

ALC-PACK3

WiFi Alarm System with HD WiFi Camera

User Manual

Foreword

Congratulations on your purchase of the ALC-PACK3 Alarm system. Before you commence installation, we recommend that you unpack the product, familiarise yourself with the component parts, and carefully read through this instruction guide. There are some parts of the installation must be completed in the order shown to ensure successful installation.

Disclaimer

All statements, technical information and recommendations in this manual are believed to be reliable, but the accuracy and completeness thereof are not guaranteed or warranted.

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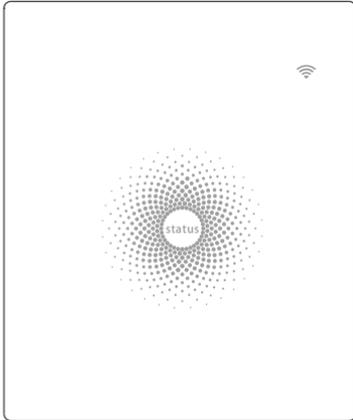
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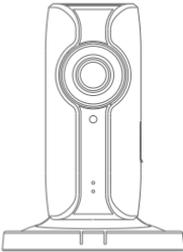
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Packing List

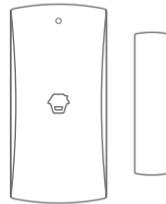
1x ALC-PACK3 Hub / Control Panel



1x ALC-CAM2 720p HD WiFi Camera



2x ALC-RSW1 Door/ Window Contact



1x ALC-RC1 Remote Control



2x Power Adapter



1x Camera Reset Pin



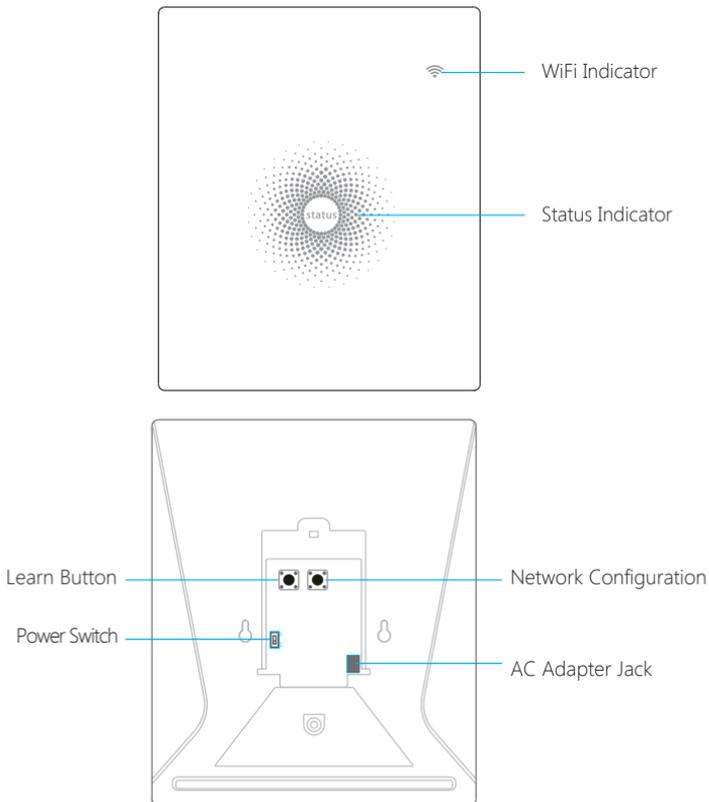
Hub

All Sensors are wirelessly linked to the Hub.

In the event of alarm activation, for example, when a Sensor is triggered, a push notification will automatically be sent to all registered users

The system can be controlled and monitored both on-site using the Remote Control supplied and remotely from anywhere in the world, with the FREE iOS and Android Apps.

The system can easily be expanded to include up to: 50 Wireless Sensors and 10 Remote Controls.



LED Indication

WiFi Indicator (Blue)	Steady On	Connected with Router
	One flash per second	Searching for a network or disconnected from Router
	Off	The Power Adapter is not plugged in
Status Indicator (Red, Blue and Green)	Steady On	Stable WiFi connection
	Red	System is Armed
	Blue	System is in Home Mode (Part Arm)
	Green	System is Disarmed
	Blue light blinking	Disconnected from the Router
	Red light flashes quickly	Alarm condition
	Flashes every 3 seconds	Low battery

Functionality of Buttons behind the Back Cover

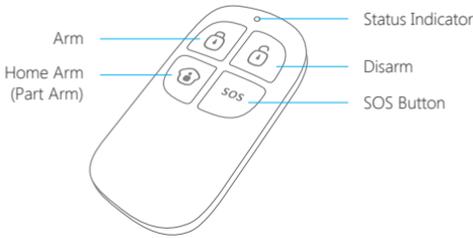
Learn	Used to pair an accessory with the Hub
WiFi	Used to pair the Hub with the Router
On/off	Power Switch

Note: The Hub must be plugged in to the Power Adapter in order to maintain the WiFi connection.

When AC power is lost, the Hub will last for 2 minutes to send out a push notification to the connected smartphones, and the sounder will keep beeping for 30 seconds.

Remote Control

The Remote Control can be used to arm, part arm or disarm the system, and trigger an emergency alarm (SOS).

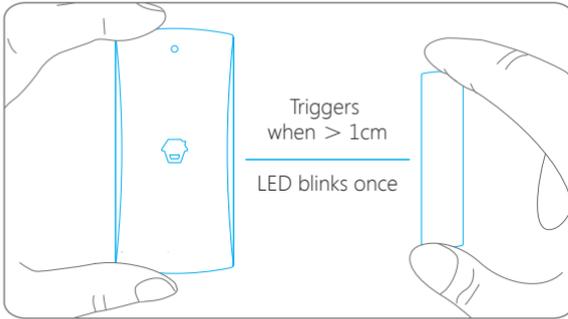


Button	System Status
	All Sensors will be Armed. This mode is for use when the property is unoccupied.
	The System will be Disarmed, no Sensors will be triggered. Note: When set to 'Disarm', Fire, Smoke, and Gas Leakage Sensors (need to purchase separately) will remain active as they are factory set to Instant Alarm Zone
	Sensors which are set to the Inactivated Zone will not be Armed. All other Sensors will be Armed. This mode allows for selected Sensors (for example, front/back door(s) to be Armed, allowing the occupier freedom of movement within the property.
SOS	The SOS Button will trigger an 'emergency' alert notification to registered users regardless of the Hub mode.
+	Press the [] button. After the indicator on the remote control blinks once, press [] button within 3 seconds to mutely arm the system.
+	Press the [] button. After the indicator on the Remote Control blinks once, press [] button within 3 seconds to mutely disarm the system.

Note: To turn off the Arm/Disarm tone permanently, open the App, go to "Settings"->"My Hub"->"Arm / Disarm beep(s)".

Door/ Window Contact

Door/ Window Contacts are set to 'Normal Zone' by default and are ideal for protecting entry/exit points such as front and back doors and windows. When the system is Armed, should a Door Contact be triggered (Magnet separated from the Transmitter), a push notification showing the named Sensor will automatically be sent to the registered users and the Hub Internal Siren will sound immediately.



Tamper Switch

The Tamper Switch (small black button underneath the back cover) will activate an alarm condition if an unauthorized attempt is made to remove the Contact from its installed location.

Low Battery Indication

If the LED indicator flashes once per 3 second, the battery must be replaced.

Pairing New Accessories to the Hub

There are two ways of pairing Accessories to the Hub – manually and via App.

Manual Pairing

To pair Accessories manually please follow the instructions below:

Remote Control and Sensors:

1. Press the Learn button at the back of the Hub
2. Press any button on the Remote Control or trigger the Sensor

Please note that pressing the Tamper Switch instead of triggering the Sensor will register it as a 24 Hour Zone.

(Optional Accessory) Wireless Siren:

1. Press the Learn Button on the Siren
2. Arm the Hub via the App

Pairing from the App

To pair the Accessories via App, open the WiFi Alarm App, go to 'Accessory Setting' and follow the instructions on the screen.

Getting Started

Step One: Download the App



Step Two: Sign Up / In

Press the "Sign up" button on the page, and follow the instructions to create your account first.

Once you have an account, select the "Sign in" button to enter the operation page.



Step Three: Connect the Hub to Your Router

Power on the Hub, then follow the configuration steps on App to set up your Hub with your home WiFi. Once the connection is finished, the Hub will beep once, wait until the WiFi indicator and the Status indicator stop blinking, you are ready to operate your alarm system.

Important: ALC-PACK3 does not support WiFi of 5GHz band, If dual-band (5GHz and 2.4GHz) router is used, make sure to connect with the 2.4GHz WiFi instead of the 5GHz's. Make sure your smartphone is connected to the local WiFi network and then follow the steps in the App to connect the ALC-PACK3 Hub to the router.

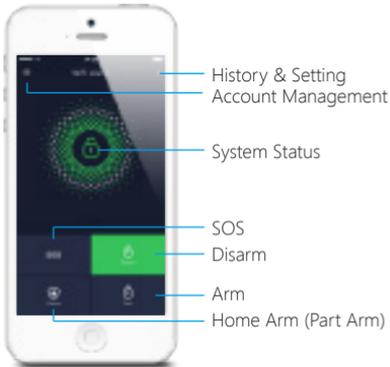
Note: If the connection was failed, please consult to FAQ in page 18 or contact our technical support.

Step Four: Connect the Camera to Your Router

Power on the camera, tap on [+] Button and then follow the configuration steps on App to set up your Camera with your home WiFi.

More details about the camera in this kit, please refer to "Help"on App.

APP Control and Settings



Important Notice

In order to control the system remotely (WiFi/App), the Hub must be 'mains' powered via the Power Adapter. WiFi accessibility is disabled after 2 mins and the Hub beeps 30 times when the Hub Power Adapter is unplugged from the mains power supply and running on batteries.

System statuses

System Armed

All the sensors detect for anomalies under this Mode; the Hub built-in siren will sound immediately when a sensor is triggered. You and other pre-authorized users will receive push notifications on your/their phones.

This mode is recommended for when no one is at home, it can be easily set from the remote control or app.

System in Home Mode

Only the Deactivated Zone sensor will stop detecting under this Mode, which enables you and your family to move freely inside your home without triggering an unwanted alarm.

Note: The door/window sensors in this kit have been set to Activated Zone by default, you can refer to page 10 and change their zone mode on the "Accessory Settings" of the App.

This mode is recommended for when someone is at home, such as during the night, and can be easily set from the remote control or app

System Disarmed

All the sensors stop detecting except any sensors that you may have set to Instant Alarm Zone (they will continuously monitor a particular area). For example, an extra Water Sensor which has been set to Instant Alarm Zone by default and installed near a washing machine would trigger alarm if water is detected, regardless of system status.

Synchronize Time (Important Setting)

The time shown on your mobile device must be synchronized with the time shown on the Server prior to setup. Operation history will only be recorded correctly once synchronization is complete.



Edit Accessories

Rename, add, delete and change the Zone Mode of each Sensor.



Zone Mode

Activated Zone

Sensors set to Activated Zone are armed when the system is in Arm (Full Arm) or Home Arm (Part Arm) Mode. We recommend setting Window/Door Sensors to this zone because they would always be installed to the perimeter of a house in practice, like doors or windows.

Deactivated Zone

Sensors set to Inactivated Zone are only armed when the system is in Arm (Full Arm) Mode. If Home Mode (Partial Arm) is used, these Sensors are not armed and will not activate the alarm on trigger. We recommend setting PIR Motion Sensors (if purchase separately) to Home Zone because they should be installed inside the house.

Instant Alarm Zone

Sensors set to Instant Zone will activate the alarm when triggered, regardless of the alarm status at the time (armed or disarmed).

Alarm Delay Zone

The working mode of sensor in this zone will be same as Normal Zone sensor's, but the Hub will alarm after an Entry Delay Time* if this sensor is triggered when system was armed or in home mode.

* Entry Delay Time: you can set this delay time on App [Settings]-[Delay Settings]-[Entry Delay].

Note: Optional Smoke, Gas Leakage or Water Flood Sensors are automatically registered as Instant Alarm Zone Sensors and cannot be changed to other Zone. Any Motion or Door/Window Sensor paired to the Hub by pressing the Tamper Switch will also register as a Instant Alarm Zone Sensor. A Instant Alarm Zone Sensor will activate the alarm when triggered, regardless of the alarm status at the time (armed or disarmed)."

Internal Siren

The volume level, alarm duration, and arm/disarm beep can be adjusted in the App.

Wireless Siren

When connecting an Outdoor Siren (optional accessory) to the Hub, it can be enabled/ disabled by switching the Alarm option to on/off. The on/off arm/disarm beep and alarm duration can also be adjusted.

Delay Settings

Exit Delay Time

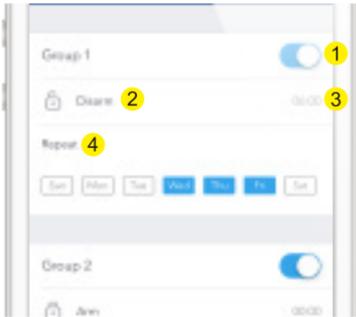
Set a time delay for you to leave your property without triggering an alarm.

Entry Delay Time (Available only for Alarm Delay Zone Sensor)

Set a time delay for you to enter your property without triggering an alarm.

Timed Arm/Disarm

The system can be programmed to automatically Arm and Disarm the alarm at predefined times by following the steps below:



1. Slide the switch to the "on" position to activate the setting.
2. Choose any status you want the system to become (Arm / Disarm / Home Arm).
3. Choose the activate time of the status.
4. Tap the date that you want this Timed Group repeat.

Notifications

1. Alert Tone

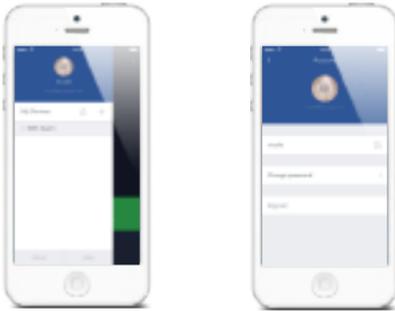
This setting enables you to select a ringtone for alarm notification as you like.

2. Email

This setting enables you to add mailboxes to receive alarm notifications.

Account Management

Tap the [] icon on the top left of the main page, click the portrait to enter the account management.



Once you enter this page on the right side, you can edit the account as you want.

Tap on the picture, and you can add or replace your account image by taking a picture or choosing a picture from your phone's album.

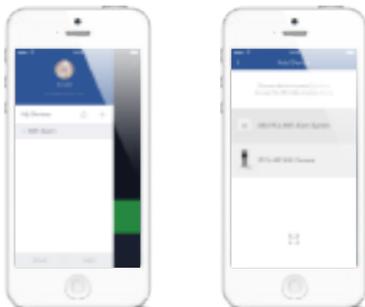
If you want to change your account name, just tap on the [] button and enter a new name.

Changing your password can also be done on this page.

Adding More Devices

One account can achieve operating multiple devices in this App, if you have multiple ALC-PACK3 Hubs or cameras, it is easy for you to manage these devices within this App.

Tap the [+] icon, you can add the device you want.



If you want to delete the accessory, just press and slide the accessory to the left and then delete it.

Sharing Devices

By pressing the share icon [] on this page, you can share access to your device(s) with other registered accounts. Maximum 5 accounts can be shared to.



The user who receives the shared device(s) can arm/disarm the system, receive alarm notifications, view camera(s) in real time (if extra camera has been paired and shared) but cannot re-share the device to other users or change the setting of the device(s).

It is highly recommended that you set access limits to those who you may share your device(s) with. In choosing not to do so, you grant your family and/or friends continual access to the device(s) you have shared.

Interference Detection

The ALC-PACK3 Hub has a feature of interference-Detection. If this feature is enabled, an alarm will be triggered if the radio channel is jammed continuously and the built-in siren will sound rapid beeps 10 seconds before a full alarm occurs. The function is switched off in default.



Restoring to Factory Settings

Short press the WiFi Button on the back cover 3 times, Hub beeps twice and then long press the Button again until a long beep is heard

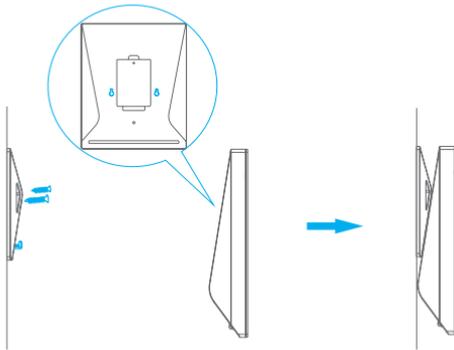
Installation

Hub

Wall Mounting

The Hub can be wall mounted using the Wall Bracket provided.

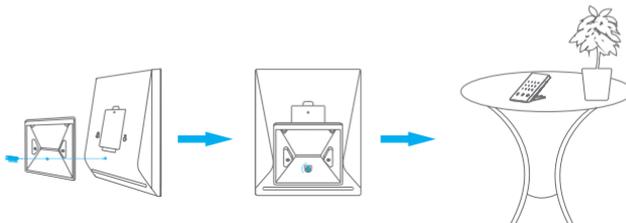
Using the screws supplied, mount the Wall Bracket onto the wall (ensuring that the arrow on the bracket is pointing upwards), then match-up the Wall Bracket hooks to the holes at the back of the Hub, and slide the Hub down onto the Wall Bracket.



Free-standing

The Wall Bracket can also be used as a tabletop stand.

Turn the Wall Bracket upside down so that the arrow is pointing downwards, and align the screw hole underneath the Hub Battery Cover with the screw hole on the Wall Bracket. Use the remaining screw to secure in place.



Warning :

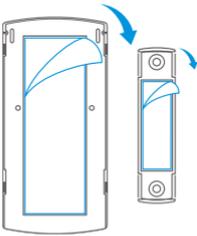
A weak WiFi signal can seriously affect the performance of this Security Alarm System. Please make sure that the Hub is located as close as possible to the main Router for optimal connectivity.

Door/ Window Contact :

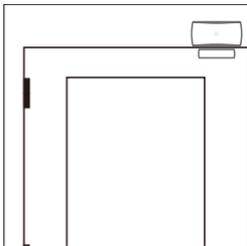
Step 1: To power up the Contact, remove the Battery Tab



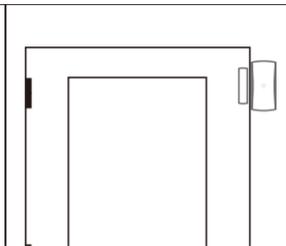
Step 2: Attach the Adhesive Pads to the back of the Transmitter and Magnet



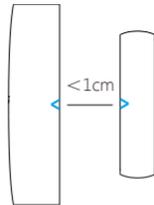
Step 3: Place the Contact on the door/ window frame and the magnet on the door/ window ensuring that the distance between them is not greater than 1cm when the door/ window is shut.



Horizontal orientation

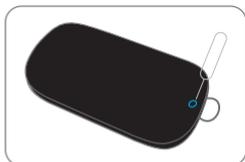


Vertical orientation

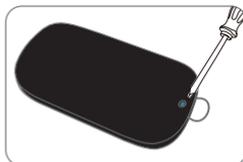


Replacing Accessory Batteries

Remote Control

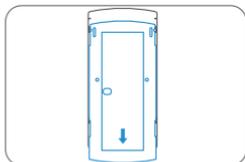


Remove the screw



Open the casing

Door/Window Contact



Open the casing

FAQ

Failed to connect to the WiFi

Check whether the WiFi Indicator on the Hub has stopped flashing

If the WiFi Indicator stops flashing and the Hub cannot be controlled from the App, please make sure that your local WiFi network is available and working properly.

Check that the WiFi name and password are correct.

Connect to a 2.4G WiFi network instead of 5G

Check that the Power Adapter is connected to the Hub.

Re-linking the Hub to the Router again by following the steps on App

The WiFi indicator and the status indicator are on, but I can't control the alarm by App

Check that your smartphone is connected to a WiFi network.

Wait a few minutes to see if the WiFi indicator and the status indicator start flashing. If they do, your local WiFi network is not stable. Make sure that the Hub is located in an area with good WiFi coverage and then re-pair with your local WiFi network.

No response from the Hub when a Sensor is triggered

The Sensor is not within range of the Hub.

Check that the Sensor has been successfully paired to the Hub: Press any Button on the Remote Control, arm the system and separate the transmitter from the Magnet. You can re-pair the Sensor to the Hub by following the instructions in the App – [Accessory Setting].

I can't Arm or Home Arm (Part Arm) my alarm by App

If the alarm has been triggered and hasn't been disarmed and any Arm or Home Arm operations will be refused to respond. In event of Operation Failure first disarm the system and then try again.

How to delete an Accessory

You can delete any Sensor in the App by going to [Accessory Setting], slide the sensor to the left and tap the delete icon to delete the sensor.

To delete all accessories press and hold the [Learn] button inside the Hub for 5 seconds, the Hub will beep once to indicate that all accessories have been deleted.

No sound when alarming

Check that the Hub Alarm volume is not set to mute and the ring time is not set to '0'.

Adjust the volume and the ring time accordingly.

Specifications

Hub

Power Supply	DC 12V 500 mA
Battery	3.7V 700mAh Polymer Battery
Battery Life Recharge Cycle	300 times
WiFi	IEEE 802.11b/g/n
Standby Current	<50mA
Alarm Current	<90 mA
Internal Siren	90 dB
Optional Accessories	10 Remote Controls, 50 Sensors
Radio Frequency	315MHz or 433.92MHz
Housing Material	ABS Plastic
Operating Condition	Temperature 0°C~+55°C Relative Humidity <80% (non-condensing)
Hub Dimensions	125 x 150 x 30 mm (L x W x H)
Bracket Dimensions	87.5 x 81.5 x 12 mm (L x W x H)

Remote Control

Power Supply	DC 3V (CR2025 lithium battery x 1pc)
Transmit Current	<7 mA
Transmitting Distance	<80 m (open area/no interference)
Radio Frequency	315MHz or 433.92 MHz
Housing Material	ABS Plastic
Operating Condition	Temperature 0°C~+55°C Relative Humidity <80% (non-condensing)
Dimensions	58 x 31 x 9.5 mm (L x W x H)

Door/ Window Contact

Power Supply	DC 1.5V (1.5V AA LR6 battery x 1pc)
Static Current	<35 uA
Alarm Current	<40 mA
Transmitting Distance	<80 m (open area/no interference)
Radio Frequency	315MHz or 433.92 MHz
Housing Material	ABS Plastic
Operating Condition	Temperature 0°C~+55°C Relative Humidity <80% (non-condensing)
Transmitter Dimensions	71 x 34 x 17.5 mm (L x W x H)
Magnet Dimensions	51 x 12 x 13.5 mm (L x W x H)

