VIGILATE
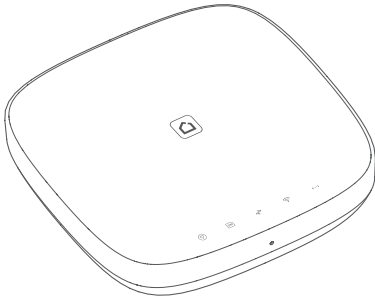**HOME SAFETY & SECURITY**

LAN+WiFi+4G LTE

Smart Home Alarm System

User Manual

Table of Content

Introduction

• Thank you for purchasing the VIGILATE Smart Home Alarm System. VIGILATE offers you complete control over your home security and automation via your smartphone. This manual will guide you through the setup procedures and highlight some key features.
• The system operates on smartphones.
• Please note that all contents listed here might be slightly different from the contents of the package or the App. Please check the latest version of the user manual.
• Version: V1.2

Notice

• All sensors and devices in the package have already been paired with the panel before shipping. Users can start using the whole system after setting up the network. Accessories purchased separately (like sensors or smart devices) need to be paired with the system for proper use.
• The system is designed for easy setup. If any problem occurs during the setup, please contact your distributor for help.
• Please store all manuals, nameplates and stickers with QR codes or barcodes for further use.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful 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 or more of the following measures:
-- Reorient or relocate the receiving antenna.
-- Increase the separation between the equipment and receiver.
-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
① This device may not cause harmful interference.
② This device must accept any interference received, including interference that may cause undesired operation.
Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Safety

• This system is designed to minimize majority of risks and to ensure the safety of your home, however it does not guarantee protection against burglary, robbery, theft, or any type of emergencies. Users should continue to act prudently to protect the security of their lives and property.

• Any alarm system is subject to compromise or failure for a variety of reasons as follows:

- An intruder may gain access through unprotected openings.

- An intruder may have the technical sophistication to bypass a sensor or the whole system.

- Signals sent by the panel or sensors may be blocked or reflected without being received, and a block may occur if metal objects are placed into the path of the signal.

- Motion sensors can only detect the intrusion within the specified ranges and unobstructed areas.

- Malfunction of routers, limited services by wireless phone carriers or internet service providers, limited service such as text messages or push notification provided by smartphone makers.

- Component failures or some other faults happen in the electrical system.

Requirements

• Wired/Wireless Router compatible with Wi-Fi IEEE 802.11 b/g/n standard

• Provision of Internet Service

• Mobile phone SIM card (supporting GSM/WCDMA/LTE)

• iPhone or Android smartphone

• iOS version 7.0 or higher

• Android version 4.3 or higher

• Bluetooth 4.2 or higher

Quick Start Guide

• **Internet Connection Requirements**

- Please ensure the router you are using has already been connected to the Internet with DHCP mode enabled. VIGILATE supports IPV4 protocol only.
- The system supports the following types of connection:
- LAN: 10/100M Ethernet.
- Wi-Fi: 2.4GHz, WEP/WPA/WPA2 encrypted.
- 4G LTE

• **Place the Panel at a Suitable Place**

- If Wi-Fi is used to connect the panel to the internet, please make sure the panel is placed within the Wi-Fi coverage before installation. (It is recommended to use your phone to help verify the Wi-Fi coverage at the location).

• **Install the SIM Card (Optional)**

- Insert a Micro SIM card. Please place a Nano-SIM to a card adapter for installation.
- To connect the panel to the GSM network, you need a SIM card with the disabled PIN code request (PIN code request can be disabled using your mobile phone) and sufficient credit on the account.

Note: The main panel does NOT support Hot Swap function. Switch off the main panel before inserting or removing a Micro SIM Card.

Micro SIM Card   Nano SIM Card
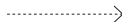
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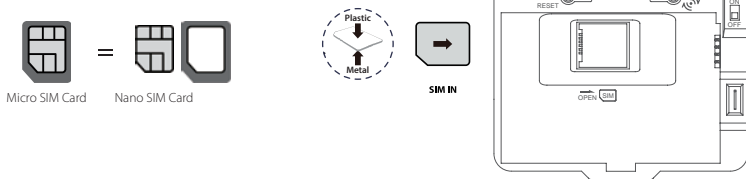
Remove back cover and battery to locate the Micro SIM card holder. Press the card holder's lid towards the ON/OFF button until it "clicks".
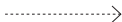
Lift the lid to an up right position. Place the card in the compartment. Make sure the gold contacts are facing downwards and the cut-off corner is placed as shown on the drawing. Hold the card in the correct position and close the lid.

Carefully press down and slide the lid away from the ON/OFF button until it "clicks" in-to place.
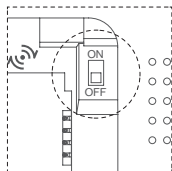
Note: Take care not to scratch or bend the contacts on the SIM card when inserting it into the card holder.

• Get Ready for Setup

- Use your iPhone or Android smartphone to download the "VIGILATE Control" APP from either iOS APP Store or Google Play by searching "VIGILATE Control", or scan the QR code with your mobile phone.


VIGILATE Control

Power Switch

- Please open the cover on the back of the device, and turn on the power switch. The indicator on the panel will flash and after approximately 45 seconds a beep sound should occur indicating the device being activated. Place the panel close to the 2.4GHz Wi-Fi signal if you are setting it up to Wi-Fi.

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• Add the Panel

- Make sure your mobile phone is connected to the Internet and Bluetooth is enabled. Click on [Add a new device]. Select [Quick Setup].
- The APP will automatically scan for panels available nearby and display their names for which you can choose to connect.
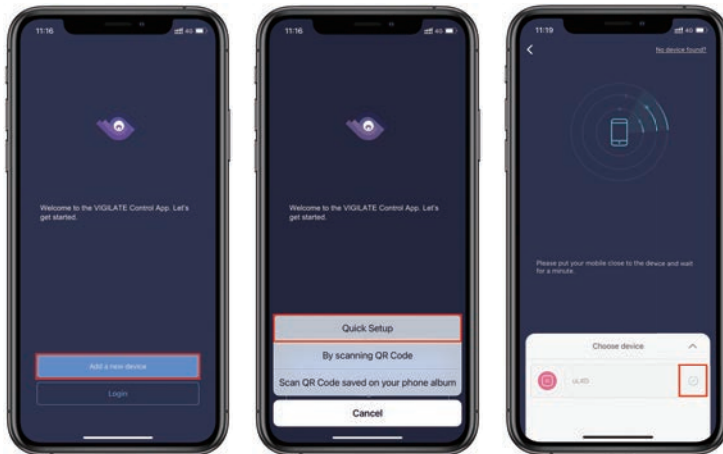
• Set up Password

- After successfully connecting the panel, please rename the device and setup a password for future configuration purposes.

• Configuring the Wi-Fi Setting of the Panel

- Select the Wi-Fi you want the panel to connect with and input the password to finish the setup.

• Check Setting

- Make sure your mobile phone is connected to the Internet via cellular or Wi-Fi.
- Try pressing the ARM/DISARM button in the App, to see if the status icon changes.
- Try using the remote control, pressing the ARM / DISARM button to see if the status icon in the App changes.
-

• Installation

- Close the battery cover.
- Place the panel on a desktop or mount it on the wall.

System Status & User Authorities

• The VIGILATE system does not support any wired sensors. The panel communicates with all sensors via wireless RF signals. Most of the sensors have low battery warning features. In the event of low battery, notifications will be sent to the APP.

• The system can set its security status according to the commands given by users or the signals sent from the triggered sensors.

- ARM:
All working sensors can be triggered. The system will generate alarms when receiving alert signals sent from sensors.

- DISARM:
This mode will de-activate all sensors. This mode will also turn off the siren and stop the alarm process.

- HOME ARM:
This mode will allow some selected sensors to remain working while others are de-activated. These sensors can be selected in the App.

- SOS:
This mode will trigger built-in siren and send alarm messages to emergency contacts. It also triggers external sirens or other sensors like smart plugs.

- There are three levels of user authorities, shown as below.

- ADMINISTRATOR:
Who can fully control the system and invite other users with assigned authorities.

- USER:
Who can operate ARM/DISARM/HOME ARM/SOS, control the smart plugs and cameras, can also invite other people as USER or GUEST.
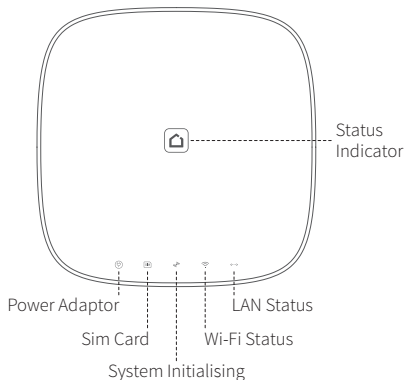
- GUEST:
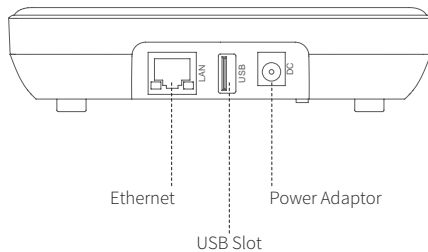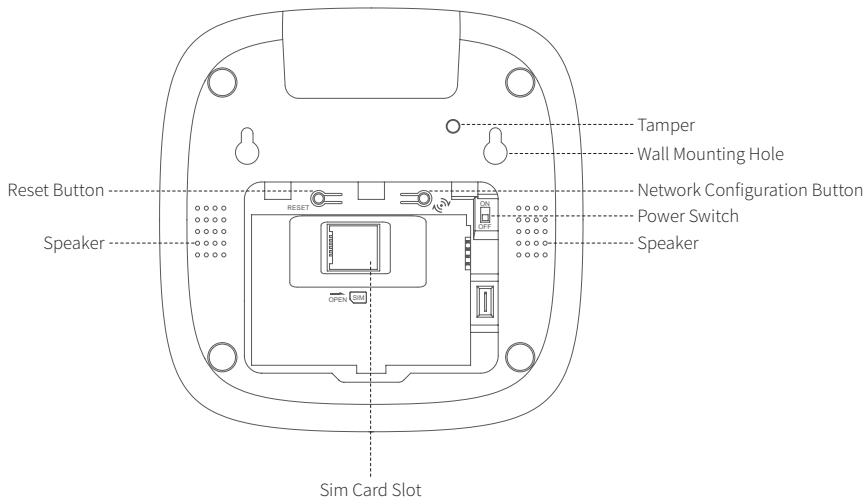Who can only operate ARM / DISARM / HOME ARM.

Appearance

• Top View

• Rear View

Status Indicator

Power Adaptor

Sim Card

System Initialising

Wi-Fi Status

LAN Status

Ethernet

USB Slot

Power Adaptor

• System Status Indicator

LED Indicator	Definition
Flash in Red	System is starting
Red, Green, Blue Flashing	System is waiting for Initialising
Red	System is in Arming
Green	System is in Disarming
Blue	System is in Home Arming

• Bottom View

Tamper

Wall Mounting Hole

Reset Button

Network Configuration Button

Power Switch

Speaker

Speaker

Sim Card Slot

APP Operation Introduction

• **Home Page**

User Settings

The entry for all account settings.
- Device List.
- Account Information: Phone, Email and Password.

Real-time Status Diagram

It shows a real-time system status and the quality of network connection.
Colours and icons are used here for better illustration.

Event List

An event is an operation conducted by users or status change triggered by accessories. All events are sorted by time. Tap the top right coner on event list page to filter door/window status or/and tamper alarm in Disarm mode.
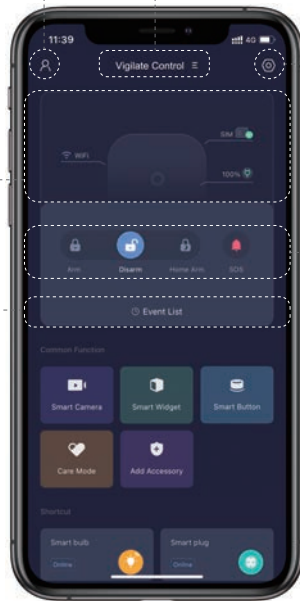
Device List

Select the panel to be managed from the dropdown list.
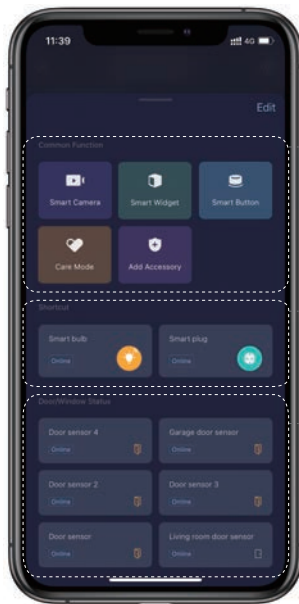- Add/Remove panels.

System & App Settings

The entry for system settings and App settings.
- Add/remove accessories.
- Configure system settings, eg: Exit Delay, Entry Delay, Duress Alarm, etc.
- Network settings and advanced settings.

Security Status Control

Change the system status between Arm-Disarm-Home Arm-SOS.

• Scroll up to discover more

Common Function

One tap to the frequently used functions: smart camera, motion detection, smart widget, smart button, care mode, add accessory.

Shortcut

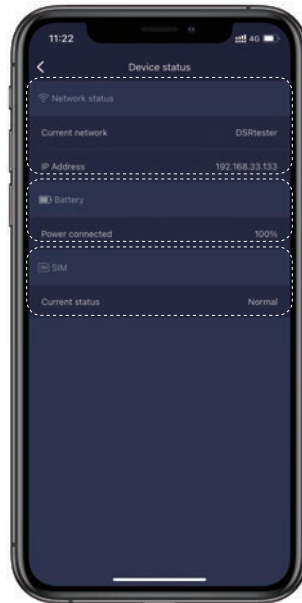Easily control smart bulbs and check online/offline status.

Door/Window Status

Check the Door/Window Sensors are closed/opened and online/offline status at a glance.

• Device Status

Press Real-time Status Diagram area to check detailed device status:

- Network Status: LAN/Wi-Fi/4G
- Battery (Power connected/Use battery and Battery percentage)
- SIM Card Status

Note: In case of SIM card malfunction: error code [CME ERROR: 11] means SIM PIN required, [CME ERROR: 15] means SIM wrong.

• Dashboard

- Press [Dashboard] on the the home page for SOS and device control.
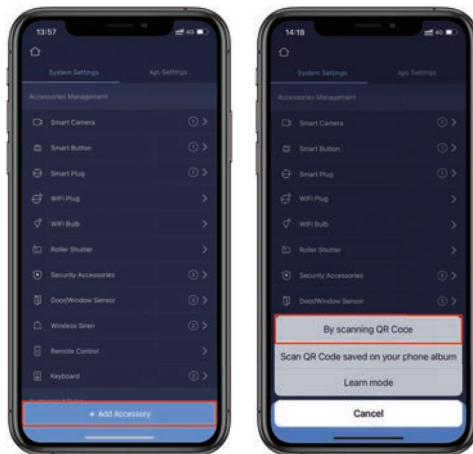
• Pairing New Accessories

Scan QR Code

`Recommended`

`Tap [Scan QR Code]`

⋮

`Scan the code printed on the accessory`

⋮

`Name`

⋮

`Done`

• Share with Others

The owners/administrators can easily share their devices with the family members or friends.

- Press the top right corner on the dashboard page/home page.

- Press [Share this device with others], choose the User authority and it will generate a unique QR code which contains the identification of the shared panel and the assigned authority.

- Users can send this QR code to others. By launching the VIGILATE Control APP, others can click [Device List] - [System - Management], click the [+] icon on the top right corner and select [Add a new device] to add the shared panel to their APP.
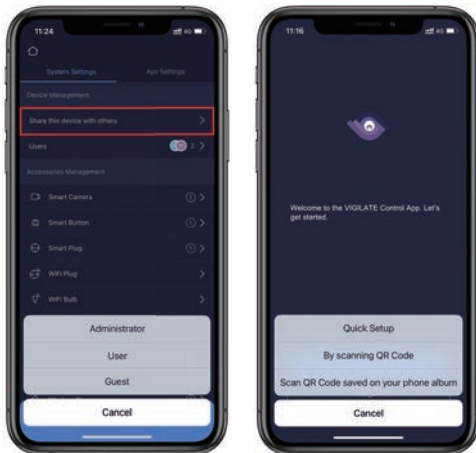
• Emergency Contacts Settings

- Select [Users] from [System Settings] page.

- All App users are listed in the Emergency Contact list automatically.

- Users can add mobile phone numbers in [Other Contacts] list.

- For the App users, the [Push Notification] option is enabled by default, while the [SMS Notification] is disabled by default. (SIM card required)

- For other contacts, the [SMS Notification] is enabled by default.

- When an emergency occurs, the App users should get push notifications, while other users get alert SMS messages sent from the panel.
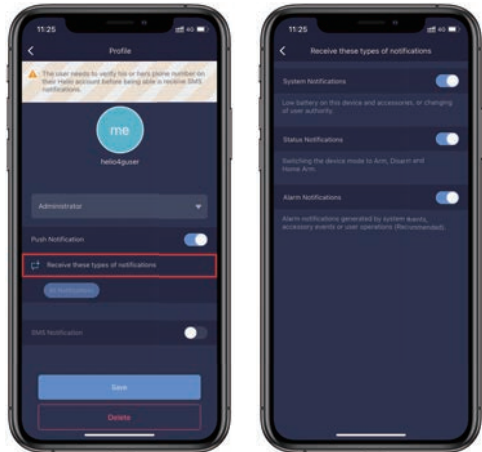
• Accessory Management

Users can add, remove, and modify their settings here, and
also control their cameras and smart home devices in the App.

- Status supervision
- Rename
- Siren Setting
- Delete: choose the accessory to be removed from the
system, and slide the column to the left until a [Delete] button
appears. Click the [Delete] button and confirm to finalise the
removal.
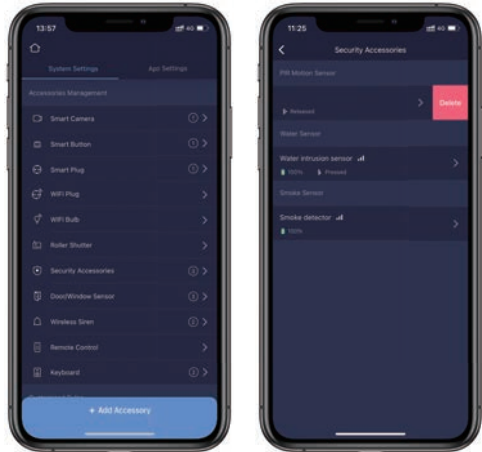
• Home Arm Settings

- Press [Customise Home Arm function] from [System Settings] page.
- By configuring Home Arm status in the APP, users can activate

  certain sensors while at home.
- When [Home Arm] button is activated for the first time, the setup

  procedure should commence.
- Only those sensors that support the Home Arm feature will be

  listed here.

• Smart Widgets

- **Anti-interference:** by enabling this, it will trigger an alarm when
the system receives interfering signals. Disable anti-interference
and the system will ignore interfering signals. (Anti-interference
will not function when the system is in disarm status.)
- **Timed Tasks:** it allows to schedule a task or a daily task. For
instance, set up a daily task of home arm for the supervised
premises at 10 PM.

- **Smart Following:** when the system is switched to a certain status, the pre-setup instructions for the chosen accessories will be
executed accordingly. Users can add accessories and configure their status when instructions are executed.
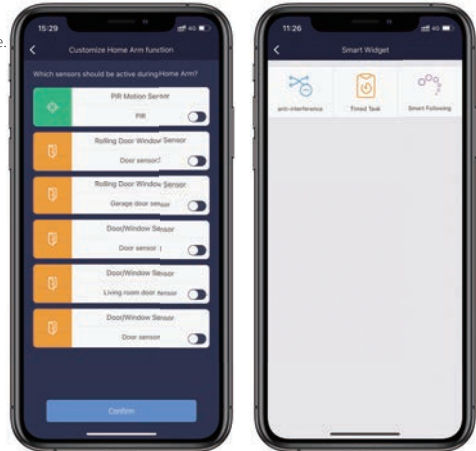
• Advanced Settings

In this section, the following settings can be executed:

- **Security Notifications Settings:** it allows to setup notification language and duress alarm, which allows users to input a pre-set duress code on the keypad to stop the alarm and meanwhile send pre-set emergency messages to other designated contacts.

- **Ready to Arm:** if this feature is enabled, when you arm or home arm the premises, the system will notify if there is a contact sensor in the open status.

- **More:**

Entry Delay: users can select which sensors should be held for transmitting alarm signals for a preset time.

Exit Delay: by enabling this, the system will wait for the preset time before responding to ARM or HOME ARM instructions.

Siren Duration: it defines how long the built-in siren should sound in the event of an alarm activation.

Network & Password Settings: reset the network parameters and the system password.

Arm/Disarm Indication: turn on/off the sound to indicate the Arm/Disarm function.
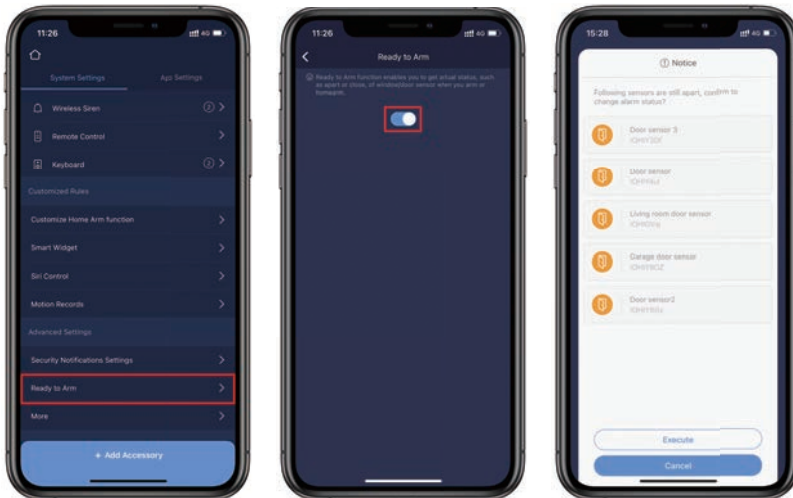
Select Time zone: manually select appropriate time zone.
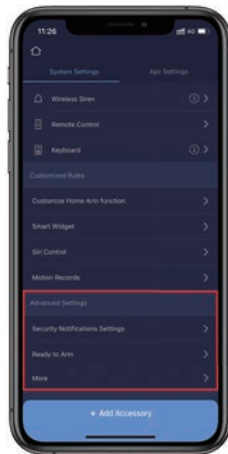
• Ready to Arm

Ready to Arm function enables you to get actual status, such as apart or close of the Window/Door Sensors when you Arm or Home Arm the system.
- Press [System Settings].
- Scroll down to find [Ready to Arm] in [Advanced Settings].

Note: The default setting of this function is off.

- **4G Network Selection**
  - Press [System Settings].
  - Scroll down and tap [More].
  - Tap [4G Network Selection] and make sure the feature is enabled.
  - The VIGILATE 4G module applies to most of the carriers, if there is any configuration change on your 4G network, "Automatic" can be turned off and the APN information inputted manually.
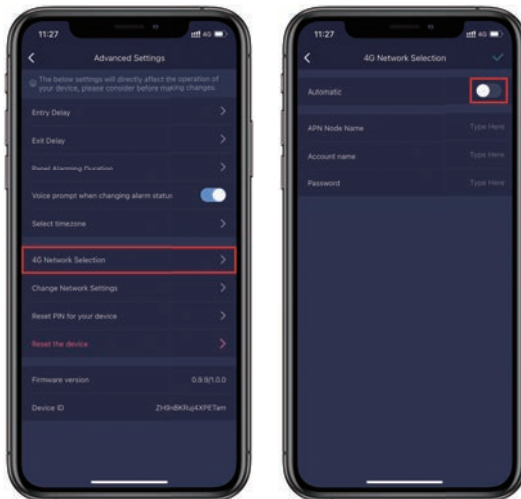

Note: The default setting for the "4G" feature is on and set as "Automatic". In the event of LAN & WiFi disconnection and main panel reconnection timeout (failure lasting for about 1min), the main panel will enable the 4G function for network connection.

• App Settings

In this section, the following settings can be executed:

- Change App Language: it supports multi-languages which can be easily switched in App.
- Passcode Lock: by enabling this feature, you will be asked to enter the passcode every time when App is activated from the background. For iPhone, the Touch-ID and Face-ID features are also supported.
- Help & Feedback: users can send feedback to customer support directly in App.
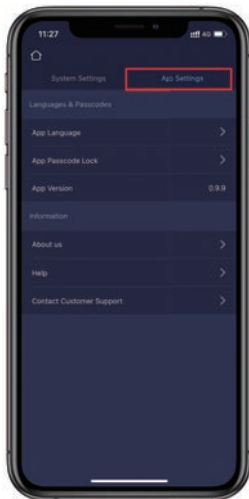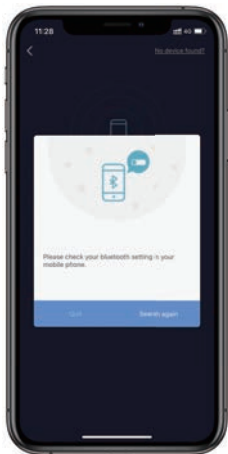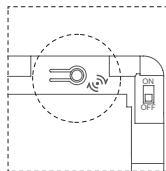
FAQ

Q: I can't find the panel device after selecting "Quick Setup".
A: Try to press 🔊 button until a beep sound is heard.

Q: There is an indication of Bluetooth disconnection.
A: Try to press 🔊 button until a beep sound is heard.

Q: There is an indication of the Bluetooth deactivation on my phone.
A: Please make sure that the Bluetooth on your phone is switched on before initiating this pairing process.

Q: There is an indication of connection failure.
A: Please make sure the Wi-Fi that the panel is intended to connect is on 2.4GHz band and the Wi-Fi password does not contain any special symbols, then try to connect the Wi-Fi again.

Q: When the Internet connection is down, can the system still protect me?

A: LAN/Wi-Fi/4G are used for communication. As recommended, LAN provides the most reliable Internet connection. In case that LAN and Wi-Fi both fail, the 4G network will work as a backup.

In most cases, the disconnection of the Internet is caused by electricity failure, which means the system might have to run with the backup battery. With backup battery, this system can work perfectly to protect your home even if Internet connection is not available.

Q: How to reset the system? Would all my data be erased?

A: To reset the system, please remove the battery cover and press the reset button for 5 seconds. The system will erase all data and restart.

Q: When operating in the App, it is slow/lag/always waiting for reactions.

A: To try and solve your problem, please follow the instructions below before contacting your distributor:
  - Use a LAN cable instead of Wi-Fi for the panel.
  - Try to restart the router connected to the panel or your phone.
  - Disable any VPN connection from your phone or router, for directly connecting to the Internet.
  - In the home page of the App, tap the [Net Status] to see if the connection of the panel works properly.

*If there is any problems or questions, please send an email to **support@vigilate.com.au***

Specifications

Capability		RF Capability	
CPU	ARM Cortex-A7	Frequency	433.92MHz
Power Supply		Coverage	Up to 1000m
Auxiliary Power	DC 5V ⎓ 2A	RF Supervision	Supported
Standby Time	Up to 8.5 Hours (Fully Charged)	Key Features	
Backup Battery	Rechargeable Lithium Polymer Battery 2600mAh	Quick Pairing	Pre-paired, QR Code Pairing & BT Pairing
Connectivity		Anti-tamper Protection	Supported
LAN	1xRJ45 10/100M Ethernet Interface	Duress Alarm	Supported
Wi-Fi	Wi-Fi 2.4 GHz (802.11b/g/n)	Low Battery Warning	Supported
GSM/LTE	GSM/4G LTE	Smart Following & Timed Task	Supported
Others		OTA Update	Supported
Built-in Siren	100dB/30cm	Ready to Arm	Supported
Housing Material	ABS/PC	No. of Connected Devices	Unlimited
Working Temp.	-10°C ~60°C	No. of Users	Unlimited
SIM Card Support	Micro SIM Card	Video Monitoring	Works with Cameras
Installation	Desktop, Wall Mounted	Smart Devices	Works with Smart Bulb
Mobile Applications	iOS 7.0 and Later, Android 4.3 and Later	Alarm Notifications	Sending Push Notifications and SMS

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Google Play

Download on the
App Store

VIGILATE Control