MyRemoteManager

# HONEYWELL BRIDGE
# INSTALLATION PROCEDURE ///

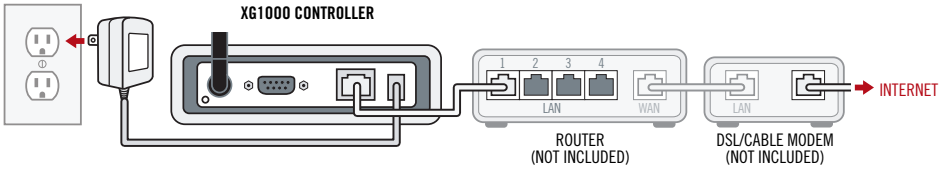
[HONEYWELL VISTA SERIES 15P & 20P AND SAFEWATCH 3000 ADDRESSABLE PANELS ONLY
PROFESSIONAL INSTALLATION OF THE BRIDGE TO THE ALARM PANEL IS RECOMMENDED]

## INSTALLATION CHECKLIST ///

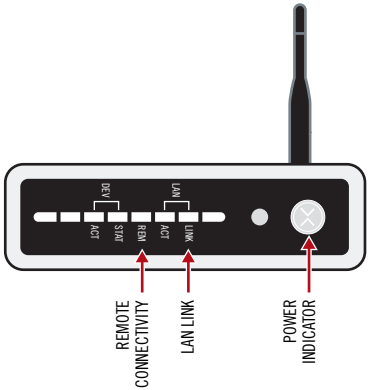
- XG1000 Controller and a **Honeywell Bridge**
- 6160 Alpha panel as a debugging tool
- Confirm address 22 is open and configured as a keypad device.
  *Please note that if 22 is already is use, the existing keypad will need to be moved to a different address*
- Remote account username and password

## INSTALL & VALIDATE XG1000 CONTROLLER ///

1. Locate the customer's external internet connection and the in-home router. Find one unused LAN RJ-45 port on the router. Then, use an Ethernet cable to connect the LAN RJ45 port on the XG1000 Controller to the unused LAN RJ45 port on the router.




2. Connect XG1000 Controller to power and verify the following:
   - The XG1000 **'X'** power LED is lighted BLUE
     If the power LED is not lighted, please re-check all power connections (see Troubleshooting Section)
   - The XG1000 LAN/Link LED is lighted GREEN
     If the LAN/Link LED does not light check the Ethernet connection and/or try using a different Ethernet cable (see Troubleshooting Section)
3. Wait up to 3 minutes for the XG1000 Controller to initialize.
4. Check and confirm LED marked **'REM'** is solid GREEN (REM LED is the health indicator for remote access).



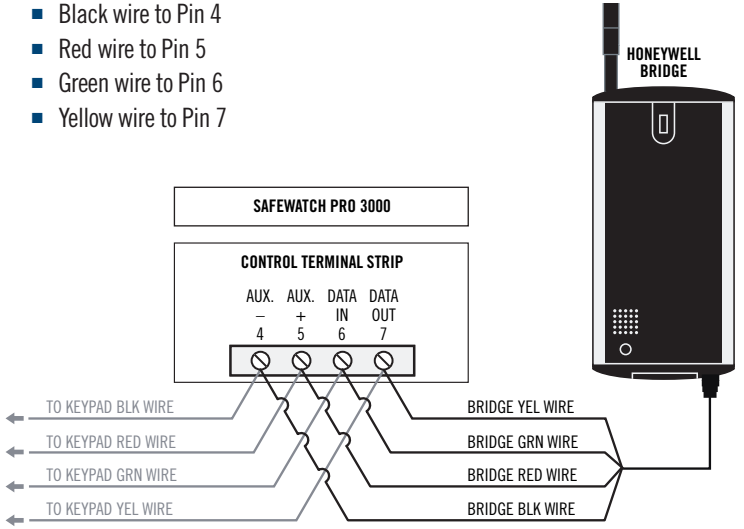



## HONEYWELL BRIDGE INSTALLATION PROCEDURE ///

1. Connect the **Honeywell Bridge** to the Honeywell Panel (or the keypad if possible)
   The Bridge connects just like an additional keypad (SafeWatch Pro 3000 terminals noted).

   Please power down the Honeywell Panel prior to beginning this process:

   - Black wire to Pin 4
   - Red wire to Pin 5
   - Green wire to Pin 6
   - Yellow wire to Pin 7

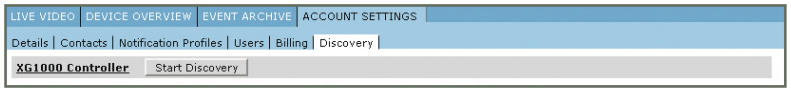



**NOTE:** The existing keypad will remain connected. Mount the Bridge device near the alarm panel away from large metal objects. If necessary, you can extend the length of the wire using four conductor cable and wire nuts. For best results the bridge device should be mounted as high as possible, preferably at least 6 feet above the floor.

2. Re-connect power to the Honeywell Panel.
3. The LED on the **Honeywell Bridge** should light up and display RED – If the LED does not light up, the Bridge is not receiving power, please check all connections (see Troubleshooting Section).
   If the LED changes from solid GREEN to solid RED within the first 60 seconds after applying power, and remains solid RED, the Controller and the Bridge may be having difficulty communicating. Please perform the **Range Test** described in the Troubleshooting Section of this manual.
4. Go to existing alarm keypad. Disarm the alarm system, establish access to alarm system via the "Installer Code" (may need to re-power unit and use **'#*'** to set an installer code).
5. Connect a 6160 ALPHA KEYPAD if existing keypad is not alpha. From the keypad enable the keypad address 22 in the alarm panel for use by the **Honeywell Bridge** (for the SafeWatch Pro 3000, enter **'[ 1, 0 ]'** in location **'*195'**).

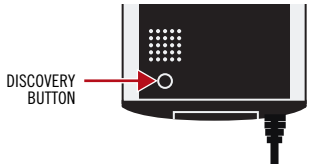
5. Log into your remote account via a PC browser. Click on the **Account Settings** tab on the interface and then select the **Discovery** sub-tab, to access the **Discovery** page.

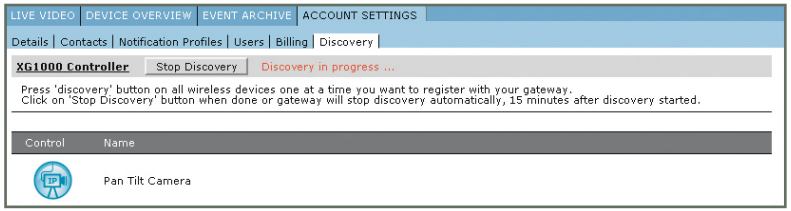
**NOTE:** If your XG1000 Controller is not registered to your account you must register it prior to proceeding.




DEVICE DISCOVERY PAGE

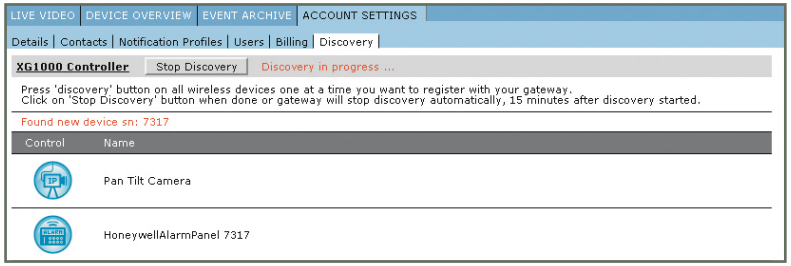
On the **Discovery** page, click on the **'START DISCOVERY'** button to start the Bridge registration process. When the page heading indicates that discovery is in process, press the **'DISCOVERY'** button on the lower left corner of the **Honeywell Bridge** device as shown.




DEVICE DISCOVERY IN PROGRESS

When the Discovery process has finished for the Honeywell Bridge, it will appear on the list of your devices on the **Discovery** page, and the LED on the **Honeywell Bridge** should turn GREEN. At this point you may press the **'STOP DISCOVERY'** button to stop the Discovery process.




HONEYWELL ALARM PANEL DISCOVERED

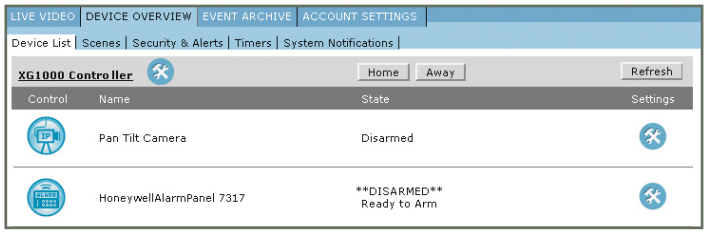
After the system has registered the **Honeywell Bridge** device, go to the **Device Overview** page and verify that the **Honeywell Bridge** device was properly discovered.



## COMPLETING THE INSTALLATION ///

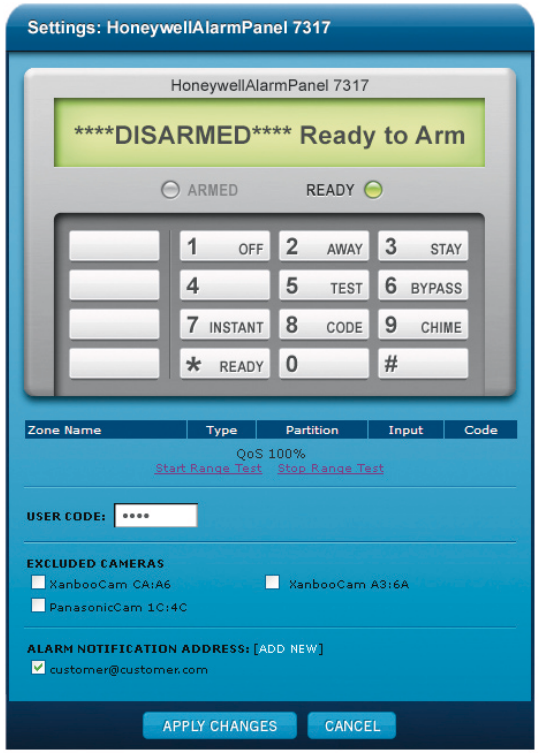
1. Access your remote account via a PC browser and log in using your account **UserID** and **Password**.

2. Click on the **Device Overview** tab to access the Device List for the system. Once you are at the Device List, click on the **Settings** icon for the **HoneywellAlarmPanel** to the right of the Device List.




DEVICE OVERVIEW PAGE

3. Send a test command through the Virtual Keypad to disarm the system and the status of the panel will appear.



4. In the User Code field on the pop-up, the customer will enter a User Access Code for the alarm system. Please note that this step is not required for manual operations. This will enable the customer to set up **Rules** through the **Security Wizard** in their web account (Until the customer completes this step, the XG1000 Controller will NOT be able to Arm/Disarm the panel as part of a Rule/Schedule or through the quick **'ARM/DISARM'** buttons at the top of the **Device List** page).

**NOTE:** The user enters user code whenever they manually issue a command to arm/disarm from their Virtual Keypad in their web account, just as they would if they were standing in front of their keypad in their home.

5. Select the email/SMS addresses that you would like to receive **Alarm Notifications** (if the address does not already appear in the list, click on the Add New button) and any camera you would like to exclude from capturing video in the event of an **Alarm Condition**. Click on the **'APPLY CHANGES'** button to save your settings.

6. You must also go into programming and disable the **Auto Stay** function on the **Alarm Panel** – otherwise if the alarm is set to Arm Away mode and the exit door is not opened the **Alarm Panel** will automatically go to Arm Stay mode.

## TROUBLESHOOTING ///

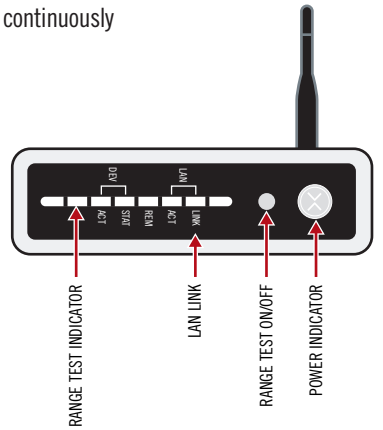
If you are having trouble operating this product, please consult the guide below:

| PROBLEM | SOLUTION |
|---|---|
| XG1000 Controller 'X' Blue power LED does not light up | 1. Check that XG1000 is connected to power.<br>2. Check all power cables are firmly connected. |
| The XG1000 Controller LAN/Link LED is not Green | 1. Check that the Ethernet cable connecting the XG1000 Controller to the Router is firmly connected.<br>2. Try another Ethernet cable. |
| Honeywell Bridge LED does not light up | 1. Check connections, the bridge is not receiving power. |



### RANGE TEST

Perform this test if the LED indicator on the Honeywell Bridge continuously shows solid RED and does not change to GREEN.




1. To test the range between the XG1000 Controller and **Honeywell Bridge** you will need to quickly press and release the **'RANGE TEST'** button on the front panel of the XG1000 Controller (see diagram). The left LED (next to the ACT LED) will turn GREEN when the test has begun. (If the range test LED does not turn on, try pressing the button one of two more times until it does, wait at least 15 seconds between button presses). Do NOT proceed until the range test LED has turned on and is GREEN.

2. Go to the **Honeywell Bridge** and view the LED on the front it should be flashing ORANGE about once a second. If it is not flashing at all or is flashing very slowly (i.e. once every five seconds) or if the LED is solid RED or GREEN, the range test is failing and you will need to locate the **Honeywell Bridge** closer to the XG1000 Controller. You can do this by extending the wire to the Bridge device, just like you would for a Honeywell Panel.

   The range test automatically shuts off after 5 minutes. To start the range test running again push the **'RANGE TEST'** button.

3. To finish the Range Test quickly press and release the **'RANGE TEST'** button again on the front panel of the XG1000 Controller. The range test LED will turn off. After the range test is complete the LED on the Honeywell Bridge should be GREEN.