INSTALLATION AND PROGRAMMING GUIDE

eyezon
see what matters.

Revision Date: Feb, 2020

Contents

1. About This Guide 4
2. SOLO Packaging Inclusions 4
3. SOLO System Overview 4
    3.1. Available System Components....4
    3.2. Battery Backup 4
        3.2.1. Battery Backup Specifications: 4
        3.2.2. Important notes about SOLO battery backup: 4
        3.2.3. Battery backup limitations: 5
4. SOLO Base Unit User Interface 5
    4.1. LED Ring 5
    4.2. Disc Button 5
5. Installation Sequence for the SOLO System....6
6. SOLO Base Unit Installation 6
    6.1. SOLO Base Unit Installation Location 6
    6.2. SOLO Base Unit Connections....7
    6.3. SOLO Base Unit Connections....7
7. Activation....7

7.1. Activation On EyezOn Account....7
8. SOLO Wireless Sensors – Physical Installation....8
8.1. Physical Installation – Door / Window Sensor....8
8.2. Physical Installation - Motion Sensor PIR....9
9. SOLO – Base Unit Local Configuration....9
9.1. Understanding Configuration Mode....9
9.2. In Configuration Mode - Waiting for Input....9
9.3. Mode #1 RF Walk Test – Slowly Flashing RED....10
9.4. Mode #2 RF Auto Learn – Slowly Flashing YELLOW....11
9.5. Mode #3 DHCP Re-Enable – Slowly Flashing GREEN....11
9.6. Mode #4 Factory Reset – Slowly Flashing CYAN....11
10. SOLO – Local Web Browser Status....11
11. Configuration of portal Options....12
11.1.Account Details....12
12. SOLO Programming....12
12.1.Accessing SOLO Programming....12
12.2.SOLO Programming View....13
12.3.SOLO Programming Options....13
12.3.1.Registered Zones....13
12.3.2.Registered FOBs....16
12.4.User Codes....18
12.5.Miscellaneous....18
12.5.1.Bell Timeout....18
12.5.2.Exit Delay....18
12.5.3.Entry Delay....19
12.5.4.Audible Door Chime....19
12.5.5.Audible Trouble....19
12.5.6.Chirp on Interior Zones....19
12.5.7.Partitions Enabled....19
12.5.8.Main Button Function....19
12.5.9.Ring Function – Armed....20
12.5.10.Ring Function – Disarmed....20
12.5.11.Alternate Colour....21
12.5.12.Onboard Noise Detection Level....21
13. Additional SOLO Settings....21
14. Customer Support Contact Information:....21
15. Glossary....22

1. ABOUT THIS GUIDE

This document provides additional specific information on how to install and program a SOLO device on the EyezOn portal. Please also refer to the **EyezOn User Guide** available from the support page of your EyezOn account. Also note that general references to the EnvisaLink 4 module will mostly apply to the SOLO device as well.

Throughout this user guide, unique terms will be referenced. Please take a moment to review the Glossary located at the end of this guide prior to reading subsequent sections.

2. SOLO PACKAGING INCLUSIONS

Each SOLO package includes the following components:

- (1) SOLO base unit
- (1) Ethernet cable
- (1) USB power adapter
- (1) USB power cable
- (1) Operation Manual

3. SOLO SYSTEM OVERVIEW

3.1. Available System Components

The following system components are available…

- SOLO Base unit security hub and IP communicator
- Wireless Door / Window Sensors
- Wireless Motion Sensor PIRs
- Wireless single-button FOB Pendants
- EyezOn Android and iOS apps

3.2. Battery Backup

The SOLO base unit has a built-in Lithium ION battery, which maintains most system functionality during AC power outages.

3.2.1. Battery Backup Specifications:

- Battery backup duration - 4 hours
- Battery charge time (from a discharged state to fully charged) - 3 hours
- AC fail signal/alert timing (duration between start of AC failure and signal) - 30 minutes

3.2.2. Important notes about SOLO battery backup:

- The battery comes fitted and is not serviceable.
- The battery life is approximately 4 hours when the battery is new. Like all rechargeable batteries, this rating will degrade with time.

- USB power must be applied to power up SOLO. You cannot power up the SOLO base unit (even if the battery has a full charge) without applying USB power.
- Using the SOLO without the supplied USB charger may affect charging time.
- SOLO can be forced to power-down while in battery backup mode by pressing and holding the **Small Option** button for 3 seconds. Refer to the illustration in **section 6.3** for further information.
- SOLO will protect the internal Lithium ION battery by shutting itself off well before the battery becomes over-discharged and causes damage.

3.2.3. Battery backup limitations:

Even though SOLO is battery backed-up, in the event of a power failure, all intermediary network components must have battery backups in order to maintain service.

4. SOLO BASE UNIT USER INTERFACE

Prior to installing or using a SOLO system, it is important to understand the operation of the user interface.

4.1. LED Ring

The SOLO base unit includes a LED Ring to present different status information through variation in colour and flashing cadence. The following are examples of functionality represented by LED status:

- Solid green – The SOLO system is ready to be armed.
- Solid Yellow – The SOLO system has a trouble preset
- Solid Red – The SOLO system is armed

Note: The examples provided above represent sample default configurations. The SOLO LED ring can be configured in accordance with user preferences. For further information on configuring the LED ring, refer to section 12.5.

4.2. Disc Button

The SOLO Disc Button is a capacitive touch user interface button used for various interactions including SOLO configuration changes, silencing trouble beeps etc. Being capacitive touch, the SOLO Disc Button only requires a gentle ‘tap’ or ‘tap and hold’. **The SOLO Disc Button is not mechanical and as such, users are discouraged from pressing with force**. SOLO will emit a single beep as an acknowledgement once it senses a light finger tap.

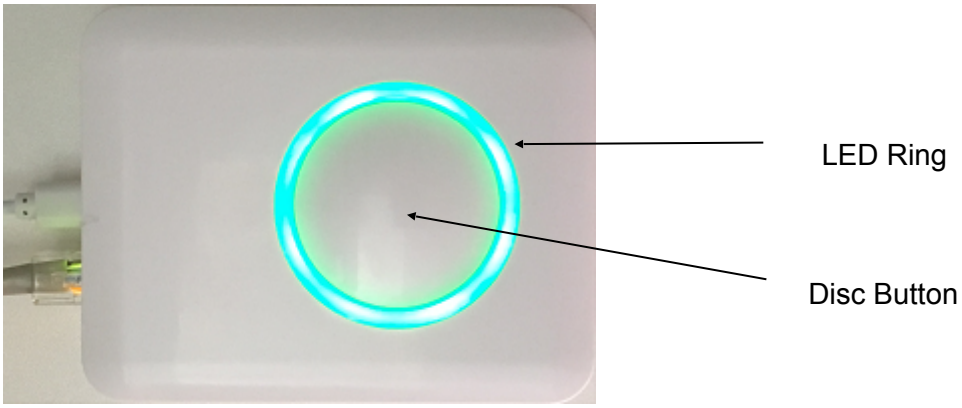
There are two touch options for the SOLO Disc Button:

Tap – a momentary finger ‘touch’ and release of the SOLO Disc Button. This type of interaction is used for the following purposes:

- Acknowledgement – silence a trouble condition
- Menu advancement – advance to the next programming section in configuration settings

Tap and Hold – a long finger 'touch' of the SOLO Disc button. In this case, 'long' is defined as maintaining your finger 'touch' for approximately 3 seconds. This type of interaction is used for the following purposes:

- Selection – select a programming section in configuration settings
- Exit – exit a programming section in configuration settings and other.



5. INSTALLATION SEQUENCE FOR THE SOLO SYSTEM

Installation of the SOLO system should be completed in the following sequence.

1. Install the SOLO base unit (refer to section 6.0)
2. Activate the SOLO base unit through your EyezOn account (refer to section 7.0)
3. Install SOLO wireless sensors (refer to section 8.0)
4. Enroll each installed SOLO wireless sensor with the SOLO base unit using one of the following methods:
    a. RF Auto-learn Enrolment (refer to section 9.4)
    b. Manual addition through your EyezOn account (refer to section 12.3.1.1)
5. Verify adequate RF range for each installed/enrolled wireless sensor using the walk-test mode (refer to section 9.3)
6. Configure programming options in accordance with customer preferences (refer to section 13.0) and the **EyezOn User guide**.

6. SOLO BASE UNIT INSTALLATION

6.1. SOLO Base Unit Installation Location

The first step when installing a SOLO wireless security system is the identification of a suitable location for the SOLO base unit. Consider the following factors when selecting a location:

- The SOLO base unit communicates with SOLO sensors using wireless RF communication. To ensure maximum wireless range for SOLO sensors, select a location that is ideally central to the premises.
- The SOLO base unit communicates with EyezOn servers using the onboard ethernet interface. The installation location must also enable a connection to the local network using an ethernet cable.

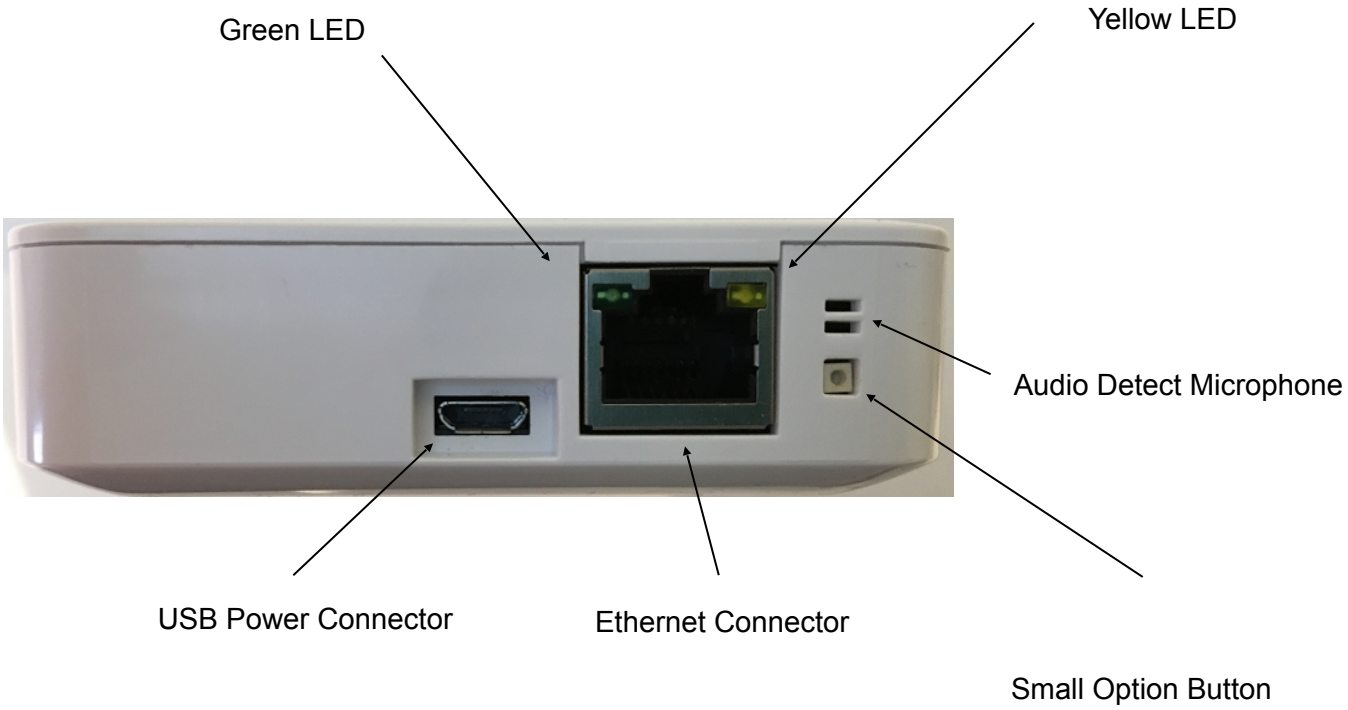
Once a suitable location has been identified, proceed with the necessary power and network connections.

6.2. SOLO Base Unit Connections

Installation of SOLO requires two connections to be made:

- Network connection - Using an 8-Conductor Ethernet Cable (supplied), connect the SOLO base unit to an available router, hub or switch port on a network with a DHCP Server. By default, the SOLO base unit will obtain an IP address automatically.
  Note: Refer to section 10.0 for information on configuring a static IP address (if necessary).
- Power - Using the supplied micro-USB cable and USB power adapter, apply power to the SOLO base unit. Verify the two led's located on the SOLO ethernet connector are illuminated – yellow should be lit solid and green should flash periodically.
- Refer to the illustration in section 6.3 for additional information on SOLO connections.

6.3. SOLO Base Unit Connections



7. ACTIVATION

7.1. Activation On EyezOn Account

Please refer to the **EyezOn User Guide** on the support page of your EyezOn account for details on how to add any new device to an EyezOn account.

8. SOLO WIRELESS SENSORS – PHYSICAL INSTALLATION

SOLO wireless sensors must be physically installed using the mounting hardware supplied with each sensor. Each SOLO wireless sensor must also be enrolled with the SOLO base unit and configured for desired operation. A maximum of 32 wireless sensors can be installed and enrolled on one SOLO base unit.

An enrolled wireless sensor is referred to as a 'Zone'.

8.1. Physical Installation – Door / Window Sensor

The SOLO wireless Door/Window sensor is typically installed on a door to enable point of entry/exit protection and also on windows to protect against unwanted entry into the premises.

SOLO wireless Door/Window sensors can also be installed on other items within the premises to increase system functionality. Examples include:

- Bedroom door – monitor the bedtime activity for a Senior by installing a Door / Window sensor on the bedroom door and also program an Inactivity Timer to communicate activity or absence of activity within a set period of time.
- Liquor cabinet – monitor access to a given cabinet by installing a Door / Window sensor on the cabinet door and program the zone type for 24-hour audible alarm.

Installation Steps for a door:

1. Select a mounting location at the top of the door opposite the hinge side.
2. Mount the included sensor backplate to the door casement using the included hardware.
3. Remove the battery pull-tab from the back of the sensor.
4. Snap the sensor onto the sensor backplate with the two side markings pointing down.
5. Mount the sensor magnet to the door directly beneath the sensor in between the two side markings on the sensor.
6. Ensure appropriate clearance between all moving pieces and test to ensure proper sensor operation.

Installation Steps for a window:

1. Select a mounting location at the top of the window.
2. Mount the included sensor backplate to the window casement using the included hardware.
3. Remove the battery pull-tab from the back of the sensor.
4. Snap the sensor onto the sensor backplate with the two side markings pointing toward the window.
5. Mount the sensor magnet to the window directly beside the sensor in between the two side markings on the sensor.
6. Ensure appropriate clearance between all moving pieces and test to ensure proper sensor operation.

8.2. Physical Installation - Motion Sensor PIR

The SOLO wireless Motion Sensor PIR is typically installed in each of the main rooms within the premises. When the SOLO system is armed, any motion in front of the sensor will trigger an alarm condition.

Monitor movement of a person. Examples of typical installations:

SOLO wireless Motion sensors can also be installed in other rooms within the premises to increase system functionality. Install a Motion sensor in any of the following locations and configure an Inactivity Timer to communicate activity or absence of activity within a set period of time. Examples include:

- TV room or Kitchen – monitor movement to ensure a senior is active and performing expected activities
- Bedroom – monitor movement to ensure a senior is going to bed or waking at expected times of day
- Upper or Lower floor – monitor activity in an upper or lower floor of a residence to ensure a senior is not climbing stairs.

Installation Steps for each protected room:

1. Open the SOLO wireless Motion Sensor by gently lifting the bottom tab and pulling the front of the enclosure away from the back mounting-plate.
2. Remove the screws holding the circuit in place and set aside.
3. Select a mounting location for the wireless motion sensor in a corner that faces toward the entry point of the room. Mount the sensor backplate a minimum of 3” (8cm) below the ceiling.
4. Reinstall the sensor circuit board within the sensor mounting plate.
5. Install the supplied sensor battery.
6. Attach the front of the enclosure to the sensor by first hooking on the top and snapping into place on the bottom.

9. SOLO – BASE UNIT LOCAL CONFIGURATION

9.1. Understanding Configuration Mode

While most programming and configuration is completed online through the EyezOn portal, some SOLO programming options are only available in the local configuration mode. The local configuration mode is accessed by interacting with the **Small Option button** (refer to the illustration in section 6.3) and the **Capacitive-Touch Disc Button** (refer to the illustration in section 4.2) on the SOLO base unit.

To enter the local configuration mode, you must ensure SOLO is in the READY state. By default, this means the LED ring is on solid. Using a small probe (pin, pencil tip etc.), press and hold the **small option button** located to the right of the Ethernet jack for 2 seconds or until you hear the 3 acknowledgement beeps indicating an accepted input. SOLO will now be in the ‘**In Configuration Mode – Waiting for Input**’ and the LED ring will rapidly flash red.

9.2. In Configuration Mode - Waiting for Input

Here is where you can select which configuration mode that you want. The LED on the disc will be flashing quickly with the colour indicating which mode is ready to be entered.

To select between each of the 4 configuration modes, tap the disc and the colour will change to the next mode. Mode 4 wraps around to mode 1.

Note - While 'tapping' or 'tapping and holding', the LED will flash blue rapidly.

To enter into the mode that is currently selected (flashing the respective colour below), tap and hold the disc until SOLO acknowledges the selection (3 beeps). To exit any section, tap and hold the disc.

The 4 modes are:

1) RF Walk Test - RED
2) RF Auto Learn - YELLOW
3) Re-enable DHCP - GREEN
4) Factory Default - CYAN

Configuration Mode – Waiting for Input will exit after 30 seconds of idleness. It can also be exited by pressing and holding the **small option button** located to the right of the Ethernet jack.

9.3. Mode #1 RF Walk Test – Slowly Flashing RED

The RF Walk Test mode enables verification of adequate signal strength between each installed wireless sensor and the SOLO base unit. In this mode, SOLO listens for installed and configured wireless sensors and will "beep" in order to tell you the level of the signal strength.

The following number of beeps represent the associated signal strength:

3 beeps – Excellent

2 beeps – Good

1 beep – Poor

Each wireless sensor is tested individually while in this mode. To test a sensor, activate it in the following manner:

- SOLO Door/Window sensor – open/close the sensor or open the sensor case causing a tamper condition.
- SOLO Motion PIR sensor – cause motion in front of the sensor or open the sensor causing a tamper condition. Note – SOLO Motion sensors have a built-in battery saving algorithm that eliminates multiple RF signals during high motion (movement) situations. The SOLO Motion sensor will only communicate one RF signal for motion every four minutes (there must be a gap in movement for four minutes or more before a subsequent signal is sent). However, opening the SOLO Motion case causes a tamper condition and each tamper or tamper restoral condition sends a RF signal.
- SOLO FOB – press and hold the FOB button until the red LED flashes once.

Note – If a given sensor does not cause a 'beep' or 'series of beeps' during RF Walk Test, check to verify it has been installed and properly configured.

Warning - Don't complete your installation until you have at least 1 beep on each installed sensor/FOB. Either move the SOLO base unit to a different location or move the sensors. Ensure that all FOBs are tested as well, activating them in any room that could be occupied.

To exit RF Walk Test, tap and hold the disc until you re-enter **Configuration Mode – Waiting for Input**.

9.4. Mode #2 RF Auto Learn – Slowly Flashing YELLOW

While you can always enroll and configure FOBs and wireless sensors from your EyezOn account, the easiest way to add a new wireless sensor or FOB is through RF Auto Learn. While in this mode, any new device SOLO "sees" will be added to its list of installed devices.

To add a new device, simply trip the sensor or depress the FOB. You can also use the tamper switches within a sensor to add a new device.

SOLO will acknowledge detection of a device by either emitting the acknowledgment tone (3 beeps) for a newly discovered device, or the error tone (long beep) to indicate the sensor/FOB is already in the device's table.

When adding new devices, the newest device will be added to the next available slot in the device table. Make note on a sheet of paper the order in which you added the devices as you will need to reference this when you complete your programming later.

To exit RF Auto Learn, tap and hold the disc until you re-enter **Configuration Mode – Waiting for Input**.

9.5. Mode #3 DHCP Re-Enable – Slowly Flashing GREEN

If you programmed SOLO to have a static IP address and for some reason you can no longer access it on the network, you can re-enable DHCP by entering this selection. Tap and hold the disc down until you hear 7 beeps to acknowledge the change to DHCP.

Note – refer to section 10.0 'SOLO – Local Web Browser Status' for information on how to configure SOLO to have a static IP address.

9.6. Mode #4 Factory Reset – Slowly Flashing CYAN

If you need to remove all programming from the SOLO base unit and return to the factory default settings, use this option. **Warning - ALL programming will be erased**.

Hold the disc down until you hear 7 beeps to acknowledge factory default.

Note – performing a **Factory Reset** on the SOLO base unit does not delete the device from its associated EyezOn account. Performing a factory reset only restores all SOLO base unit features back to their factory default settings.

10. SOLO – LOCAL WEB BROWSER STATUS

SOLO provides a local web browser interface to obtain status information, enablement of a Static IP Address (if necessary), and for troubleshooting purposes. To access the SOLO base unit locally, it must be on the same network as the computer from which it is being accessed; hence, you will need to be on your local network to access the module.

For more information on accessing SOLO locally, please refer to the **EyeOn User Guide**. The section is titled as 'Envisalink4', however the information contained within the application note is also applicable to SOLO.

11. CONFIGURATION OF PORTAL OPTIONS

11.1.Account Details

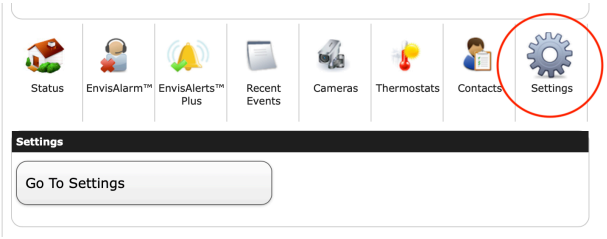
Please refer to the EyezOn User Guide for more information on general account settings.

12. SOLO PROGRAMMING

12.1.Accessing SOLO Programming

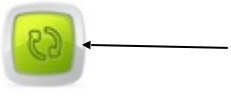
Most SOLO programming is accomplished using your EyezOn account. To make programming changes, follow these steps:

1. Login in to your EyezOn Account.
2. Select the SOLO device for which you wish to make programming changes.
3. Once on the device details page, select Settings and then click the “Go to Settings” button.



4. A new webpage will load showing all SOLO programming options. Refer to section 12.2 for information on each programming option.
5. At the top of the Device Programming view, you will see two boxes containing:
    1. MAC Address - This is the unique MAC address for the SOLO base unit
    2. Data Upload Time - The date and time of the last data upload from the SOLO base unit

Note – SOLO programming settings are stored within the SOLO base unit. The Device Programming view within the EyezOn portal shows a copy of the SOLO programming settings relative to the Data Upload Time. **Please ensure the Data Upload Time is current before making any SOLO programming changes.** If necessary, click the refresh button at the top of the Device Programming page to upload a current copy.

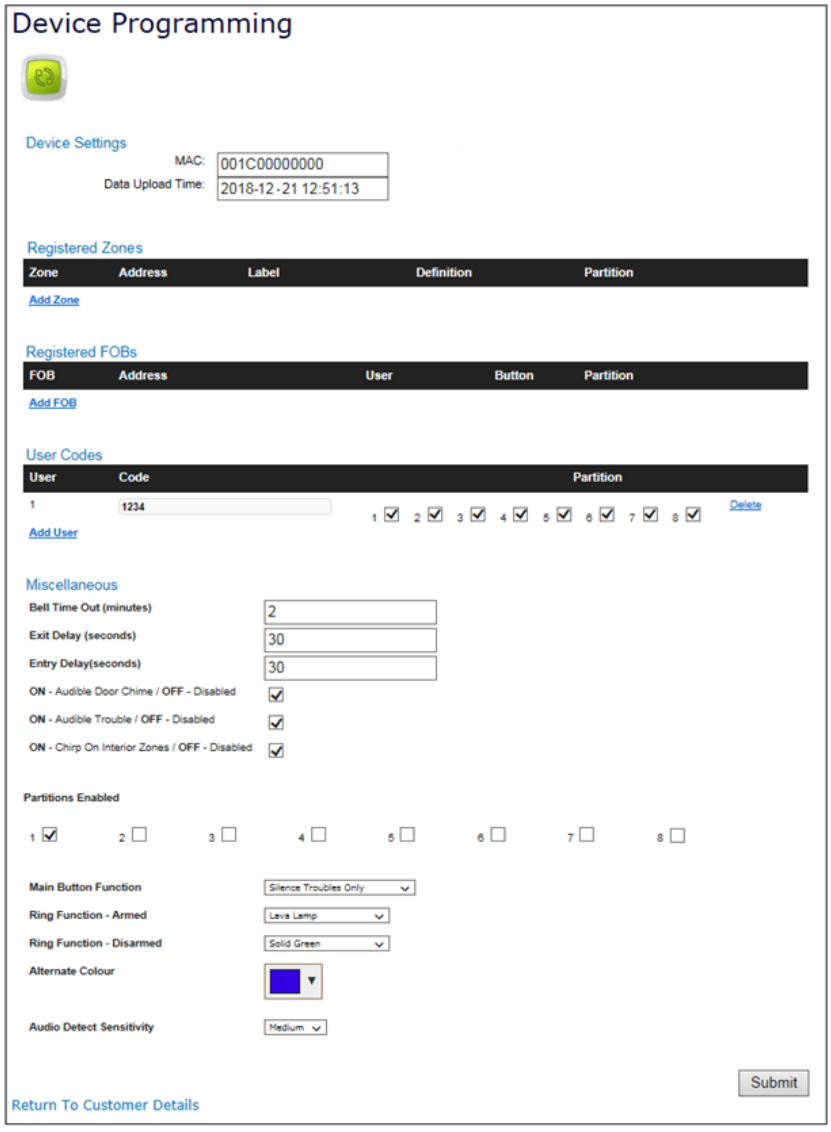

Refresh Button

6. At the bottom of the Device Programming view, you will see a Submit button. This button must be clicked to commit any programming changes to the SOLO base unit.

Submit Button

12.2.SOLO Programming View

The following illustration shows the programming landing page for SOLO programming. Refer to section 13.3 for information on each programming option.



12.3.SOLO Programming Options

12.3.1.Registered Zones

SOLO supports a maximum of 32 zones. A zone is defined as either of the following:

- An enrolled SOLO Wireless Sensor – Either a door/window sensor or a motion sensor
- Onboard Noise Detector – The SOLO base unit has a built-in noise detector which helps in determining occupancy. If enabled, this sensor occupies 1 of the 32 zones. By default, this detector is disabled.

The Registered Zones section enables the following configuration changes:

- Manually enroll SOLO wireless sensors by entering the 6-digit RF ID
- Enable the onboard noise detector
- Delete zones
- Create custom zone labels for each individual zone
- Change zone definitions
- Change the partition assignment for each individual zone (for advanced users)

If you already completed the RF Auto-Learn process (refer to section 9.4 for further information), the Registered Zones section will list all zones populated with their 6-digit RF IDs in place.

12.3.1.1. Adding SOLO Wireless Sensors Manually

SOLO Wireless sensors can be added manually using the following steps:

1. Locate the 6-digit RF ID printed on the SOLO wireless sensor
2. Click the **Add Zone** hyperlink. A new zone row will appear.
3. Type the 6-digit RF ID into the address field.
4. Customize the additional fields as desired.
5. Click the **Submit** button.

12.3.1.2. Enable the Onboard Noise Detector

The SOLO onboard noise detector can be activated using the following steps:

1. Click the **Add Zone** hyperlink. A new zone row will appear.
2. Using the Definition pick-list, select Noise Detection.
3. Leave the Address field blank.
4. Customize the additional fields as desired.
5. Click the **Submit** button.

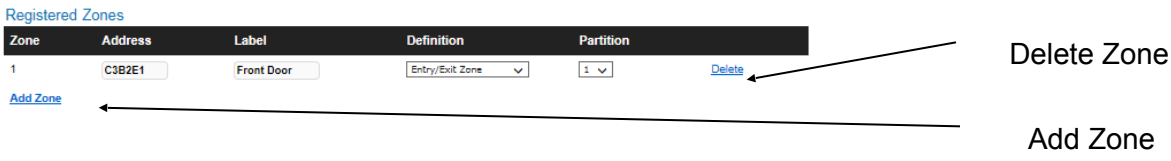
The SOLO base unit has one onboard noise detection sensor built-in. As such, only one zone can be configured as a noise detection zone.

Any zone number between 1-32 can be assigned as the noise detection zone. If you previously enrolled SOLO wireless sensors and are now enabling the onboard noise detector, it will take the next available zone slot number.

12.3.1.3. Deleting Zones

Zones can be deleted from SOLO using the following steps:

1. Click the **Delete** hyperlink on the zone row to be deleted. The zone row will disappear from the screen.
2. Click the **Submit** button.



12.3.1.4.Zone Definitions

SOLO supports nine different zone “types”. Each causes the system to behave in different ways. Zone definitions can be configured using the following steps:

1. Click the **Definition** pick-list for the desired zone.
2. Identify the desired zone definition and click it.
3. Click the **Submit** button.

The following Zone Definitions are available:

Zone Type	Description
Monitor Only Zone	A zone that does not cause an alarm but can be used to trigger alerts.
Entry/Exit Zone	A zone that is used for entry/exit to the premises. Select this Zone Definition for SOLO Wireless Door/Window sensors installed on entry/exit doors.
Interior Zone (Stay)	A zone that is used for sensing movement inside a room. Select this Zone Definition for SOLO Wireless Motion sensors.
Instant	A zone that is used to protect a window while SOLO is in an armed state. Select this Zone Definition for SOLO Wireless Door/Window sensors installed on windows.
24 Hour	A zone that is used to protect an object or specific room. Examples include a liquor cabinet or an emergency button. Once triggered, an alarm condition will result during any SOLO state (armed or disarmed). Select this Zone Definition for SOLO Wireless Door/Window sensors installed on devices requiring an audible alarm when accessed.
Onboard Noise Detector	A zone that is used for noise detection, which helps in determining occupancy.
Remote Siren	Monitor zone.
24 Hour Fire	Similar to 24 hour above but reports fire specific alarm
24 Hour Water	Similar to 24 hour above but reports water specific alarm

12.3.1.5.Zone Partition Assignment

For advanced users, there is an option to assign zones to a particular partition. Use the following steps:

1. Click the **Partition** picklist for the desired zone.
2. Identify the desired partition number and click it.
3. Click the **Submit** button.

By default, only Partition 1 is enabled. Each registered zone is automatically assigned to partition 1.

12.3.2.Registered FOBs

SOLO supports a maximum of 64 FOB's. Each FOB can be independently configured to perform one of four different functions including:

1. Medical Personal/Emergency
2. Momentary Keyswitch
3. Audible Panic
4. Silent Panic

The Registered FOBs section enables the following configuration changes:

- Manually enroll SOLO Wireless FOB's by entering the 6-digit RF ID
- Delete FOBs
- Assign a User level
- Change Button functionality
- Change the partition assignment for each individual FOB (for advanced users)

If you already completed the RF Auto-Learn process (refer to section 9.4 for further information). The Registered FOBs section will list all FOBs populated with their 6-digit RF Ids in place.

12.3.2.1.Adding SOLO Wireless FOBs Manually

SOLO Wireless FOBs can be added manually using the following steps:

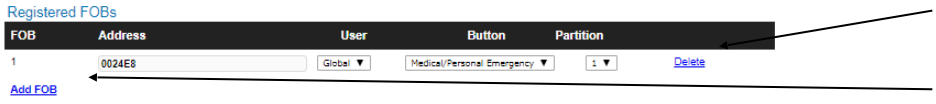
1. Locate the 6-digit RF ID printed on the SOLO wireless FOB
2. Click the **Add FOB** hyperlink. A new FOB row will appear.
3. Type the 6-digit RF ID into the address field.
4. Customize the additional fields as desired.
5. Click the **Submi**t button.

12.3.2.2.Deleting FOBs

FOBs can be deleted from SOLO using the following steps:

1. Click the **Delete** hyperlink on the FOB row to be deleted. The FOB row will disappear from the screen.

2. Click the **Submit** button.



12.3.2.3.FOB User Level

FOB's can be correlated to a specific User Code to enable identification of FOB activity within Recent Events. FOB User Level can be configured using the following steps:

1. Click the **User** picklist for the desired FOB.
2. Identify the desired User Number and click it.
3. Click the **Submit** button.

The following User Level types are available:

User Level Type	Description
Global	Non-identifying
Number	Selecting a number from the User Level picklist assigns the FOB to the respective user number. By default, only 'Global' and '1' will be available options since only one User code is programmed. The user number for subsequent programmed User Codes will show up in the list of options.

12.3.2.4.FOB Button Types

SOLO supports four different FOB button "types". Each causes a different type of system reaction. FOB types can be configured using the following steps:

4. Click the **Button** picklist for the desired FOB.
5. Identify the desired Button type and click it.
6. Click the **Submit** button.

The following FOB types are available:

FOB Type	Description
Medical/Personal Emergency	Triggers a Medical / Personal emergency alarm condition with a unique 'SOS' audible bell condition.
Momentary Keyswitch	This FOB type toggles the SOLO arming state. If pressed while SOLO is disarmed, SOLO will initiate the arming sequence with exit delay. If pressed while SOLO is armed, SOLO will enter the disarmed state.
Audible Panic	Triggers a Panic alarm condition with an audible bell.
Silent Panic	Triggers a Panic alarm condition with a silent bell.

12.4.User Codes

SOLO supports up to 32 unique 4-digit user codes. The User Codes section enables the following configuration changes:

- Add unique users to SOLO by entering a unique 4-digit user code
- Delete users
- Enable each user code on one or more partitions (for advanced users)

12.4.4.1.Adding SOLO User Codes

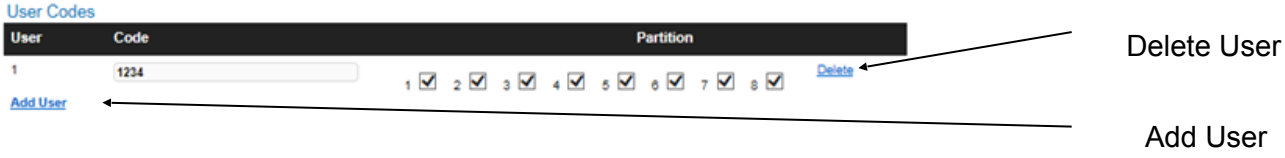
SOLO User Codes can be added manually using the following steps:

1. Locate the 6-digit RF ID printed on the SOLO wireless sensor
2. Click the **Add User** hyperlink. A new user row will appear.
3. Type the desired 4-digit user code into the Code field.
4. Select which partition(s) the user code should function on. Click each desired partition
5. Click the **Submit** button.

12.4.4.2.Deleting Users

Users can be deleted from SOLO using the following steps:

1. Click the **Delete hyperlink** on the User row to be deleted. The User row will disappear from the screen.
2. Click the **Submit** button.



12.5.Miscellaneous

The Miscellaneous section includes various SOLO features and functions that can be configured, enabled, disabled etc.

12.5.1.Bell Timeout

This is the time, in minutes, the onboard siren (bell) will sound in an audible alarm condition until it turns off by itself. This is a requirement in many jurisdictions. The partition will need to be ARMED after the bell timeout and then disarmed to clear the Alarm in Memory partition status.

12.5.2.Exit Delay

This is the programmed amount of time provided to a user to leave the premises following the initiation of an arming sequence. Entry/Exit zones are bypassed during this period

12.5.3.Entry Delay

This the programmed amount of time provided to a user to enter a valid user code after and entry/exit zone is breached before the partition goes into alarm. If a valid user code is entered before the Entry Delay time expires, the SOLO system will disarm without causing an alarm condition.

12.5.4.Audible Door Chime

When enabled, this option will cause the SOLO base unit to chime whenever an entry/exit zone is opened or closed.

12.5.5.Audible Trouble

When selected, this option will cause the SOLO base unit to “chirp” every 10 seconds whenever a partition has a “trouble”. Troubles include low-battery warnings, network warnings, and supervision troubles if a SOLO wireless sensor stops communicating with the SOLO base unit.

12.5.6.Chirp on Interior Zones

When selected, interior zones (i.e. motion detectors) will cause the SOLO base unit to “chirp” when activated. This allows the owner to have audible feedback of movement within the premises.

12.5.7.Partitions Enabled

For advanced users, it is possible to create independent arming areas by adding partitions. Zones, FOBs, and users can be assigned to separate partitions which can be armed independently of each other.

12.5.8.Main Button Function

The SOLO base unit has a disc button in the centre of the unit of which its function is programmable. The button is touch sensitive so there is no need to depress it to activate its function.

The SOLO Disc Button is a capacitive touch user interface that can be configured for one of the following main function options:

Function	Description
Silence Troubles Only	When a trouble condition exists, tapping the Main Disc Button will silence the audible trouble ‘chirp’. This function is only applicable to Partition 1.
Silence Alarms	When an audible alarm condition exists, tapping the Main Disc Button will silence the audible bell (siren), but the partition will remain in alarm. This function is only applicable to partition 1.
Arm/Disarm	When partition 1 is disarmed and in the ready state, tapping the Main Disc Button will initiate the arming sequence on partition 1. When partition 1 is in an armed state, tapping the Main Disc Button will disarm partition 1.
Panic Only	Tapping and holding the Main Disc Button will cause a Panic alarm condition on Partition 1.

Panic + Disarm in Alarm	Current Functionality: When partition 1 is armed and there is an active alarm condition, tapping and holding the Main Disc Button will silence the bell, cause a panic event and also disarm partition1. When partition 1 is armed and there is no active alarm condition, tapping and holding the Main Disc Button will sound the bell, cause a panic event and the partition will remain armed. Tap and hold a second time and the bell will silence and the partition will disarm. When partition 1 is disarmed and there is no active alarm, tapping and holding the Main Disc Button will sound the bell, cause a panic event and partition 1 will remain disarmed. Tap and hold the Main Disc Button a second time while the bell is sounding and the bell will silence.

12.5.9.Ring Function – Armed

The SOLO base unit has an LED ring surrounding the main disc button. It can be programmed to display a variety of different effects when Partition 1 is in an armed state. Choose from the following options:

- Pulse Red
- Solid Red
- Off
- Pulse Alternate Colour
- Solid Alternate Colour
- Lava Lamp

  Refer to section 12.5.11 for more information on configuring the Alternate colour.

12.5.10.Ring Function – Disarmed

The SOLO base unit has an LED ring surrounding the main disc button. It can be programmed to display a variety of different effects when Partition 1 is in the disarmed state. Choose from the following options:

- Pulse Red
- Solid Red
- Off
- Pulse Alternate Colour
- Solid Alternate Colour
- Lava Lamp

Refer to section 12.5.11 for more information on configuring the Alternate colour.

12.5.11. Alternate Colour

When the SOLO LED ring is configured to use an Alternate Colour, this configuration option sets the desired color. Perform the following steps to set the desired colour:

1. Click on the Alternate Colour drop-down menu.
2. Click the desired colour.
3. Click the Choose button.

12.5.12. Onboard Noise Detection Level

If the Onboard Noise Detector is enabled (refer to section 12.3.1.2. Enable the Onboard Noise Detector), you can select the sensitivity of the detector with this option. The following options exist:

HIGH - The detector will detect general conversation audio levels in a room

MED – The detector will detect a medium noise anywhere within the room.

LOW – The detector will detect a loud noise anywhere within the room. The sound level must be that of a hand clap, in the same room.

13. ADDITIONAL SOLO SETTINGS

Please refer to the EyezOn User Guide for any additional settings.

14. CUSTOMER SUPPORT CONTACT INFORMATION:

If you have any questions or concerns, or have trouble set up monitoring, please email our Help Desk at support@eyezon.com or call 647-503-3400

Note that phone support is only available, Monday-Friday 9am-4pm EST

15. GLOSSARY

Alerts	**Alerts** are SOLO system event notifications sent from EyezOn to contacts within your account based on the specific configurations.
Contact	A **Contact** is an unique alerting method. A **Contact** should not be thought of as an individual user of the system. Rather, **Contacts** are configured for each unique Alert method desired.
Device	The EyezOn term used to represent a SOLO system that is setup on an account. Each '**Device**' represents one SOLO system. If you have a home with a single SOLO system installed, you have one **Device**. If you have a home and a cottage each having a SOLO system installed, you have two **Devices**.
Partition	A partition is a separate, armable area in your security system (e.g. house, detached garage, basement apartment).
Time Zone	There are two time zone settings applicable to your EyezOn SOLO system. Both are configured within the EyezOn portal: **Account Settings** - This is the Time Zone in which the account holder is resident in. **Device Settings** - This is the Time Zone in which the SOLO device is installed and must be configured for each device independently.
Zone	A Zone is an installed, enrolled and configured wireless sensor (e.g. motion detector, door/window contact).