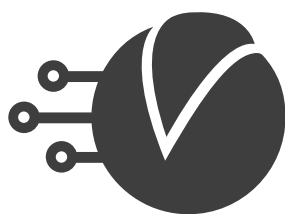


COMUNICADOR WIFI

Manual de Instalador



GARNET
TECHNOLOGY

SP | SPANISH

IP-500-G



www.garnet.com.ar

General Information

The IP-500G communicator is designed to report events via an internet connection over a Wi-Fi network.

Communication formats:

The IP-500G communicator is designed to send alarm signals to monitoring receivers that receive events under the DC1 and SDC2 communication protocols. It also allows reporting events in residential format to the Garnet Control application with event restriction by monitoring station.

Panel control modes:

The IP-500G communicator allows the panels to be controlled via the Garnet Control application, through the internet.

Compatible panels:

The IP-500G communicator is compatible with the Garnet and DSC panel families.

For Garnet panels, the communicator must be installed on the BUS-C485 data bus, while for DSC panels, the communicator must be installed on the BUS-C485 data bus, while for DSC panels, the communicator must be installed on the BUS-C485 data bus. data bus of the keyboards.

Compatible Garnet panel models:

PC-732G / A2K4-NG / A2K8

Models compatible with DSC panels:

PC585, PC1565, PC832, PC1832, PC5015, PC.5010, PC161616

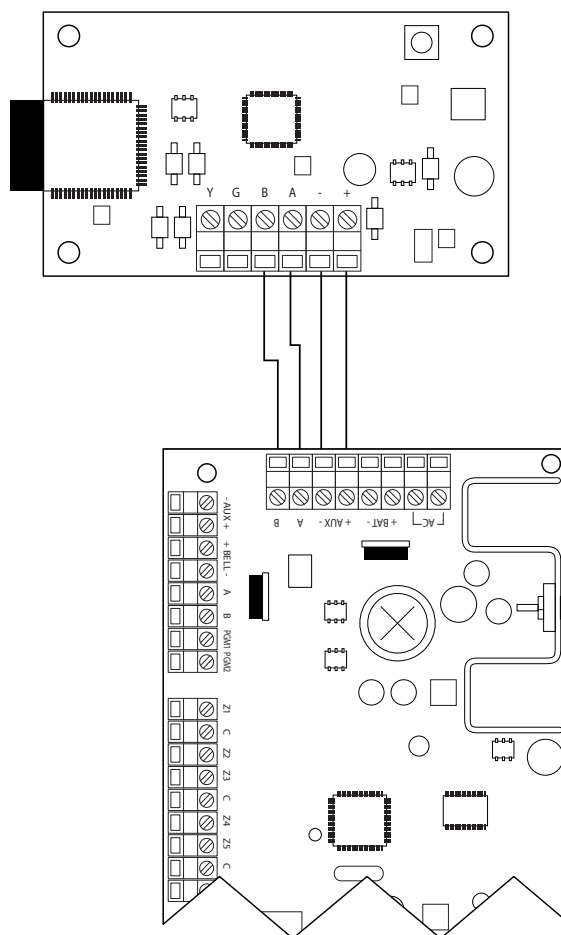
Technical Specifications:

WiFi

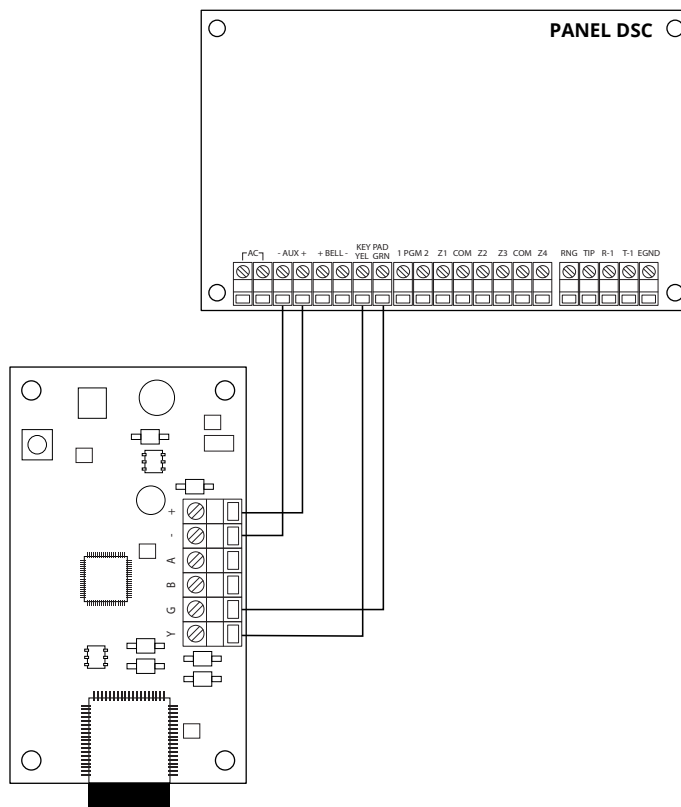
- Supply voltage: 12V
- Power consumption: 90 ~ 135 mA
- Transmission: WiFi certified 2.4Ghz, IEEE 802.11.
- FCC / CE-RED / IC / TELEC / KCC / SRRC / NCC Certified
- Transmitting power: 20.5 dBm.
- WiFi authentication via WEP, WPA-PSK and WPA2-PSK.
- Antenna: PCB trace type.
- Compatible with PC-732G / A2K4-NG / A2K8.
- 1 IP addressees for monitoring reports.
- Allows for panel and self programming with AC4 software and via the Garnet Programmer app.
- Residential format reports
- You can use domain names instead of IP addresses.
- Connection with dedicated bus (BUS-C485).
- Allows remote operation of the system via smartphones using the Garnet Control App.

Connections:

BUS-C485 mode of operation:



DSC mode of operation:



Light indications of states:

The IP-500G communicator incorporates a variety of LEDs to indicate the different statuses of the communicator.

There are LEDs to indicate the signal strength of the WiFi network, the results of the reports to the server and the monitoring station.

Explanation of light indications:

	Antena Wifi	Antena 3G	Comunic Wifi	Comunic 3G	
Signal 1-5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ACK
No Signal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	NAK

There are two groups of leds, the ones that inform the signal strength of connection with the Wifi network and the ones that inform the results of the communications.

Wifi Signal Indicator LEDs

These LEDs indicate whether or not the communicator is connected to a network.

If the communicator is connected to a Wifi network, the blue LED representing the Wifi Antenna will indicate its signal strength by flashing as many times as its signal level.

The number of flashes represents the signal level, with 1 flash for a very low signal level and 5 flashes to indicate the maximum signal level.

If the communicator is not connected to a Wifi network, the red "No Signal" LED will be on indicating that the communicator is not connected to a Wifi network.

Communication indicator LEDs

The communicator is prepared to communicate via a Wifi connection.

When there is a control communication or any kind of report, its result will be indicated by the leds representing the communications.

When a report is made to the monitoring station or in residential format, the result will be represented by two LEDs, one representing the successful report (ACK) or the one indicating communication failure (NAK). When the communicator reports a supervision to monitoring or to the Garnet Technology server it will light both LEDs simultaneously.

Status LED

This LED indicates the working mode according to the flashing speed. If the led blinks slowly (1 time per second), it means that it is configured to work in "DSC" mode, if the blinking is fast (10 times per second), it is configured to work in the BUS-C485.

Communicator programming / Panels

Programming the alarm panel:

In order to configure the Garnet alarm panels via the communicator, the communicator must first be enabled on the panels.

To do this, you must enter the panel programming by performing the following steps:

With G-LCD732 / G-LCD732RF / KPD-860RF / KPD-860 Keyboard

1) Tool key + [5] + [INSTALLER CODE].

2) Program the command [299] with the following values [xxxxx1xx].

With Keyboard G-LED732 / KPD-800

1) *8 + [5] + [INSTALLER CODE] + [INSTALLER CODE].

2) Program the command [299] with the following values [xxxxx1xx].

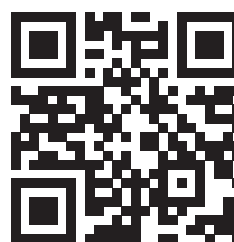
NOTE: DSC panels cannot be programmed via the communicator and the configuration App.

Programming the Communicator and Panel from the Garnet Programmer app.

The communicator is programmed via the app.

"Garnet Programmer."

This app also allows Garnet alarm panels to be programmed. To download the programming app scan the following QR codes as appropriate or search the download shop for the Garnet Programmer app.



Download
Click here

Follow the steps below:

1) Press the button on the board that says "AP ENABLE".

This will cause the communicator to generate a WiFi network for a period of 5 minutes.

2) Search your phone for available WiFi networks and connect to the WiFi network whose name is "IP-500Gxxxxxx". XXXXXXXX being the last 6 digits of the communicator mac.

3) Enter the default network password: admin1234.

4) Once the communicator enters programming mode. The LEDs will behave as follows:

	Antenna Wifi	Comunic Wifi	
Signal 1-5	<input type="checkbox"/>	<input type="checkbox"/>	ACK
No Signal	<input type="checkbox"/>	<input type="checkbox"/>	NAK

5) Once ready, open the Garnet Programmer application and follow the instructions you wish to program.

Note: In programming the communicator within the "status" screen you should make a note of the System Number as it will be used in the next step.

Enabling Telephones or Terminals

To enable the phones, you must first ensure that the communicator was previously configured and has a successful connection to the internet through a Wifi connection or by using mobile data.


From your phone shop download the User application **"Garnet Control Pro"**.



Download
Click Here

Once you have downloaded the application you will need to register using your personal details. Then within the application press the "+" button. to add a new system.

You must enter the System Number obtained in the previous step, a name that identifies the alarm system that is installed and finally an icon.

You must then initiate the connection to your phone from the communicator. Press the **"AP ENABLED"** button 3 times in a row or if you have an LCD keypad press [] + 8 + 3. Confirmation of successful enablement will be by flashing the 2 LEDs. antenna and communications indication. Then press the **"Verify"** button on your mobile phone.

In seconds your application will be ready for use.

Note: The Garnet Control application allows up to 20 total users to be associated.

The main user that was associated will be listed as "Administrator".

This user will be able to invite the remaining 19 users of the system with two different user categories:

- **Primary User:** This user can be defined by the administrator in terms of the functions and permissions he/she has over the alarm panel.

For example: You can have a user as a Family member who has all remote control and event receiving functions checked.

But I can also have a main user that only allows him to receive events.

- **Secondary User:** This user does not allow attribute modifications. Only this user can view system cameras.

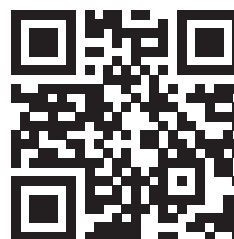
To invite users, go to the community tab.

Communicator programming / Alarm panel (DSC)

Programming the Communicator and Panel from the Garnet Programmer app

The communicator is programmed via the **"Garnet Programmer" app**. This app also allows the Garnet alarm panels to be programmed.


To download the programming app, scan the following QR codes as appropriate or search the download shop for the Garnet Programmer app.



Download
Click Here

Follow the steps below:

1) Press the button on the board indicating **"AP ENABLE"**.





or, if you have an LCD keypad, press [] + This will cause the communicator to generate a WiFi network for a period of 5 minutes.

2) Search your phone for available WiFi networks and connect to the WiFi network whose name is

"IP-500Gxxxxxx".

3) Enter the default network password: admin1234.

4) Once the communicator enters programming mode. The LEDs will behave as follows:

	Antena Wifi	Comunic Wifi	
Signal 1-5			← ACK
No Signal			→ NAK

If this result is not achieved. Repeat the steps from the beginning.

5) Once ready, open the Garnet Programmer application and follow the instructions you wish to program.

Enabling Telephones or Terminals in DSC Panels

From your phone shop download the User application **“Garnet Control Pro”**.



Once you have downloaded the application you will need to register using your personal details. Then within the application press the **“+”** button. to add a new system. You must tick the option that you have a DSC alarm panel.

You must then initiate the connection to your phone from the communicator. You have to press the **“AP ENABLED”** button 3 times in a row or if you have a keypad, press the **“AP ENABLED”** button 3 times in a row.

LCD press [] + 8 + 7.

Confirmation of successful enablement will be by flashing the top 4 antenna and communications indication LEDs. After this press the **“Verify”** button on your mobile phone.

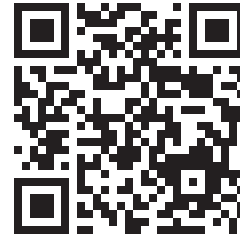
In seconds your application will be ready for use.

Note: The Garnet Control application allows up to 20 total users to be associated. Each user that registers in the app can have a different user code that must be previously loaded in the alarm panel.

If each user is configured with a different code, this will be identified in the event memory, and the user responsible for arming and/or disarming can be identified.

Garnet Programmer Programming Videos In the following QR Code you will find all the necessary information for the programming of the Garnet Programmer and its respective alarm panel. If you are unable to program the devices, you will be able to see the following intuitive information.

In the following QR Code you will find all the information you need to link phones to your alarm system. In such a case, if the equipment cannot be programmed, the following may be done see the following intuitive information.



Video Garnet Programmer
Click here

Reset the communicator configuration to factory defaults.

To reset the communicator to factory defaults, the **“AP ENABLED”** button must be pressed for more than 6 seconds, until all antenna and communications LEDs flash together.

Remote Control with 3G-COM-G/IP-500G Communicators

The above-mentioned models are allowed to control by different means. In principle, 3G-COM-G communicators allow communication via mobile data, WiFi networks and text messaging (SMS), while IP-500G communicators allow communication only via WiFi networks. This allows the panels to be controlled via mobile applications and/or SMS (Messaging traditional text)

All modes are explained individually in the following sections.

Remote Control with 3G-COM-G/ IP-500G Communicators via Garnet Control APP

Control of the panels will be performed by any of the above mentioned communicators via the Garnet Control APP using the Internet. This means that both 3G-COM-G/IP-500G communicators must have stable connectivity to the Internet by any possible means of operation as well as your mobile phone.

You should proceed to associate your mobile device with the App, if you are an Administrator or Owner of the panel you should consult the “Enabling Phones” section of the installer’s manual or contact your installer and/or monitoring company.

If you are an Administrator or Owner and would like to invite more users to control your system, you should contact within the application to the Community tab and invite the remaining users.

NATIONAL WARRANTY: Alonso Hnos. Sirenas S.A. (Garnet Technology) warrants to the original purchaser that, for a period of 18 months from the date of purchase, the product is free from defects in materials and workmanship under normal use. During the warranty period, Alonso Hnos. Sirenas S.A., decides whether to repair or replace any defective product. Any replacement or repaired part is warranted for the remainder of the original warranty or ninety (90) days, whichever is longer. The original owner must promptly notify Alonso Hnos. Sirenas S.A. in writing that there is a defect in material or workmanship, such written notice to be received in all events prior to the expiration of the warranty period. There is absolutely no warranty of any kind on software. The purchaser assumes all responsibility for the proper selection, installation, operation and maintenance of any product purchased from Alonso Hnos. Sirenas S.A.

INTERNATIONAL GUARANTEE:

The guarantee for international customers is the same as for any customer in Argentina, with the exception that Alonso Hnos.

S.A. shall not be liable for any customs, transportation costs and/or taxes or duties that may be applied.

WARRANTY PROCEDURE: To obtain service under this warranty, please return the item(s) in question to the point of purchase. All authorized dealers have a warranty program. Anyone returning items to Alonso Hnos. Sirenas S.A. must first obtain an authorization number. Alonso Hnos. Sirenas S.A. will not accept any return shipment without first obtaining an authorization number through the RMA process.

FACTORS THAT VOID THE WARRANTY: THIS WARRANTY APPLIES ONLY TO DEFECTS IN MATERIALS AND WORKMANSHIP RELATING TO NORMAL USE. IT DOES NOT COVER:

- Damage incurred in the handling of shipment or transport.
- Damage caused by disasters such as fire, flood, wind, earthquake or lightning, etc...
- Damage due to causes beyond the control of Alonso Hnos Sirenas S.A., such as excessive voltage, mechanical shock or water damage.
- Damage caused by unauthorised attachments, alterations, modifications or foreign objects.
- Damage caused by peripherals (unless the peripherals were supplied by Alonso Hnos. Sirenas S.A.).
- Defects caused by failure to provide a suitable environment for the installation of the products.
- Damage caused by the use of products for purposes other than those for which they were designed.
- Damage due to improper maintenance.
- Damage caused by other abuse, mishandling or improper application of the products.

ITEMS NOT COVERED BY THE WARRANTY

In addition to the items that cancel the Guarantee, the following items will not be covered by the Guarantee:

(I) Freight cost to the repair centre;

(II) Products that are not identified with the product label of Alonso Hnos.

Sirens S.A. and its lot number or serial number;

(III) Products that have been disassembled or repaired in a manner that adversely affects performance or does not permit adequate inspection or testing to verify any warranty claim;

(IV) Products not covered by this warranty, or otherwise out of warranty due to age, misuse or damage, will be evaluated and an estimate for repair will be provided. No repair work will be performed until a valid purchase order submitted by the Customer is received and a Return Merchandise Authorization (RMA) number is issued.

Sirenas S.A.'s liability for failure to repair the product under this warranty after a reasonable number of attempts shall be limited to a replacement of the product. In no event shall Alonso Hnos. Sirenas S.A., be liable for any special, incidental or consequential damages based on breach of warranty, breach of contract, negligence, strict liability or any other legal theory. Such damages shall include, but not be limited to, loss of profits, loss of products or any associated equipment, cost of capital, cost of substitutes or replacement equipment, facilities or services, downtime, buyer's time, the claims of third parties, including customers, and property damage. The laws of some jurisdictions limit or do not allow the disclaimer of consequential damages. If the laws of such jurisdiction are applicable to any claim by or against Alonso Hnos Sirenas S.A., the limitations and disclaimers contained herein shall be the broadest permitted by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

DISCLAIMER OF WARRANTIES: This warranty contains the entire warranty and shall prevail over all other warranties and all other warranties, whether expressed or implied (including all warranties implied on the goods or intended for a particular purpose) and all other obligations or liabilities on the part of Alonso Hnos. Sirenas S.A., who neither assumes nor authorizes any other person to act on its behalf, to modify or change this warranty, nor to assume any other warranty or liability concerning this product. This limited warranty disclaimer is governed by the government and laws of the province of Buenos Aires, Argentina.

WARNING: Alonso Hnos. Sirenas S.A. recommends that the entire system be thoroughly tested on a regular basis. However, despite frequent testing, and due to, but not limited to, criminal sabotage or electrical interruption, it is possible that this product may fail to operate as expected. Out of Warranty Alonso Hnos Sirenas S.A. will elect to replace or repair out-of-warranty products that are returned to its factory in accordance with the following conditions: Anyone returning products to Alonso Hnos. Sirenas S.A. must first obtain an authorization number. Alonso Hnos. Sirenas S.A. will not accept any shipment without an authorization number first. Products that Alonso Hnos. Sirenas S.A. determines to be repairable will be repaired and returned. A fixed charge that Alonso Hnos. Sirenas S.A. S.A. has predetermined and which will be reviewed from time to time, is required for each unit repaired. Products determined by Alonso Hnos. Sirenas S.A. to be non-repairable will be replaced with the most equivalent product available at that time. The current market price of the replacement product will be charged for each unit replaced.