

SECURE YOUR HOME

Installation and User Manual



Ver.240815[®] 

Wi-Fi/4G - APP
Smart Security Alarm System

Contents

Foreword

Features

1. Content of Package	2
2. Preparation before Use	2
2.1 Control Panel-----	2
2.1.1 Control Panel: Front-----	2
2.1.2 Control Panel: Back-----	3
2.2 Inserting a SIM card-----	3
2.3 Turning on the system-----	4
3. Adding Users on APP	4
3.1 Download App and Installation-----	4
3.2 Adding Users-----	5
3.2.1 Adding the Main User-----	5
3.2.2 Additional Users-----	8
4. App Introduction	10
4.1 Disarm/Arm/Home Stay Arm/Siren-----	11
4.2 Accessory Management-----	12
4.2.1 Adding Wireless Accessories-----	12
4.2.2 Modify Name of the Accessory-----	13
4.2.3 Delete Accessories-----	14
4.2.4 Check Accessories QR code-----	15
4.2.5 Check Accessory History Events-----	15
4.2.6 Set up Home Saty zones-----	16
4.3 History Events-----	16
4.4 Devices Status-----	17
4.5 Family Member Management-----	17
4.6 Setting Interface-----	18

4.6.1 Change Host Password-----	18
4.6.2 Switch Host's Wi-Fi-----	18
4.6.3 SMS Number and Phone Number-----	19
4.6.4 Modifying Language for the Gateway-----	19
4.6.5 Modifying Time of Gateway-----	20
4.7 Changing Additional Settings-----	20
4.8 Handing APP Alarm Messages and Precautions-----	21
4.9 Handing Phone Call Alarm-----	22
5. Introduction for Sensors	23
5.1 PIR Motion Sensor-----	23
5.2 Door/Window Sensor-----	23
5.3 Remote Controller-----	24
5.4 Medical Panic Button -----	25
5.5 Emergency Panic Button-----	25
5.6 Water Leakage Detector-----	25
5.7 Smoke Detector-----	26
5.8 Gas Leakage Detector-----	26
6. SMS/ Phone Call Settings(Optional)	27
6.1 Setup Phone Number by SMS-----	27
6.2 Delete Phone Numbers-----	28
6.3 Current Phone Numbers-----	29
6.4 Arm/Disarm -----	29
7. Installation Precautions	29
8. Reset Gateway to Factory Default	30

Foreword

Thank you for selecting Vcare10 alarm system. This system is designed to transmit alarm notifications via Wi-Fi to mobile phone apps, and also to make calls and send text messages to phone numbers of your choice using 4G.

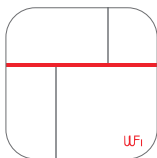
The unique dual network provides stability and speed for added safety measures. There are countless benefits when operating this system including activation and deactivation through a remote control.

Please ensure you follow all the steps when installing Vcare10 alarm system to take advantage of everything it has to offer. If you require further assistance please do not hesitate to contact us, we are always delighted to help.

Features

1. Dual networking
2. Compatible with IOS and Android Apps
3. Supports a main user and up to unlimited additional users
4. Swift QR code scanning for extra sensors
5. Auto-detection signal status for Wi-Fi and 4G
6. 24-hour window and door detection
7. Low battery alerts
8. Auto-detection for sensor disconnection
9. AC power monitoring status for failure or recovery
10. Operation log available in the app for away use Ability to prompt
11. SMS notification and siren if there is remote control activity
12. Siren alert times can be altered from 0-254 seconds/keep ringing
13. Option to customize the system's arm/disarm time up to 90 seconds
14. Voice prompt in 6 languages, English, Spanish, French, German, Russian, and Chinese
15. Supports up to 99 motion/door sensors, 20 remote controls,30 fire/gas alarm sensors, 8 panic buttons,8 emergency buttons, 4 water leakage detectors
16. Supports 4 wireless strobe siren
17. 4G Mode: 4G network auto switch when Wi-Fi fails
18. Supports up to 5 phone numbers for SMS and 5 phone numbers for call alerting
19. Two-way communication, with the ability to arm/disarm the system using your phone's keypad
20. Allows voice recording of up to 10 seconds

1. Content of Package



Alarm Panel*1

Alarm Panel*1

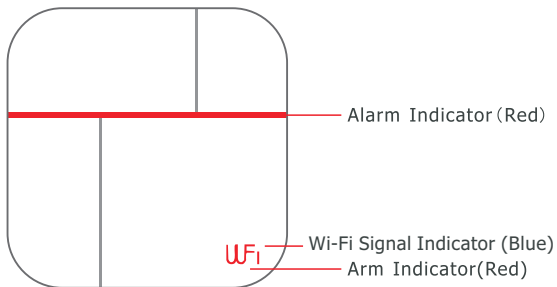
Other accessories:

Power adapter*1, alarm panel mounting bracket*1, user manual*1.

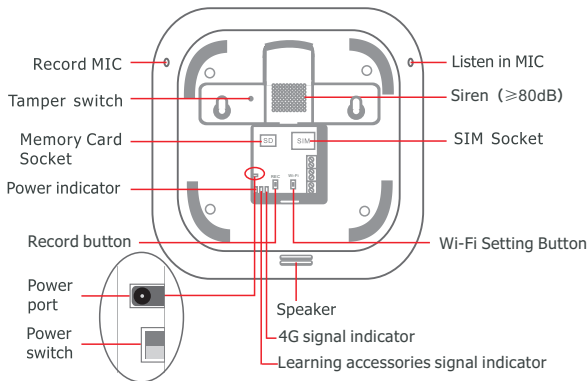
2.

2.1 Control Panel

2.1.1 Control Panel: Front



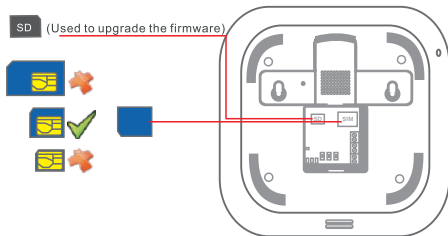
2.1.2 Control Panel: Back



2.2 Inserting a SIM card

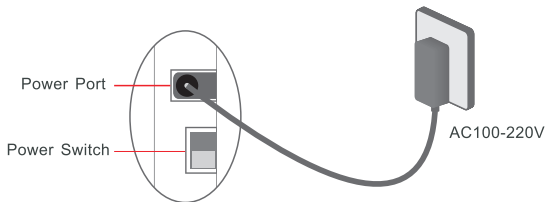
When using the innovative Wi-Fi and 4G system, all alarm signals and notifications are sent to the users via Wi-Fi. When it detects a failed request, the network host will automatically switch to 4G and alert users by making calls and sending text messages. This is an added safety measure to your home, so we recommend that a SIM card is inserted.

1. Select the appropriate SIM card.
2. SIM card is inserted into the host's SIM port.



2.3 Turning on the system

1. Plug power adaptor into the power port.
2. Push power switch from OFF to ON for turning on the system.



3. Adding Users on App

3.1 App Download and Installation

Within your Play Store, type "Vcare" into the search box and download the app to your Android smartphone or iPhone..



3.2 Adding Users

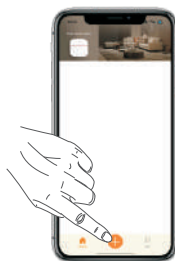
Vcare Alarm allows one main user and up to unlimited additional users.

3.2.1 Adding the Main User

To create the main user first, please complete the following steps.



1. Click to open Vcare Alarm app on your mobile



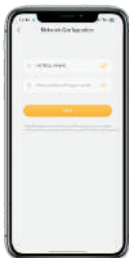
2. On the main interface, click Add



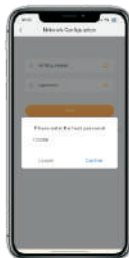
3. Click "Admin"



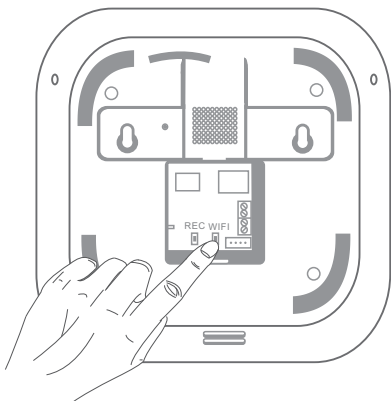
4. Scan the QR code on the back of the panel and fill in the gateway name and installation address.



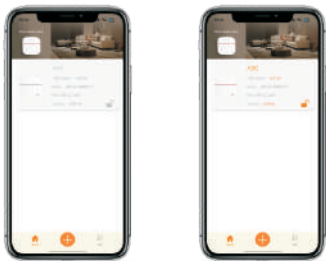
5. After clicking next, choose the correct network for the gateway. Enter the correct Wi-Fi password.



6. After clicking next, enter the host password. (Note: The default password is 123456.)



7. Quick press the "Wi-Fi Setting Button" on the back of the panel. (As shown above). Once you hear one beep sound from the host, click "Next" on the app, and the progress bar will confirm configuration. Wait for about ten seconds to successfully configure.



8. Well Done. After the icon of the device brightens, it means the device is online and you can start setting. As well, the Wi-Fi signal indicator keeps long light or fast flashing.

3.2.2 Additional Users. (Use the same server's Apps to add users)

Please complete all the following steps for additional users. Please note: Access is the same, however only the main user can amend the parameters for the host.



1. Click "admin user" to enter the management interface.



2. Click "Family Member Management"



3. Click "Share Device"



4. Copy the invitation code to your family member. (Note: The invitation code is valid for ten minutes and can only be used once)



5. Open the app on your family members' phone. Within the main interface click "Add"



6. When in the "choose users" interface, click "member".



7. Enter the invitation code and click confirm.



8. Enter user name. Click to confirm and follow successfully.

4. App Introduction

Main Interface



- All the added devices will be listed here.
- Each device will display name, MAC, model, and status.
- Also displays the current arm/disarm/ stay at home status.

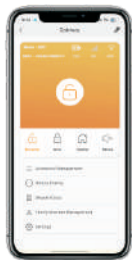
Control Panel Management Interface



Tips:

4G network status: Only after a SIM card is inserted and the gateway detects signal then the icon will become white color. If no signal or no SIM card inside, the icon keeps dark.

4.1 Disarm/Arm/Home Stay Arm/Siren



Disarmed: After disarming, all the intrusion type sensors cannot be triggered. Detectors such as the panic button, smoke detector, and water and gas leakage detector are still able to activate the alarm.



Arm: Once armed, the alarm will be activated if any sensor is triggered.



Home Stay Arm: Only the sensors set to home stay armed mode can trigger the alarm. (This function is applicable to family members who stay at home, especially at night.)



Start Siren: Press this button to start siren.

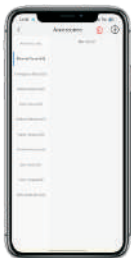


Stop Siren: Press this button, the siren will stop ringing.

4.2 Accessory Management

This includes assorted types of intrusion detectors and emergency detectors. 20 remote controllers/keyboards, 8 emergency buttons, 99 PIR/door detectors, 30 gas/smoke detectors, 8 medical buttons, and 4 water leakage detectors can be added. Please refer to the following description for details.

4.2.1 Adding Wireless Accessories



1. Click the "add" icon in the upper right corner of the accessories interface.

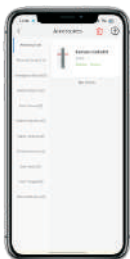


Remote control

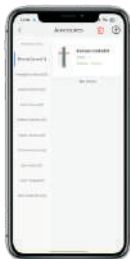
2. Scan the QR code on the back of the detector.



3. Fill in the name and select the zone, then click "confirm" to add it successfully.



4. The successfully added device will be displayed on all devices and the device type.



5. The successfully added accessories will display the name of the accessory, the number of zones, and the status. For intrusion accessories, it will also display garrison area.

4.2.2 Modify Name of the Accessory



1. Click the device management interface.

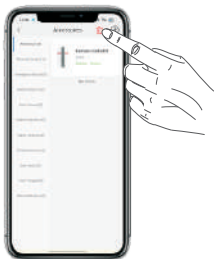


2. In pop-up window, click Edit.



3. Input a new name, for example, "Remote control". Click confirm to modify successfully.

4.2.3 Delete Accessories



1. Click here to delete detectors of the same type.



2. Click here to delete sensors one by one.

4.2.4 Check Accessories QR code



Click here to check the QR code and number of the accessories

4.2.5 Check Accessory History Events



Click here to check the accessory history events

4.2.6 Set up Home Saty Zones



1. Enter into sensor management interface, click the zone you want to set.



2. In pop up window, turn off the garrison area.



3. After set up, the sensors are not in home stay status. Please note: home stay prevents the alarms from being triggered when indoors.

4.3 History Events

The gateway will send a push notification to the binding mobile phone App when alarming. The alarm events and alarm history can be known through the App. Shown as below:



1. Click on history events.



2. Each alarm record will display the device name, alarm event, MAC address, and alarm time.

4.4 Devices Status

Host arm/ disarm status/arm at home

External power supply connected/disconnected

Backup battery power

WiFi signal strength

4G signal strength(Note:If no SIM card is inserted, the signal strength is 0.)

SIM card status

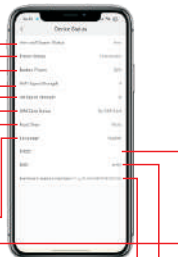
Host siren status

Host Language status

ICCID

IMEI

Hardware version number



4.5 Family Member Management



1. Display the names and accounts of added family members.
2. Delete the family member.
3. Invite Family Members. (Note: please refer to 3.2.2.)

4.6 Setting Interface

4.6.1 Change Host Password



1. Click host password.



2. Enter the old and new passwords, and click confirm to complete the modification.

4.6.2 Switch Host's WiFi (Note: Please refer to step 3.2.1. according to APP prompts.)

4.6.3 SMS Number and Phone Number

Inputting a phone number for text message and calls. Please note: This special function is for the 4G edition of Vcare 10 Alarm. When Wi-Fi fails, it will automatically switch to this network.



1. Click on the "SMS Number and Phone Number"



2. Enter the phone numbers of your choice, you can add up to 5 numbers for SMS alerts and 5 phone numbers for phone call alerts.



3. Once you have input the phone numbers, click save to finish settings.

4.6.4 Modifying Languages for the Gateway, The gateways support English, Spanish, French, German, Russian, and Chinese. After the adjustment, all messages will be displayed in the chosen language.

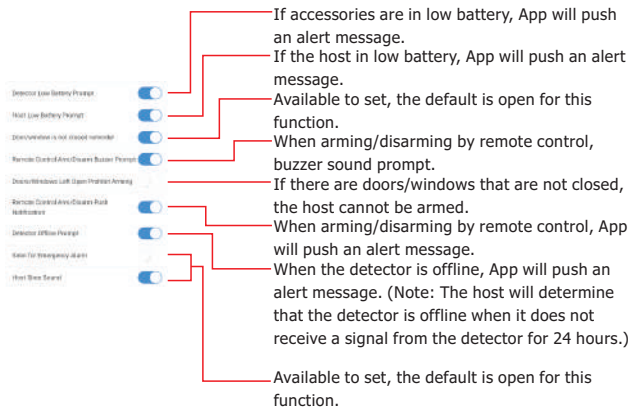
Please note that changing the language of the gateway will not change the language of the App. If you want to change the app's language, please change the smartphone's language.

4.6.5 Modifying Time of Gateway: Modifying the time of gateway: It is recommended that all users reset the time for a new gateway.

4.7 Changing Additional Settings

Arming Delay Time	30s >	The arming, alarm, and disarming delay time can be adjusted from 0-99s. The default of delay disarming is 30s. The siren alert can be altered from silent, 0-254s, or continuous alert. The default is 90s.
Alarm Delay Time (Invasion)	0s >	
Disarming Delay Time	0s >	
Ringing Time of Siren	250s >	Three groups of timing arm can be set up.
Timing Arm	Settings >	Three groups of timing disarm can be set up.
Timing Disarm	Settings >	Three groups of timing stay arm (home stay) can be set up.
Timing Home Stay Arm	Settings >	
Alarm SMS/Call prompt	Open >	When the host alarms, there is an option whether you wish to receive SMS and phone reminders.

Host Network Settings	Smart >	The host network can be switched between 4G/WiFi/smart.
Wi-Fi Built-in (Default)	<input checked="" type="checkbox"/>	If the Wi-Fi network has failed, the gateway sends a text message to preset mobile phone.
External Network Failure Alarm	<input checked="" type="checkbox"/>	If the 4G network has failed, the app will push an alert message.
Door/window is open/close prompt	<input checked="" type="checkbox"/>	If a door/window isn't properly closed when arming, you will receive an alert message.
AC Power Failure Alarm	<input checked="" type="checkbox"/>	If the power has failed, App will push an alert message.
Arms/Disarms Call prompt	<input checked="" type="checkbox"/>	When arming/disarming the panel, there is an option on whether you wish to receive SMS alerts or not.
Start user when arms/disarms by remote control	<input checked="" type="checkbox"/>	When arming/disarming by remote control, internal/external siren prompt.



4.8 Handing APP Alarm Messages and Precautions

1. Intrusion detectors (Door sensors, motion sensors, etc.) will only trigger the alarm when the host is in arm status. Other detectors (SOS/ Medical call/ fire/ gas) will directly trigger the alarm regardless of its status.
2. In home stay arm status, the switch of intrusion detectors will turn on for the alarms to be triggered. (The default for newly added detectors is home stay. The user can modify the zone types, for details please refer to 4.2.6)
3. If a sensor triggers the alarm, you can find the alarm record in the historical events, and also in the historical events of the accessories that triggered the alarm.
4. There is an option to turn on the "4G network breakdown, App push message alert" function. If the host detects an issue with the 4G network, the App will automatically alert all users.

5. There is an option to turn on the “Wi-Fi network breakdown, auto change to 4G network” function. If the Wi-Fi fails, the host will send 5 SMS reminders to the phone numbers provided.
6. When detectors such as door/window, PIR, smoke, and water leakage are disconnected using the alarm host, the app will push alert messages(without the use of SMS) and the related icon will appear in grey on the sensor management interface.
7. When detectors such as door/window, PIR, smoke, and water leakage reach low battery, the app will show a low battery icon in the sensor management interface and will push alerts every two hours. This function can be turned off.
8. A window or door open/closed status can be checked prior to arming using the app. If it is not closed properly once the host has been armed, the app will push an alert message and the sensor management interface will list an open status icon.

4.9 Handing Phone Call Alarm

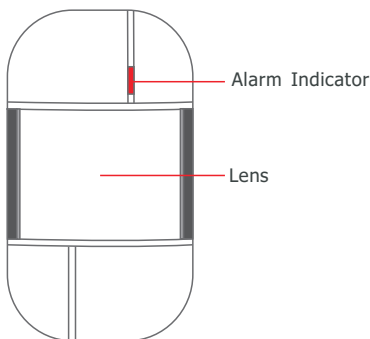
Set up on the App: Settings-Host Network Settings-4G/WiFi/Smart

1. When choosing the 4G network (SIM card insertion) the system will push alarm notifications to the Vcare 10 app, send SMS alerts, and also make phone calls to the selected numbers. When WiFi is selected, neither phone calls nor SMS alerts will be made in the event of an alarm. If the user selects “Smart” the host will send SMS alerts and make phone calls if there is a failure to the Wi-Fi network.
2. If the 4G network is in use, the host will first send SMS alerts to the users and then make phone calls. Once a user answers, they will hear the pre-recorded voice message and will be given options on how they wish to proceed, They can use their keypad to disarm the host, activate the siren or close the siren prompt. If the first user does not answer, the next phone number will be called.

This will continue in a cycle of 5 until a call is answered. It will eventually stop automatically if there is a lack of response.

5. Introduction for Sensors

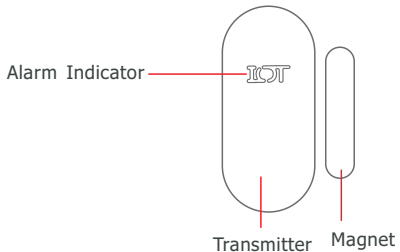
5.1 PIR Motion Sensor



Installation:

1. Open the shell, remove the insulation strip.
2. Mount onto the wall at a height of 2.2 meters.
3. Avoid areas where the sensor may face air conditioners and vents etc, this may cause a false alarm.

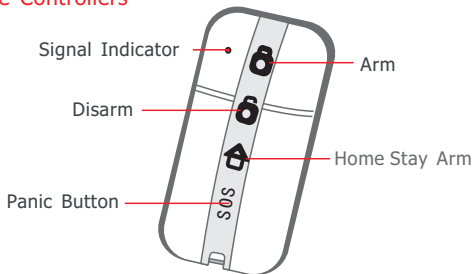
5.2 Door/Window Sensor



Installation :

1. Open the shell, remove the insulation strip.
2. Using double sided adhesive tape, affix both parts of the sensor to a door or window.
3. When the magnet is moved 1.5cm away from the transmitter, the alarm will be triggered.

5.3 Remote Controllers



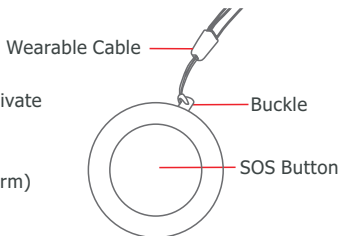
Usage :

1. Press the button, the alarm host will give related response.

5.4 Medical Panic Button

Usage:

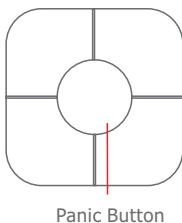
1. Pull the wearable cable to activate SOS alarm.
2. Press SOS button to activate alarm. (Will activate siren to alarm)



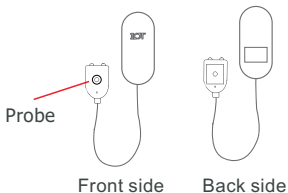
5.5 Emergency Panic Button

Usage:

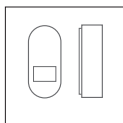
1. Affix the button to any suitable surface or place it where it is needed.
2. Press the button to trigger alarm. It will not activate the siren when press this button. (Silent SOS alarm)



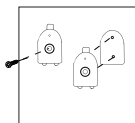
5.6 Water leakage detector



Wall mounted to install the water detector in the position needs to be monitor. When the two feet of detector was immersed by the water, it gives flash and send alarm message to the control panel.



Fix the base on the wall with double gummed paper (double gummed paper installation way).

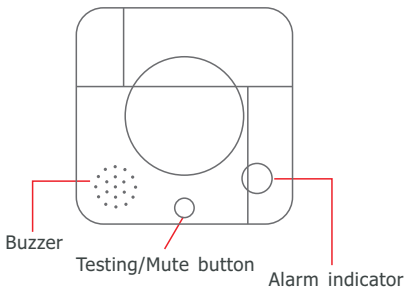


Fix on the wall with double gummed paper or screw.

Notice

1. Fix the sensor on the area of water leakage easily happens.
2. Do not fix the sensor with plenty of water vapor or rain.
3. Do not fix the sensor in the water immersion place.
4. Though the water detector can reduce accident. it does not insure perfectly safe. For your security, please enhance security consciousness in daily life besides using this product correctly.

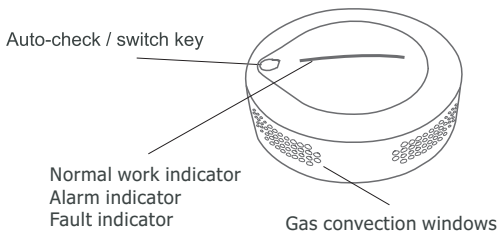
5.7 Smoke Detector



Usage:

1. Open back shell, install battery.
2. Suspended ceilings do not comply with this type of installation.
3. Install the smoke detector in a fire hazardous zone.

5.8 Gas Leakage Detector



Usage:

1. Mount the detector on to the wall and place the plug in a power adapter.
2. Install the device in a place where a gas leak is most likely to take place.

6. SMS/ Phone Call Settings(Optional)

6.1 Setup Phone Number by SMS

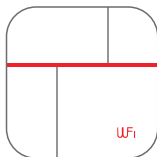
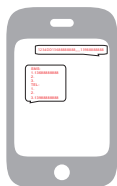
The SMS format is as follows:

'Password+DD+1st contact number for SMS, 2nd contact number for SMS, 3rd contact number for SMS, 1st contact number for calling, 2nd contact number for calling, 3rd contact number for calling'

For example: '123456DD07712345678,07787654321etc.

Send:

123456DD13688888888,,,,,13988888888



Host reply:

SMS:
1.13688888888
2.
3.
TEL:
1.
2.
3.13988888888

Please Note:

- . The user can set up all SMS and phone call numbers by sending just one text message command.
- . The certain amount of numbers set up depends on the user's preference.
- . Each phone number listed should be separated by a comma, the final phone number does not need a comma placed after it.
- . The phone number that was input first will receive all SMS updates in regards to the settings.

6.2 Delete Phone Numbers

SMS Format: 'Password+DD+Phone numbers'

Please note, each number that you wish to delete should be separated by a comma.

Send:

123456DD*,,,,*

6.3 Current Phone Numbers

SMS Format: 'Password+DD'

A list of the active phone numbers available for alarm notifications will be sent to the phone number that was input first.

Send:

123456DD

6.4 Arm/ Disarm

Arm SMS Format: 'Password+A1' (123456A1)

Disarm SMS Format: 'Password+A2' (123456A2)

The alarm host will reply "Panel Armed" to the 3 SMS numbers provided.

Tips: The initial password is 123456

7. Installation Precautions

1. Keep away from water.
2. Install the host in a well hidden place where there is good Wi-Fi strength and a good 4G signal.
3. Turn off the power when inserting and removing the SIM card.
4. Ensure the power adapters are connected safely and are not left in a position to overheat.
5. Enter into normal running status about 12 seconds later.
6. Ensure devices are charged and batteries are changed when low.

7. Do not install the host next to objects with strong interference such as televisions and computers.
8. Regularly check the SIM card within the alarm host (signal strength, balance etc).
9. Ensure the alarm system is running efficiently on a regular basis.
10. This system is designed for indoor home use.

8. Reset Gateway to factory default

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.

