

AlarmView

Video Enhanced Alarm System

User Manual



Meye
MTEye Security Ltd.

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- ❖ THIS MANUAL IS INTENDED TO ASSIST INSTALLERS AND OPERATORS IN THE SAFE AND EFFICIENT INSTALLATION AND USE OF THE SYSTEM DESCRIBED HEREIN. BEFORE ATTEMPTING TO INSTALL AND USE THE SYSTEM, THE INSTALLER / USER MUST READ THIS MANUAL AND BECOME FAMILIAR WITH ALL SAFETY REQUIREMENTS AND OPERATING PROCEDURES.
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- ❖ WARNINGS ARE GIVEN FOR SITUATIONS AND CIRCUMSTANCES IN WHICH A POSSIBLE HAZARD CAN ARISE.
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1 INTRODUCTION

This manual is designed to assist the user with the operation of the **AlarmView** Video enhanced alarm system.

1.1 General

The **AlarmView** system is a 3rd generation **Wireless Alarm system** with **Video-Verification, Remote-Look-In**, and built-in GPRS/GSM communication modem.

The **AlarmView** system provides a comprehensive solution for security and personal safety, and is suitable for residential and small business applications.

The **AlarmView**'s unique offering is in its ability to incorporate a set of **SmartView, LiveView** and **OutView** cameras that combines movement detection and video/image capturing.



Figure 1 The AlarmView System Layout

Upon alarm event, both the event and related video images are transmitted wirelessly to the **AlarmView Media Gateway** (MGW); the event code as well as an image/video-clip is sent over the GPRS/GSM

Introduction

network directly to the alarm receiving center and or the end-user mobile phone.



Figure 2 AlarmView Video Verification



Figure 3 AlarmView Look-In

The **AlarmView** system offers:

- Wireless Alarm System with Video-Verification & Video Look-In
- Security for your environment and your loved ones
- A View & Control of your Home and Office, from wherever you are, anywhere in the world
- Alarm & Video reporting to Central Monitoring Stations
- A wide range of Smart cameras, integrated with movement detection sensors
- A Wide range of wireless peripherals (Movement detection, Smoke, Panic alarm, Remote controls, Door contact, etc.)
- Video & Alarm End-user notification – to mobile phones or email
- Use of your mobile phone for Remote video / image request from each camera plus the ability to Control your system remotely

1.2 Documentation Graphic Conventions

Familiarize yourself with these icons and conventions to make better use of the manual as you read through it.

	Note	Important notes used to emphasize points, also used for useful operation tips
	Caution	Used to indicate issues that may cause system malfunctions
	Warning	Used to indicate issues that may cause damage to the system or actual bodily harm
	Master User	Indicates menus accessed by the master user
	Installer	Indicates menus accessed by the installer
	Remote Access	Indicates menus accessed remotely, usually by Monitoring Station or Service Center

1.3 Glossary of Terms

- **Alarms** – A signal that warns or calls to action, based on the type defined below
 - **Burglary Alarm** – An alarm caused by a violation of one or more of the intrusion zones.
 - **Fire Alarm** – An alarm initiated due to a violation of one or more of the fire zones (heat, smoke detectors).
 - **Tamper Alarm** – An alarm caused by an open tamper protection, for example when someone attempts to remove a sensor or the **Media Gateway** from the wall.
 - **Panic/Medical/Emergency Alarm** – An alarm due to an activation of a panic / distress button or medical sensor.
 - **Alarm Restore** – Closes the alarm event and restores the system to its previous state.
- **Arming** – Activation of the alarm system
 - **Arming Modes:**
 - **Away** – Full arming of the system, best used when there is no one at home/office.

Introduction

- **Home** – Home arming is a perimeter arming of all perimeter sensors and detectors as defined by the installer. For use when home/office is occupied.
- **Partial** – Partial arming is designed for when you wish to secure one part of the premises while leaving the other part unsecured.
- **One-Key Arming** – Allows arming the system using a single key without the use of a code.
- **Force Arming** – Allows you to arm the system even if the system is not ready, under the condition that all open zones will be closed by the end of the Exit delay. If the zone/s is open when the exit delay expires, an alarm is generated.
- **Chime** – "Ding-Dong" Bell sound typically assigned to an entry point or back door to indicate entry when the system is disarmed.
- **Contacts** – are the system's destinations/people that receive the events reporting described above as well as perform some pre-defined authorized tasks.
 - **User Contact** –Private users, usually the owner of the system or other family members.
 - **CMS Contact** – Central Monitoring Station or as sometimes described: Alarm Receiving Centers.
- **Disarmed** – System is in normal standby mode. Only 24 hour zones are active (Panic, Fire, Tamper, etc.)
- **Entry/Exit Delay** – The predetermined time set before triggering an alarm. Associated with the entry/exit zones defined above.
- **Events** – an occurrence of significant in the system reported to either the user or/and the monitoring center.
 - **Alarm events** – an occurrence relating to an alarm triggered or deactivated within the system.
 - **Arming events** – an occurrence relating to arming or disarming of the system.
 - **Video events** – an occurrence of an event sent together with still images or a video clip for verification.
 - **Event Groups** – a group of events defined by type, which allows you to define the type of events for which you would like to receive notifications.
- **Media Gateway** – The control panel where the user can activate / deactivate the alarm as well as change the various system configurations. This is the heart and brains of the system which also includes the system's communication module.

- **Sensors/Devices/Peripherals:**
 - **Device ID** – A unique identification of the sensor (serial number).
 - **Device types:**
 - **SmartView** – MTEye’s video enhanced PIR detector,
 - **PIR** – Passive infrared detector – Apparent motion is detected when there is a movement of humans or animals within the protected area; detection is based on the heat emission of humans.
 - **Door Contact** – A detector comprising a magnetically operated reed switch and a separate magnet. Usually used on doors and windows to detect whether the door or window is opened or closed.
 - **Keyfob** – A small remote control that can be used to arm/disarm the system.
 - **Smoke Detector** – A sensing device which detects smoke or visible or invisible particles of combustion
 - **Panic button** – A button that triggers an alarm, setting off a precipitous emergency response.
- **System Ready** – System is ready for arming – all zones that are part of the defined arming mode are closed.
- **Users** – This shows the various users defined in the system and their permissions.
 - **Regular User** – can arm/disarm the system and view the system’s general status.
 - **Master User** – normally the owner of the system/protected premises. Can arm/disarm, change settings relating to the system behavior, as well as setting/changing authorized passwords.
 - **Installer** – normally a professional installer of intrusion systems, authorized to define and perform changes to the system’s parameters. Installer access requires the Master User’s permission.
- **Zones** - A protected area; connected with a detection device (sensor), dependant on the protected area type (see Zone Types ahead) (e.g. zone #1 = “Front Door”, zone #2 = “Living Room Motion”, Zone #3 = “Smoke Detector” etc.)
 - **Regular Zones** - Protection zones of various sorts including intrusion, fire, distress medical etc.
 - **Video Zones** – Protection zones using a detector (usually motion) combined with a stills or video camera used for alarm verification and/or Look-in.

- **Zone Types:**
 - **Normal (Immediate)** – Burglary Protection zone; Activates an alarm immediately upon system arming.
 - **Entry/Exit** – Burglary Protection zone; Zones that are in the premises' entry/exit route. A delay can be defined to allow entry/exit before system arming.
 - **Follower** – This zone type behaves as a normal zone in the event of intrusion, however if an entry/exit zone was opened it will follow it, meaning it will wait for the delay to be over before initiating the alarm. This zone type is typically used in the entry/exit route but also protects an additional entry point such as an outside window.
 - **24Hr** – A zone which is protected always, even when the system is disarmed. Typically used together with a tamper protection or similar device.
 - **Panic** – used with permanent distress/panic buttons.
 - **Medical** – sensors or distress/panic buttons used in the event of a medical emergency.
 - **Fire** – A zone used in conjunction with heat and smoke detectors.
- **Zone Bypass / Un-bypass** - To temporarily de-activate a zone / sensor, so as not to trigger the alarm system while armed. This feature is usually used when a sensor is defective, or a window is intentionally left open

2 QUICK REFERENCE GUIDE

Use this quick reference to better familiarize yourself with the system.

2.1 System Components

The **AlarmView** system consists of a panel called the **Media Gateway**, up to 6 video zones (**SmartView** / **LiveView** / **OutView**) and 36 standard 868 MHz wireless peripherals (24 regular zones, 6 Keyfobs / Remote controls, and 6 Panic buttons) as well as one wireless siren.

2.1.1 *Media Gateway*

The **Media Gateway** is the heart of the system; it consists of the main circuitry, GPRS/GSM communication module, standard wireless transceiver, video-dedicated wireless transceiver, antenna, as explained in **Media Gateway** Component Overview on page 12.



Figure 4 *Media Gateway*

2.1.2 Video Zone Sensors

The **SmartView** sensors are composed of three types of supervised wireless PIR motion detector combined with high-quality color cameras:

- **SmartView** – High quality rapid acquisition camera.
- **LiveView** – Live stream color Video transmitted as 7 second Video-Clip.
- **OutView**- highly resistant outdoor still image or video camera (two available models). **OutView** combines Trigger Input from an

Quick Reference Guide

external sources, in replacement to a built-in PIR sensor, allowing activation by various external sources (Sensors, Door Bell, etc.)



SmartView



LiveView



OutView

2.1.3 Wireless Sensors

The **AlarmView** system supports a wide range of wireless sensors, including door contacts, PIR motion detectors, Pet-Immune motion detectors, Smoke Detectors, etc.



2.1.4 Sirens

The **Media Gateway** has an internal siren; you can also connect the system to an external wireless siren & strobe, or third party wired siren.



2.1.5 Keyfobs / Remote Controls

The Keyfobs / Remote Controls can be used to activate / deactivate the alarm providing a convenient and easy to use method of operating the **AlarmView** system.



2.1.6 Panic / Medical Alarm - Pendant / Wrist Watch

The **AlarmView** system can be used to transmit video enhanced medical emergency and duress alerts using a Wrist Transmitter and / or Emergency Pendant.



2.2 *Media Gateway* Component Overview

The *AlarmView's Media Gateway* is the main interface to be used when operating the alarm system. This section comes to familiarize you, the user, with the *Media Gateway* panel and all its functionality.

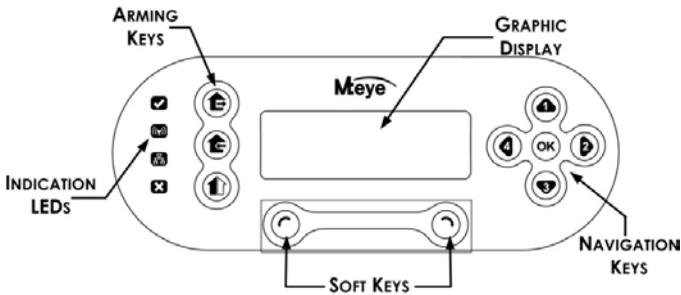


Figure 5 Front Panel action keys

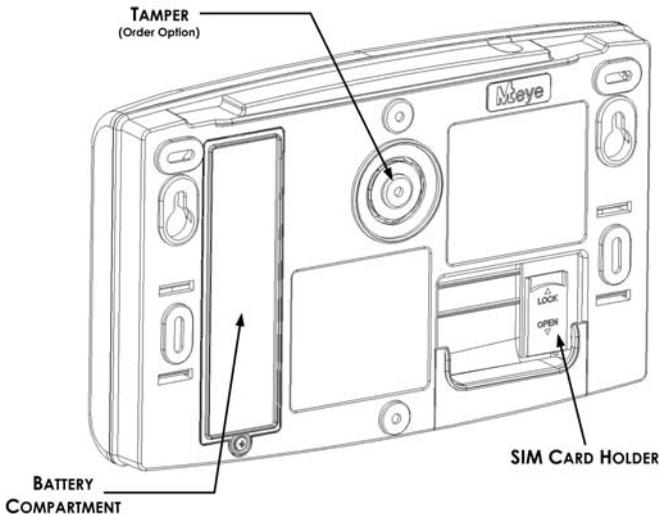


Figure 6 Back Panel



Note:

The Tamper is an order option and is only available if specified in the original order.

2.3 *Media Gateway* Key Definition

The table below details the *Media Gateway*'s key definition and functions

Arming keys



Away

Arm Away (full Arm)



Home

Arm Home (perimeter)



Partial

Partial Arming

Soft keys



Left

Access Menu, Select and Insert functions



Right

View Status, Cancel and Delete functions

Navigation keys



OK

Input confirmation



Up

Scroll Up, Password numeric key 1, Scroll Alphanumeric values (A-Z, 0-9)



Down

Scroll Down, Password numeric key 3, Scroll Alphanumeric values (A-Z, 0-9)



Left

Access and scroll left, Password numeric key 4



Right

Access and scroll right, Password numeric key 1

2.4 Main LCD Display

The LCD screen shows at any given time the system status as well as the current time, GSM service provider and signal level.



Figure 7 LCD main Display

The available system status messages are:

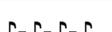
- Initializing – Shown after initial startup or after a system reset.
- Disarmed
- Armed Away
- Armed Home
- Armed Part
- Exit Delay
- Entry Delay

The available system trouble status icons are:



2.5 Sound Indicators

Following are the sounds emitted by the system and the keypad:

	Sound	Sounded when
	Single Beep	A key is pressed
	Two Short Beeps	A Menu Timeout occurs – Exits to Main Menu
	Three Short Beeps	A Command / Operation is Successful
	Four Short Beeps	The system is in Trouble Condition (will repeat every minute)
	Continuous short beeps	The system is in Entry / Exit delay mode
	Long Beep	Illegal Command or Entry refusal
	Chime	The Chime is activated

2.6 LED Indicators

The table below shows the LED color indicators and their meaning.

LED	Color	Behavior
	GREEN	Power – OK
	BLANK	No Power
	Blinking BLUE	Wireless communication is active
	Blinking GREEN	Cellular connection – OK
	Blinking YELLOW	Cellular connection – No Network
	3 Flashes YELLOW	Message waiting to be processed
	RED	Indicates System Trouble, see LCD display for further information
  	Blinking White	Alarm triggered. The blinking will stop following re-arming, reentering disarming code, or entering system menu

2.7 Viewing the System Status

At any given time you can see the status of all the active zones in your system, by opening the **Info Screen**.

The info screen consists of a table showing all active zones. If the zone is in normal state the zone number will be displayed, if the zone has an event or events the zone will toggle between the various open events at one (1) second intervals. The applicable events and their indication are shown in the table below:

Display	Event
Empty Field	Inactive Zone (zone disabled or non-existent)
Unblinking Number 01-30	Active Zone – Normal condition
	Open Zone (system not ready)
	Zone Tamper

B	Bypassed Zone
	Low Battery
X	Supervision Loss
	Alarm Message

1	2	T		5	6				10
	12	B		X		17			B
X		23			T	27			30

Figure 8 Info Screen

To Access the Info Screen:

From the main screen press the Right Soft Key **INFO**. Pressing either of the soft keys will exit the INFO screen.

3 OPERATING INSTRUCTIONS

This chapter comes to explain all operation aspects of the *AlarmView*.

3.1 Arming Options and Behavior

The following section explains how to arm and disarm the *AlarmView* system using the various options. All of these options are also available when using a remote control keyfob or wireless keypads, see sections Controlling the System Using a Keyfob, on page 19 and Controlling the System Using an external wireless Keypad, on page 19 or when using SMS command from authorized cellular phones, see Controlling the System via Cellular Phone, on page 19.

The *AlarmView* system allows three arming modes defined during the programming process allowing a fully flexible and complete protection. The three arming modes are illustrated in the following diagram, the protected area is shaded.



Figure 9 Arming Options

3.1.1 Away Arming

Full arming of the system, best used when there is no one at home / office.

To arm the system using Away:

1. Verify that the system is ready for arming.
2. Press the **Away** arming key.
3. Enter your user code.



Note:

If **One Key Arming** is enabled, arming is activated by simply pressing the Away arming key.

3.1.2 Home Arming

Home arming is a perimeter arming of all perimeter sensors and detectors as defined by the installer. For use when home / office is occupied.

To arm the system using Home:

1. Verify that the system is ready for arming.
2. Press the **Home** arming key.
3. Enter your user code.

**Note:**

If **One Key Arming** is enabled, arming is activated by simply pressing the Home arming key.

3.1.3 Partial Arming

Partial arming is designed for when you wish to secure one part of the premises while leaving the other part unsecured.

To arm the system using Partial:

1. Verify that the system is ready for arming.
2. Press the **Partial** arming key.
3. Enter your user code.

**Note:**

If **One Key Arming** is enabled, arming is activated by simply pressing the Partial arming key.

3.1.4 Forced Arming

Forced arming allows you to arm the system even if the system is not ready. For example, if the main door (protected by a magnetic contact) is open, you may arm the system on condition that it will be closed by the end of the Exit delay. If the door is still open when the exit delay expires, an alarm is generated. The Forced Arm option must be enabled by the installer.

3.1.5 Disarming

There are two disarming options. Normal disarming of the system and disarming the system while sending a duress message, the two options depend on the password entered.

To Disarm the system:

1. Enter your password.

3.2 Controlling the System Using a Keyfob

If a Keyfob was assigned to the AlarmView system, you can use the buttons to arm or disarm the system using the various options detailed in the Arming Options and Behavior, page 17.

3.3 Controlling the System Using an external wireless Keypad

If an external wireless Keypad was assigned to the AlarmView system, it can be used either in addition or instead of the **Media Gateway** Panel to arm or disarm the system using the various options detailed in the Arming Options and Behavior, page 17.

When using the wireless keypad, the user code will be limited to 4 digits only but allows for numeric values between 0 and 9, for example 0369.

Master user code and Installer code cannot be initiated via the wireless keypad but needs to be entered directly to the **Media Gateway** Panel

3.4 Controlling the System via Cellular Phone

The **AlarmView** system can be controlled using a cell phone by sending an SMS to the **Media Gateway**'s SIM card's number.

3.4.1 Overview

The system cellular phone control allows you to operate the alarm system by Arming / Disarming the system, requesting system status, Activating PGM, and Stopping the siren. You can also request video images or streams if the look-in feature is enabled.

The system enforces a high grade security in regard to cellular phone activity. The system utilizes **caller ID authentication** for enhanced security, therefore the Cell phone you are using must be enrolled in the system as one of the User Contact's. Furthermore the security settings and actions allowed for each and every phone number enrolled in the system can be managed separately.

The system will also send the enrolled cellular phone various messages based on actions performed in the system as detailed in section Cellular Messages, on page 21.

3.4.2 Cellular Phone Commands

This section explains in detail all of the available commands you can utilize by using your cellular phone.

For a complete explanation of each of the arming options see Arming Options and Behavior on page 17.

To Arm / Disarm the System:

- Send an SMS using the following command table:

Action	Command	Shortcut
Arm Away	AWAY	A, a
Arm Home	HOME	H, h
Arm Partial	PARTIAL	P, p
Disarm	DISARM	D, d

A confirmation message will be sent to your cellular phone.

If enabled by the system use the following codes to receive an MMS with a live feed to your cellular phone.



Note:

The system enforces a high grade security in regard to cellular phone activity. The system utilizes **Caller ID Authentication** for enhanced security; therefore the Cell phone you are using must be enrolled in the system as one of the User Contact's. Furthermore the security settings and actions allowed for each and every phone number enrolled in the system can be managed separately.

To Receive a Look-In Image:

- Send an SMS using the following command table:

Action	Command	Comments
Request Image	xxI, xxi	(xx - indicates a zone number). Available video zones are zones 25 to 30

A confirmation message will be sent to your cellular phone.

Operating Instructions

You can activate or deactivate (Open or Close) the PGM output.

To operate the PGM output:

- Send an SMS using the following command table:

Action	Command	Comments
Open PGM	xO, xo	x – indicates PGM number 1 or 2 (the system currently supports only one PGM)
Close PGM	xC, xc	x – indicates PGM number 1 or 2 (the system currently supports only one PGM)

A confirmation message will be sent to your cellular phone.

3.4.2.1 Miscellaneous Cellular Commands

- Send an SMS using the following command table.

Action	Command	Shortcuts
Stop Bell	BELL	B, b
Check System Status	STATUS	S, s
Help - Request a list of commands	?	

A confirmation message will be sent to your cellular phone.

3.4.3 Cellular Messages

The cellular message is built out of a message depending on the event combined with the address field, using the following format **Message + Device Name / User Name**, for example **Alarm from Zone 5** or **Alarm from Kitchen** if you utilized the personalization option via the individual descriptor of each zone and peripheral.

The tables in Appendix B, on page 41 show the individual messages you will receive for each event.

4 SYSTEM MENUS

This chapter shows and explains the various menus utilized in the **Media Gateway**. The chapters are divided into the available menus as they appear when you access the menu.



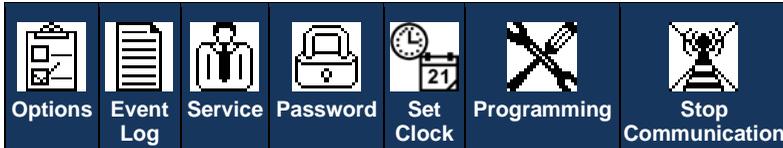
Note:

Please note that the programming option is intended for advanced settings & options, and is intended for first time installation (please refer to the installation manual for detailed authorized installer instructions).

4.1 Overview

The system menus have two access levels, designated Master and Installer. The Master level is used for the basic operation of the system and is described herein. The Installer access level is designed for advanced settings and is not discussed in this manual, see the **AlarmView** installation manual.

Depending on the action required some menus are accessible to both the master and installer while others are exclusive to either one or the other. See the illustration below and Appendix B Menu Map, on page 41, for a complete overview of the menus.



4.2 Accessing the Various Menus

In order to access the programming menus a password is required.

To access the programming menu:

1. In the main screen press the MENU soft key; a password entry field will appear.

ENTER PASSWORD

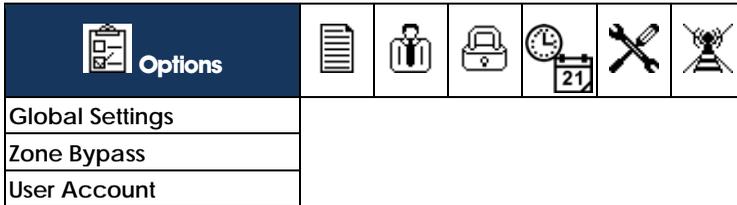
CANCEL

2. Use the numeric / navigation keys to enter the Master password. The default password is 1111.

We recommend changing both default codes after first time use.

4.3 Options Menu

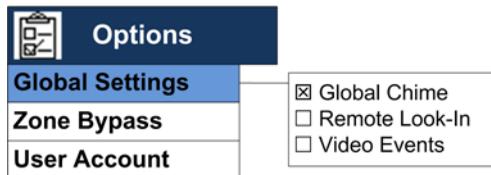
The Options menu allows the Master user to change and control the general behavior of the **Media Gateway**. Among these settings are Chime, Remote Look-In, and Video Events behavior as well as Zone Bypass Settings and the ability to temporarily disable user accounts.



4.3.1 Global Settings



The global settings option allows you to enable or disable the Chime, Remote Look-In, and Video Event Behavior.



To Change The Global Settings:

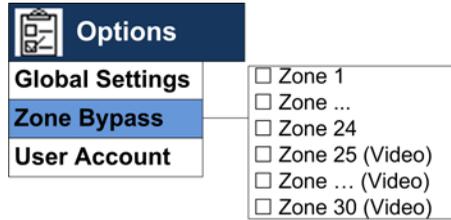
1. Access the main menu; see page 22.
2. Select **Options** → **Global Settings**.
3. Mark all relevant options. The options are: Chime, Remote Look-In, and Video Events. See Glossary of Terms on page 6 for detailed explanation of the options.

4.3.2 Zone Bypass



The Zone Bypass option allows you to set certain zones to be bypassed.

This is used for events when the system needs to be armed while one or more zones cannot be armed. The zones selected will be bypassed during the next arming session and will automatically return to normal upon disarm.



To Set Zones for Bypass:

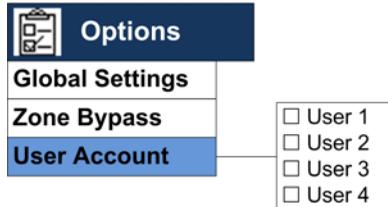
1. Access the main menu; see page 22.
2. Select **Options** → **Zone Bypass**.
3. Mark all relevant zones.

4.3.3 User Account Disable



The User Account Disable option allows you to temporarily disable a user contact from receiving notifications or perform other normally allowed activities.

This is used, for example when a user defined in the system goes abroad and does not wish to receive messages from the system or perform other activity within the system. In such a case you would disable the user account temporarily while he is away, once the user returns you can enable the account again.



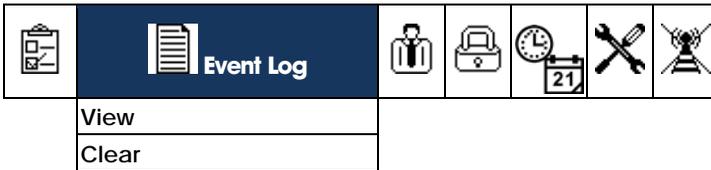
To Disable Users:

1. Access the main menu; see page 22.
2. Select **Options** → **User Account**.
3. Mark to enable or unmark to disable all relevant users.

4.4 Event Log Menu

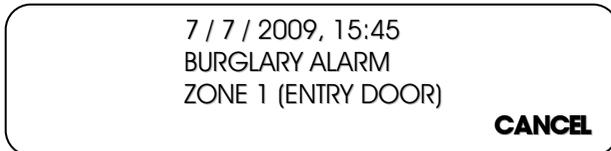


The Event Log menu allows you to view and clear the event log.



To View the Event Log:

1. Access the main menu; see page 22.
2. Select **Event Log → View**.
3. The display will show the last chronological event in the log and will include three (3) lines showing the time/date stamp, the event description, and the event source {Zone # (Zone Name) / User # (User name) / System / Keyfob # (Name), etc.} **For example:**



4. Use the Up / Down navigation keys to scroll the event log.
5. Press the Cancel Soft key to exit the log view menu.

To Clear the Event Log:

1. Access the main menu, see Accessing the Various Menus, P. 22.
2. Select **Event Log → Clear**.
3. A confirmation message will appear, use the soft key to confirm deletion of the event log.

4.5 Service Menu

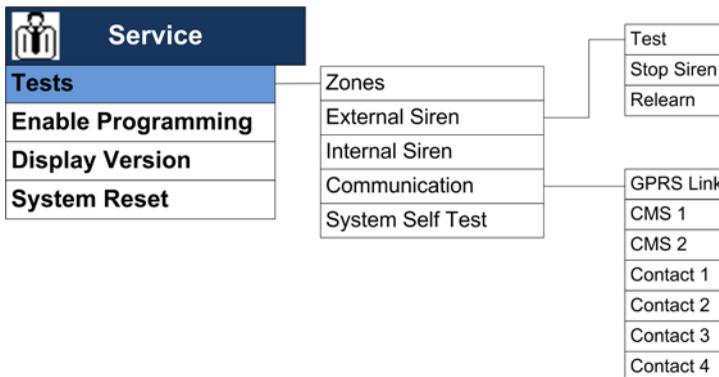
The service menu allows you to perform various tests to verify the installation and operation of the system. In this menu you will also find the options allowing you to enable programming and USB connection as well as to view the current software version the system is running, and when necessary to perform a complete system reset.

		 SERVICE				
Tests						
Enable Programming						
Display Version						
System Reset						

4.5.1 Performing System Tests



There are several tests available to ensure proper installation and operation of the system. The tests can be performed both by the Master User and the Installer



4.5.1.1 Zones

Perform the zone test upon completion of the installation process as well as periodically to ensure that all the zones (sensors & detectors) are working properly.

To Perform a Zone Test:

1. Access the main menu; see Accessing the Various Menus, on page 22.
2. Select **Service** → **Tests** → **Zones**.
3. All installed zones (excluding video zones) will appear as a zone number in the zone table.

1	2		✓	5	6		✓		10
	12	✓				17		✓	
✓		23			✓		✓	✓	

4. For Video zones there are three scenarios, if the sensor is available, it will appear checked(✓), if the zone is empty or disabled, the box will be empty, if an error occurs, such as no battery or loss of communication, the zone number will be shown.
5. Trigger each regular zone, once the zone signal is received, the zone cell number will be replaced by a check mark (✓).
6. Once the test is complete, click OK to exit.

4.5.1.2 External Siren

This menu consists of all of the controllers for servicing the external siren, including testing, stopping the siren, and relearning the panel to the siren.

Testing the external siren

The test verifies the behavior of the External Siren.

To Perform An External Siren Test:

1. Access the main menu; see Accessing the Various Menus, on page 22.
2. Select **Service** → **Tests** → **External Siren** → **Test**.
3. The External sounder will sound briefly.

Stopping the external siren

This option stops the siren from sounding.

To stop the external siren:

1. Access the main menu; see Accessing the Various Menus, on page 22.
2. Select **Service** → **Tests** → **External Siren** → **Stop Siren**.

Relearning the external siren

In some cases the need arises to resend a signal to the external siren in order for the siren to reacquaint itself with the panel.

To relearn the external siren:

1. Access the main menu; see Accessing the Various Menus, on page 22.
2. Select **Service → Tests → External Siren → Relearn**.
3. The system sends a signal to the external siren.

4.5.1.3 Internal Siren Test

The test verifies the behavior of the Internal Siren.

To Perform An Internal Siren Test:

1. Access the main menu; see Accessing the Various Menus, on page 22.
2. Select **Service → Tests → Internal Siren**.
3. The Internal sounder will sound briefly.

4.5.1.4 Communication Test

The test verifies the communication setup by attempting to send and receive video and data.

To Perform A communication Test:

1. Access the main menu; see Accessing the Various Menus, on page 22.
2. Select **Service → Tests → Communication**.
3. Select the communication test type you wish to perform:
 - o GPRS Link,
 - o CMS 1 or 2
 - o Contact 1, 2, 3, or 4
4. See the table below for details on each test procedure.

Communication Test Options

Communication Type	Test Process	Target	LCD Message	Response
GPRS	Automatically Attempts to open MTeye test Web Page	MTeye Test Page	"Wait"	Passed /Failed
CMS 1...2	Sends a periodic test report to the CMS defined in CMS contacts (reporting is dependent on the protocol defined)		"Wait"	Passed /Failed
	CID SMS / SIA SMSv	CMS Phone		
	Email Video/CID (MT Video)	CMS Email		
	GPRS CID / GPRS Video CID	CMS IP & Port Address		
User Contacts 1...4	Transmits a "Periodic Test" Text message via MMS, SMS & Email, in succession, and reports after each one.			
	SMS Test: Set Mobile Phone + SMS Event Report (enabled)	Mobile Phone	"Test SMS"	Passed /Failed
	MMS Test: Set Mobile Phone + MMS Video(enabled)	Mobile Phone	"Test MMS"	Passed /Failed
	Email Test: Email address + Email Event Report (enabled)	E-Mail Address	"Test E-Mail Text"	Passed /Failed

4.5.1.5 Self Test

The self test sequence initiates an automatic self test of the system that checks the processor, screen, etc.

To Perform A Self Test:

1. Access the main menu; see Accessing the Various Menus, on page 22.
2. Select **Service** → **Tests** → **System Self Test**.
3. The system will activate a sequence of all the user end displays and audio's, LED, LCD, Siren and internal speaker. Once complete the system will initiate an internal test checking the CPU, Memory, GSM/GPRS modem, RF, etc.
4. When the test is complete the system will display a status message of either Ok or detailed Error Message. Click OK to exit.

4.5.2 Enabling Programming



The user has the option to initiate programming only by special permission.

For security reasons, users who wish to implement this feature will require the system owner to enable the option. If during installer code was to always, there is no need to enable programming. See also section 4.6, Passwords Menu under Installer, on page 35.

Once enabled, the programming will be available for 2 hours.

After the 2 hours are up the programming must be enabled once again. If the master enables programming within the 2 hour time frame the timer is reset.

To Enable Programming:

1. Access the main menu; see Accessing the Various Menus, on page 22.
2. Select **Service** → **Enable programming**.
3. A confirmation message will appear, click OK to exit.



Note:

Once enabled, the programming will be available for two hours.

4.5.3 Displaying System Version

There are times when you will need the system version number, for example when contacting support with a problem or question.

To View the system version:

1. Access the main menu; see page 22.
2. Select **Service → Display Version**.
3. The version will be displayed. Click OK to exit.



Note:

The system will display both the *Media Gateway's* software version as well as any video sensor **connected to the system**.

4.5.4 Performing a System Reset



This option will perform a system reset used after an error has occurred.

To perform a system reset:

1. Access the main menu; see page 22.
2. Select **Service → System Reset**.
3. Confirm the soft reset.
4. While the system is initializing, the system will display the Logo with initializing written under it.



Caution:

Use the system reset as a last resort, as you may lose your settings and configurations.
Before performing a system reset contact customer support.

4.6 Passwords Menu

The password menu allows you to define and set passwords used for the various functions of the system using a level hierarchy password system.

			 PASSWORDS			
User codes						
Master User						
Duress Code						
24H Limited Code						
Installer						

4.6.1 User Codes



Define up to four (4) regular passwords, these passwords allow their users to perform the basic arming options.

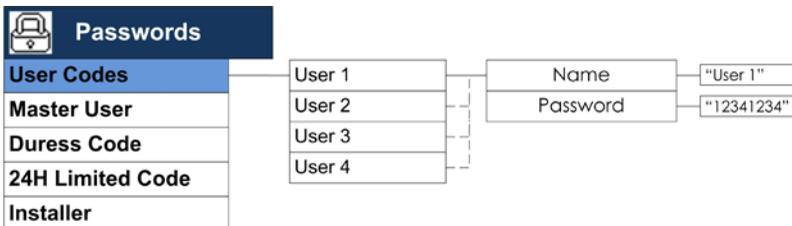
When installing an external wireless keypad, and if the system was set to work with the keypad only the user codes entered can be up to four (4) digits long and have numeric values between 0 and 9, for example 0369.

When using the Media Gateway panel for arming and disarming the system, the user codes can be up to eight (8) digits long and can contain numeric values of 1 through 4, for example 12341234.



Note:

Grade 2 approval, requires the use of a minimum of 7 digit password when using the media gateway panel and therefore 1 to 4 numeric values only.



To Set Passwords for Regular Users:

1. Access the main menu; see page 22.
2. Select **Passwords** → **Regular Users** → **User 1**.



Note:

Although the instruction refers to User 1, the same applies to user 2, 3, and 4.

System Menu

3. Select **Name**. Type a user name.
4. Select **Password**. Type the desired password.



Note:

To delete a password entirely use the Delete key to clear all the digits and leave it blank.

4.6.2 Master User



The master user password is used to access the setup menu as well as allow the user to perform the basic arming options.

It is highly recommended to change the default Master User password after completing the installation and setup process.

The Master User code can be up to eight (8) digits long and can contain numeric values of 1 through 4, for example 11223344.

The Master code cannot be entered via an installed wireless keypad but needs to be entered directly in the **Media Gateway** panel.



Note:

Grade 2 approval, requires the use of a minimum of 7 digit password.

To Set a Password for the Master User:

1. Access the main menu; see page 22.
2. Select **Passwords** → **Master User**. Type the desired password.



Note:

The Master User's password cannot be deleted completely.

4.6.3 Duress Code



The Duress Code is used to send a distress signal to the designated contact person and /or CMS and act as a Silent Alarm.



Note:

Check availability of this feature based on the Firmware version

When installing an external wireless keypad, and if the system was set to work with the keypad only the Duress code entered, can be up to four (4) digits long and have numeric values between 0 and 9, for example 0369.

When using the Media Gateway panel for arming and disarming the system, the Duress code can be up to eight (8) digits long and can contain numeric values of 1 through 4, for example [12341234](#).

**Note:**

Grade 2 approval, requires the use of a minimum of 7 digit password when using the media gateway panel and therefore 1 to 4 numeric values only.

To Create a Duress Code:

1. Access the main menu; see page 22.
2. Select **Passwords** → **Duress Code**. Type the desired Code.

**Note:**

To delete a password entirely use the Delete key to clear all the digits and leave it blank.

4.6.4 Time (24H) limited Code



The system allows you to create a time limited password, used to allow temporary workers or house help access without risk. The allocated password is reset after 24 hours.

**Note:**

Another Limited Arming option (if enabled in the system setup) is **One Key Arming**, which allows, for example, children, guests, maintenance/cleaning personnel, etc. to arm the system without the use of a code. To Disarm the system you will require the use of an authorized user code.

When installing an external wireless keypad, and if the system was set to work with the keypad only the time limited code entered, can be up to four (4) digits long and have numeric values between 0 and 9, for example [0369](#).

When using the Media Gateway panel for arming and disarming the system, the time limited code can be up to eight (8) digits long and can contain numeric values of 1 through 4, for example [12341234](#).

**Note:**

Grade 2 approval, requires the use of a minimum of 7 digit password when using the media gateway panel and therefore 1 to 4 numeric values only.

To Create a Time Limited Code:

1. Access the main menu; see page 22.

System Menu

2. Select **Passwords → 24H Limited Code**. Type the desired Code.



Note:

To delete a password entirely use the Delete key to clear all the digits and leave it blank.

4.6.5 Installer



The Installer password is used to access the setup and programming menus.

It is highly recommended to change the default Installer password after completing the installation and setup process.

The installer code can be up to eight (8) digits long and can contain numeric values of 1 through 4, for example 11223344.

The installer code cannot be entered via an installed wireless keypad but needs to be entered directly in the **Media Gateway** panel.



Note:

Grade 2 approval, requires the use of a minimum of 7 digit password.

You have the option of setting the installer access to either always in which case any time the programming menu will be accessible any time the installer code is entered, or you can limit the access to user initiated access, in which case the master user needs to allow the programming menu to be accessed thus preventing changes to the settings without the user's knowledge, see also section 4.5.2 Enabling Programming, on page 30.

To Set a Password for the Installer:

1. Access the main menu; see Accessing the Various Menu, on page 22.
2. Select **Passwords → Installer → Password**. Type the desired password.



Note:

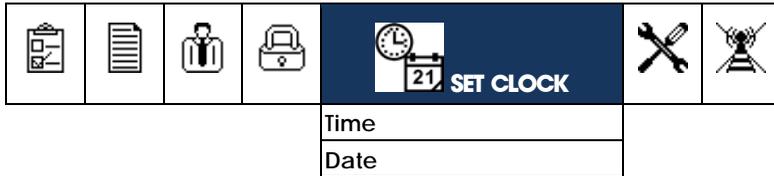
The Installer's password cannot be deleted completely.

3. Define the access mode for the installer, select **Passwords → Installer → Access Mode**. Select either **Always** or **User Initiated**.

4.7 Set Clock Menu



When starting the system for the first time you need to set the time and date.



To set the Time:

1. Access the main menu; see page 22.
2. Select **Set Clock**.
3. Select **Time** to set the time. The time setting window opens.
4. Use the left soft key to set the time format to either 12H (AM/PM) or 24H.
5. Use the Right and Left scroll keys to move the setting indicator (arrow keys) between the hour and minute boxes.
6. Use the Up and Down scroll keys to set the time.
7. Click the confirmation button (OK) to confirm change.

To set the Date:

1. Access the main menu; see page 22.
2. Select **Set Clock**.
3. Select **Date** to set the date. The date setting window opens.
4. Use the left soft key to set the date format to either American (MM/DD) or European (DD/MM).
5. Use the Right and Left scroll keys to move the setting indicator (arrow keys) between the day, month and year boxes.
6. Use the Up and Down scroll keys to set the date.
7. Click the confirmation button (OK) to confirm change.

4.8 Stop Communication Menu



The stop communication option allows you to temporarily stop all communication, all pending messages are canceled and all communication buffers are cleared.

This option is normally used by either the installer during the installation process, during technician testing of the system, or by the user in the event of a false alarm caused by a procedural error when entering or exiting the premises.



To Stop Communication and Clear Buffers:

1. Access the main menu; see page 22.
2. Select **Stop Communication**.
3. Press OK to confirm, all messages in queue will be erased and will not be sent.

Appendix A MAINTENANCE & TROUBLESHOOTING

A.1 Cleaning the *Media Gateway*

The *Media Gateway* may occasionally get finger oil stains and accumulate dust. Clean it only with a soft dry cloth or a special screen cleanser. Avoid the use of abrasives of any kind.

**Caution:**

Never use solvents such as kerosene, acetone or thinner. These will harm the external finish and damage the transparency of the top window.

A.2 Replacing the *Media Gateway* Battery

After several years the need may arise to replace the backup battery.

**Warning:**

Remove the transformer from the AC outlet or disconnect the power before replacing the backup battery.

To replace the backup battery (Basic Installation):

1. Based on the installation method, either remove the *Media Gateway* from the wall or open the *Media Gateway's* panel and remove the plastic circuit board enclosure (skip step 2).
2. Unscrew and remove the battery cover from the back cover.

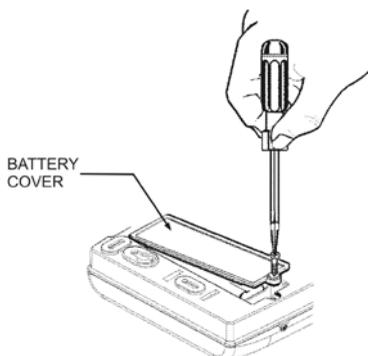


Figure 10 remove battery cover

3. Gently pull out the battery wiring from its designated port.
4. Connect the new battery's wiring to its designated port.

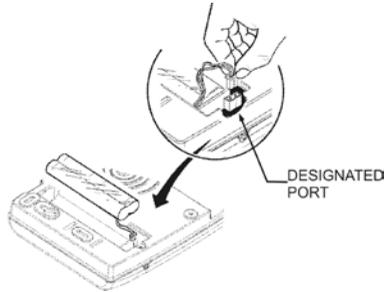


Figure 11 Connect battery wire



Caution:

It is prudent that you use suitable replacement batteries from MTEye for best performance and system care.

5. Depending on your mounting option, either close the battery cover while fastening the screw and mount the unit back on the wall. Or close the **Media Gateway** panel:
 - o Insert the plastic circuit board enclosure by gently pressing into place.
 - o Push down on the two clasps located on both sides of the plastic circuit board enclosure until you hear an audible click. Make sure the back tamper button is pressed down firmly by the backplate's tamper pin.
 - o Insert the two closing pins on the front panel of the **Media Gateway** into their slots located on the back panel and close the front panel.
 - o Replace and tighten the two screws at the bottom of the **Media Gateway** using a Philips screwdriver.

A.3 Replacing the SmartView Battery

When the time comes to replace the batteries in the **SmartView / LiveView**, follow these steps.

To Replace the SmartView battery:

1. Release the screw fastening the bracket to the detector and separate the bracket from the detector.

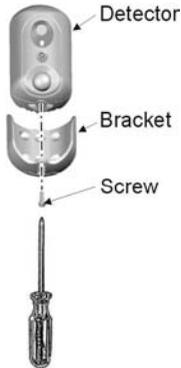


Figure 12: Remove Bracket

2. Remove the screw fastening the battery compartment cover to the detector and remove the cover.

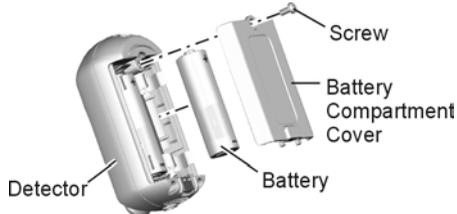
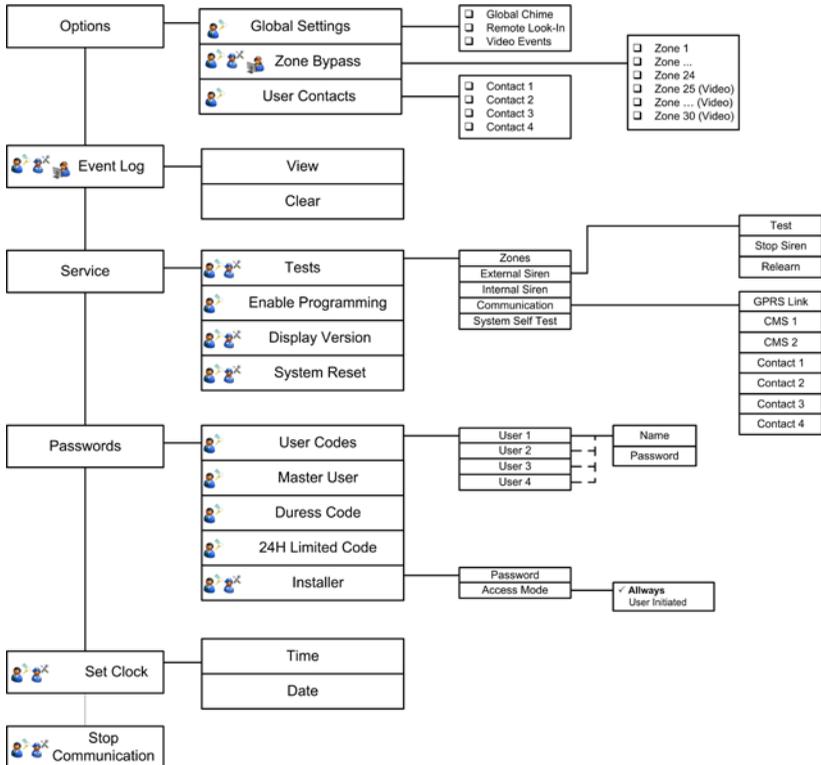


Figure 13 Replacing the SmartView / LiveView battery

3. Replace the two batteries with a fresh set (see sticker on the battery holder compartment for correct polarity)
4. The blue indication LED will light up for between 2 and 4 seconds and then go OFF, indicating the batteries are installed correctly.
5. Close the battery compartment cover and fasten the screw.

Appendix B MENU MAP



Appendix C USEFUL TABLES

C.1 Sensor Placement

Wireless Zones

#	Zone Name	Sensor Type	Sensor Location	Zone Type	Comments
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					

Video Zones

#	Zone Name	Sensor Type	Sensor Location	Zone Type	Comments
25					
26					
27					
28					
29					
30					

C.2 Keyfob / Remote Control Owners

Remote Controls (Keyfobs)

#	Name Of Owner
1	
2	
3	
4	
5	
6	

C.3 Emergency Devices

Emergency Devices

#	Name Of Owner	Type	Comments
1		Panic / Emergency	
2		Panic / Emergency	
3		Panic / Emergency	
4		Panic / Emergency	
5		Panic / Emergency	
6		Panic / Emergency	

C.4 Alarm Messages

Burglary

Description	Message Type	Device / User Name
Alarm from Zone	Alarm from	Device Name
Zone Alarm Restore	Alarm Restore from	Device Name
Panic Alert	Panic Alert from	Device Name
Panic Alert Restore	Panic Alert Restore from	Device Name
Tamper	Tamper Alert from	Device Name
Tamper Restore	Tamper Alert Restore from	Device Name
Duress	Duress Alert	
Bell Cancel	Bell Canceled by	User Name
Flood Alert	Flood Alert from	Device Name
Flood Alert Restore	Flood Alert Restore from	Device Name

Fire

Description	Message Type	Device / User Name
Fire Alarm	Fire Alarm from	Device Name
Fire Alarm Restore	Fire Alarm Restore from	Device Name
Gas Alarm	Gas Alarm from	Device Name
Gas Alarm Restore	Gas Alarm Restore from	Device Name

Arm/Disarm

Description	Message Type	Device / User Name
Away ARM	Armed Away by	User Name
Home ARM	Armed Home by	User Name
Partial ARM	Armed Partial by	User Name
Disarm	Disarmed by	User Name
Disarm after Alarm	Disarmed after Alarm by	User Name

Service

Description	Message Type	Device / User Name
Remote Programming	Start Remote Programming	User Name
End Remote Programming	End Remote Programming	User Name

Power

Description	Message Type	Device / User Name
System Battery Low	System Battery Low	Device Name
System Battery Restore	System Battery Restore	Device Name
AC Loss	AC Loss	Device Name
AC Restore	AC Restore	Device Name
Zone / Accessory Battery Low	Battery Low	Device Name
Zone / Accessory Battery Restore	Battery Restore	Device Name

Medical

Description	Message Type	Device / User Name
Medical Alert	Medical Alert from	Device Name
Medical Alert Restore	Medical Alert Restore from	Device Name

Appendix D REMOTE COMMAND TABLES

Here you will find a summary of the remote commands.

Arming Commands

Action	Command	Shortcut
Arm Away	AWAY	A, a
Arm Home	HOME	H, h
Arm Partial	PARTIAL	P, p
Disarm	DISARM	D, d

Video Look-In Commands

Action	Command	Comments
Request Image	xxI, xxi	(xx – indicates a zone number). Available zones are zones 25

PGM Commands

Action	Command	Comments
Open PGM	xO, xo	x – indicates PGM number 1
Close PGM	xC, xc	x – indicates PGM number 1



Note:

Check availability for additional PGM outputs as an order option.

Miscellaneous Commands

Action	Command	Shortcuts
Stop Bell	BELL	B, b
Check System Status	STATUS	S, s
Help - Request a list of commands	?	

Appendix E WARRANTY

MTeye Security Ltd. ("the Manufacturer") warrants its products hereinafter referred to as "the Product" or "Products" to be in conformance with its own plans and specifications and to be free of defects in materials and workmanships under normal use and service for a period of twelve (12) months from the date of shipment by the Manufacturer. The Manufacturer's obligations shall be limited within the warranty period and its option, to repair or replace the product or any part thereof. The Manufacturer shall not be responsible for dismantling and/or reinstallation charges. To exercise the warranty, the product must be returned to the Manufacturer freight prepared and insured.

The warranty does not apply in the following cases: improper installation, misuse, failure to follow installation and operating instructions, alteration, abuse, accident or tampering, and repair by anyone other than the Manufacturer.

The warranty is exclusive and expressly in lieu of all other warranties, obligations or liabilities, whether written, oral, express or implied, including any warranty of merchantability or fitness for a particular purpose, or otherwise. In no case shall the Manufacturer be liable to anyone for any consequential or incidental damages for breach of this warranty or any other warranties whatsoever, as aforesaid.

This warranty shall not be modified, varied or extended, and the Manufacturer does not authorize any person to act on its behalf in the modification, variation or extension of this warranty. This warranty shall apply to the Product only. All products, accessories or attachments of others used in conjunction with the Product, including batteries, shall be covered solely by their own warranty, if any. The Manufacturer shall not be liable for any damage or loss whatsoever, whether directly, indirectly, incidentally, consequentially or otherwise, caused by the malfunction of the Product due to products, accessories, or attachments of others, including batteries, used in conjunction with the Products. The Manufacturer does not represent that its Product may not be compromised and/or circumvented, or that the Product will prevent any death, personal and/or bodily injury and/or damage to property resulting from burglary, robbery, fire or otherwise, or that the Product will in all cases provide adequate warning or protection. User understands that a properly installed and maintained alarm may only reduce the risk of events such as burglary, robbery, and fire without warning, but it is not insurance of a guarantee that such will not occur or there will be no death, personal damage and/or damage to property as a result.

The Manufacturer shall have no liability for any death, personal and/or bodily injury and/or damage to property or other loss whether direct, indirect, incidental, consequential or otherwise, based on a claim that the Product failed to function. However, if the Manufacturer is held liable, whether directly or indirectly, for any loss or damage arising under this limited warranty or otherwise, regardless of cause of origin, the Manufacturer's maximum liability shall not in any case exceed the purchase price of the Product, which shall be fixed as liquidated damages and not as penalty, and shall be the complete and exclusive remedy against the Manufacturer.

Warning: The user should follow the installation and operation instructions and among other things test the product and the whole system at least once a week. For various reasons, including, but not limited to, changes

in environmental conditions, electric or electronic disruptions and tampering, the Product may not perform as expected. The user is advised to take all necessary precautions for his/her safety and the protection of his/her property.

* PATENT PENDING TECHNOLOGY

Appendix F DECLARATION OF CONFORMITY

HEREBY,

COMPANY: MTEYE SECURITY LTD

ADDRESS: 11, HAMELACHA ST. AFEK INDUSTRIAL PARK RASH HA'AYIN 48091

COUNTRY: ISRAEL

TELEPHONE NUMBER: +972.3.9008900

FAX NUMBER: +972.3.9008901

MTEYE SECURITY LTD. DECLARES THAT THE ALARMVIEW™ SYSTEM IS IN COMPLIANCE WITH THE ESSENTIAL REQUIREMENTS AND OTHER RELEVANT PROVISIONS OF DIRECTIVE 1999/5/EC.

Federal Communications Commission (FCC) Part 15 Statement

This equipment has been tested to FCC requirements and has been found acceptable for use. The FCC requires the following statement for your information.

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. It has been type tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause 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:

If using an indoor antenna, have a quality outdoor antenna installed.

Reorient the receiving antenna until interference is reduced or eliminated.

Move the receiver away from the control/communicator.

Plug the control/communicator into a different outlet so that it and the receiver are on different branch circuits.

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions.

The user or installer may find the following booklet prepared by the Federal Communications Commission helpful: "Interference Handbook." This booklet is available from the U.S. Government Printing Office, Washington, DC 20402.

The user shall not make any changes or modifications to the equipment unless authorized by the Installation Instructions or User's Manual. Unauthorized changes or modifications could void the user's authority to operate the equipment.

RoHS compliance - All our products are lead-free

MTEye Security is ISO 9001 and ISO 14001 certified



All data contained herein is subject to change without prior notice.

MTEye Security Ltd.

* Patent Pending Technology



Mteye Security Ltd.

11 Hamelacha St.
Afek Industrial Park
Rosh Ha'ayin 48091 Israel
Tel: +972.3.900.8900
Fax: +972.3.900.8901
support@mteye.co.il,
sales@mteye.co.il

WWW.MTEYE.CO.IL



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