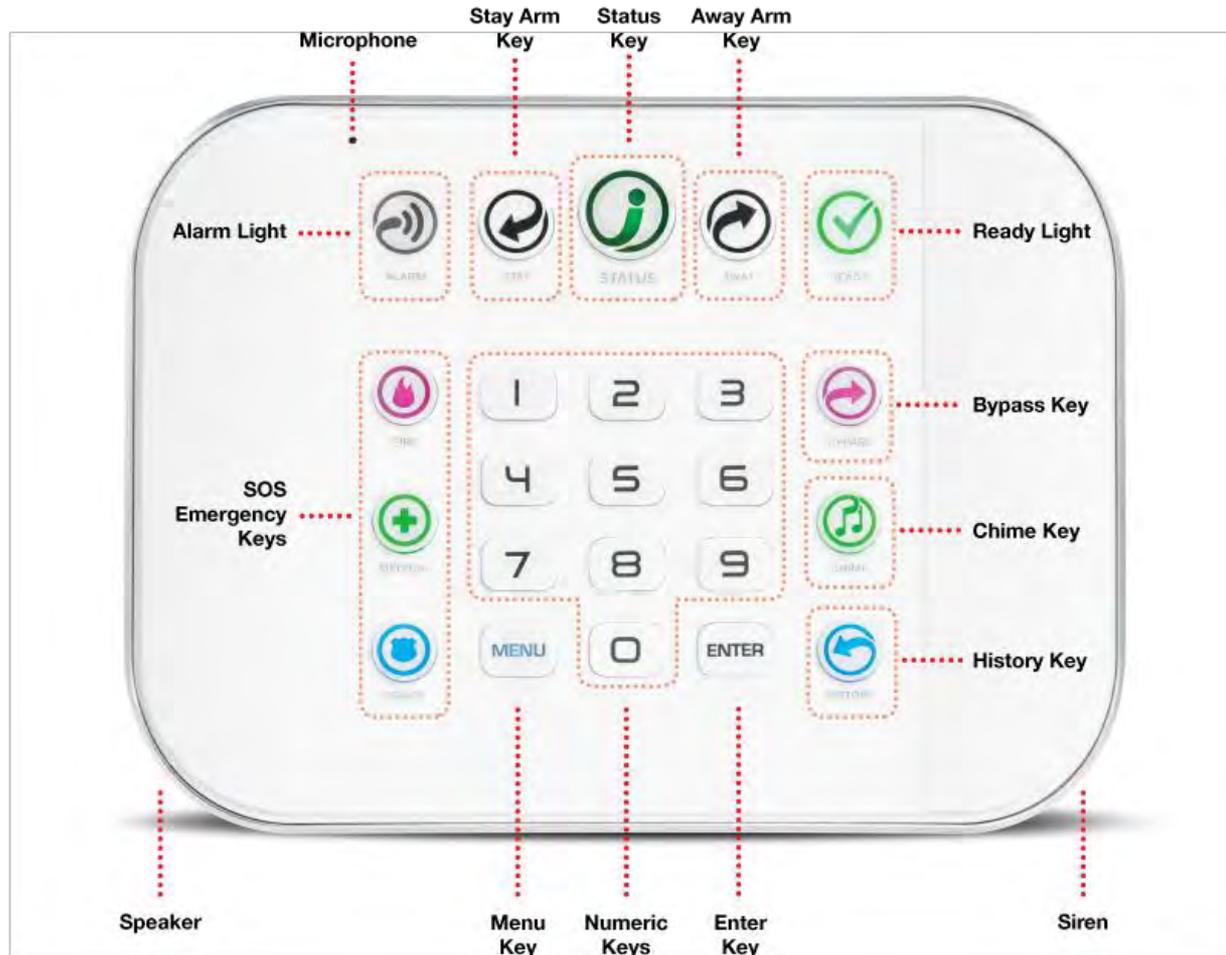


Understanding UltraSync

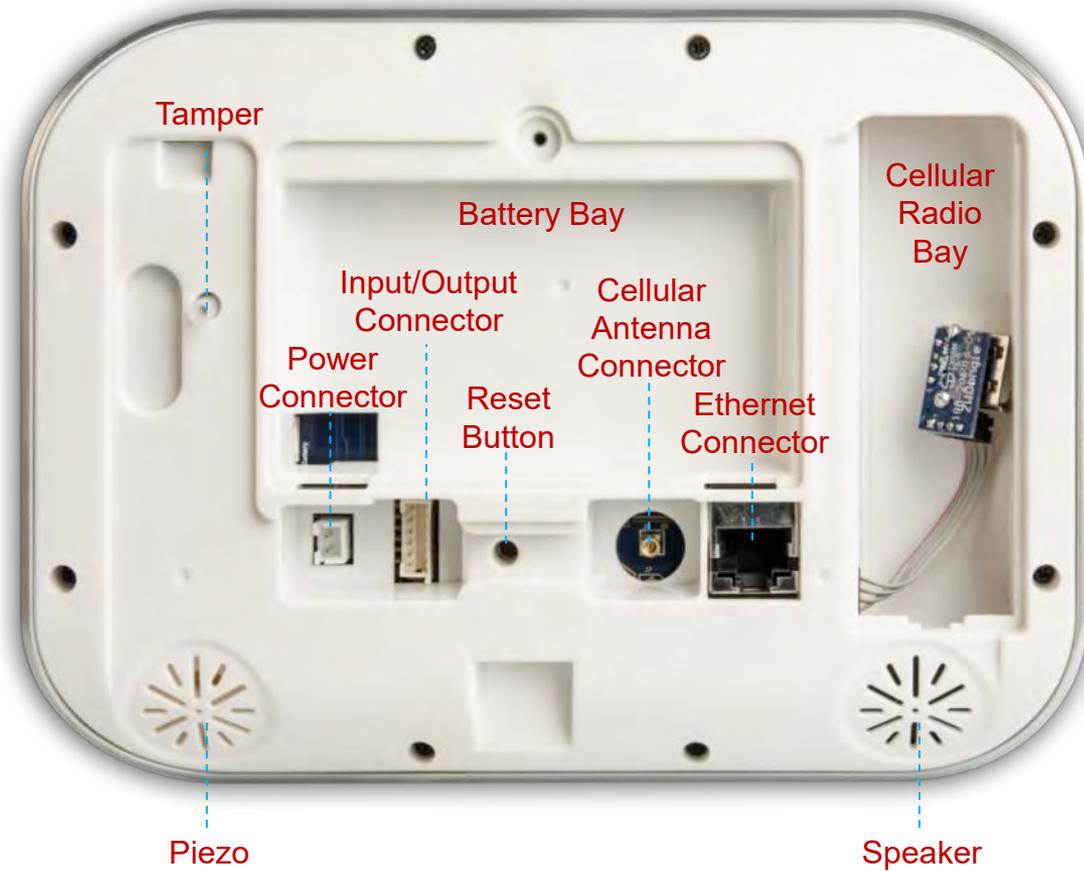
○ Package includes:

- UltraSync panel with wall bracket (ZW-6400)
- 9VDC power pack
- Backup battery pack
- Input/output leads
- Quick reference guide
- Optional desk stand (ZW-DS01)
- Installation and user manuals: <http://www.interlogix.com/ultrasync-for-dealers/>

Front of UltraSync



Back of UltraSync



Installing UltraSync

What needs to be done first?

Determine location of the panel.

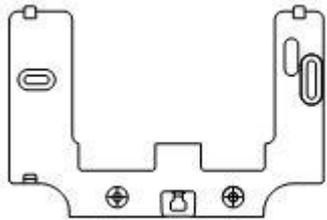
Before mounting the panel, locate the serial number and record it for later setup of sites and users.

Panel Location will need to accommodate:

- Cell signal strength
- Location of wireless zones
- Repeater for wireless intrusion zones
- Homeowner's router/switch
- Cat 5e or Cat 6 reach and capabilities
- Need for Wi-Fi for IP devices
- Z-wave device type and location

Mounting UltraSync

Installing the bracket to a wall:



Make sure power cable can reach UltraSync panel once mounted to the bracket.



Align the UltraSync panel to the top clips on the wall bracket, then slide the panel into place so it sits flat against the wall.

Mounting UltraSync



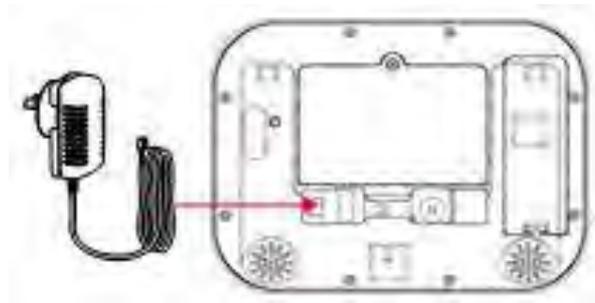
(ZW-DS01)

UltraSync also comes with an optional desk stand to place on a secure, flat surface if user/installer does not want to mount it on a wall.

Powering UltraSync

Make sure power cable runs alongside of battery, not underneath, to the battery port.

- Plug power cable into back of the unit
- Battery backup will charge while power is connected



DOWNLOADING & INSTALLING ULTRASYN



Installing UltraSync



- Once UltraSync has been programmed with IP and is on the network, configurations can be done from a local laptop, smart phone or tablet
- It may also be configured from the UltraSync app available from Apple® App StoreSM or from Google PlayTM Store



1. Search for “UltraSync”
2. Install application
3. Click on the icon to launch application
4. Click the “+” to add a new account

CONFIGURING A SITE



Configuring a UltraSync site on UltraSync

- Once you have downloaded the UltraSync app onto the smart device, you can begin UltraSync site setup.

Click the
“Add” to
configure
a site



Configuring a UltraSync site

○ Enter the details of your security system

- A. Create Site Name
- B. Serial Number can be found on back of UltraSync Panel
- C. Default Passcode of 00000000 disables remote access. To enable remote access, log in to web server
- D. User Name is for any authorized user on the system
- E. PIN is for any authorized user on the system
 - To change User Name and PIN, log in to web server

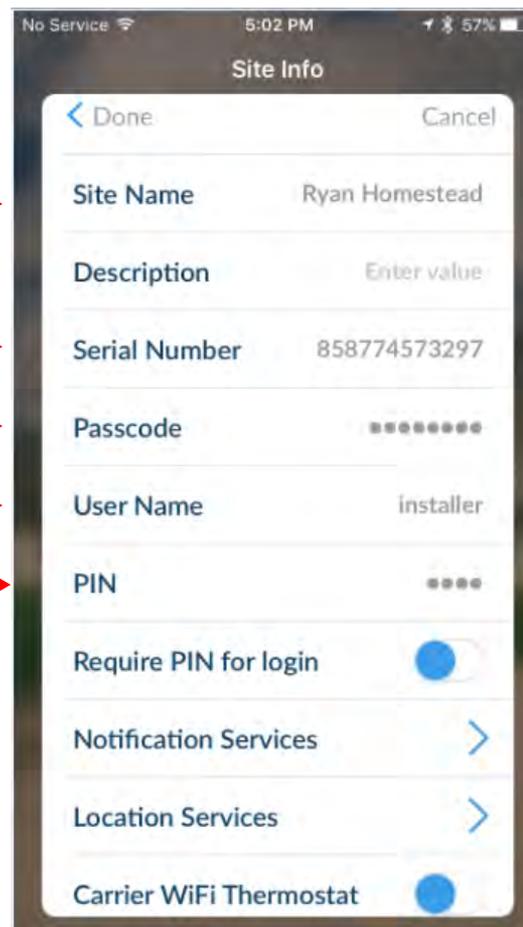
A →

B →

C →

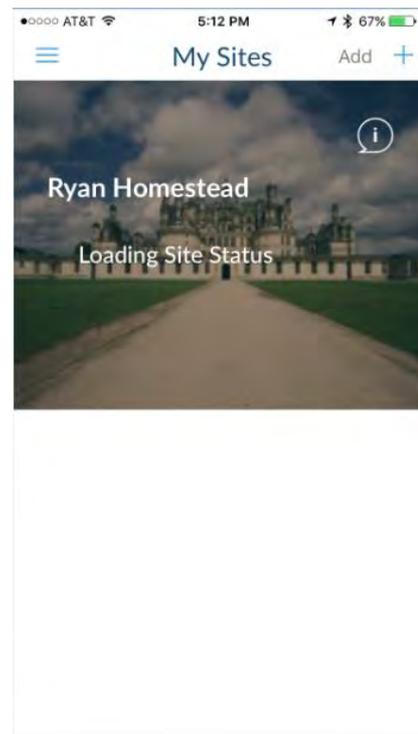
D →

E →



Configuring a UltraSync site on UltraSync

- Click the “Done” button to save
- Click the site name you just created
- App will now connect to UltraSync



CONNECTING TO ULTRASYNCR VIA WEB BROWSER



Steps to Configure UltraSync

- Enable UltraSync panel to make it discoverable
 - Wi-Fi Discovery Mode creates a local hot spot and provides direct access to the UltraSync panel from a smart phone or tablet for programming settings and initial set up.



- To activate Wi-Fi Discovery mode:
 - Press “Menu”
 - Press the “9” key
 - Enter PIN number or installer PIN
 - Press “Enter”
 - Press “8”
 - Then press “Menu” and “Menu”

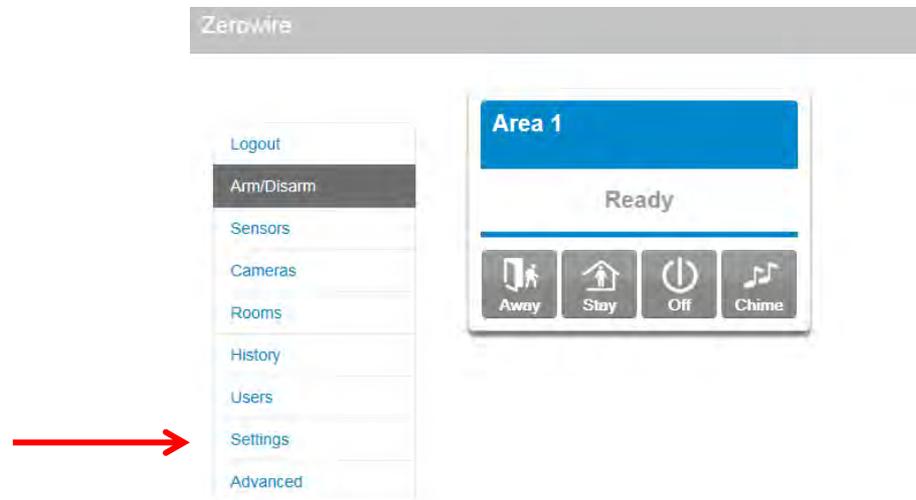
Steps to Configure UltraSync

- On laptop, smart phone or tablet
 - Locate and select the Wi-Fi network called “ZeroWire_xxxx”
 - Only one user can connect to UltraSync network at a time
 - No password is needed to connect
 - Open a web browser on laptop, smart phone or tablet, and in the address bar type: “192.168.1.3”
 - Sign-in screen will appear
 - Username: installer
 - Password: 9713



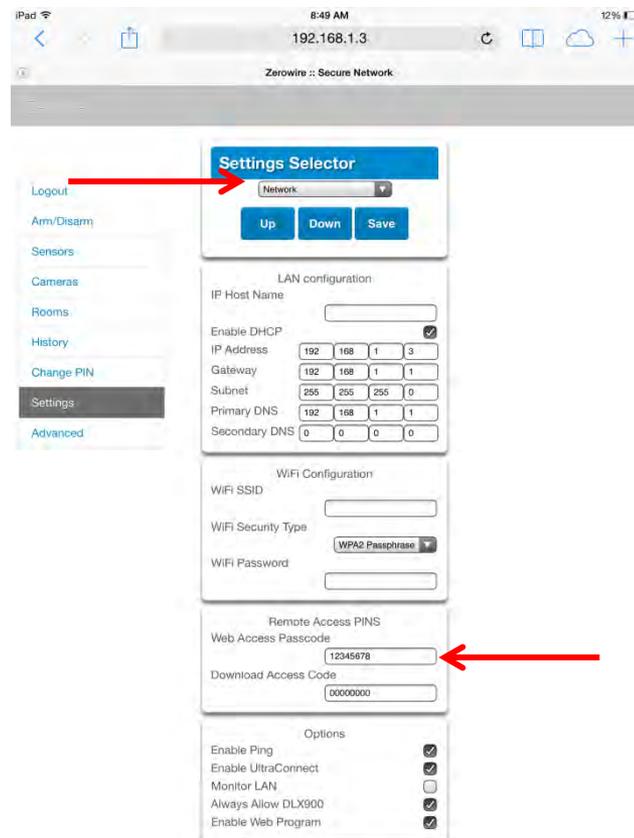
Initially Connecting UltraSync

- Once logged in, select “Settings” to program UltraSync



Initially Connecting UltraSync

- Select “Network” from the Setting Selector dropdown list
 - Enter the “Web Access Passcode”
 - This code enables the ability of remote access and is unique to each end user
 - Code needs to be 8 digits long



The screenshot displays the UltraSync web interface on an iPad. The top status bar shows the time as 8:49 AM and the battery level at 12%. The browser address bar shows the URL 192.168.1.3. The page title is "ZeroWire :: Secure Network".

The main content area features a "Settings Selector" dropdown menu with "Network" selected. Below this are several configuration sections:

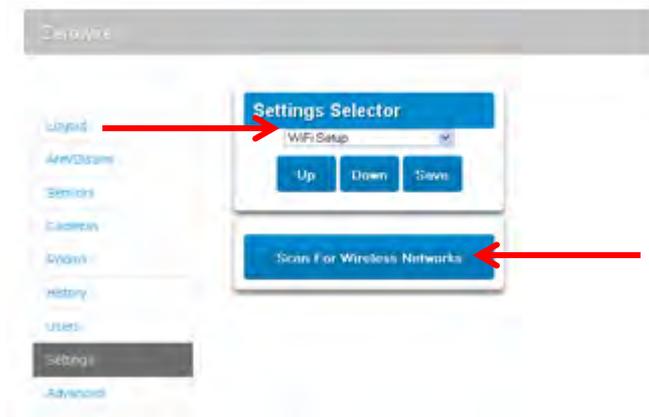
- LAN configuration:** Includes fields for IP Host Name, Enable DHCP (checked), IP Address (192.168.1.3), Gateway (192.168.1.1), Subnet (255.255.255.0), Primary DNS (192.168.1.1), and Secondary DNS (0.0.0.0).
- WiFi Configuration:** Includes fields for WiFi SSID, WiFi Security Type (set to WPA2 Passphrase), and WiFi Password.
- Remote Access PINS:** Includes a "Web Access Passcode" field containing the value "12345678" and a "Download Access Code" field containing "00000000".
- Options:** Includes checkboxes for Enable Ping (checked), Enable UltraConnect (checked), Monitor LAN (unchecked), Always Allow DLX900 (checked), and Enable Web Program (checked).

Red arrows highlight the "Network" dropdown menu and the "Web Access Passcode" field.

Wireless LAN Setup

- Select “Wi-Fi Setup” from the Setting Selector dropdown list
 - Click “Scan for Wireless network” and wait until all networks are identified
 - Locate and select the proper network*
 - Enter the passcode for that network
 - Click “OK”

*Wireless router must support 802.11b or 802.11g



CONNECTING ULTRASYNCR TO A WIRED LAN CONNECTION (OPTIONAL)

Wired LAN Setup

Wired LAN connection is the easiest to set up, but requires a physical Ethernet connection to the UltraSync panel. You will need to provide the internet connection and Ethernet router.

- Connect UltraSync to power source
- Connect ethernet cable to the back side of the UltraSync panel
- On the panel:
 - Press “Menu”
 - Press the “8” button
 - Enter your Installer pin (9713)
 - Press the “6” button
 - Write down the IP address
 - If you hear “IP Address is not configured,” wait 30 seconds and try again
- Enter the IP address into address bar of a web browser and log in

CELLULAR 3G SETUP



Cellular 3G Setup

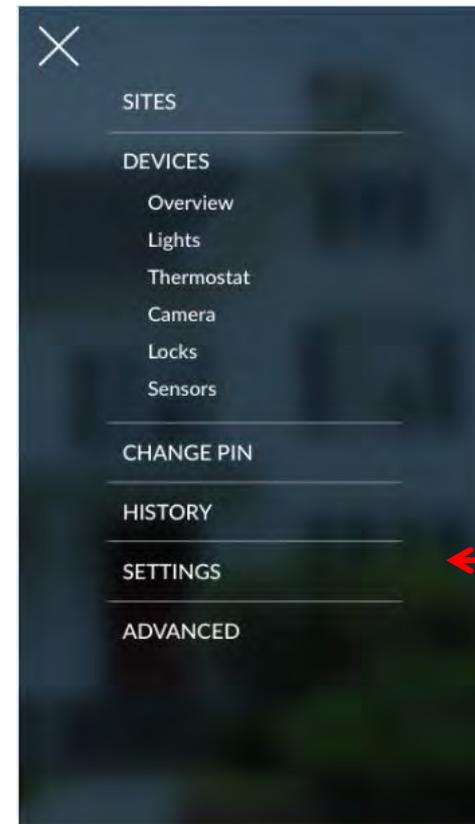
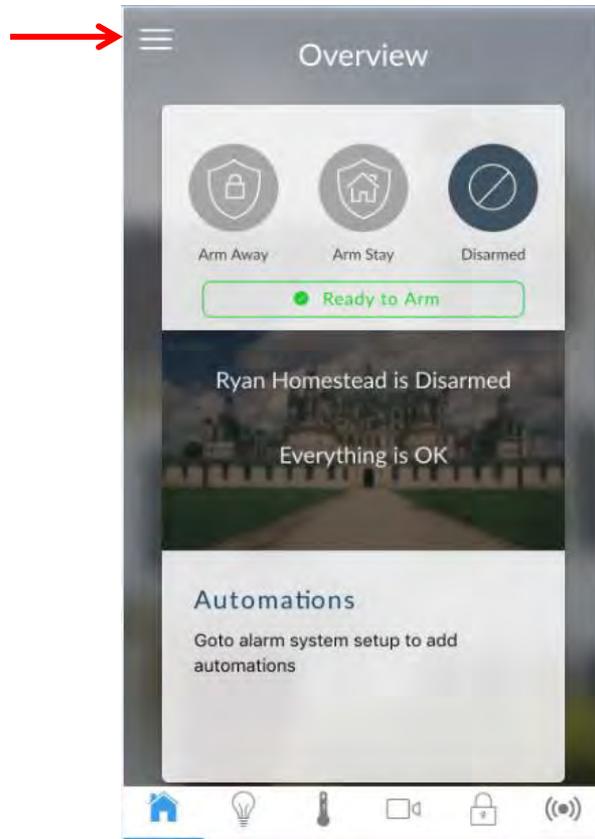
- With quality mobile phone connection, cellular 3G setup provides a direct connection for secure reporting with no configuration needed in most cases.
- Your 3G cellular modem should be pre-configured and ready to use once plugged into the UltraSync panel.
- If you need to make any changes:
 - Open Cellular modem cover on back of UltraSync
 - Connect USB 3G cellular modem to the USB lead
 - Place modem inside the UltraSync panel and replace cover
 - Check signal level. If signal is low, connect optional 6' external antenna

LEARNING WIRELESS SENSORS



Learning Wireless Sensors

- Press the Menu icon
- Go to “Settings” and select “Sensors”



Learning Wireless Sensors

- Press the “Learn” button
- Configure “Sensor Name” and settings
- Press “Save”



ADDING & EDITING USERS



Types of Users

○ 7 Default User Types

- **Master Installer** - Can arm and disarm areas. They can change all features including create, delete or modify user codes.
- **Installer** - Can arm areas and can disarm areas if they armed the area. They can change all features EXCEPT create, delete or modify user codes. They can modify their own user code.
- **Standard** – Can arm and disarm areas, but they cannot create users or review event history.
- **Master** – Can arm and disarm areas. They can create, delete, or modify user codes. They can also change system settings
- **Arm Only** – Can only turn on the security system. They cannot disarm or dismiss any system conditions
- **Duress** – This code will disarm the system while sending in a silent signal to the Central Station.
- **Custom** – allows the configuration of schedules when the PIN is active.

Adding Users

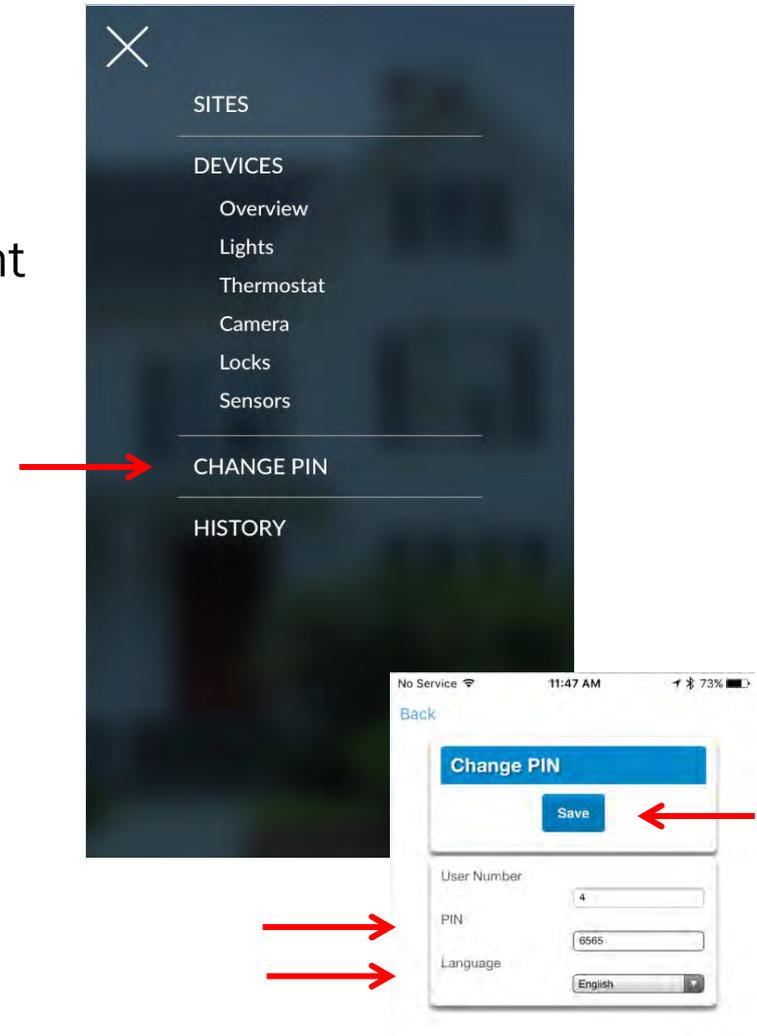
Only available to Master Installer and Master:

- Log in with Master Code
- Press “More”
- Go to “Users” and select “Add”
- Input user information
- Select the type of user
- Set start and end dates and time
- Press “Save”



Editing User PIN

- Each user can edit their own PIN
 - Log onto panel with your current PIN
 - Go to “Users” and select “Change PIN”
 - Edit PIN and press “Save”



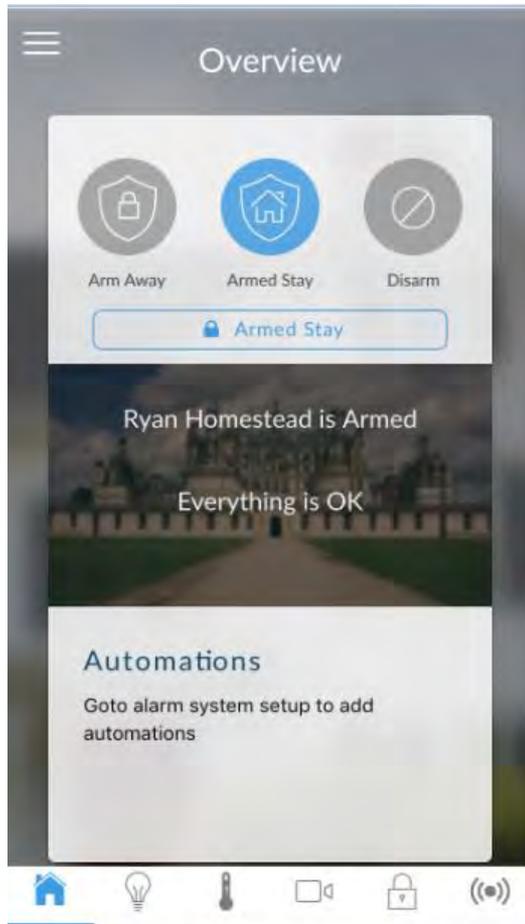
ARMING AND DISARMING

How to Arm/Disarm System

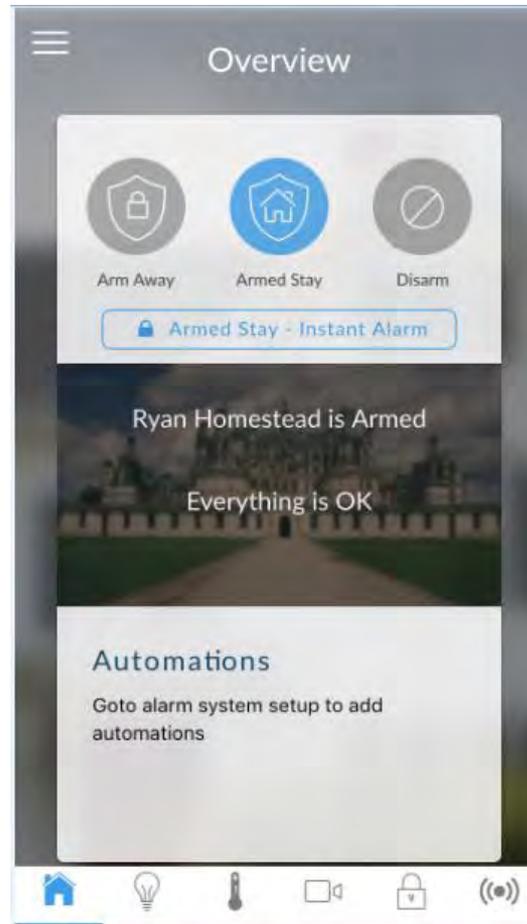
- **Arm Away** – Use Away Mode when you are leaving the premises and want the entire premises protected in your absence.
- **Arm Stay** – Use Stay Mode when you are staying in the premises and want the perimeter protected while allowing you to move around inside without setting off the alarm. This gives you peace of mind even when you are home.
- **Disarm** – Only intrusion/burglary sensors such as doors, windows and motion sensors are disarmed. Environmental sensors, such as smoke and carbon monoxide, stay active at all times.

How to Arm/Disarm System

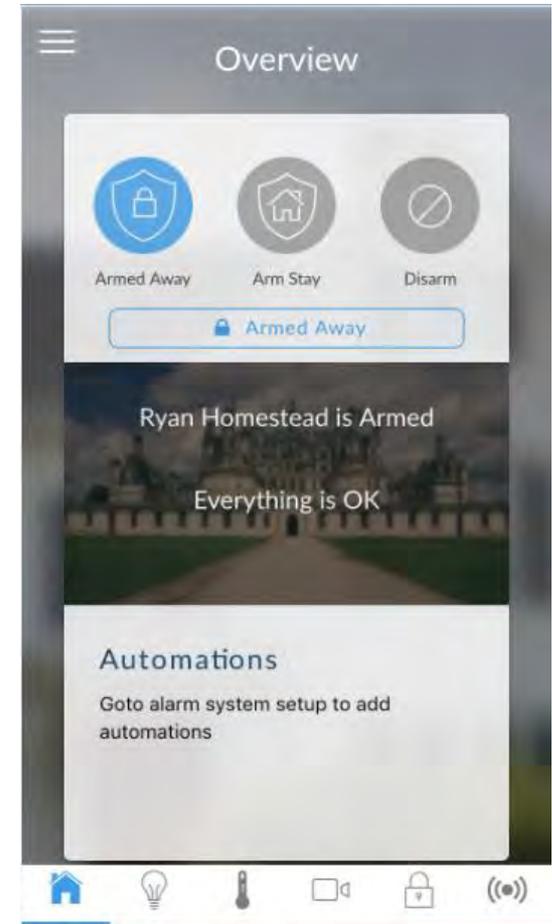
Stay



Stay Instant



Away



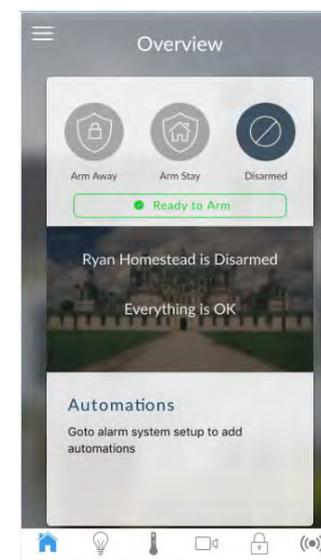
How to Arm/Disarm System

- Arming the system can be initiated from a web browser directly connected to the panel, from the UltraSync app or from the UltraSync panel.

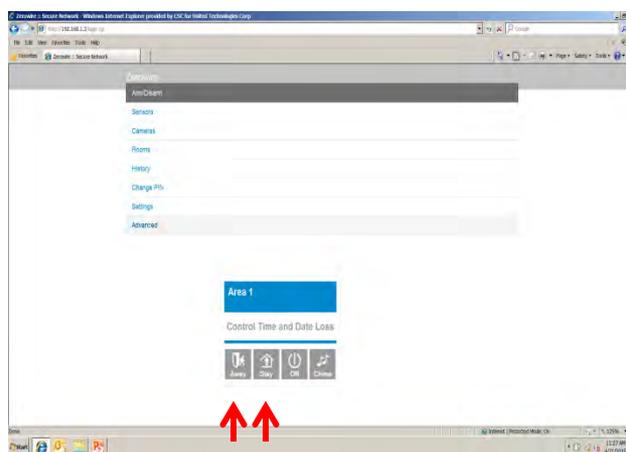
UltraSync Panel



UltraSync App



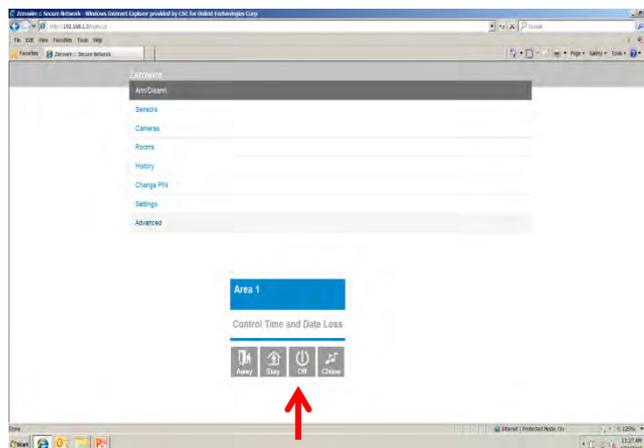
PC Webserver



How to Arm/Disarm System

- To disarm the system, press the “OFF” button
 - If there is a sensor that is currently active; the icon bar will be Yellow instead of blue

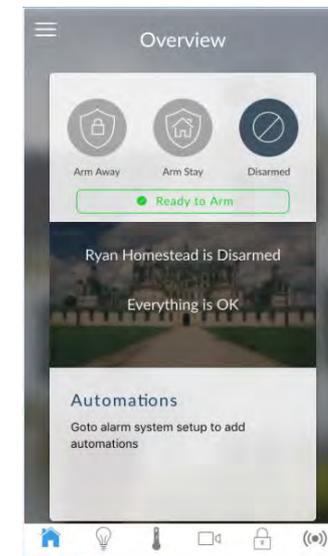
PC Webserver



UltraSync Panel



UltraSync App



HOW TO BYPASS A SENSOR

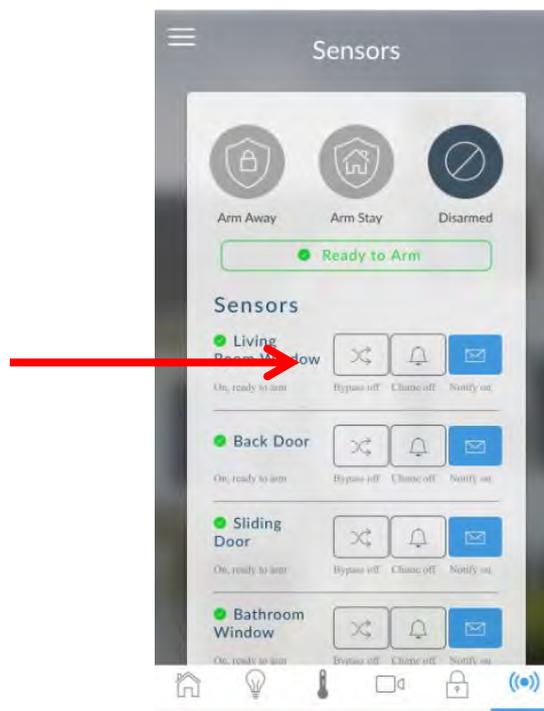


Bypass a Sensor

- Bypassing a sensor allows users to bypass, or open, selected sensors while the system is armed.
 - Example: if a user's doors and windows are monitored and the user wants to open a kitchen window, but does not want to bypass all sensors in the system, the user can bypass the kitchen window sensor and then open the kitchen window without causing an alarm. Bypassed sensors are automatically unbypassed when the arming level is changed to a level where the sensor is not active.

Bypass a Sensor

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

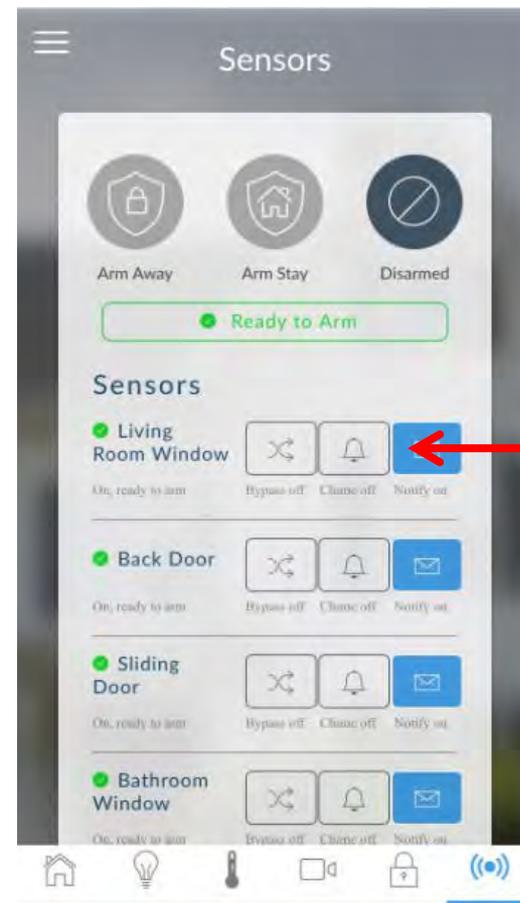


CHIME FEATURE



Chime Feature

- Can be configured to chime/annunciate when a sensor is activated.
- Chime mode does not trigger any alarms. It is used to alert a home owner to the opening of a door or window.
- Each sensor can be individually enabled to chime
- Can be configured to sounds a “ding” chime, annunciate a pre-configured name or announce a recorded name.



ADDING CAMERAS



Adding Cameras

- Log in as Installer
- Press “More”
- Select “Cameras” from the Setting Selector dropdown list
- Press the “Scan for new cameras” button
 - Install the camera according to manufacturers recommendations
 - The camera must be on the same network as the UltraSync panel



ADDING / REMOVING Z-WAVE DEVICES

Adding Z-Wave Devices

- Log in as Installer
- Select “Z-Wave Add/Remove” from the Settings Selector dropdown menu
- Press “Add”
- Press “Mate, Configure or Add” button on device
- Select Room Location
- Enter Name of device
- Press “Save”



Removing Z-Wave Devices

- To remove a Zwave device, Press “Remove”
- Press the “Mate, Configure or Add” button on the device
- Press “Save”



HOW TO PROGRAM KEYPAD



How to Program Keypad



- To program or configure anything from the UltraSync keypad, press the “Menu” button and follow the voice commands

Quick Reference Guide



ZeroWire™
Quick Reference Guide

V1.0

Download UltraSync™ app for your smartphone.

Serial Number

Web Access Code

User Name

PIN Code

For more help visit: www.interlogix.com

{COMPLIANCE LABEL}

Overview

ZeroWire is a self-contained security system that is easy to use and has a modern design.

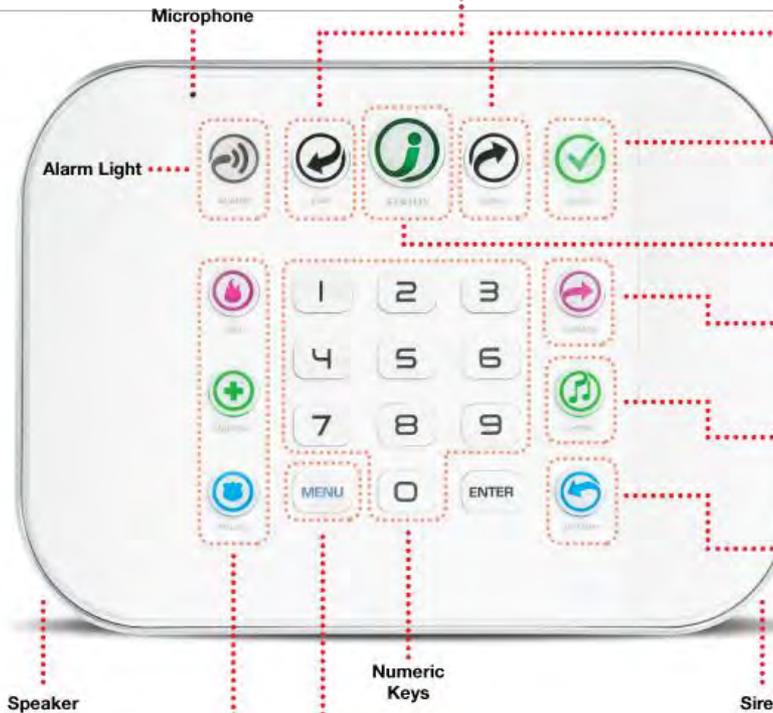
It has simple buttons and lights that allow you to tell at a glance the status of your system, and a Voice Guide that walks you through how to use each feature.

Stay Arming your security system

When the Ready Light is green, press the Stay Key and ZeroWire will partially arm your security system. Predetermined sensors will be bypassed, and all remaining sensors will be active. The system will not arm if the Ready Light is not lit. Press the Status Key for more info.

Away Arming your security system

When the Ready Light is green, press the Away Key and ZeroWire will fully arm your security system. The system will not arm if the Ready Light is not lit, all sensors must be closed. Press the Status Key for more info.



Ready Light

When it is green, all sensors are ready and the system can be armed. When it is "flashing" green, some sensors are not ready but it can be Force Armed. When it is off, the system is not ready and cannot be armed.

Status Key

When it is green, everything is normal. When it is yellow, there are non-urgent system conditions. Press the key for more info. When it is red, there are urgent system conditions. Press the key for more info.

Bypass Key

Press the Bypass Key if you wish to isolate (ignore) a sensor. Bypassed sensors will not be active when you arm the system in Stay or Away modes.

Chime Key**

In the disarmed state, the ZeroWire will sound a doorbell sound each time a sensor is triggered. Press the Chime Key to toggle Chime Mode on/off, or to select sensors to add to Chime Mode.

History Key

List of all events. You will need a valid PIN code to access this feature.

Disarming your security system

Enter a valid user PIN code using the numeric keys and the system will disarm.

**This feature needs to be enabled by your security provider.

SOS (Emergency Keys)**

First Key — Hold this key down for two seconds to send a file report to a monitoring center. A slow beeping fire alarm will sound.

Medical Key — Hold this key down for two seconds to send a medical report to a monitoring center. No siren sound is made.

Police (Panic) Key — Hold this key down for two seconds to send a panic report to a monitoring center. An alarm will sound.

To acknowledge and silence an alarm - enter a user PIN code then press Enter.

Menu Key

Press the Menu Key to change the settings of your system.

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

CENTRAL STATION RESELLERS



UltraSync Dealer On-Boarding Process

1. Dealer needs to understand that their UltraSync Hub has to be setup on the portal prior to installation (as indicated by the sticker)
2. A PDF document outlines this in detail
3. Dealer's central station needs to be setup for UltraSync
 - The current list of UltraSync Capable central stations can be found at: <http://static.interlogix.com/library/ultrasync-capable-central-stations.pdf>



STICKER ON
THE BOX

Central Station Resellers of UltraSync Services (these central stations can onboard dealers)

United States		Canada	
Affiliated Central Station	Guard Tronic	A.P.I. Monitoring	Consolidated Monitoring Ltd.
Alarm Central	Monitoring America CO-OP	Alarme Sentinelle	Counterforce
Avantguard	(NMC) National Monitoring Center	Armstrong's National Alarm Monitoring	Lanvac
Cen-Signal	Nationwide Monitoring	CCAQ	SecurTek Monitoring Solutions
CMS (Criticom)	Quick Response	Central Security BPG	Price's Alarms
Design Communications	Security Partners	Centrale d'alarme de Bromont	
ESC Central	Southwest Dispatch		
General Monitoring	US Monitoring		
Global Monitoring Solutions	Wright Hennepin		
Guardian Alarm Systems			

UltraSync Dealer On-Boarding Process

1. To become a Certified UltraSync Reseller, the dealer can go through a central station that resells UltraSync services or...
2. They can contact Interlogix to sign up for these services directly at: UltraSync.Services@Interlogix.com
 - Dealers needs to include the following in their email...
 1. Name and contact details
 2. Company name
 3. The state in which they are located
3. Time it takes to get setup varies (0-14 days)

UltraSync Dealer On-Boarding Process

Hand-out

UltraSync Dealer Certification Details

Thank you for purchasing the Interlogix Self-contained Hub. This product carries the following requirements before you can perform your first customer installation:

1. **You must be a Certified UltraSync Reseller or working through one** (table 1)
 - a. A list of Certified Central Station Resellers can be found below
2. **Your central station must be UltraSync Capable** (ready to take UltraSync signals)
 - a. A list of UltraSync Capable Central Stations can be found below (table 2)
3. **Your company must complete an online or in-person certification training**
 - a. Additional information will be provided as you proceed through the process

Already a Certified UltraSync Reseller?

Yes: Go ahead and get started by provisioning your Hub at <https://webportal.ultra-sync.com/>

No: Contact an UltraSync Certified Central Station Reseller to get started (list below).

What if my central station isn't currently UltraSync Capable?

Let's get them setup. Send an email to us at UltraSync.Services@Interlogix.com and let us know who we should contact at the central station and we'll talk through what it takes to get setup and ready to handle your UltraSync installations.

What if my central station is UltraSync Capable (can take UltraSync signals) but is not a Central Station Reseller of UltraSync Services?

No problem. We can see if your central station is interested in becoming an UltraSync Reseller or you can sign up directly with Interlogix for UltraSync Services (volume commitments may apply).

***If you would like to become an UltraSync Reseller directly through Interlogix, send us an email at UltraSync.Services@Interlogix.com to get started. Please include.....

1. Your name and contact details
2. Your company name
3. The state in which you are located

Once we receive this email, a sales representative will be in touch to further explain things.

SUPPORT INFORMATION



Support Information

For additional information on the UltraSync smart home management hub system, contact your local Interlogix District Sales Manager.

- General Pre-Sales Inquiries:
 - presales@interlogix.com
- Tech Support:
 - Interlogix.com/support
 - +1-855-286-8889 (8am – 8pm EST, M-F)
 - techsupport@interlogix.com



