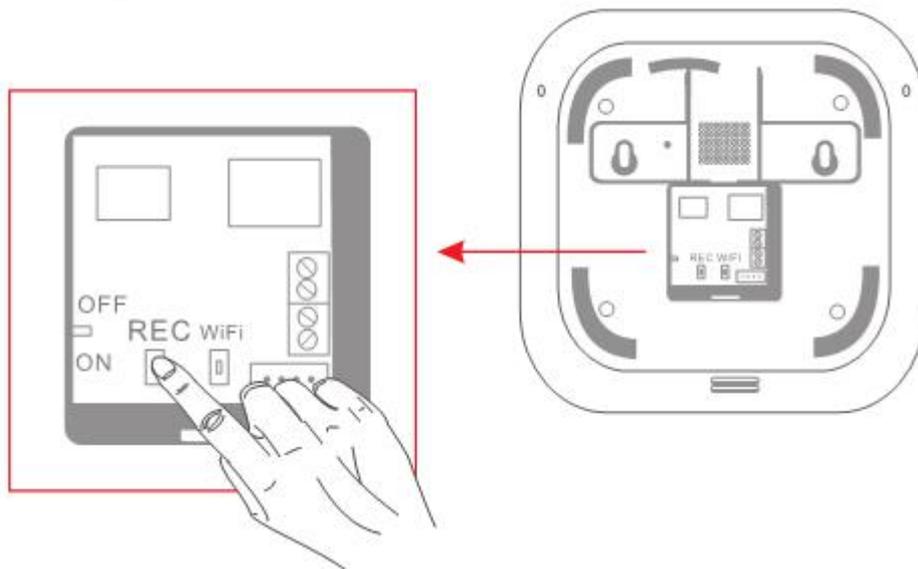


### 1. How to reset my alarm panel to factory default?

A. When resetting the gateway, ensure the power is first turned off. Then press and hold the REC button which is located on the reverse of the device, before releasing the button switch the power back on. You will hear 3 beeps if it has reset successfully. Please then wait at least 25 seconds before setting up the gateway again.



### Under what circumstances do you need to restore the factory settings?

A. In general, when you forget the password of the host and want to retrieve the password, you can find the initial password by restoring the host to the factory settings, and then reset the password.

### Q.After the factory reset, does the added accessory need to be rescanned to add?

A. No need. Although you have restored the factory settings, as long as you have not removed the accessories from your mobile app, these accessories will always be connected to the host.

### 2. How to upgrade fireware for the gateway?

A.

1) Please tell us what's the version of current gateway and check if your gateway comes with a SD card socket on the back of it. If yes, please get into step 2.

2) Please un-zip the zip documents (the latest firmware document) and then put the "firmware" to a TF card, insert this TF card to alarm panel. (The TF card should be less than 8GB)

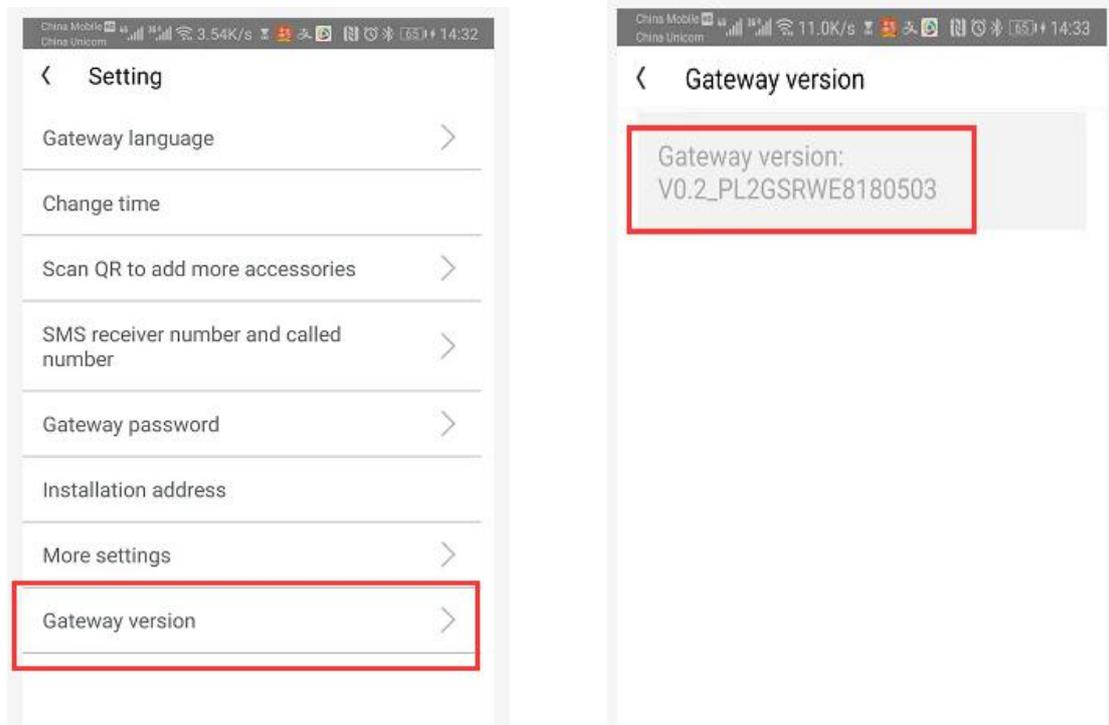
3) Following the video to finish upgrading: <https://youtu.be/wQSgMU8dDeU>  
(The video includes upgrade firmware and reset the gateway to factory default)

4) After finishing all settings as same as the video guide, please delete all the sensors/accessories you added before and then scan the QR code to add it again.

How to check the version number of the host?

Please check the version number of the host in your smart phone App - Vcare. Click setting icon - Gateway version.

Shown as below screenshot:



### 3. How to identify the version number of gateway/hub?

For example: The alarm panel version: V0.2\_PH3GSRWE8170129

The alarm panel supports WiFi +3G/GPRS and 868MHz frequency.

The last 6 numbers shows the version number.

*Remark:*

3G/2G stands for wireless communication module inside the device.

SR stands for supporting GPRS network

W stands for WiFi network

E stands for European version, A stands for US version

8 stands for 868Mhz, 4 stands for 433mhz

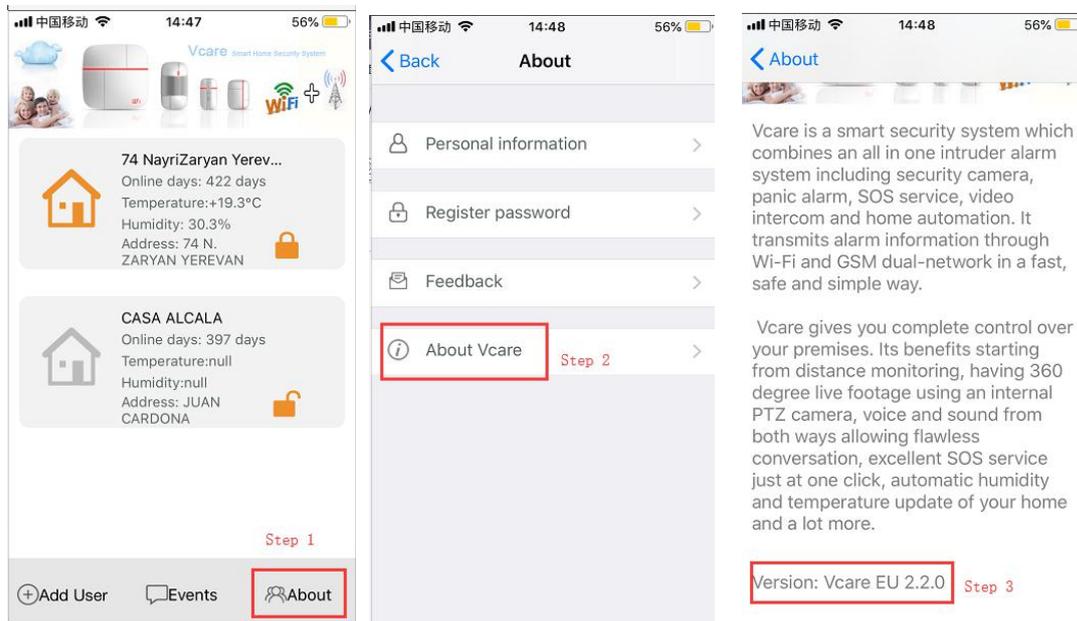
Last 6 digits stands for the updated date

Alarm Panel Version: V0.2\_PH2GSRWE8170205: WiFi+GSM/GPRS, 868MHz

Alarm panel version: V0.2\_PH3GSRWE4170127: WiFi + 3G/GPRS, 433MHz

#### 4. How to know the version number of the Apps?

A. Please check the version number of the Apps on smart phone App - Vcare. Shown as below image:



**Remark:**

*VCARE EU means your device uses a server based in Germany*

*VCARE AS means your device uses a server based in China*

*VCARE US means your device uses a server based in USA*

Please select the best app for you to download according to different countries and regions.