



Alarm Engine

E27 Alarm Engine & ElkConnect User Guide



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System Notes

Central Monitoring Station: _____ Acct. # _____

Installation Company: _____

Address: _____ Phone: _____

City: _____ St: _____ Zip: _____

Exit Delay Timer in seconds: _____

Entry Delay Timer in seconds: _____ Extended Entry Delay Timer: _____

Single Key Arming Enabled? Y or N

Burglary Alarm (Audible) Cutoff Timer in minutes: _____

Fire Alarm (Audible) Cutoff Timer in minutes: _____

F1 Key Function: _FIRE_ _____ Single Press? Y or N Silent? Y or N

F2 Key Function: _PANIC (POLICE)_ _____ Single Press? Y or N Silent? Y or N

F3 Key Function: _EMERGENCY (MEDICAL)_ _____ Single Press? Y or N Silent? Y or N

F4 Key Function: _____ Single Press? Y or N Silent? Y or N

Introduction

This system consists of a main control unit, one or more keypads, and various contact sensors and detectors. The control unit is generally placed in an out of sight location such as a closet, utility room, etc. It houses the main electronics and a backup battery for standby power. Ordinarily, there is no reason for anyone except the installer or service personnel to have access to the control unit.

Keypads are the primary user interface, and they display the current system status using their LCD screen and LED lights. Keypads also produce audible feedback at appropriate times. Generally speaking, a keypad is installed adjacent to any primary entry/exit door(s).

THIS MANUAL IS PROVIDED TO ACQUAINT YOU WITH THE OPERATION OF THE SYSTEM AND HELP YOU BECOME PROFICIENT WITH IT'S OPERATION. ALL USERS SHOULD READ AND FOLLOW THE INSTRUCTIONS AND CAUTIONS IN THIS MANUAL. FAILURE TO DO SO COULD RESULT IN THE SYSTEM NOT WORKING PROPERLY. KEEP THIS MANUAL IN AN EASY TO ACCESS LOCATION. READ AND FOLLOW THESE INSTRUCTIONS CAREFULLY. IF YOU DO NOT UNDERSTAND ANY PORTION OF THIS MANUAL OR IF YOU HAVE ANY QUESTIONS ABOUT YOUR SYSTEM, CONTACT THE INSTALLING COMPANY FOR ASSISTANCE.

PLEASE BE AWARE OF THE FOLLOWING:

The level of security obtained is directly related to two major factors.

1. The quantity, quality, and placement of sensors attached to this system.
2. The knowledge and operating skills that you have of the system, including but not limited to the weekly testing of the complete system.

Important notes when preparing a security/safety plan for your home or business:

1. This system is an electronic device and is subject to failure or malfunction. You should not rely on it as your single source of security.
2. This system will not work without power.
3. This system should be tested weekly.
4. Audible warning devices will need to be loud enough, wired correctly, and properly placed to provide adequate notification of an alarm event.
5. Smoke and heat detectors may not detect smoke and heat in all situations.
6. Only qualified security professionals should install and maintain this system.
7. It may be possible to arm this system WITHOUT the backup battery connected or with less than an adequate charge. Weekly testing of the system with AC Power removed should be performed to verify that the battery is connected and adequately charged.
8. Care should be taken after testing to make certain that AC Power is restored.

The National Fire Protection Association publishes a standard for household fire warning equipment. N.F.P.A. #72. Further Information can be obtained by contacting; NEPA Public Affairs Dept., Batterymarch Park. Quincy, MA 02269.

Understanding the Alarm Engine LCD Keypad



Ready Light: This light indicates if the system is ready to arm. If one or more zones are violated, this light will not illuminate. Certain zones can be set to "force arm." If a zone set to "force arm" is violated, it will not display as violated on the main screen; instead, the "ready light" will blink.

Armed Light: This light illuminates when the system is armed. Either the exit or stay pushbuttons will also be illuminated to indicate the armed state of the system.

Exit Key: When the system is armed "away" this key is illuminated. All perimeter and interior zones will be armed in this mode.

Stay Key: When the system is armed "stay" this key is illuminated. All of the perimeter zones will be armed in this mode. Interior zones will not be armed in this mode.

Numeric Keys: Keys 0-9 are used to input numbers for arming/disarming the system.

Star Key *: This key serves as the reset or clear key. Pressing it will clear an incorrect code or fully back out of any menu.

Pound Key #: Currently, this key does not have a function assigned.

Chime Key: Enables or disables the chime function. When chime is on, this key lights up, and zones with chime enabled will produce a chime sound.

Bypass Key: Allows bypassing of violated zones with bypass enabled, permitting the system to be armed. The bypass key will illuminate when there are bypassed zones.

Function Keys F1-F4: Function keys 1-3 are preprogrammed and cannot be changed, only disabled or enabled. F4 can be programmed with customizable rules. F keys are programmed by default for 2 presses or 2 second hold to be activated. However, F Keys can be programmed for single press.

Function Key F1: When enabled this key will activate a fire alarm, sounding the fire alarms on the system and generating a notification in/from the Elk Connect app and to central station if programmed for CS.

Function Key F2: When enabled, this key activates a panic/police alarm, sounding the sirens on the system and generating notifications as described above.

Function Key F3: When enabled, this key activates a medical emergency alarm, sounding the sirens on the system and generating notifications as described above.

Function Key F4: This key can be programmed with custom rules.

Directional Keys: Used for navigating the keypad's menus. The Up and Down keys scroll through menus and submenus, the Right key enters submenus, and the Left key exits submenus.

ELK Key: This key has dual functions. On the main menu, pressing the Elk key opens the menu options. In a submenu, it acts as a "Back 1 menu" key, returning to the previous menu level.

Overview of Keypad Functions and Menus

View System Troubles: This menu displays any system troubles that has occurred. Please reference pages 25-26 for more information.

Area Troubles: This menu indicates areas and zones experiencing trouble conditions, such as supervision issues or activated tamper switches. Please reference pages 25-26 for more information.

View Zones: Access this menu to view zones and their current status. Additionally, zones can be manually bypassed or unbypassed from this menu.

Keypad Backlight: Adjust the keypad backlight brightness level from this menu. Use a scale of 0 to 10, with 0 representing no backlight and 10 being the brightest.

Smoke Detector Reset: This menu enables the manual reset of smoke detectors in alarm state.

Testing: This menu facilitates testing procedures, including walk tests for zones and communication tests for the central station. Access to this menu requires a PIN of installer or master level. The walk test area allows for zone testing to verify proper functionality, while communication testing ensures events are being received by the Central Station.

Control IP: View the E27's IP address from this menu. By default, the E27 operates in DHCP mode.

Operating the System

Arming Away: The E27 is ready to arm when the READY light is illuminated, and the keypad will display “READY TO ARM.” To arm the system, enter a valid arming code (or if single key arming is enabled, press the Away Key). After entering the arming code, an exit timer will commence, allowing enough time to exit the location and secure the entry/exit point.

Arming Stay: Once a valid arming code is entered and the exit timer starts to count down, simply pressing the “STAY” key will place the panel in stay mode, arming only the Entry/Exit and perimeter zones. If single key arming is enabled, the system can be armed to Stay mode by pressing the Stay Key.

Bypass: Arming with bypass is also an option. A zone can have bypass enabled. If bypass is enabled, then a violated zone can be bypassed so the system can be armed. To bypass a zone, press UP on the keypad to view violated zones. Once the zone that needs to be bypassed is selected, pressing the “BYPASS” key on the keypad will bypass it. The “BYPASS” key will be illuminated if a zone is bypassed. The “READY” light will be illuminated along with “READY TO ARM” on the keypad screen.

Forced Arm: The panel can be armed even when there are violated zones programmed for “force arm.” The keypad display will indicate violated zones, but if they are programmed for force arm, then entering a valid arming code will arm the system.

Disarming: Entering a valid disarm code into the keypad disarms the system. Once an entry/exit zone is violated, an entry timer will begin counting down until an alarm activates. During this time, entering a valid disarm code will disarm the system.

How to Silence and Acknowledge an Alarm

*IMPORTANT: For your safety, it is crucial to take the appropriate actions and safety precautions before proceeding to reset the alarm system. **Do not enter the premise if you are unsure of the conditions inside.***

Proceed directly to the keypad. The display will show the alarm type and first zone that tripped. Enter a valid user code. The alarm sirens and keypad tones should stop. When the **Armed** light turns off the alarm system is disarmed.

After an alarm has been silenced by a valid user code, the display will continue to show the alarm type until “Acknowledged”. To acknowledge the alarm, enter a valid user code.

If you are certain the alarm was accidental, contact the Central Monitoring Center to avoid a false dispatch of the authorities.

How to Silence a Trouble Condition

The keypad will beep periodically when a trouble condition exists. To silence the trouble beeps, enter a valid user code. Beeps will be silenced until another trouble condition occurs. Trouble information will still be available on the LCD display and in the trouble menus.

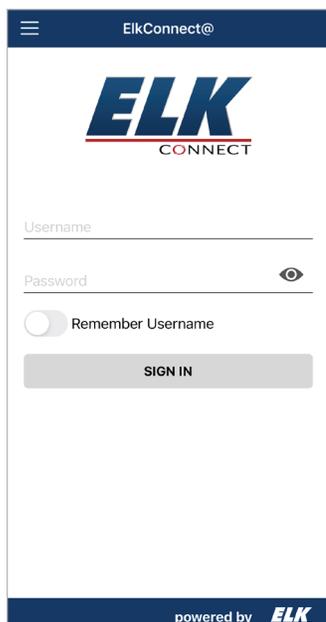
Using the ElkConnect App

ElkConnect is a convenient app and web portal for managing your Alarm Engine system. Your installer will activate your Alarm Engine on the ElkConnect portal and send you an email invitation to setup your ElkConnect account.

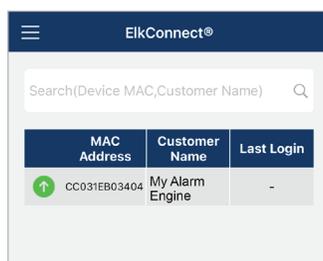
The ElkConnect App is available for both Android and iOS devices. To download the ElkConnect app, scan the corresponding QR code below or search ElkConnect on the Google Play Store or iOS App Store.



Connecting to E27 Alarm Engine



1. Launch ElkConnect app on the mobile device. Log into the app using your username and password (this is the same as your elkconnect.com username and password)
2. The E27 control(s) associated with your account will be displayed with system name. Locate the desired control and tap to connect.
3. When prompted, enter your system pin.
4. ElkConnect will establish a connection with the E27 control and display the Home screen



Home Screen



Basic Navigation

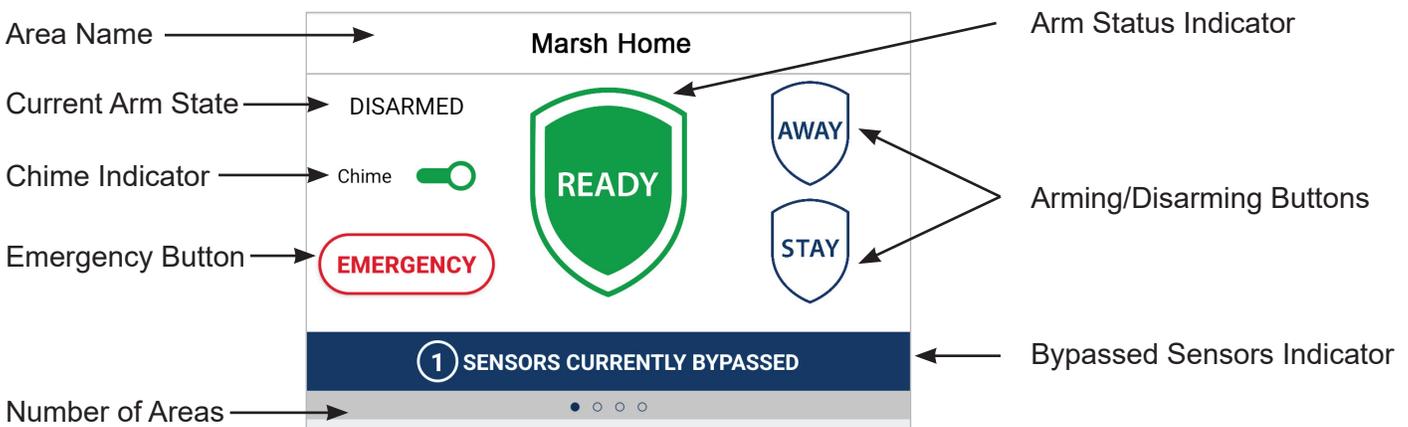
Main Menu - Tap the main menu button to see a full list of menu items. When logged in with User level credentials, some menu items related to system configuration will not appear in the Main menu.

Quick Menu - The Quick Menu provides easy access to common screens, including Home, Lights, Locks, Sensors, History, etc. Some items may be hidden when logged in as a user without Automation permissions. All items in the Quick Menu are also accessible from the Main Menu.

Switching Between Systems - If your account has more than one system associated with it, the System Selector dropdown can be used to connect to a different system. Tap the System Selector, then tap the desired system name. If prompted, enter a valid user code for the selected system.

Area Section

The Area section shows the current status and provides controls for each area. If multiple areas are configured, additional areas can be accessed with by swiping to the left/right.



Arming/Disarming

- When the system is Ready, tap the Away button to arm to away mode, or tap the Stay button to arm to stay mode.
- When the system is Not Ready, the system cannot be armed. Secure or bypass unsecure zones.
Note: If the Auto-Bypass attribute is enabled in the Area Details, the area can be armed while in the Not Ready state. All non-secure bypassable zones will be automatically bypassed upon arming.
- When the system is armed Away or Stay, tap the Disarm button, then enter a valid pin to disarm the system
- When the system is armed Stay, tapping the Away button allows the system to change from Stay to Away mode.

Emergency Button

The emergency button provide access to four emergency alarm modes.

FIRE - Activates a fire alarm in current area. Configured sounder for area will be activated. If alarm reporting has been configured, a report will be sent to Central Station.

POLICE - Activates a panic alarm in current area. Configured sounder for area will be activated. If alarm reporting has been configured, a report will be sent to Central Station.

MEDICAL - Activates a medical alarm in current area. Configured sounder for area will be activated. If alarm reporting has been configured, a report will be sent to Central Station.

SIREN - Activates a local siren alarm in current area. Configured sounder for area will be activated. No reporting will occur.

Chime

A Chime toggle/indicator will be displayed in the Area section. Tap the toggle to change the chime mode. When gray, chime mode is off. When green, chime mode is on and chime tones will be audible from keypads with the Chime attribute enabled.

Unsecure Sensors

A list of unsecure sensors will be displayed below the Area section of the home screen. A bypass toggle will be displayed for any sensor that has the Bypassable attribute enabled in Sensor Details. Wireless sensors will display icons representing battery status and signal strength.

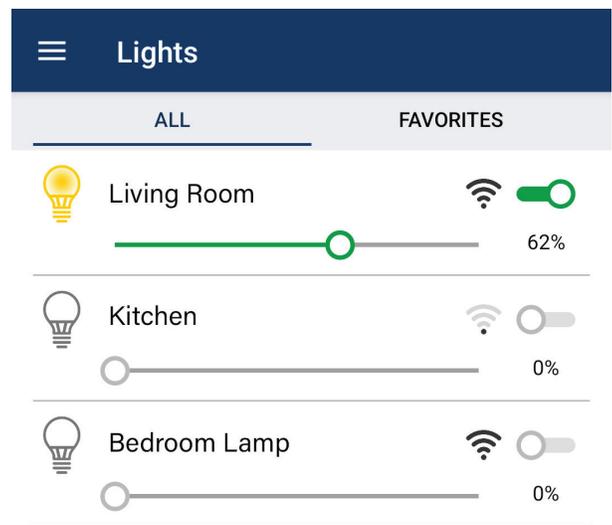


Lights

Displays a list of configured lights, each with a status indicator, and on/off toggle for controlling the light. A dimming slider is displayed for dimmable lights, allowing the dim level of the light to be adjusted.

To add a light to the Favorites section, tap Favorites.

Then tap the  Edit icon. Select the desired light(s) from the list, then tap OK. Selected lights will appear in the Favorites section of the Home page.

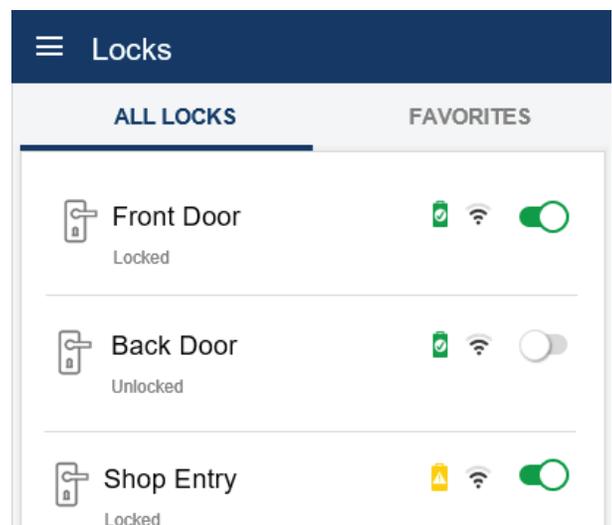


Locks

Displays a list of configured locks, each with a status indicator, and toggle for controlling the lock.

To add a lock to the Favorites section, tap Favorites.

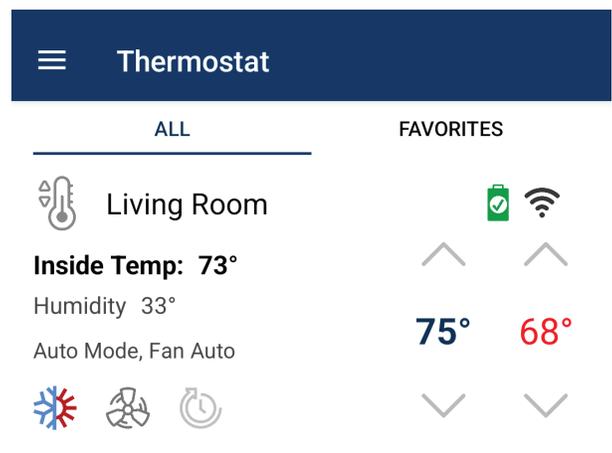
Then tap the  Edit icon. Select the desired lock(s) from the list, then tap OK. Selected locks will appear in the Favorites section of the Home page.



Thermostats

Displays a list of configured thermostats, with current temperature, setpoints, modes and other data/controls for the thermostat.

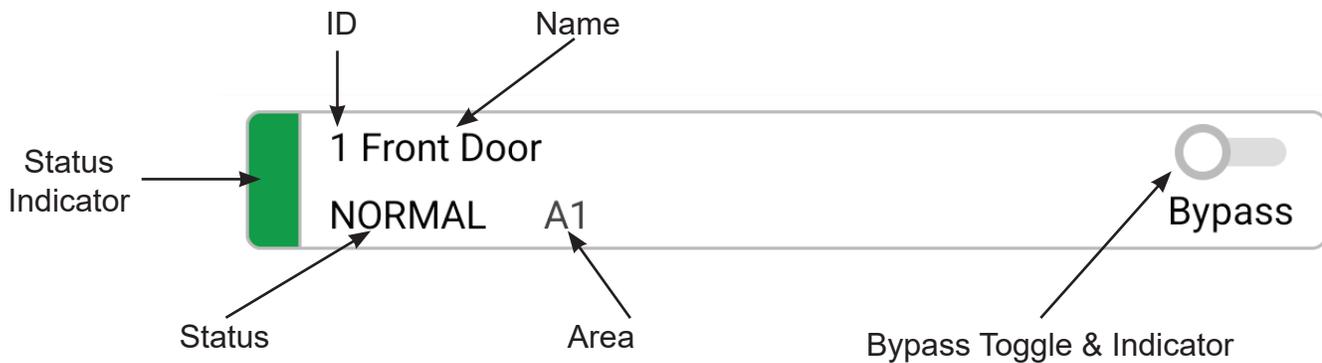
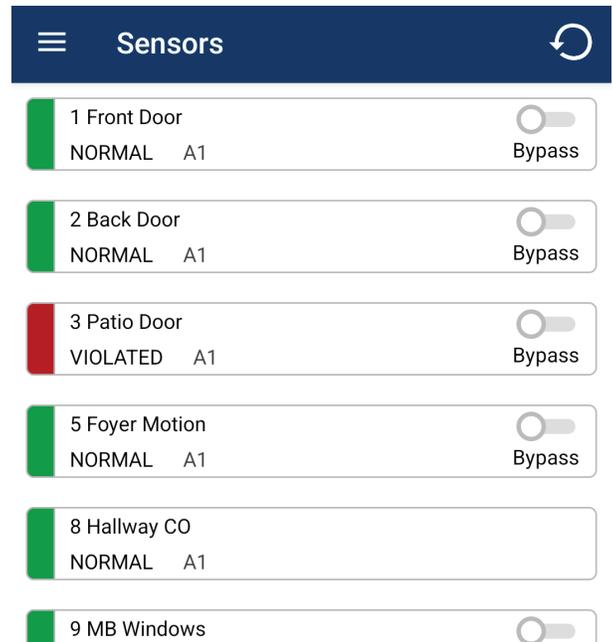
To add a thermostat to the Favorites section, tap Favorites. Then tap the  Edit icon. Select the desired thermostat(s) from the list, then tap OK. Selected thermostats will appear in the Favorites section of the Home page.



Sensors (Zones)

Displays a list of all zones and provides a quick view of information about each sensor (zone), including name, current status and area settings of the sensor (zone).

To reset SAUX power, tap the  icon. This is used to reset latched smoke detectors following a Fire alarm trip. When a Smoke Detector causes an alarm it's output circuitry will latch ON to provide a visual identification. **IMPORTANT:** It will be necessary to reset the smoke detector circuitry following an alarm in order for any subsequent Fire alarms to be detected. Tap Yes to confirm.



Status Indicator: This colored section provides a visual indicator of the current status of the zone.

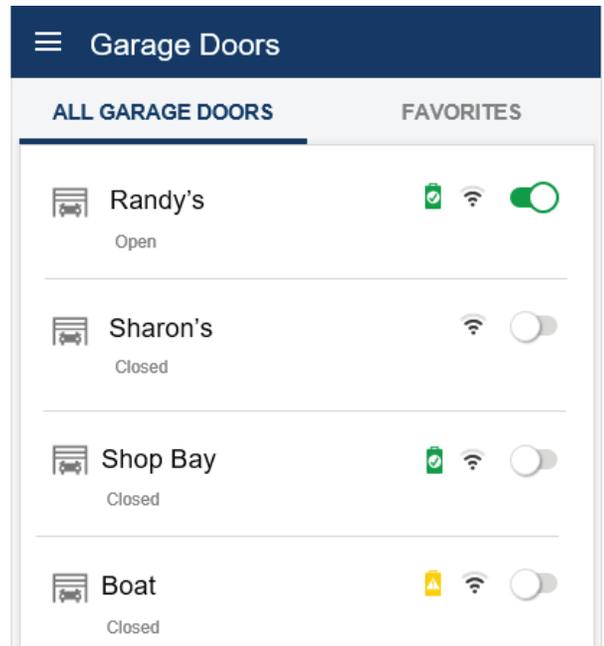


Bypass Toggle & Indicator: This toggle allow the sensor (zone) bypass state to be changed between bypassed and unbypassed. If the toggle is green, the sensor (zone) is currently bypassed. This toggle/indication will not be present for sensors (zones) that have the Bypassable attribute disabled on the Sensor Details page.

Garage Doors

Displays a list of configured garage doors, each with a status indicator, and a toggle for controlling the garage door.

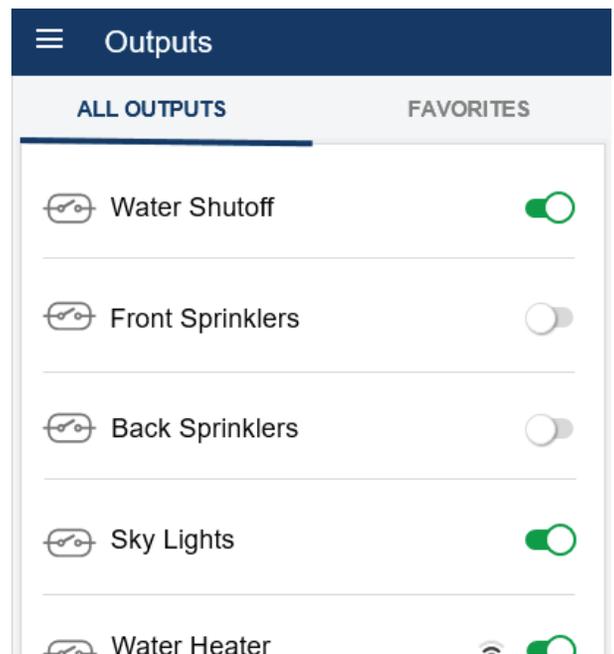
To add a garage door to the Favorites section, tap Favorites. Then tap the  Edit icon. Select the desired garage door(s) from the list, then tap OK. Selected garage doors will appear in the Favorites section of the Home page.



Outputs

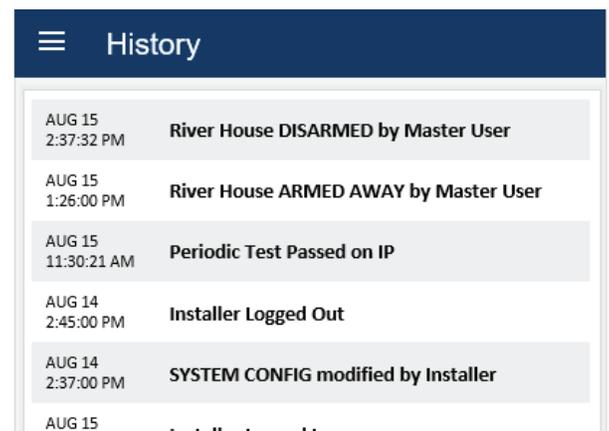
Displays a list of configured outputs, each with a status indicator, and on/off toggle for controlling the output.

To add an output to the Favorites section, tap Favorites. Then tap the  Edit icon. Select the desired output(s) from the list, then tap OK. Selected outputs will appear in the Favorites section of the Home page.



History

Displays a list of system events with the date and time of each event. The newest events appear at the top of the list. Scroll down the list to see older events. The History log holds approximately 500 events.



Troubles

When trouble conditions exist, they will be displayed on the Troubles page and a trouble icon will be displayed in the upper right corner of the screen. To access the Troubles page, tap the trouble icon or navigate to Troubles from the main menu.

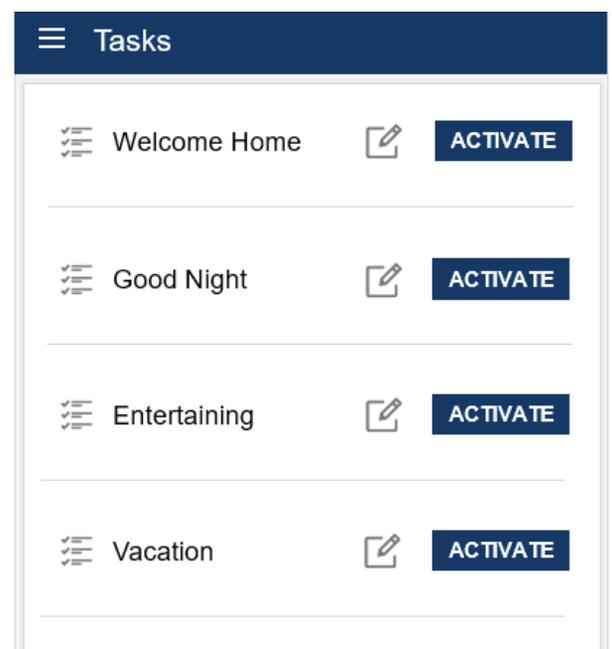


All current troubles will be listed on the troubles page, with a description and any relevant device information. To silence troubles, tap the silence icon in the upper right corner of the Troubles page. A confirmation pop-up will be displayed. Tap Yes to silence all current trouble notifications. If a new trouble occurs after silencing, notifications for the new trouble will announce.



Tasks

Displays a list of configured tasks, each with an activate button for activating the task.



User Values

Displays a list of configured user values, with the current type and value for each.

What is a User Value?

User Values allow you to adjust variables within automation rules configured in your system. The installer sets the initial value and the end user can change the value, which will change the operation of the rule the User Value is incorporated into.

User Value Data Types

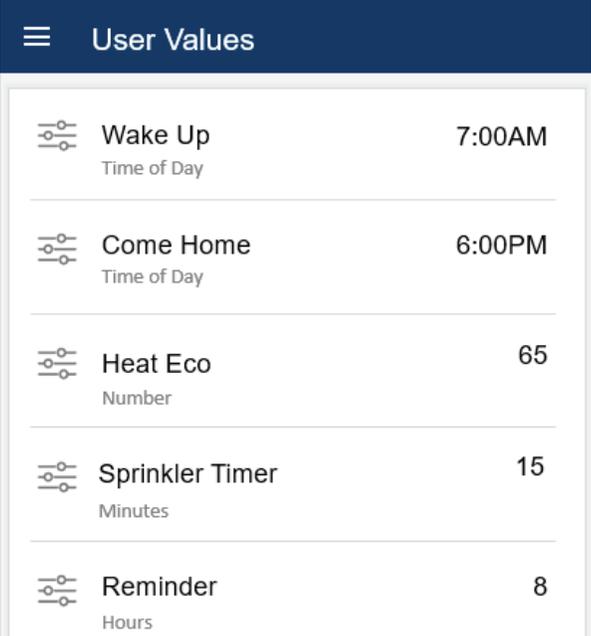
User value can be either a number, time of day, or a timer.

A number user value can be used to allow the user to change a thermostat setpoint or in a comparative statement regarding temperature or setpoints.

A time of day user value can be used to allow the user to adjust a time reference in a rule, whether it be the time a rule is to be executed, or a comparative statement (before or after a particular time).

A timer user value can be seconds, minutes, or hours. These can be used to allow the user to adjust how long a device (light, output, etc.) is turned on, or how frequently a condition is checked.

To edit user value details, tap the name and enter a new value.



User Values		
	Wake Up Time of Day	7:00AM
	Come Home Time of Day	6:00PM
	Heat Eco Number	65
	Sprinkler Timer Minutes	15
	Reminder Hours	8

ElkConnect App - Admin Settings

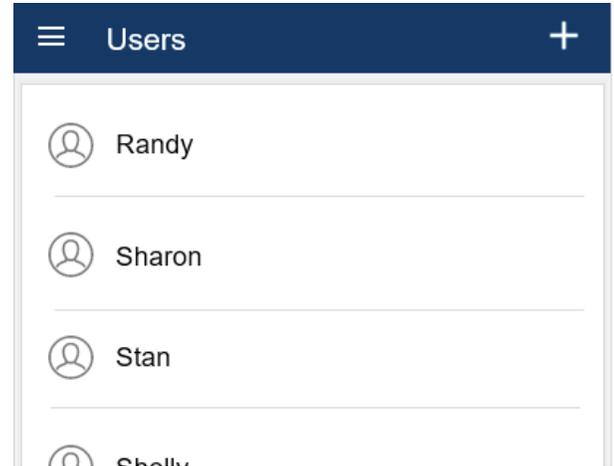
In order to manage users, user groups, and prox cards/fobs, you must be logged in with an admin(master) level user code.

Users

Displays a list of configured users. To view or edit user details tap the name to access the User details page (see User Details section for more details).

To add a user, tap the + icon in the upper right corner. Configure the user and tap Save. The maximum number of users that can be added is 199.

To delete a user, either swipe left (iOS) and choose delete or press and hold (Android) the user. Tap OK to confirm.



User Details

User Name: Enter a text description for the user. Name should be limited to 16 characters or less and may contain letters and numbers. Do not enter any special characters in the user name.

User Pin: Enter a 4 digit PIN number for the user. Select a unique PIN for each user

User Group: Select the desired User Group. The User Group determines which area(s) and permissions will be applied to the user.

Openings/Closing: If enabled, an opening and closing report will be transmitted to the Central Station each time the user code is used to disarm and arm. Note: In order for the system to transmit an open or close report to the Central Station, the Opens/Close attribute must be enabled in the Report Categories section on the CS Reporting page.

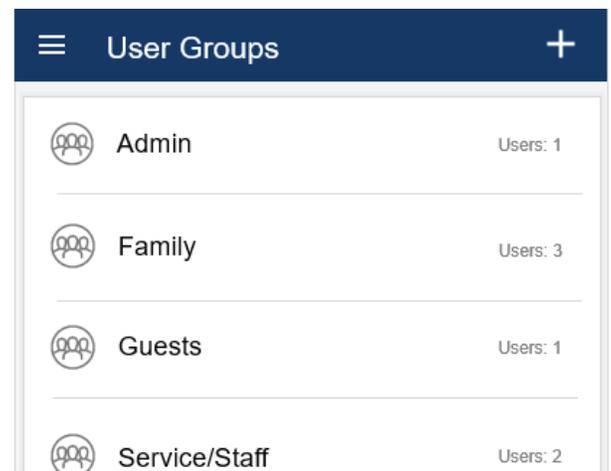
Duress: If enabled, a duress report will be transmitted to the Central Station each time the user code is used to disarm and arm. Note: In order for the system to transmit a duress report to the Central Station, the Duress attribute must be enabled in the Report Categories section on the CS Reporting page.

User Groups

Displays a list of configured user groups. To view or edit user group details tap the name to access the User Group details page (see User Details section for more details).

To add a user group, tap the + icon in the upper right corner. Configure the user group and tap Save. The maximum number of user groups that can be added is 10.

To delete a user group, either swipe left (iOS) and choose delete or press and hold (Android) the user group. Tap OK to confirm.



User Group Details

User Group Name: Enter a text description for the user group. Name should be limited to 16 characters or less and may contain letters and numbers. Do not enter any special characters in the user name.

Areas: Select the desired Areas. Users assigned to this group will be able to control the selected areas.

Permissions

Arm: If enabled, user(s) assigned to the group can arm the area(s) assigned to the group

Disarm: If enabled, user(s) assigned to the group can disarm the area(s) assigned to the group

Bypass: If enabled, users assigned to the group can bypass sensors (zones) in the areas assigned to the group

Automation: If enabled, user(s) assigned to the group can view and control lights, locks, thermostats, outputs, garage doors, tasks, and user values.

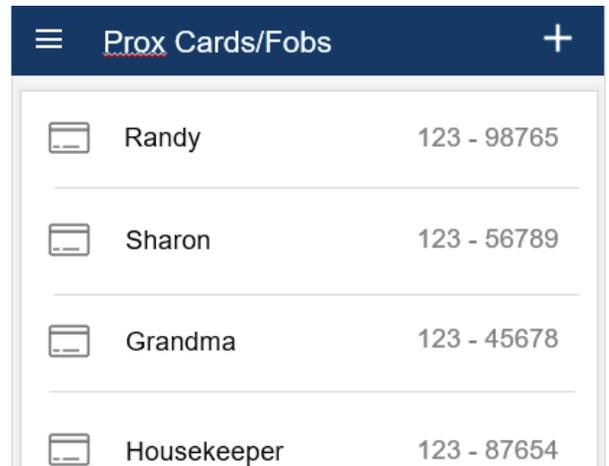
Test: If enabled, user(s) assigned to the group can access system tests

Prox Cards/Fobs

Displays a list of configured prox cards/fobs. To view or edit prox card/fob details tap the name to access the Prox Card/Fob details page (see Prox Card/Fob Details section for more details).

To add a prox card/fob, tap the + icon in the upper right corner. Configure the prox card/fob and tap Save. The maximum number of prox cards/fobs that can be added is 199.

To delete a prox card/fob, either swipe left (iOS) and choose delete or press and hold (Android) the prox card/fob. Tap OK to confirm.



Icon	Name	Number
	Randy	123 - 98765
	Sharon	123 - 56789
	Grandma	123 - 45678
	Housekeeper	123 - 87654

Prox Card/Fob Details

Facility Code: Enter the three digit number printed on a card/fob.

Card ID: Enter the five digit number printed on a card/fob.

User: Select the desired user to associate with this credential from a the list of existing users. The selected user will determine the permissions of the credential.

Using the ElkConnect Portal

Dashboard

The screenshot shows the ElkConnect Owner Dashboard. The top navigation bar includes the Elk Products logo and the text 'ELK PRODUCTS SALES DEMO'. The main header reads 'Dashboard'. A success message states: 'You have successfully connected to ELKConnect! ELKConnect is your gateway to your home or business designed for everyone in mind, and especially #ControlFreaks'. Below this, there are two main sections: 'Elk Products - Sales Demo' and 'Installer Contact Info'. The 'Elk Products - Sales Demo' section contains a table with two rows of system information. The 'Installer Contact Info' section lists the email, phone, and website for the installer. To the right, there is a 'Recent System Events' section with a list of events, each including the system name, event type, and time. At the bottom left, there is a 'Sign Out' button and a QR code for mobile app access. A message in the center encourages downloading the app on a phone to continue.

Panel	Subscription
ELK Sales Demo	Elk Sales End User's Subscription
E27 Demo - TSD Hick	Elk Sales End User's Subscription

Email sales@elkproducts.com
Phone 8283974200
Website elkproducts.com

Recent System Events

- ELK Sales Demo - Notification Event Received from the Alarm Engine (00000434) - 1:33 PM System Battery Low (21 days ago)
- ELK Sales Demo - Notification Event Received from the Alarm Engine (00000501) - 1:28 PM Main House was Disarmed by Master User (21 days ago)
- ELK Sales Demo - Notification Event Received from the Alarm Engine (00000435) - 1:27 PM System Battery Restored (21 days ago)
- ELK Sales Demo - Notification Event Received from the Alarm Engine (00000420) - 1:27 PM Device Trouble: 285212780 4 Lost (21 days ago)
- ELK Sales Demo - Notification Event Received from the Alarm Engine (00000434) - 1:27 PM System Battery Low (21 days ago)
- ELK Sales Demo - Notification Event Received from the Alarm Engine (00000420) - 1:26 PM Device Trouble: 285212715 2 Lost (21 days ago)
- ELK Sales Demo - Notification Event Received from the Alarm Engine (00000420) - 1:26 PM Device Trouble: 285212756 1 Lost (21 days ago)

The ElkConnect Owner Dashboard provides an overview of system information, including installer contact info and recent system events.

Navigating ElkConnect

The left side of the dashboard provides quick navigation options to other areas of the Owner portal.

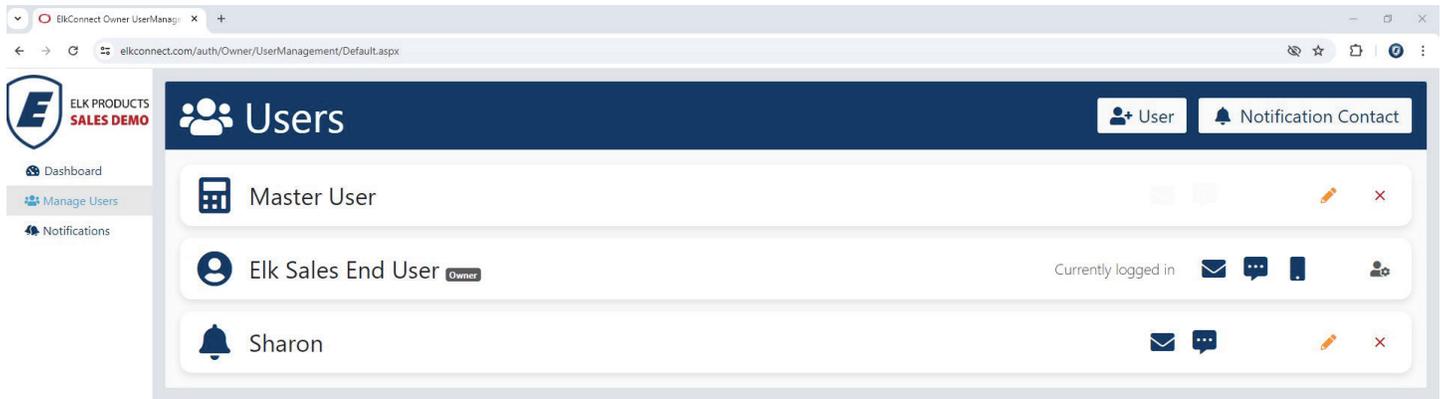
Manage Users: Click to access the manage users page. This page allows owners to edit, add, and remove system, ElkConnect, and notification users

Notifications: Click to access the Notifications page. This page allows owners to manage how each notification enabled user will receive notifications

Initials Button: Owners can click their initials to manage their profile

Sign Out: Click to log out of ElkConnect

Managing Users



A list of current users will be displayed. Icons represent the three different types of users that can be managed from this page.

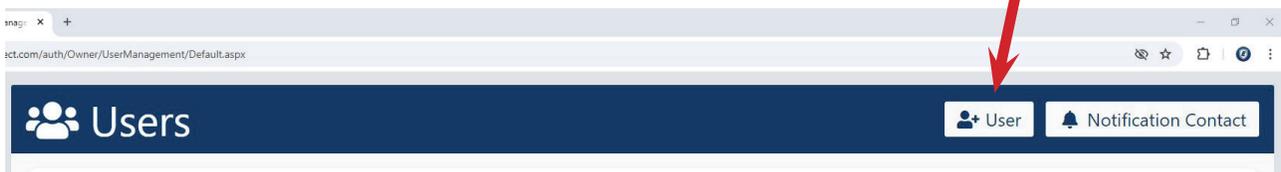
-  System Users: This icon represents a user with a pin code for operation of the system from a local keypad.
-  ElkConnect Users: This icon represents users with an ElkConnect login.
-  Notification Users: This icon represents users setup to receive event notifications.

Editing Users: To edit the settings for any user type, click  (pencil) icon. This will display an edit user page, with the editable settings for that user. Make the desired changes, then click Confirm Changes to save.

Deleting Users: To delete a user, click the X icon. A confirmation window will appear. Click OK to confirm and delete the user.

Adding System & ElkConnect Users

To add users for local and/or remote access to the Alarm Engine, click the Add User button at the top of the Users page.



The New User Creation page will be displayed. This page is split into two sections; Physical Panel Access and ElkConnect Access. You can enable either option or both for the new user from this page.

Display Name: Enter a text description for the user. Name should be limited to 16 characters or less and may contain letters and numbers. Do not enter any special characters in the user name.

Physical Panel Access

No Access/Accessible Toggle: To create a new system user, set this toggle to Accessible. *Note: If the system user already exists, this toggle can be set to No Access to avoid creating a duplicate user.*

4 Digit Code: Enter the desired 4 digit pin code for the new system user

User Group: Select the desired User Group for the new system user. This will determine the Areas and permissions allowed for the new system user.

ElkConnect Access

Allow Remote Access: To create a new ElkConnect user, set this toggle to Yes. If the new user should only have local system access, set this toggle to No.

Email Address: Enter the email address of the new ElkConnect user. On user creation an account setup email will be sent to this address, allowing the new ElkConnect user to complete account setup.

Notifications

ElkConnect can provide notifications for the following events:

- Arm/Disarm Events (includes area and user info)
- Alarm Events (includes area and zone info)
- AC Power Failure
- System Low Battery
- Alarm Output Supervision Troubles
- Device Troubles (includes device info)

Users can receive notifications via email, SMS (text message), and/or app push notifications.

Creating Notification Contacts

To add notification contacts, click the New Notification Contact button at the top of the Users page.



The New Notification Contact page will be displayed. Complete the fields on this page and click Create Notification Contact to save the contact.

A screenshot of the 'New Notification Contact' form. The form has a title bar with a plus icon and the text 'New Notification Contact' and a close icon. Below the title bar is a 'Display Name' field. Underneath is a section titled 'Contact Details' with a sub-note: 'These fields are used for Notification purposes (which can be accessed on the notifications page)'. This section contains three fields: 'Email', 'Phone Number', and 'Carrier'. The 'Carrier' field is a dropdown menu with the text '-- Select a Carrier'. At the bottom of the form are two buttons: 'Create Notification Contact' and 'Cancel Creation'.

Display Name: Enter a text description for the contact. Name should be limited to 16 characters or less and may contain letters and numbers. Do not enter any special characters in the contact name.

Contact Details

Email Address: Enter the email address of the new contact. This email address will be used to send this contact email notifications, if enabled in Notification Settings.

Phone Number: Enter the phone number of the new contact. This phone number will be used to send this contact SMS text messages, if enabled in Notification Settings.

Carrier: Select the carrier associated with the phone number. This is important to ensure proper delivery of SMS text messages.

Notification Settings

Click Notification Settings in the navigation pane to display the Notifications Settings page. This page displays all users with available notification options. These notifications options include email, phone, and app push. Clicking a notification option will toggle it on/off. Enabled notifications options are highlighted in blue.

ELK Sales Demo Notification Settings			
Recipients			
Elk Sales End User	<input type="text" value="elkconnectsalesuser@gmail.com"/>		<input checked="" type="checkbox"/> App Push
Sharon	<input checked="" type="checkbox"/> 269stick@gmail.com	<input checked="" type="checkbox"/> 8285551234	<input type="checkbox"/> App Push
			<input type="button" value="Close"/>

Account Settings

Click on the Initials Button to access Account Settings. On this page, personal information and security settings can be updated.

Account Settings

Personal Information

Username:
ELKSalesCustomer

First Name: Elk Sales **Last Name:** End User

Contact Info

Email Address: elkconnectsalesuser@gmail.com **Phone Number:** No Phone Number
Update Add

Save Changes

Security

Password Management
Change Password

Multifactor Authentication (MFA) Disabled ⚠️
Consider setting up MFA for increased protection against unauthorized access to your account.
Enable Multi-factor Authentication

What is Multi-Factor Authentication? >

Personal Information

Username: This field displays your username. This username cannot be changed.

First Name & Last Name: If desired, the first and last name can be edited here.

Email Address: Click Update to change the email address for this account. *Note: Your account will be restricted until your email address is verified.*

Phone Number: Click Add or Update to make changes to the phone number for this account.

Security

Change Password: Click to update your password. You will be required to enter your current password, a new password and a confirmation of the new password.

Enable Multi-factor Authentication: When enabled, this feature can increased protection against unauthorized access to your account, by asking for another form of verification after entering your password. This is usually in the form of a code from an app on your phone.

Troubleshooting Guide

Trouble Condition	Possible Cause(s)	Possible Resolution(s)
SYSTEM TROUBLES		
System Low Battery	Battery is not properly connected. Battery voltage is too low. Battery cannot hold a charge.	Contact installer to service and/or replace system battery
AC Power Failure	Power outage. Power supply is not properly connected. AC power outlet is faulty.	If this trouble occurs when there is no power outage, contact installer for service
Alarm Output 1 Supervision Lost	Speaker is not properly connected to alarm output Nothing is connected to alarm output.	Contact installer for service
Alarm Output 2 Supervision Lost	Speaker is not properly connected to alarm output Nothing is connected to alarm output.	Contact installer for service
Trouble Condition	Possible Cause(s)	Possible Resolution(s)
On-board RF Receiver Missing	On-board receiver is not properly connected. On-board receiver is not present.	Contact installer for service
Cloud Connection Trouble	Panel has not been properly claimed in Elk-Connect portal. E27 is unable to reach the Internet. E27 firmware is out-of-date. Cloud services are temporarily unavailable.	Check router and Internet services on site. Contact installer for service
Network LAN Trouble	LAN cable is disconnected or faulty. Problem with router port or other router issue.	Check network router. See if other network devices are working. Contact installer for service
SD Card Log is Full	SD card has no more storage space. SD card is faulty.	Contact installer for service
Bus Device Missing	Data bus device is not properly wired or terminated on the E27 data bus. Data bus device was physically removed. Bus device is damaged/faulty.	Contact installer for service
CS COMMUNICATOR TROUBLES		
IP Synchronization Error with CS	E27 is unable to reach the Internet. CS Receiver IP address and/or port are incorrect	Check router and Internet services on site. Contact installer for service
IP Failed to Communicate with CS	E27 is unable to reach the Internet. E27 did not receive acknowledgment of signal from CS. Account number or DNIS information is incorrect.	Check router and Internet services on site. Contact installer for service
Digital Dialer Phone Line Fault	Phone line is not properly connected. Phone service is down.	Check phone line service on site. Contact installer for service
Digital Dialer Failed to Communicate	E27 did not receive acknowledgment of signal from CS. Phone number or account number are incorrect.	Contact installer for service
Digital Dialer Synchronization Error	Digital dialer is not properly synced	Contact installer for service

<u>AREA TROUBLES</u>		
Trouble Condition	Possible Cause(s)	Possible Resolution(s)
Fire Trouble	Tamper switch on fire sensor has been activated. Fire sensor has not been reset after an alarm.	Verify cover is properly installed to secure device tamper. Clear condition that created the alarm and reset the sensor.
CO Trouble	Tamper switch on CO sensor has been activated. CO sensor has not been reset after an alarm.	Verify cover is properly installed to secure device tamper. Clear condition that created the alarm and reset the sensor.
Tamper Trouble	Tamper switch on burg sensor has been activated.	Verify cover is properly installed to secure device tamper. Clear condition that created the alarm and reset the sensor.
Panic Trouble	Tamper switch on panic sensor has been activated. Panic sensor has not been reset after an alarm.	Verify cover is properly installed to secure device tamper. Clear condition that created the alarm and reset the sensor.
Emergency Trouble	Tamper switch on emergency (medical) sensor has been activated. Emergency (medical) sensor has not been reset after an alarm.	Verify cover is properly installed to secure device tamper. Clear condition that created the alarm and reset the sensor.
Water Trouble	Tamper switch on water sensor has been activated. Water sensor has not been reset after an alarm.	Verify cover is properly installed to secure device tamper. Clear condition that created the alarm and reset the sensor.
Temperature Trouble	Tamper switch on temp sensor has been activated. Temp sensor has not been reset after an alarm.	Verify cover is properly installed to secure device tamper. Clear condition that created the alarm and reset the sensor.
<u>WIRELESS TRANSMITTER TROUBLES</u>		
Wireless Transmitter Low Battery	Battery voltage is too low	Replace battery or batteries in transmitter
Wireless Transmitter Missing	Battery is improperly installed. Battery is dead. Transmitter has been moved out of range of the receiver	Verify correct orientation of battery to match polarity of battery connector. Replace battery or batteries in transmitter. Contact installer for service
<u>Z-WAVE TROUBLES</u>		
Z-Wave Controller Missing	Z-Wave controller is not properly connected. Z-Wave controller is not present	Contact installer for service
Z-Wave Controller Not Ready	Z-Wave controller is initializing. Z-Wave controller is damaged/faulty.	Wait for Z-Wave controller to initialize after system power-up. Contact installer for service
Z-Wave Device Low Battery	Battery voltage is too low.	Replace battery or batteries in device
Z-Wave Device Missing	Device has been unplugged, powered down, or moved outside range of controller and neighboring nodes. Device has been defaulted. Device is faulty.	Locate the device and ensure it is powered up. Contact installer for service

Fire Safety & Maintenance

If the fire alarm activates, the siren or bell will pulse ON and OFF and the display will show “Fire Alarm”. Always follow your evacuation plan and leave the building immediately, even if a fire condition is not apparent. If your system is connected to a central monitoring station, an emergency report could be sent to that center. If you discover the fire alarm was in error, notify the central monitoring station to avoid an unnecessary response. If the fire alarm sounds at night or you have any doubt about whether the alarm is real, the safest response is to evacuate the building.

Silencing a Fire Alarm

To silence the alarm, enter a valid user code. The display will continue to show “Fire Alarm” until you enter your user code again to acknowledge the alarm.

Resetting Smoke Detectors

Refer to page 11 for instructions on resetting Smoke Detectors.

Acknowledge/Reset an Alarm

After a fire alarm is silenced the display will continue to show “Fire Alarm” until the detectors are reset and the alarm has been acknowledged by entering your user code a second time.

Household Fire Safety Audit

To reduce the risk of fire, it is recommended that a household fire safety audit be conducted and a fire escape plan developed.

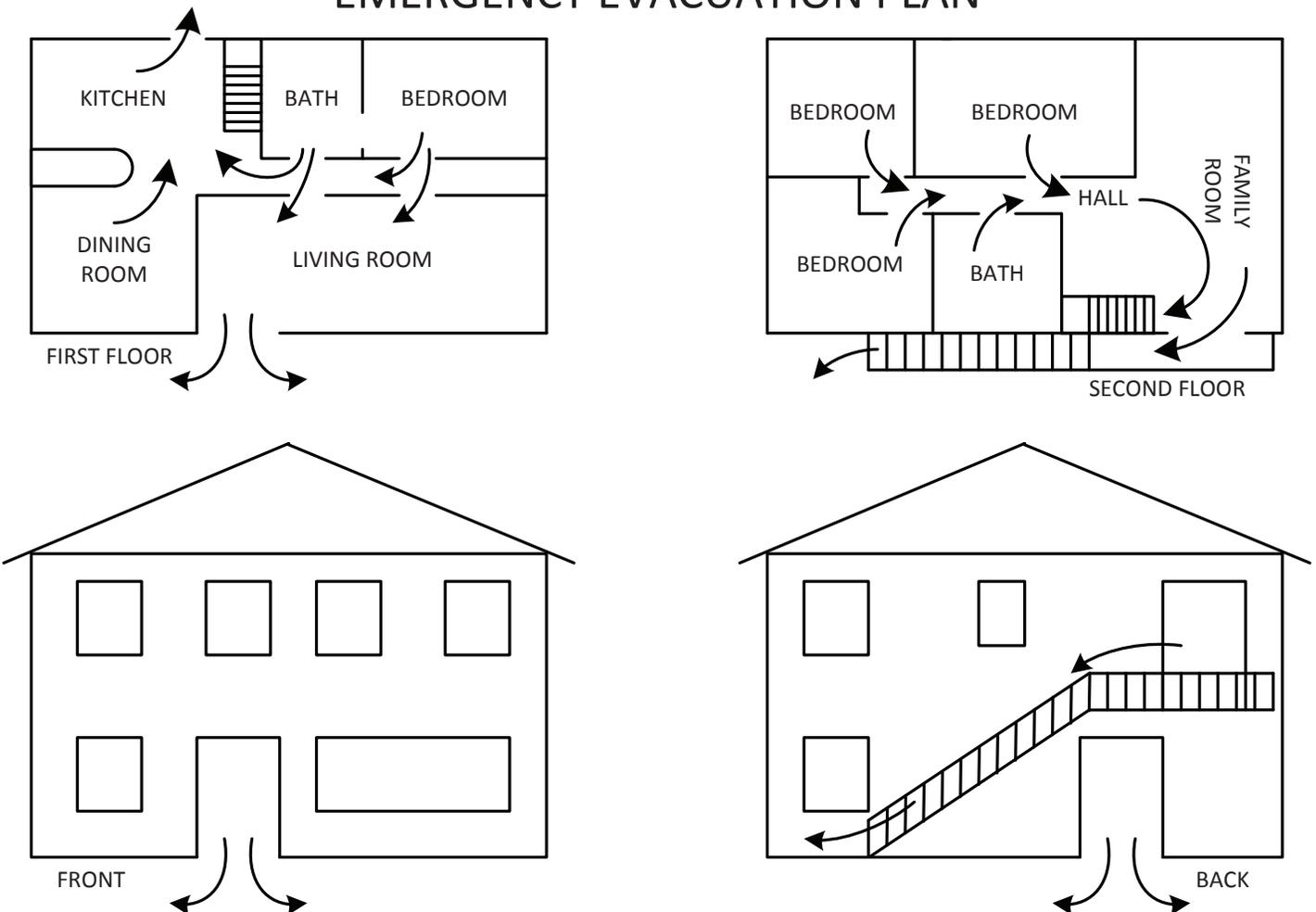
- Are all electrical outlets and appliances in a safe and working condition?
- Avoid overloading lighting and outlet circuits and inspect all cords periodically for damage or frayed conditions. Seek professional electrician’s assistance if you suspect any weaknesses or discover any conditions you deem unsafe.
- Are all flammable liquids stored safely in well ventilated cool areas and in proper safety containers? Avoid cleaning with flammable liquids.
- Are lighters, matches, and hazardous materials stored properly and out of reach of children?
- Are fireplaces and furnaces in good working order? Seek professional assistance and have these devices serviced and cleaned periodically.

Emergency Evacuation Plans

Preparation of an evacuation plan is of prime importance in fire prevention. Establish a household emergency evacuation plan in the event of fire. Refer to the Smoke Detector instructions for exact mounting, layout and spacing.

1. Evaluate possible escape routes from your home.
2. Select 2 escape routes from each room.
3. Rooms on the second floor should have a rope ladder. Be sure it will reach the ground.
4. Draw a sketch of your escape plan so everyone is familiar with it.
5. Practice your escape plan to assure that everyone knows what to do.
6. Establish a meeting place outside where your family is to report. Once you have evacuated the house do not return to a burning house.
7. Advise the local fire authority that you have installed a fire alarm system.
8. When the fire alarm signals, LEAVE IMMEDIATELY. Do not stop for belongings.
9. If a fire occurs, test the door. If hot, use your alternate route. If the door is cool, brace your shoulder against it and open it cautiously. Shut the door to help prevent the fire and smoke from spreading. Crawl through smoke, holding your breath.
10. Contact the Fire Department from a neighbor's telephone.
11. Everyone including neighbors should be familiar with the Fire and Burglary signals.

EMERGENCY EVACUATION PLAN



Regulatory Agency Statements

FCC AND IC COMPLIANCE STATEMENT:

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

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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

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

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

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

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- L'appareil ne doit pas produire de brouillage;
- L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

CAN ICES-3 (B)/NMB-3(B)



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