



HOMECONTROL

HUB INSTALLATION AND ACTIVATION

Connect, Interact and Control Packages

Agenda



- **Overview of installation process for:**
 - DSC Power Series 4.5+
 - DSC IMPASSA 1.1+
- **This overview assumes previous Life Safety Installer Training of DSC security panels.**

<https://portal.myhomecontrol.com/activation>

Before You Begin



- Find the customer's Home Router (REQUIRED).
- Gather all products, tools and info near there.
- Connect an Ethernet cable to available LAN port on Home Router (ONE open port is required).



Ethernet to:



Home Router



Broadband Modem

Installation Steps: SACIT



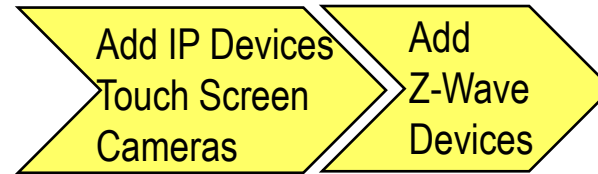
1. Secure



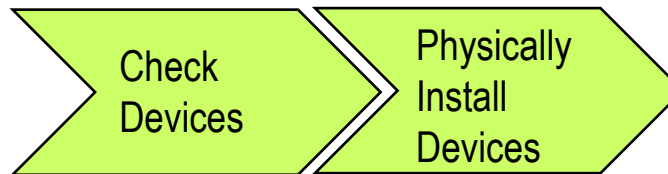
2. Activate



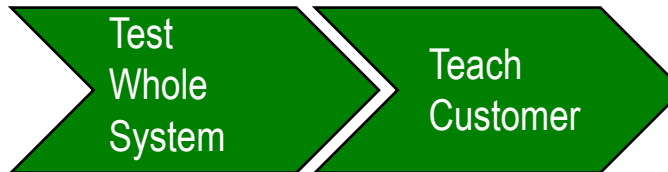
3. Configure



4. Install



5. Test



Secure



1. Secure



- A. Physically prepare the PowerSeries or IMPASSA for LifeSafety functionality (installation, battery, power, programming).
- B. Connect the C24-HUB or Netgear ASG1000 to the Network and the Panel.
- C. Power Up and ensure proper connections/operations.

C24-HUB Gateway Hardware



- LEDs
- Ports/Connector



The Broadband port connects to an open port on Customer's Router.

Reset Button is used to factory default the HUB.

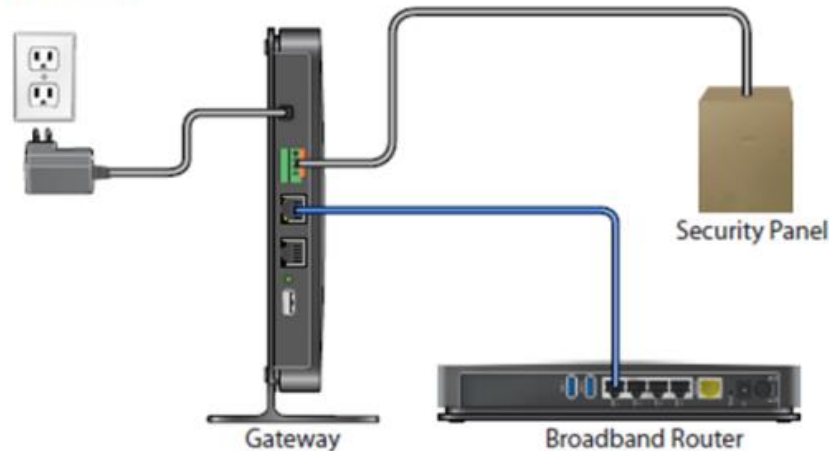
LAN Port for adding Wi-Fi Cameras and Touchscreens.

RS-422 Connection from the IT-230 or the Communicator.

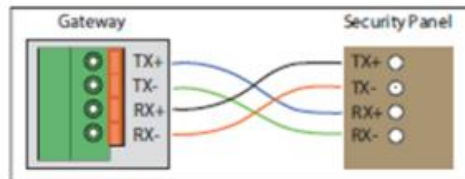
NETGEAR ASG1000 Gateway



Connect the cables:



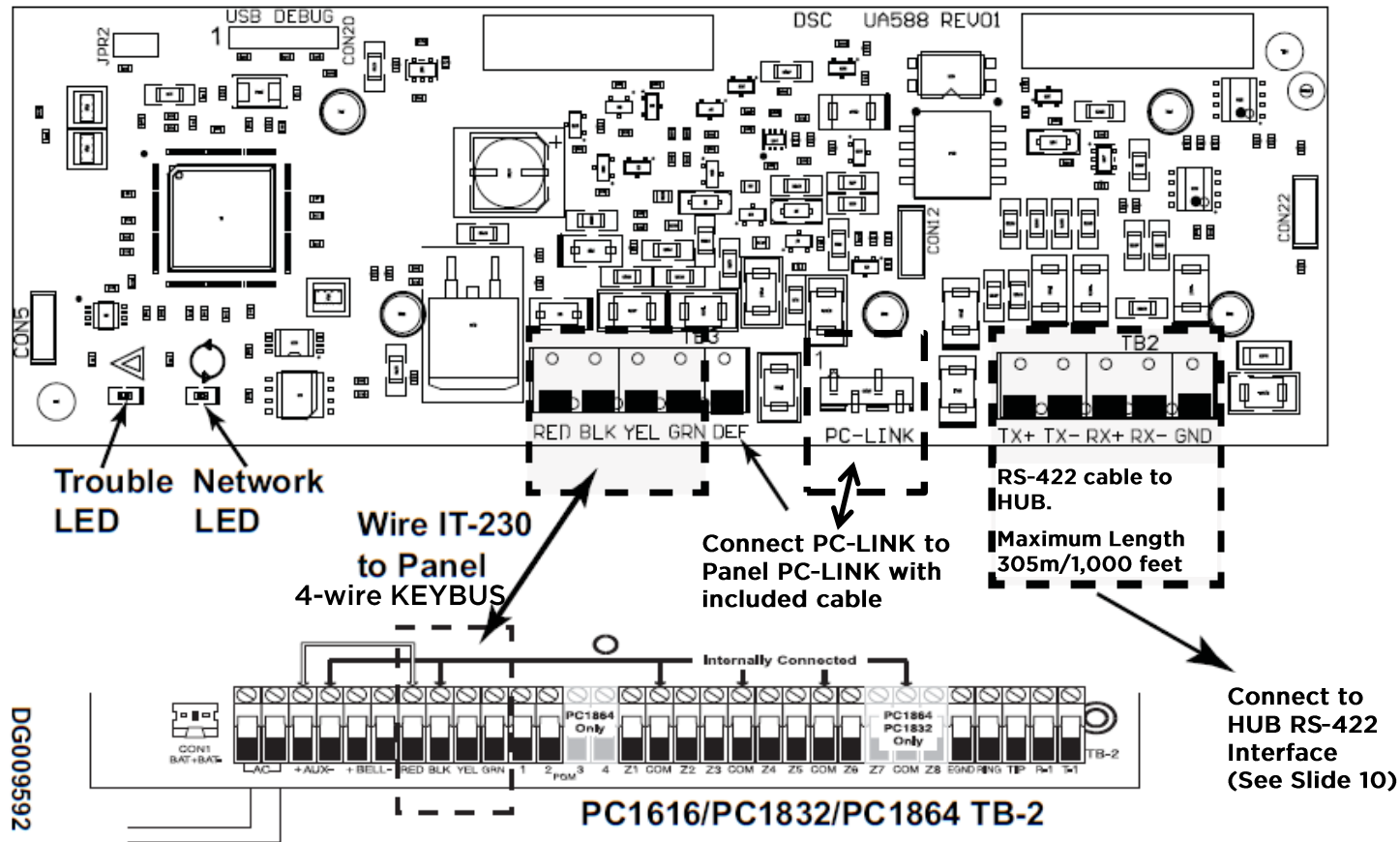
To connect the Security Panel to the security connector on the gateway, use a 4-wire cable.



Notes:

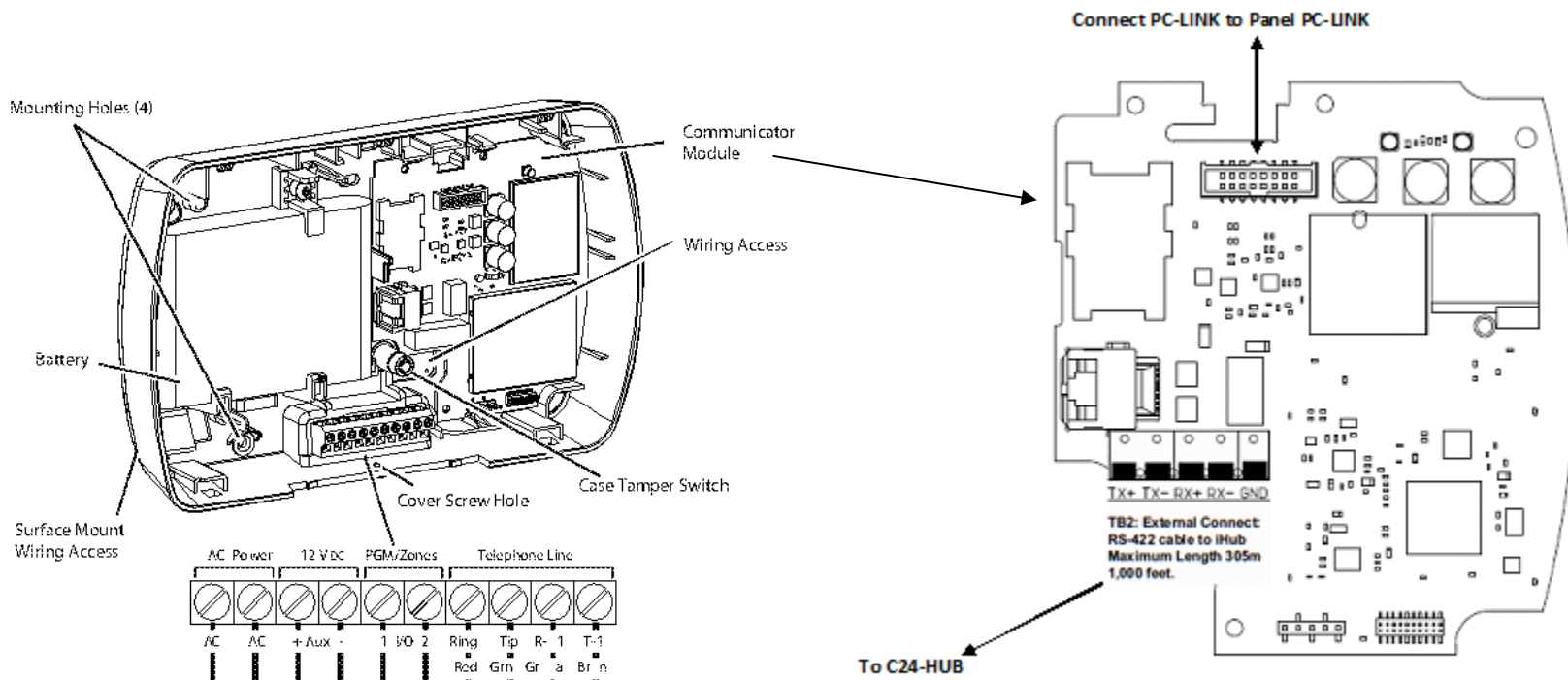
- The security panel connection requires the DSC Communicator Module.
- Wiring: Tx(-) to Rx(-), Tx(+) to Rx(+), Rx(-) to Tx(-), Rx(+) to Tx(+).
- Wires must be stripped and seated deeply in terminal connection points.

PowerSeries Panel Wiring



Note: IT-230 shown. Terminal strip is the same on all RS-422 modules

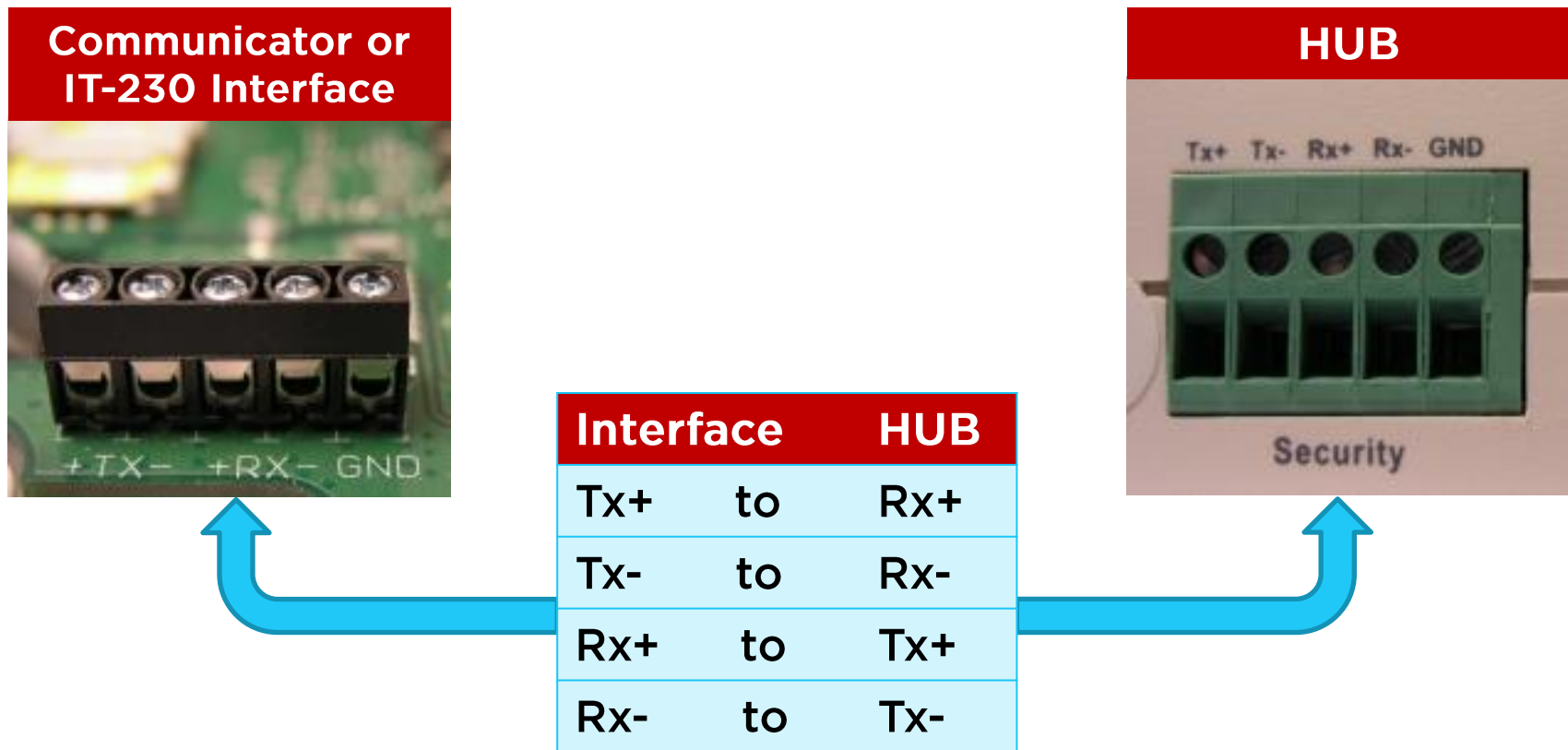
IMPASSA Panel Wiring



Communicator or IT-230 to HUB



Security RS-422 Connection



Required Programming



- Section [382] turn option 5 ON.
 - This option enables communication between the panel and the RS-422 module.
 - All programming has been defaulted and no additional programming is needed.
- Broadcast zone labels by keypad.
 - After RS-422 is connected, send zone labels to module.
 - Access keypad programming [*][8] [installer code] [*][998] [*] to perform broadcast.
 - For IMPASSA [*][8] [installer code] [*][998] [*].
- Download of zone labels can also be done with DLS.

Panel Verification



- **Verify RS-422 module connected properly.**
 - Enter Section [851] and sub-section [672].
 - Multiple beeps heard if good communication.
 - Long tone if bad communication.

- **Diagnostics**
 - Ensure option 5 in section [382] is enabled.
 - Check orientation of 4-pin PC-LINK connector.
 - Check connection of 4-wire KEYBUS (PowerSeries only).
 - Recalculate power consumption (PowerSeries only).

Activate



2. Activate



- A. Activation process done through web portal.
- B. Follow the Wizard.
 - Register HUB with activation key.
 - Create a new user account or attach new site to existing user.

Activation Sign In



Activate Service

Welcome

Username:
Password:

SIGN IN



[Sign Out](#)

Activate Service

Welcome

Click **Continue** to install a new system.

CONTINUE

powered by iControl

Enter Installer Username and Password

Activation Process



[Sign Out](#)

Activate Service

Activate a New System

What are you installing?

Configuration:

- DSC PowerSeries direct cellular
- DSC SCW direct cellular
- DSC PowerSeries 16/32/64 with External Gateway
- DSC Impassa/SCW with External Gateway

JE

Select Installation Type

powered by iControl



[Sign Out](#)

Activate Service

Enter Activation Key

Find the Activation Key label on the bottom or inside the unit.

Activation Key: - - - -

Example: 6035-0412-FFB9-53B6-8210

GO BACK

CONTINUE

Enter Activation Key

powered by iControl

Activation Process



[Sign Out](#)

Activate Service

Physical Setup

[Restart Activation](#)

1. When wiring the Gateway to the Security Panel, always ensure that both units are powered off.
2. Using an Ethernet cable, connect the Gateway's Broadband port to a port on the customer's router.
3. Plug the Gateway into AC power.
4. Wait until the Power LED is solid green (may take up to 5 minutes).

CONTINUE

Note: If new HUB firmware is available it will automatically be upgraded once online.

powered by iControl

Caution: At anytime, selecting the “Restart Activation” link will reset the process and delete the site from the server.



[Sign Out](#)

Activate Service

Waiting for Gateway

[Restart Activation](#)

Waiting for Gateway to come online.

This may take as long as 6 minutes...



powered by iControl

Select Service Options



[Sign Out](#)

Activate Service

Select Service Options [Restart Activation](#)

Make selections for the service options below. Select None for any that do not apply.

Base Service Package:
Control + View (previously Automation Package)
Cellular (Security Package (Direct Cellular))
Interact + View (previously Touch Package)

Upgrade Group:

CONTINUE



Select the "Control" or "Interact" Service Package.



[Sign Out](#)

Activate Service

Select Service Options [Restart Activation](#)

Make selections for the service options below. Select None for any that do not apply.

Base Service Package:

Upgrade Group:
None
SPECIAL MIGRATION GROUP - INTERNAL USE ONLY (SPECIAL MIGRATION GROUP - INTERNAL USE ONLY)
Telguard Latest Release (Telguard Latest Release)

CONTINUE



Note: You must "Telguard Latest Release" for the Upgrade Group.



[Sign Out](#)

Activate Service

Select Service Options [Restart Activation](#)

Make selections for the service options below. Select None for any that do not apply.

Base Service Package:

Upgrade Group:

CONTINUE



Activation Process



Waiting for Security Panel to come online.

The screenshot shows the Telguard HomeControl interface. At the top left is the Telguard logo (a stylized eye with three curved lines above it) and the text "TEL GUARD HOMECONTROL". To the right is a "Sign Out" link. Below this is a red "Activate Service" button. Underneath is a grey progress bar with the text "Waiting for Security Panel" on the left and "Restart Activation" on the right. Below the progress bar is the text "Waiting for the Security Panel to come online." followed by "This may take a minute...". At the bottom of the screenshot is a small "powered by iControl" logo.

Note: If new panel or module firmware is available it will automatically be upgraded once online, panel MUST be in Ready to Arm State.

Owner Registration



Create a New User or attach site to Existing User



[Sign Out](#)

Activate Service

[Restart Activation](#)

New user?

Or

Already a user?

Create a user account to provide web and mobile access to the system.

CREATE NEW ACCOUNT

Enter the Username for the site owner.

Username:

CONTINUE

powered by TControl



[Sign Out](#)

Activate Service

Site Information

[Restart Activation](#)

Enter the following additional information required to complete this installation.

* Site Name:

(Example: Smith Home)

* Time Zone:

* Zip/Postal Code:

* Country:

* Security Panel Access Code:

(Note: This must be a valid code that is used to arm and disarm the security panel.)

* Re-Type Access Code:

Note: Setting the time zone may cause the system to restart when you click Continue.

CONTINUE

Site Creation Complete



[Sign Out](#)

Activate Service

Service Activated

Service for this site has been successfully activated. Click the button below to sign in to the web portal as an Installer user.

Once signed into the web portal, you can continue the installation. Refer to the Installation Guide for instructions.

GO TO PORTAL

Select "Go To Portal"

TELGUARD
HOMECONTROL

HomeControl Sign In

Username:

Installer Username:

Installer Password:

SIGN IN

[Switch to Customer Sign In Screen](#)

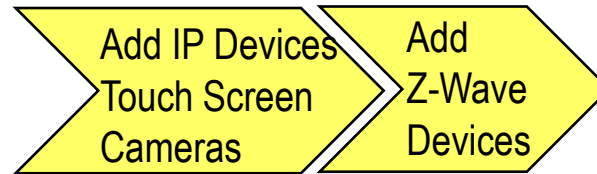
Unauthorized use of this site is prohibited and may be subject to civil and criminal prosecution.

1. Enter the Site Owner's Username
2. Enter the Installer Username and Password
3. Select Sign In

Configure



3. Configure



- A. Begin using the Web Portal.
- B. Configure Security Panel Zones.
- C. Add Wi-Fi LifeStyle Devices using the Portal.
 - Touch Screen
 - Video Cameras
- D. Add Z-Wave LifeStyle Devices using the Portal.
 - Locks, Thermostats and Lighting modules

Managing Devices



TELGUARD
HOMECONTROL

[Run Diagnostics](#)

Site Status:
Install

[Set Site to Active](#)

phill_inst is accessing site as
toolmantoo@gmail.com

Welcome, [Philip Hill](#)
Monday, Nov 4 | [Sign Out](#)
Philip Hill Home

SUMMARY

HISTORY

ALERTS

AUTOMATIONS

SCHEDULES

SYSTEM

HELP

DEVICES | SITE SETTINGS | USERS | ACCESS CODES | MY PROFILE | MY PROFILE HISTORY | SHIFT

MANAGE DEVICES

Manage Devices Assistant

Help

Manage Security Zones

Click here to manage security panel devices.

Touch Screens

Click here to add touch screens. 0 touch screens installed. 4 more can be added.

Cameras

Click here to add wired and wireless cameras. 0 cameras installed. 10 more can be added.

Wi-Fi Extenders

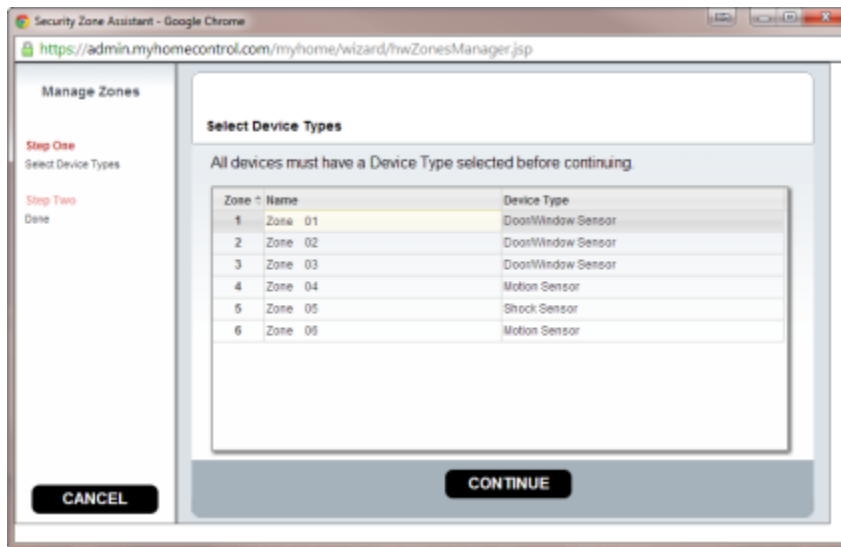
Click here to add Wi-Fi extenders.

Lights, Thermostats & more

Click here to add Z-Wave™ devices.

CANCEL

Manage Security Zones



- Will automatically populate all zones enabled on panel along with programmed zone labels. Note: Refer to broadcast of zone labels.
- Device type will be automatically selected based on the definition programmed in the panel.
- Depending on zone definition, you may need to select from Device type dropdown menu.
- Once completed click **Continue**.

Adding a Camera



1. Connect an Ethernet cable from the LAN/Device port to the back of camera via the Y-cable.
Note Y-cable must plug into the camera.
2. Power up the camera (12VDC 1A).
3. Wait for Power and Network LEDs to turn solid green.
4. Follow the Manage Device Wizard.



Adding a Camera



- Network LED
- On **Green** - LAN/Wireless connection established
- Off - No active connection to the LAN port
- Power LED
- On **Green** - Power On



Network

Power

Adding Z-Wave Devices



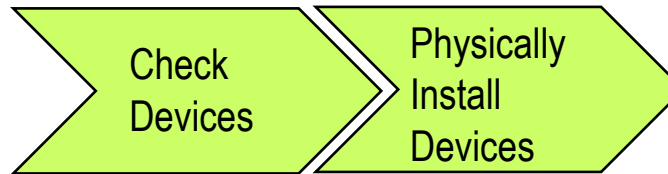
1. Power up the device within 5 to 10 feet of the HUB to add/include a device.
2. Follow the Manage Device Wizard.
Note: Different devices may be “triggered” differently. Be sure to refer to the device manual for “triggering” the device enrollment.



Install



4. Install



- A. Confirm proper device operation via the Web Portal.
- B. Install LifeStyle devices in their proper location, paying attention to range limits.
 - Wi-Fi Devices < 50 feet from the HUB.
 - Z-Wave Devices < 60 feet from nearest other Z-Wave device.
 - **Be sure to Relearn Z-Wave network through “Diagnostics”.**

Test



5. Test



A. Check Web portal for sensor activities.

B. Run Diagnostics.

C. Set the System to active in the Web Portal.

D. Review functionality with customer.

Diagnostics



TELGUARD HOMECONTROL

Run Diagnostics

Site Status: Install Set Site to Active

phill_ins is accessing site as toolmantoo@gmail.com

WELCOME, Philip Hill
Monday, Nov 4 | Sign Out
Philip Hill Home

SUMMARY HISTORY ALERTS AUTOMATIONS SCHEDULES SYSTEM HELP

Select Run Diagnostics.

TELGUARD HOMECONTROL

Site Diagnostics Tool

Overall Cellular Wi-Fi IP Devices Z-Wave™ Security

Results	
Cellular	Unknown
Wi-Fi	Warning
IP Devices	Unknown
Z-Wave™	Good
Security	Good

Rescan All

Running Diagnostics will automatically scan all technologies and indicate any concerns/errors.

Diagnostics - Wi-Fi



Site Diagnostics Tool

Overall Cellular **Wi-Fi** IP Devices Z-Wave™ Security

Nearby Wireless Access Points		
SSID	Channel	Strength
SparkLink	4	
MyHouse	6	
Palace	11	

Rescan

**Wi-Fi will indicate all wireless networks within range of the HUB.
Note: It may recommend the HUB be changed to a different channel.**

The Gateway is currently using channel 11.

If the Gateway is having Wi-Fi reliability or performance issues, consider changing it to channel 1.

Specify new channel:

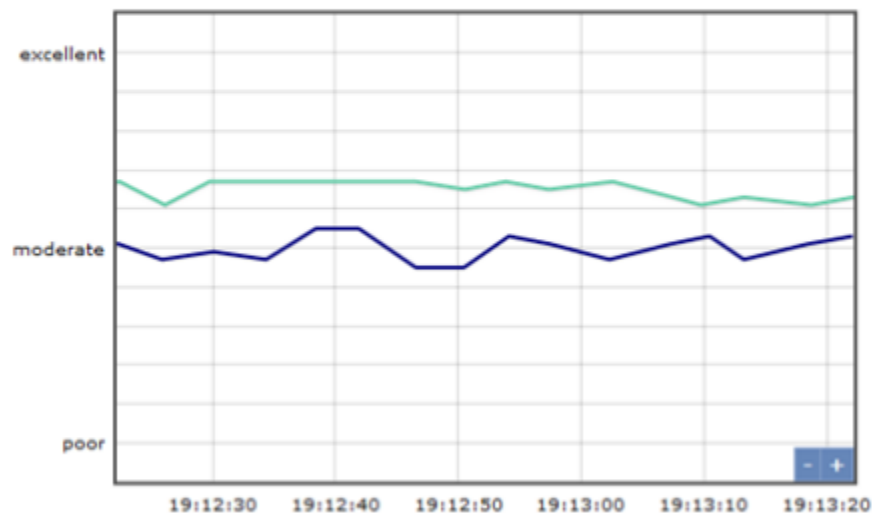
Diagnostics - IP Devices



Site Diagnostics Tool

Overall Cellular Wi-Fi IP Devices Z-Wave™ Security

IP Device Wi-Fi Signal Quality




Legend:

- Camera Front Door Camera, ID = 000E8F75B247, Status = OK
- Camera Front Yard Camera, ID = 000E8F75B284, Status = OK

IP Devices will indicate the signal strength of cameras and touchscreens.

Diagnostics – Z-Wave™





TELGUARD
HOMECONTROL

Site Diagnostics Tool

Name: philadm
Server:
admin.myhomecontrol.com
Site ID: 00603505a7cb
[Exit](#)

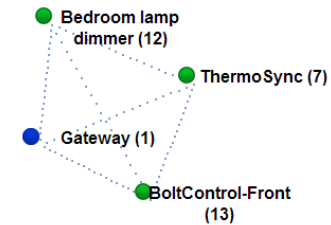
Overall Cellular Wi-Fi IP Devices **Z-Wave™** Security

Results

Number of devices: 4

Displays the Mesh Network topology.

- **Relearn Mesh** will reset the entire network and recreate a new “Mesh”.
- **Rescan Z-Wave** will check status of all connected devices.



Z-Wave Connectivity Table

	● Gateway (1)	● ThermoSync (7)	● Bedroom lamp dimmer (12)	● BoltControl-Front (13)
● Gateway (1)	-	●	●	●
● ThermoSync (7)	●	-	●	●
● Bedroom lamp dimmer (12)	●	●	-	●
● BoltControl-Front (13)	●	●	●	-

Legend:

● Functional Device

● Faulty Device

● Gateway Device

● Connected

Complete



TELGUARD
HOMECONTROL

Run Diagnostics

Site Status:
Install

Set Site to Active

phill_inst is accessing site as
toolmantoo@gmail.com

Welcome, Philip Hill
Monday, Nov 4 | Sign Out
Philip Hill Home

SUMMARY

HISTORY

ALERTS

AUTOMATIONS

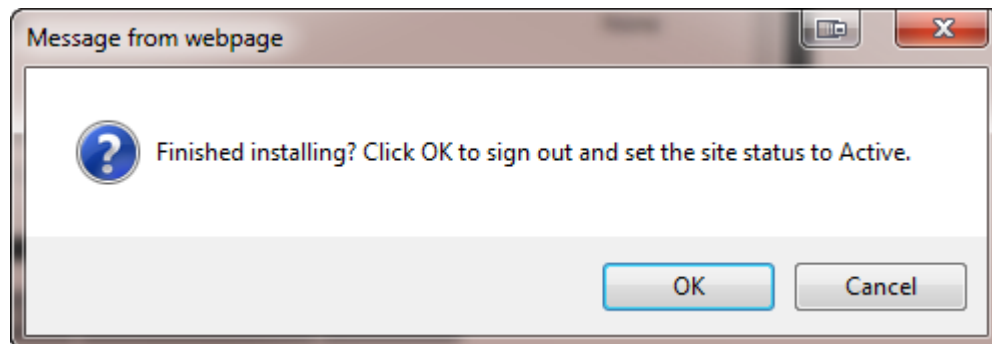
SCHEDULES

SYSTEM

HELP

DEVICES | SITE SETTINGS | USERS | ACCESS CODES | MY PROFILE | MY PROFILE HISTORY | SHIFT

MANAGE DEVICES



Teach Customer



Life Safety

- Security Panel / Keypad
 - Sensors
 - Arm
 - Disarm
 - Emergency Buttons
 - Change/Program Access Code
- KeyFob
 - Arm/Disarm
 - Panic



Teach Customer



www.telguard.com
Last sign in: Oct 20, 2013 9:05 PM
Sunday, Oct 20 | Sign Out
John and Jane's Home

SUMMARY HISTORY ALERTS AUTOMATIONS SCHEDULES SYSTEM HELP

SECURITY AND SHIFT

AT HOME [Lock Icon] ARM AWAY ARM STAY

Disarmed, All Quiet

- bedroom window Zone 5 Closed
- check front entry Zone 3 Closed
- front door Zone 1 Closed
- garage door entrance Zone 4 Closed
- motion detector Zone 0 Closed

OTHER DEVICES

- Back door Locked
- Front Door Locked
- Front door deadbolt Locked
- Garage door Unlocked
- Great Room Dimmer 1 Off
- Porch light 40%
- Z-first lamp module Off
- Central AC 75%
- Cool to 80°
- Garage Door Unknown

CAMERAS

Front Door Camera

9/23 12:29p

9/23 11:27a 9/22 2:58p 9/22 2:44p

Yard Camera

9/21 8:34p 9/21 6:34p 9/19 3:54p

Live Video Dashboard

TODAY'S SCHEDULE

- 8:00 AM Warm the house
- 7:00 AM Away - at work
- 9:00 AM During the day temps
- 5:30 PM Arrive Home
- 10:00 PM Clear the weather

NOTABLE EVENTS

- Today 8:19 AM - Disarmed by Master access code 1.
- Today 8:19 AM - Disarmed by Master access code 1.
- Yesterday 11:15 PM - Armed Stay.
- Yesterday 11:13 PM - Armed Away.
- Yesterday 1:51 PM - Disarmed

Customize this page

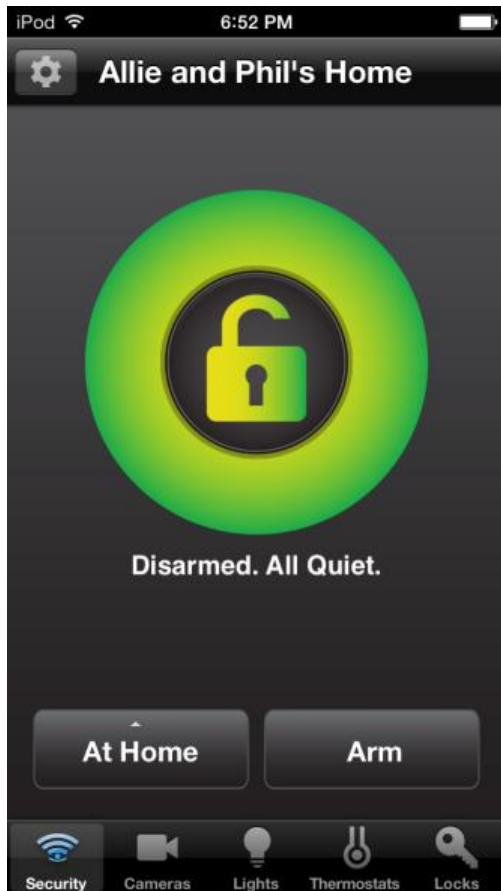
TELULAR CORPORATION PRIVACY TERMS OF USE CUSTOMER SUPPORT CONTACT US ABOUT

Web Portal

<https://portal.myhomecontrol.com>

- Test from customer's computer, not yours!
- Verify customers welcome email.
 - Activate the login account.
- Bookmark URL.
- Tabs: Summary, History, System.
 - Description one line or less.
 - Add more users.
- Set up Alert, Automation, and Schedules.
- Online web portal help.

Teach Customer



- **Mobile Portal and Application**
 - Determine the type of phone.
- **Install the HomeControl mobile applications.**
 - Search the Apple App Store for “Telular HomeControl”.
 - Search the Google Play Store for “Telular HomeControl”.
 - or use the Mobile html site.
(a “thin” version of web portal).

<https://mobile.myhomecontrol.com/mobile/>

Thank You



Be sure to visit:

<http://www.telguard.com/dsc>

**for updates, links, documentation, and
training material**