



**EMINENT**

**EM8710**  
**GSM Alarm System Starter Kit**

**en**

Manual

# EM8710 - GSM Alarm System Starter Kit

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## 1.0 Introduction

Congratulations with the purchase of this high-quality Eminent product! This product has undergone extensive testing by Eminent's technical experts. Should you experience any problems with this product, you are covered by a five-year Eminent warranty. Please keep this manual and the receipt in a safe place.

**Register your product now on [www.eminent-online.com](http://www.eminent-online.com) and receive product updates!**

## 1.1 Packing contents

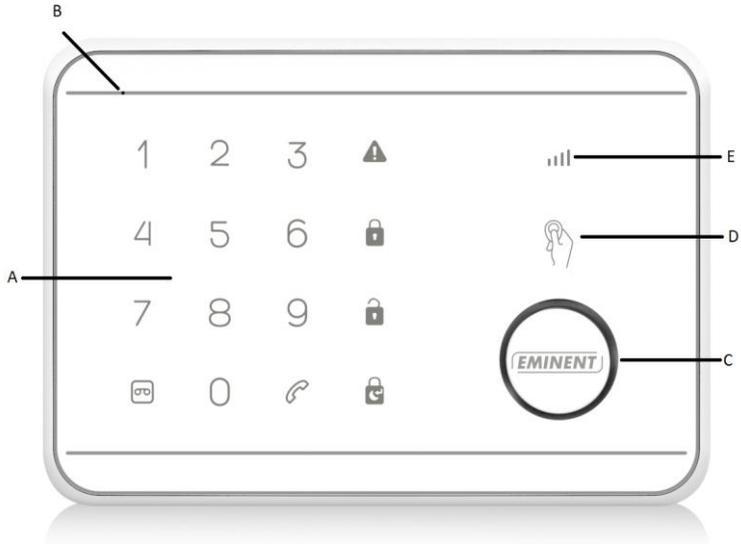
The following parts need to be present in the packing:

- 1 x Alarm system with built-in mobile module, siren and 1 back-up battery **(EM8710)**
- 1 x wireless door/window contact. **(EM8760)**
- 1 x wireless PIR motion detector. **(EM8750)**
- 1 x multifunctional remote controls. **(EM8721)**
- 2 x RFID tag. **(EM8720)**
- 1 x power adapter for the Alarm system.
- 1 x window alarm sticker
- All required batteries.
- QIG.

*Notice: The alarm system can be used and configured by SMS text messages. For the use of SMS text messages, you will be charged by your telecom provider. Inform with your telecom provider the estimated cost rates for sending SMS text messages.*

## 2.0 Explanation of the Alarm system

### 2.1 Front

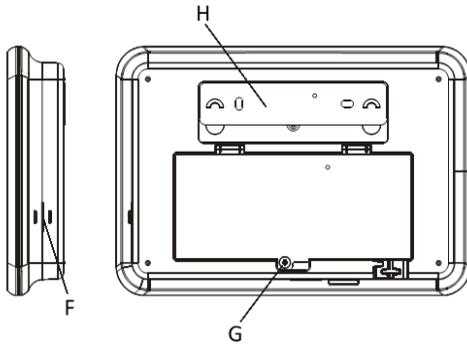


- A. Touch control panel
- B. Microphone
- C. Siren
- D. RFID sensor area
- E. GSM Signal indicator

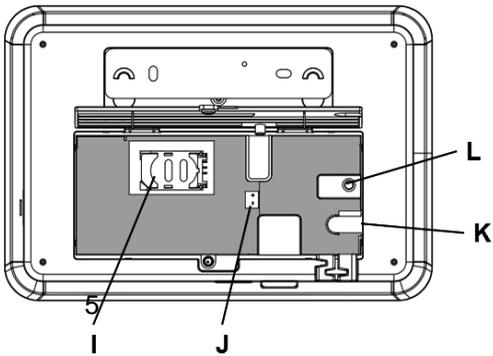
## Definition of LEDs

LED	Indication
 GSM Status LED	Flashing once every second: Registering with host device Flashing once every three seconds: Successful registration with GSM base station Off: No AC power, alarm panel running on battery
 Recorded message LED & Key	Flashing: Recording / Listen-In in progress On: Message playback in progress
 Fully security mode LED & Key	On: Fully security mode Flashing: Fully security mode + exit delay
 In-Home mode LED & Key	On: In-Home Mode Flashing: Home Mode Exit Delay
 Disarm mode LED & Key	On: Disarm Mode Flashing: Waiting for device binding / Test Mode
 ALARM LED	Flashing: Alarm event triggered
 TEL LED & Key	On: Using GSM Telephone Flashing: GSM sending SMS
RFID LED [LED around siren area]	On: Reading Tag ID
Numbers 1-9 LED & Keys	On: Indicator for sensor zone 1 to 9, or which remote control 1- 9, or RFID tags 1-4
Number 0 LED & Key	On: Indicator for sensor zone > 9 or RFID tags > 4.

## 2.2 Rear



- F. Speaker
- G. Battery/SIM card cover
- H. Wall mounting bracket



- I. SIM Card slot
- J. Battery connector
- K. DC-jack
- L. Factory reset

## 3.0 Preparation

### 3.1 GSM SIM card

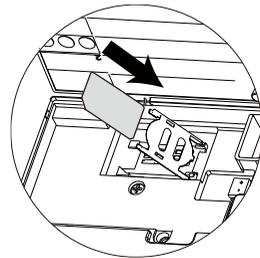
To get the best out of the system, it is crucial to take some precautions before making use of the alarm system.

The EM8710 GSM alarm system will notify you by using the mobile module and will send you a text message or call you when there is an alarm triggered. To do so, the system needs a SIM card from a mobile phone provider. Please check below points before buying a SIM card:

- 1) Choose a mobile provider which has the best network coverage at the place where you would like to mount the alarm system.
- 2) When using a prepaid card, make sure that info messages from the provider will be send by e-mail instead of text message. You cannot read text messages on the alarm system. Please choose a provider with a web portal to upgrade your credit.
- 3) The voicemail function should be switched off. Insert the SIM card into a cell phone and refer to the information of your provider to turn the voicemail off.
- 4) Remove the PIN code of the SIM card. Follow the steps below to turn off the PIN code of the SIM card.
  - a) Apple (iOS) Go to **Settings→Phone→SIM PIN**. Turn off SIM PIN here
  - b) Android, go to **Applications→Settings→More→Security→Set up SIM card lock**. Switch off SIM card lock here.
- 5) The SIM card size required is mini SIM. For micro SIM and nano SIM, use a SIM card adaptor before inserting into the alarm panel.
- 6) Ensure the SIM card is not expired.

#### Inserting the SIM card

1. Remove battery cover of the alarm panel.
2. Insert a SIM card into the slot and connect the 9V power adapter.
3. Wait until the GSM status LED blinks slowly (once every 3 seconds) implying the SIM card is ready for use.



Please check [www.eminent-online.com](http://www.eminent-online.com) for more information and instruction movies

### 3.2 Download APP

The EM8710 system can be set and operated with an APP, but it can also be fully used with text messages.

The APP is only available for Android and Apple (iOS) devices.

Search for the "EM8710" APP in the Google Play store or the Apple Store.



See chapter "[Apple and Android APP](#)" for more information on the operation of the APP

### 3.3 Setting up the host phone number

First, you need to enter the Host Phone Number so that the GSM notification can function normally. The host phone number refers to the owner's phone number that needs to be entered the alarm panel, so that it will recognize SMS commands sent from the owner's phone.

**Note:** The "Show Caller ID" function on the owner's mobile phone must be turned on. The alarm panel can only then determine if this number is authorized to use SMS commands.

1. Begin configuration by entering the default configuration PIN code '1234'
2. On the touch keypad, enter **66** +  Key + **Owner's number** +  key

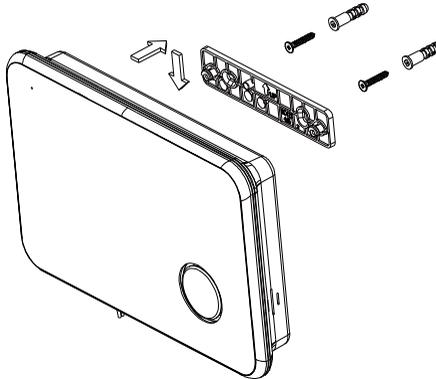
**Note:** Do not enter the phone number assigned to the SIM card inside the alarm panel.

3. You will receive an SMS message saying phone number set successfully.
4. Your alarm panel can now be controlled from the smartphone app.

### 3.4 Mounting the Alarm Panel

Selecting a suitable location:

- Mount the alarm panel close to the door which you normally use to enter/exit your house.
  - Note that the Alarm panel requires a power outlet to function properly.
  - Ensure the location selected has a good GSM signal. You can do this by cross checking the signal bar on your phone at that location.
  - The panel must not be co-located or operated in conjunction with any other nearby transmitting devices or antenna.
1. Remove the back panel mounting bracket of the alarm and mount the bracket on the wall using wall anchors and screws.
  2. Once secured, ensure the power connectivity, and install the alarm panel to the secured mounting bracket.



3. Power on the panel and test to make sure the alarm system has a good signal.

### 3.5 Explanation of the groups

The alarm panel will group motion sensors and door/window sensors into 5 security types, each assigned according to the owner's application need.

#### Explanation of the groups

- **Security Type "0": in-Home group.** The sensor will be activated only when the system is in Full security mode . This sensor will **not** be activated when set to in-Home mode . When sensor is triggered in Full security mode the siren will be triggered immediately without any delay.

Example: A PIR motion detection sensor installed in your living room.

- **Security Type "1": in-Home and Normal group.** The sensor will be activated when the system is in either in-Home  mode or Full security mode . When sensor is triggered in-Home  or Full security mode  the siren will be triggered immediately without any preset delay.

Example: A door/window sensor.

- **Security Type "2": in-Home group + Delay.** Same as Security Type "0" except when sensor is triggered the siren will be triggered after a configured Entry/Exit delay time. This is mostly used for main entrance to prevent accidental triggering of the alarm by the user when arming or disarming the alarm.

Example: a PIR in the corridor facing the front door.

- **Security Type "3": in-Home and Normal group + Delay.** Same Security Type "1" except when sensor is triggered the siren will be triggered after a configured Entry/Exit delay time. This is mostly used for main entrance to prevent accidental triggering of the alarm by the user when arming or disarming the alarm.

Example: A door/window sensor installed on the front door

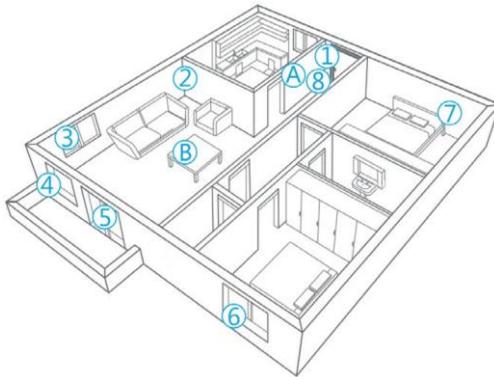
- **Security Type "4": 24Hrs intruder:** the sensor will immediately trigger an alarm regardless whether the system is in Disarm , Fully  or in-Home  mode. This is normally used to protect areas 24/7 from unauthorized access as safe box, electrical maintenance room etc.

Example: A door/window sensor installed on a safe box

### 3.6 Plan for sensor placement

Before starting to install the alarm system it is important to make a plan. Determine the locations you want to secure and what type of sensor is needed. Also, you need to determine what group type or configuration the sensor needs to be installed in. Every type of sensor needs to be placed in a group; in-Home-group, normal group, single group or 24-hours group (more information about the groups will be explained in the chapter “[Explanation of the groups](#)”).

Illustration below is an example of a plan that determines what sensor should be placed for the preferred security.



- A. Alarm system
- B. Remote control

1. Front door: Window/door contact (security type 3)
2. Living room: Motion detector PIR (security type 0)
3. Window - Living room: Window/door contact (security type 1)
4. Window - Living room: Window/door contact (security type 1)
5. Door-terrace: Window/door contact (security type 1)
6. Window – Bedroom: window/door contact (security type 1)
7. Bedroom: Motion detector PIR (security type 0)
8. Hallway: Motion detector PIR (security type 2)

Check [www.eminent-online.com](http://www.eminent-online.com) for an overview of all available sensors and accessories.

### 3.7 Registered sensors

The motion detector and window/door sensor included with the alarm system are already paired to the system. The motion detector is set by default as in-Home group and the window/door contact is configured as Fully arm group.

The window/door contact is paired with Zone 1. The motion detector is paired with Zone 2.

The supplied remote controls and RFIDs are already paired to the system.

*For more information about zones please see chapter "[Change Sensor \(zone\) name](#)"*

## 4.0 Adding accessories/sensors

### 4.1 Adding motion, door/window sensor.

When a new sensor is added it needs to be assigned to a Security Type as described in chapter [Explanation of the groups](#).

To add a sensor:

1. Power on the sensor by inserting its batteries.
2. On the alarm panel, enter the **PIN** +  Key to disarm the system.
3. Enter **PIN + 15 + Security Type** +  to start the binding process. The DISARM LED will start to blink for 30 seconds and beep once.
4. Within 30 seconds, set the sensor to enter binding mode using its learn-key/tamper button.
5. If a sensor is successfully added, the DISARM LED will turn on for 1 second along with a long beep. The Keypad LED will turn on to indicate the allocated zone number. (Numbers 1 – 9 for zones 1 – 9, Number 0 for Sensor Zones 10 or higher).
6. If the binding process fails, it will timeout after 30 seconds and 3 short beeps will be heard.
7. To exit the binding process, press the  Key

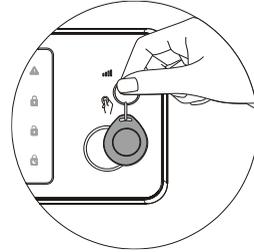
*Note: The first accessory registered is assigned to zone 1, the second accessory registered is assigned to zone 2, etc. Zones 1 to 9 can be renamed. Zones 10 to 100 cannot be renamed. It is advised to label a sensor with its zone number immediately after successfully binding it.*

### 4.2 Adding a remote control and RFID tags.

To add these devices:

1. Power on the device by inserting its batteries (not needed for the RFID tag).
2. On the alarm panel, enter the **PIN** +  key to disarm the system.

3. Enter **PIN + 15 +**  to start the binding process. The DISARM LED will beep once and start to blink for 30 seconds.
4. Within 30 seconds, press a button on the remote.
5. For RFID tags, simply swipe it in front of the alarm panel in the area above the siren.



6. If a device is successfully added, the DISARM LED will turn on for 1 second along with a long beep.
7. If the binding process fails, it will timeout after 30 seconds and 3 short beeps will be heard.
8. To exit the binding process, press the  key

### **4.3 Add an indoor wireless siren**

First check if the wireless siren communication is enabled.

Enter **PIN + 04 +**  and check if the **0** LED is ON (if the **0** LED is OFF press the “**0**” to enable the communication) confirm with the  button.

Enter the pairing mode of the siren by pressing the pairing button approx. 3 seconds until you hear a confirmation beep.

Now enter the **PIN +**  key the siren is paired successfully when you hear a beep from the wireless siren.

To activate the indoor wireless siren, close the battery compartment the activation is confirmed by the flashing LEDs on the indoor wireless siren.

## 5.0 Deleting accessories/sensors

### 5.1 Deleting all sensors

1. On the alarm panel, enter the **PIN +**  key to disarm the system.
2. Enter **PIN + 20 + 1 +** 

### 5.2 Delete a sensor from zone 1-9

First define the sensor zone number you wish to delete.

To define the zone number of the sensor, follow the following steps: Arm the alarm panel, trigger the sensor you wish to delete, the sensors zone number will now be illuminated on the touch panel of the alarm 1-9 (0 are all sensor zones above 9) in this example the sensor zone is **2**.

1. On the alarm panel, enter the **PIN +**  key to disarm the system.
2. Enter **PIN + 20 + 1 + 2 +**  (the 2 should be replaced with the zone number assigned to the sensor you wish to delete).

### 5.3 Deleting all sensors after zone 9

1. On the alarm panel, enter the **PIN +**  key to disarm the system.
2. Enter **PIN + 20 + 1 + 0 +** 

### 5.4 Deleting all remotes

1. On the alarm panel, enter the **PIN +**  key to disarm the system.
2. Enter **PIN + 20 + 2 +** 

### 5.5 Delete a remote from 1-9

First define the remote number you wish to delete. In this example we want to delete remote **2**.

1. On the alarm panel, enter the **PIN +**  key to disarm the system.
2. Enter **PIN + 20 + 2 + 2 +**  (the 2 should be replaced with the remote number assigned to the remote you wish to delete).

### 5.6 Deleting all remotes after 9

1. On the alarm panel, enter the **PIN +**  key to disarm the system.
2. Enter **PIN + 20 + 2 + 0 +** 

## 5.7 Deleting all RFID tags

1. On the alarm panel, enter the **PIN +**  key to disarm the system.
2. Enter **PIN + 20 + 3 +** 

## 5.8 Delete a RFID tag from 1-9

First define the RFID tag number you wish to delete. In this example we want to delete RFID tag **3**.

1. On the alarm panel, enter the **PIN +**  key to disarm the system.
2. Enter **PIN + 20 + 3 + 3 +**  (the 2 should be replaced with the remote number assigned to the remote you wish to delete).

## 5.9 Deleting all RFID tags after 9

1. On the alarm panel, enter the **PIN +**  key to disarm the system.
2. Enter **PIN + 20 + 3 + 0 +** 

# 6.0 How does the Alarm system communicate

The Alarm system can communicate in 2 different ways with your phone.

- Send and receive text messages using the mobile network (SIM card required).
- Call your phone (SIM card required).

## 6.1 Alarm notifications

The alarm system will check the programmed phone numbers one by one. Firstly, the alarm system will send a text message one by one to the programmed phone numbers. When this is fulfilled the alarm system will start calling the programmed phone numbers. If one of the phone number has the voicemail enabled the system will continue to call the next phone number.

Between every text message and phone call there will be a time span of approximately 15 seconds (depending on additional voicemail duration).



If the alarm system is switched off during the notification process the alarm system will stop sending/calling the remaining phone numbers. For example: Phone number 2 receives a text message notification and switches off the alarm system via the APP phone number 3 will not receive a text message.

## 7.0 Apple and Android APP

The EM8710 system can be controlled and configured by using the “EM8710” APP. Search for the EM8710 APP in the Apple App-store or in the Google Play Store. Download and install the APP on your phone/tablet.



**Notice:** The alarm system can be used and configured by text messages, **even if used with Android or Apple App!** For the use of text messages, you will be charged by your telecom provider. Inform with your telecom provider the estimated cost rates for sending text messages.

### 7.1 Setting up the GSM Host number (Full control)

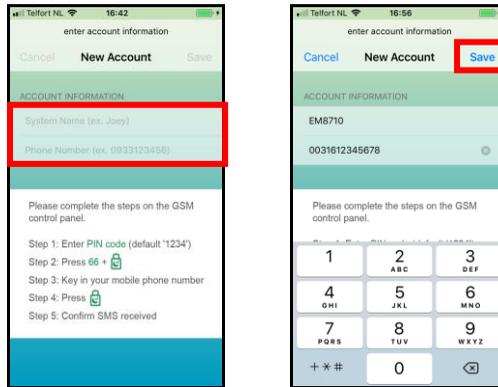
1. Enter the PIN (default 1234) of the control panel.
2. Followed by “66”
3. Now enter the Host phone number that will have full control of the alarm system.
4. And confirm with the  key
5. The  LED will flash to confirm the host number is set

Example 1234 + 66 + 0049 + 612345678 + 

**With this configuration the Host phone number is also configured as the first Phone number to be configured for receiving alarm notifications via SMS text message and dialing, further the number is configured as first Speed dial number (Long Press “1” to use Speed dial 1).**

## 7.2 Create and add an account

1. Start the APP on your phone and enter a name for the alarm system and the phone number of the SIM card installed in the alarm panel.



Click "Save".

## 7.3 Modify or delete a device in your account

### 7.3.1 iOS

To modify or delete a device from your account.

Select the option "**Accounts**" from the main menu of the APP.

Select the device you wish to modify or delete from the account list.

Now you can modify the accounts name, phone number, or delete the account.

### 7.3.2 Android

To modify or delete a device from your account.

Select, press, and hold the Account from the main menu of the APP.

Select the option "Edit" or "Delete" to modify or delete the device from the account list.

Now you can modify the accounts name, phone number, or delete the account.

## 8.0 Configure the alarm system

All settings of the system can be controlled and configured by using the APP or by sending text message commands.

### 8.1 Configure phone numbers

These numbers are the phone numbers that will receive a text message and/or will be called when the alarm is triggered or the numbers you wish to set as a speed dial.

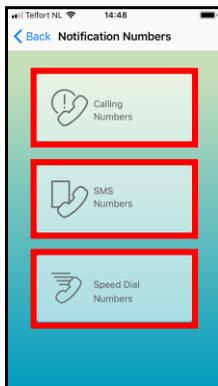
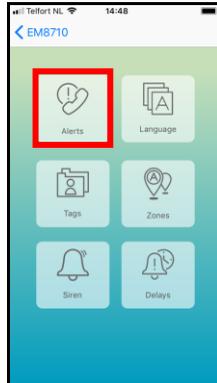
You need to make sure the country code is entered first. For example, the country code for the UK is 0044. You can add multiple phone numbers to the list. Send the message when you are finished adding phone numbers.

You can set up to five phone numbers which should receive a text message, should be called during an alarm event or to be called as speed dial.

**Remark: Only mobile numbers entered as alarm number can control the alarm system by text message commands or by the APP!**

With the EM8710 APP:

Press **“Settings”** – **“Alerts”**



By text message command:

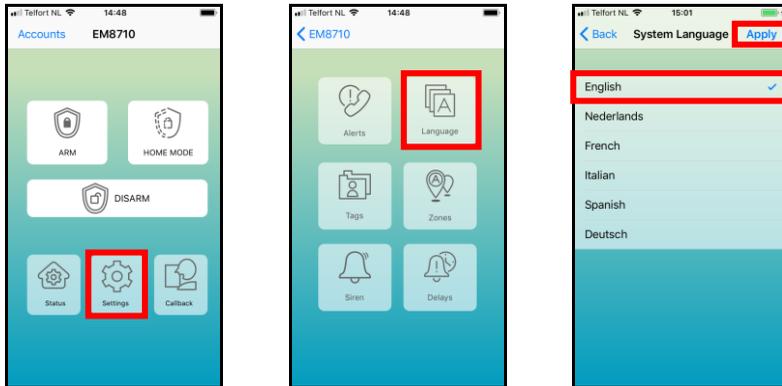
You can also set the numbers by sending a text message with “5” (call), “6” (text messages), “8” (Speed dial) to the alarm system. You will receive a text message with the current settings.

Copy the received text into a new text message, modify the text by adding/editing the phone numbers and send the text message back to the GSM-number of the alarm system.

**Notice:** When configuring 5 numbers without using the APP you will need to send 2 SMS text messages (the maximum amount characters to configure 5 numbers exceeds the maximum amount of characters per default SMS). In this case use the copied text and remove the last row "5.XXXXXXXXXX" and send the SMS. After you received a reply from the alarm "OK" paste the text again and now delete the rows 1. until 4. So only the text "5.XXXXXXXXXX" remains and send the SMS.

## 8.2 Change language

With the EM8710 APP:



Restart the APP to view the APP in the selected language.

By text message command:

You can also set the language by sending a text message to the number of the alarm system with the 4-digit command:

EN:	0001
NL:	0002
FR:	0003
IT:	0004
ES:	0005
DE:	0006

## 8.3 Arm or disarm the alarm system

There are several ways to arm or disarm the alarm system.

- Using the Alarm panel
- Using the Remote control (see chapter [9.3](#) to [9.6](#))
- Using the APP (text message)
- Sending a text message command

### 8.3.1 By using the Alarm panel

- To Arm the alarm System, Enter **PIN + "🔒"**
- To Disarm the alarm system Enter **PIN + "🔓"** (if forced to disarm the alarm you can send out a silent alarm by entering the Duress code (the duress code is the pin code added by 1) for example current PIN = 1234 than the duress code = 1235 (note if PIN is 9999 than Duress code will be 0000
- To activate the in-Home status, Enter **PIN = "🏠"**

### 8.3.2 By using the APP

Select the status you wish to give the alarm system



### 8.3.3 By text message

Disarm the alarm system

You only need to send a text message to the SIM card of the alarm system with the text **0**. You will receive a text message to confirm the system is disarmed (System disarmed).

Arm the alarm system

You only need to send a text message to the SIM card of the alarm system with the text **1**. You will receive a text message to confirm the system is armed (System armed).

Home mode

You only need to send a text message to the SIM card of the alarm system with the

text **2**. You will receive a text message to confirm the system is armed (System home mode).

### 8.3.4 By voice call alert

During an alarm condition the alarm panel will initiate a voice call session, during which it will repeatedly dial the preset voice call telephone numbers in sequence.

- For each contact called the alarm message will playback repeatedly for 30 seconds. The next contact will then be called.
- Each contact will be called 3 times in a call loop regardless whether the call is answered or not.
- To end the current call, press the “\*” key then “#” key on the phone, or wait 30 seconds timeout. The alarm panel will then call the next contact on the list.
- To exit from the call loop, press the “\*” key then “8” key. This contact will not be called again until the next alarm condition.
- If 3 contacts exit the call loop (i.e. 3 contacts entered “\*” then “8” key), the entire call session will end abruptly.

#### Phone control mode

When called, the user may press the “\*” key on the phone. This will stop the siren and the panel will enter phone control mode to wait for next input key:

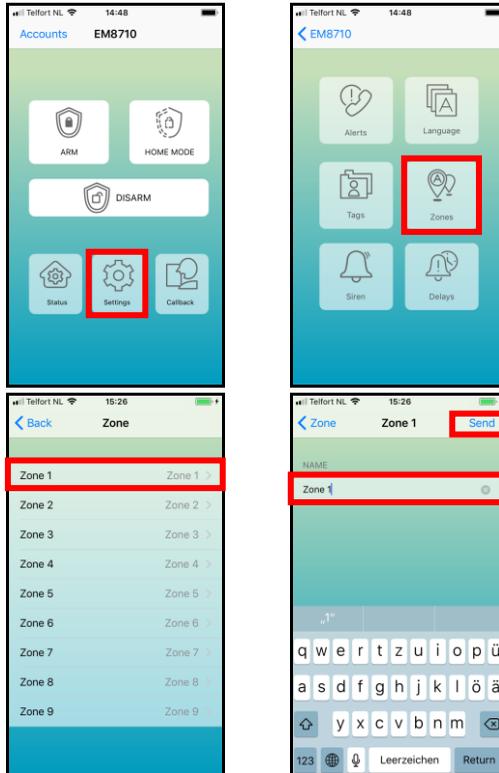
- a. Press “1” key = Fully Arm and send SMS
- b. Press “2” key = Part-Arm and send SMS
- c. Press “3” key = Set the Siren to turn on Alarm and send SMS
- d. Press “4” key = Set the Siren to turn off Alarm and send SMS
- e. Press “6” key = Listen to the Alarm message again
- f. Press “7” key = Enter Listen-In Mode. This mode will timeout after 5 minutes. Press the “#” to exit Listen-In at any time.
- g. Press “8” key = Exit from call loop and send SMS
- h. Press “9” key = Enter Two Way Talk Mode. This mode will timeout after 5 minutes
- i. Press “0” key = Disarm and send SMS
- j. Press “#” key = Cancel this call without exiting the call loop.

If no keys are input after 30 seconds, the alarm panel will hang up.

## 8.4 Change Sensor (zone) name

Every sensor is provided with a zone number. You can change the sensor (zone) name to a preferred name. You can change the name of the sensors 1 to 9. Every sensor name can be used up to 24 characters. The names of the sensors above 9 cannot be changed.

With the EM8710 APP:



The text message to change the name of sensor zone name is “91 up to 99” (9 is the command and the second digit 1 is the sensor (zone) number).

Copy the received text into a new text message, modify the text and send the text message to the GSM-number of the alarm System.

## 8.5 Low battery warning of a sensor by text message

You will receive a text message when the battery level is low. The message will have the following information in the text message: Zone xx battery is low, the sensor name (Up to sensor 9) will be visible at the spot marked as xx. Sensors above sensor 9 will be displayed with the sensor number.

## 8.6 Sabotage warning of a sensor by text message

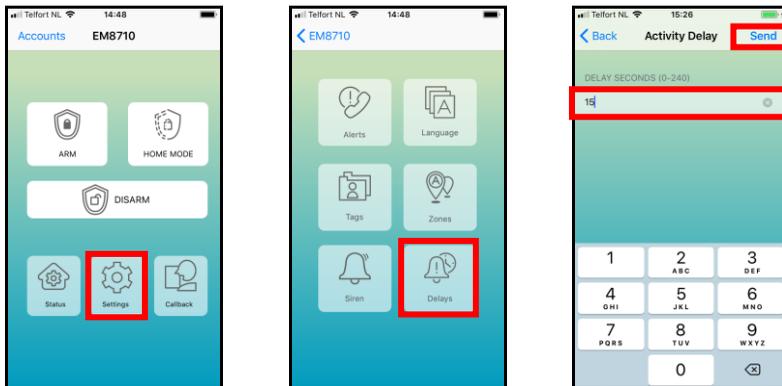
You will receive a text message when the sensor has been sabotaged. The message will have the following information in the text message: The sensor name (Up to sensor 9) and the text 'Sabotage alarm'. Sensors above sensor 9 will be displayed with the sensor number followed with the text 'Sabotage alarm'.

## 8.7 Configure the delay time

When a delay time is set, the alarm system will beep every second as warning of the delay. The last 5 seconds the speed of the beeps will increase.

The delay you can set here is the entry and exit delay (only for sensors configured as "Security type 3 and 4").

With the EM8710 APP:



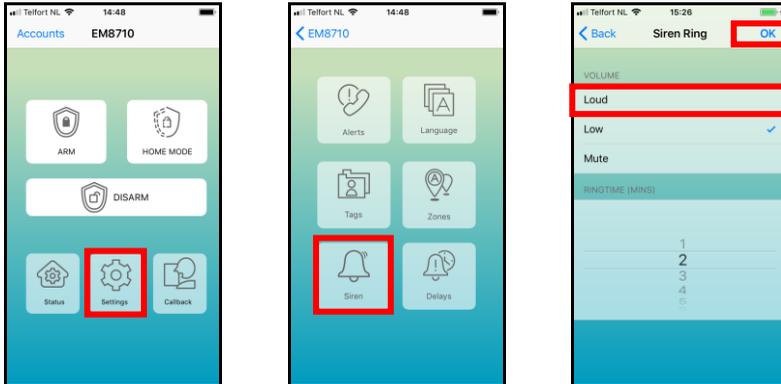
The text message to change the delay time is "11".

Copy the received text into a new text message, modify the text and send the text message to the GSM-number of the alarm system.

## 8.8 Adjust siren volume and time of alarm

Both settings can be adjusted by this menu.

With the EM8710 APP:



The text message to change the Siren volume is: "12" and the ringing time is: "13".

Copy the received text into a new text message, modify the text and send the text message to the GSM-number of the alarm system.

## 8.9 Change PIN

To change the PIN using the alarm panel:

Enter: **current PIN code + 06 + "🔒" + new PIN code + "🔒"**

## 8.10 Restore factory defaults.

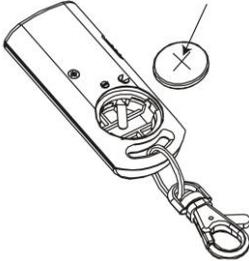
The user may choose to perform a factory reset to return the device to factory default settings. Please note that all configurations (including recorded alarm messages, contact lists and linked sensors/devices) will be deleted. The PIN code will be reset back to default PIN code "1234".

1. Take the device off the wall. Note the alarm will sound because of its tamper protection.
2. Remove all power sources including batteries and DC-jack.
3. Press and hold the reset button on the back (next to DC-jack) and insert the batteries or DC-jack to power it on. Keep pressing the reset button until a beep tone is heard. Release the button after beep tone.
4. The DISARM LED will turn on, followed by 5 short beeps indicating the reset to factory default is complete.

**Remark: After you restored the factory defaults you need to switch the alarm system off and on again!**

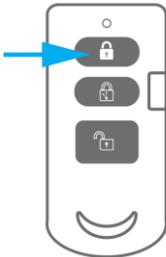
## 9.0 Remote control

### 9.1 Register a new remote control



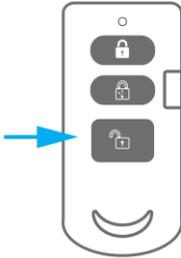
1. Power on the remote by inserting the batteries.
2. On the alarm panel, enter the **PIN + “🔓”** key to disarm the system.
3. Enter **PIN + 15 + “🔒”** to start the binding process. The DISARM LED will beep once and start to blink for 30 seconds.
4. Within 30 seconds push a button on the remote control.
5. If a device is successfully added, the DISARM LED will turn on for 1 second along with a long beep.
6. If the binding process fails, it will timeout after 30 seconds and 3 short beeps will be heard.
7. To exit the binding process, press the “🔓” key

### 9.2 Arm the alarm



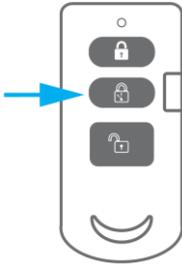
Press **🔒** to arm the alarm. The LED indicator will light up shortly and the siren will give a short beep to confirm the system is active.

### 9.3 Disarm the alarm



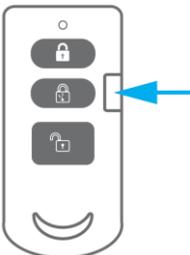
Press  to disarm the alarm. The LED indicator will light up shortly and the siren will beep 2 times to confirm the system is disarmed.

### 9.4 In-home mode



Press the  button to activate all sensors configured in the normal group (Security types 1 and 3); The sensors in the Home Group (Security types 0 and 2) are not activated.

### 9.5 Panic button



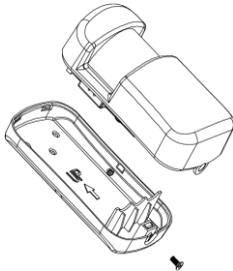
Regardless the status of the alarm; armed or disarmed, by pressing the SOS button the alarm system will immediately enable the panic status.

## 9.6 Replace the battery

It is very easy to replace the battery (CR2032) of the remote control. Please remove the cap on the backside of the remote control using a key ring or a coin. Replace the battery and put the cap back on the backside of the remote control.

## 10.0 Install motion detector

### 10.1 Pair the motion detector



1. Power on the sensor by inserting its batteries.
2. On the alarm panel, enter the **PIN + "🔒"** key to disarm the system.
3. Enter **PIN code + 15 + (Security type) + "🔒"** to start login (see "[Explanation of the groups](#)" for an overview of the security types). The alarm system emits a beep and the "Disarm" - LED will flash for 30 seconds.
4. Activate the sensor within 30 seconds by moving in front of the sensor.
5. If a sensor is successfully added, the DISARM LED will turn on for 1 second along with a long beep. The Keypad LED will turn on to indicate the allocated zone number. (Numbers 1 – 9 for zones 1 – 9, Number 0 for Sensor Zones 10 or higher).
6. If the binding process fails, it will timeout after 30 seconds and 3 short beeps will be heard.
7. To exit the binding process, press the **"🔒"** key.

**Note:** *The first accessory registered is assigned to zone 1, the second accessory registered is assigned to zone 2, etc. Zones 1 to 9 can be renamed. Zones 10 to 100 cannot be renamed. It is advised to label a sensor with its zone number immediately after successfully binding it.*

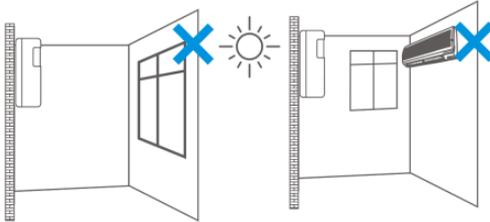
**Note:** *During the registration process be sure no other sensor is triggered. If a motion detector is in the same room make sure you cover the motion detector or place the motion detector temporarily in a different room.*

## 10.2 Power saving mode

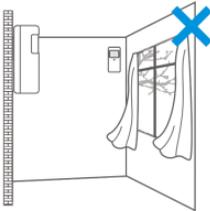
If the motion sensor is triggered more than 2 times within 3 minutes the device switches automatically to power saving mode. The motion detector will activate again if it does not register motion for a time period of 3 minutes.

## 10.3 Installation tips

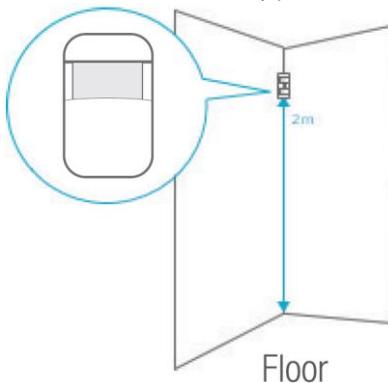
Avoid installation of the motion detector in range of a window, air-conditioning, radiator, refrigerator, oven, direct sunlight or other places with high temperature fluctuation.



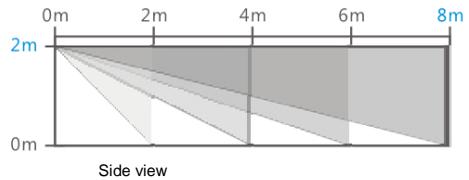
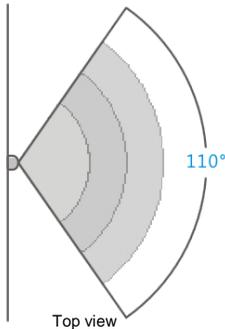
Do not place 2 motion detectors facing each other or within each other's range.



Motion detectors are usually placed at 2 meters from the floor on the wall.

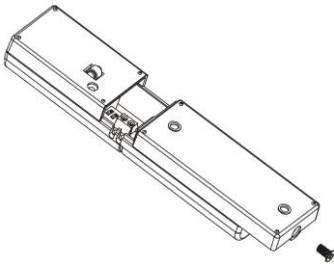


Point the detector in the direction you wish to secure. Test if the motion detector is working properly in test mode (see chapter "[Test the motion detector](#)").



## 11.0 Install the Window/Door sensor

### 11.1 Pair the Window/Door sensor



1. Power on the sensor by inserting its batteries.
2. On the alarm panel, enter the **PIN + "🔓"** key to disarm the system.
3. Enter **PIN code + 15 + (Security type) + "🔓"** to start login (see "[Explanation of the groups](#)" for an overview of the security types). The alarm system emits a beep and the "Disarm" - LED will flash for 30 seconds.
4. Within 30 seconds, trigger the sensor.
5. If a sensor is successfully added, the DISARM LED will turn on for 1 second along with a long beep. The Keypad LED will turn on to indicate the allocated zone number. (Numbers 1 – 9 for zones 1 – 9, Number 0 for Sensor Zones 10 or higher).
6. If the binding process fails, it will timeout after 30 seconds and 3 short beeps will be heard.
7. To exit the binding process, press the **"🔓"** key.

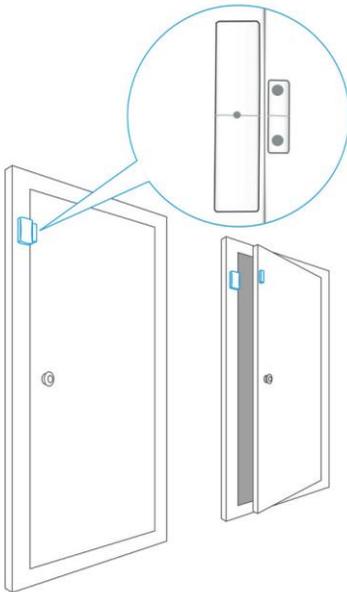
**Note:** The first accessory registered is assigned to zone 1, the second accessory registered is assigned to zone 2, etc. Zones 1 to 9 can be renamed. Zones 10 to 100 cannot be renamed. It is advised to label a sensor with its zone number immediately after successfully binding it.

**Note:** During the registration process be sure no other sensor is triggered. If a motion detector is in the same room make sure you cover the motion detector or place the motion detector temporarily in a different room.

## 11.2 Installation tips

It's recommended to install the sensor on the frame (no movement) and to install the magnet on the door/window itself.

**Note:** The flat sides of the sensor and magnet must face each other, the rounded sides are the outside of the sensor and magnet. The red LED lights up each time the door / window is opened or closed!



The distance between the sensor and the magnet must not exceed 1cm. Mount both parts with the supplied double-sided tape. You can also choose to mount the sensor by using screws.

It's not recommended to install the sensor in a room with a lot of metal. Neither mount the sensor on metal constructions. Always check if the red LED will turn on when the door/window is opened.

## 12.0 Technical specifications

### 12.1 Alarm system

Power supply	100 – 240V AC 50-60Hz
Output	9V DC 1000mA
Mobile GSM frequency	850 / 900 / 1800 / 1900Mhz
Power consumption	1W - 2,2W
Stand-by current	80mA
Alarm current	240mA
Back-up battery	Lithium-Ion battery 3,7V 2000mAh rechargeable
Internal siren	95dB
Maximum amount of sensors	10 x Remote controls 50 x Sensors 50 x RFID tags 1x Wireless siren
Sensor frequency	868MHz
Transmission range	<150m (Open space)
Temperature	-10 to 50 degrees Celsius
Humidity	< 85% (no condensing)
Dimensions Alarm system WxHxD	190 x 131 x 31 mm
Supported languages	EN, NL, DE, FR, IT, ES

### 12.2 Remote control

Battery	3V DC (1 x CR2032 button battery)
Frequency remote	868MHz
Temperature	-10 to 55 degrees Celsius
Humidity	< 80% (no condensing)
Dimensions WxHxD	32 x 77 x 18 mm

### 12.3 Motion detector

Power supply	4,5V DC (3 x AA 1,5V LR6)
Stand-by current	<25uA
Alarm current	<12mA
Wireless reach	Max. 150 meters (open field)
Frequency sensors	868MHz
Temperature	-10 to 55 degrees Celsius
Humidity	< 80% (no condensing)
Dimensions motion detector WxHxD	60 x 110 x 40 mm

## 12.4 Window/door contact

Power supply	4,5V DC (3 x AAA 1,5V)
Stand-by current	<8uA
Alarm current	<12mA
Wireless reach	Max. 150 meter (open field)
Frequency sensors	868MHz
Two-way communication	Open door/window notification
Temperature	-10 to 55 degrees Celsius
Humidity	< 85% (no condensing)
Dimensions sensor WxHxD	29 x 120 x 21 mm
Dimensions magnet WxHxD	15 x 45 x 15 mm

## 13.0 Command overview

### 13.1 Touch panel commands

Function	Enter Key	Explanation
External Wireless Siren Setting	Enter PIN code + 04 + 	Key 0 on the touch panel indicates if the external siren communication is enabled or disabled - When Enabled: Key 0 LED is on - When Disabled: Key 0 LED is off (Wireless Siren communication is Disabled)
		Press "0" to toggle enable/disable. Press  to save settings.
RF Anti-Jamming Detection	Enter PIN code + 05 + 1 + 	Turn On
	Enter PIN code + 05 + 2 + 	Turn Off
Change PIN code	Enter old PIN code + 06 + new PIN code + 	Default PIN code: 1234
Key Tone	Enter PIN code + 07 + 1 + 	Turn On
	Enter PIN code + 07 + 2 + 	Turn Off
Open Door / Window Alert	Enter PIN code + 08 + 1 + 	Turn on
	Enter PIN code + 08 + 2 + 	Turn Off
ARM Mode	Enter PIN code +	Exit Delay: Arm LED flashes and a beeping sound is heard (will beep faster at the last 5 seconds countdown)
		ARM Mode: Arm Key LED is on
Home Mode	Enter PIN code + 	Exit Delay: Arm LED flashes and a beeping sound is heard (will beep faster at the last 5 seconds countdown)
		Home Mode: Home mode Key LED is on
DISARM Mode	Enter PIN code +	Disarm Mode: Disarm Key LED turns on
Note: The following operations are available only in DISARM Mode		
Record		1. Start recording alarm message (about 10

Alarm Message	Enter PIN code + 	seconds). Playback will start automatically after the recording is completed
		2. Press to stop recording when the message is shorter than 10 seconds
		Recording: The REC key LED is flashing
		Playback: The REC key LED is on
Alarm Type 1 (Siren and GSM are both enabled)	Enter PIN code + 01 + 	Siren is enabled (default)
Alarm Type 2 (GSM is enabled the siren is disabled)	Enter PIN code + 02 + 	Siren is disabled you can only be notified by SMS or phone call in an alarm event
Test Mode	Enter PIN code + 03 + 	Test Mode: Disarm key flashes
		A tone will sound when a accessory signal is received
		Hold key "7" for 3 or more seconds: Test GSM receiving signal strength
		Hold key "8" for 3 or more seconds: Turn on / off the Wireless Siren
		Hold key "9" for 3 or more seconds: Test telephone SMS
		Press Disarm key to exit Test Mode
Home group	Enter PIN code + 15 + 0 + 	Security Mode 0
		Sensor activated only when the alarm is triggered in the ARM status. Sensor will not be activated in Home mode.
Normal group	Enter PIN code + 15 + 1 + 	Security Mode 1
		Sensor is activated in both ARM and Home mode.
Home group + delay	Enter PIN code + 15 + 2 + 	Security Mode 2
		Same as Security mode 0 with additionally a delay.
Normal group + delay	Enter PIN code + 15 + 3 + 	Security Mode 3
		Same as Security mode 1 with additionally a delay.
24H Group	Enter PIN code + 15 + 4 + 	Security Mode 4
		Sensor activated when Disarmed / Home mode / Armed and will cause an immediate alarm.
Delete sensor	Enter PIN code + 20 + 1 + 	Delete all sensor zones
	Enter PIN code + 20 + 1 + 1 + 	Delete sensor zone 1-9 where 1 is the sensor number you wish to delete
	Enter PIN code + 20 + 1 + 0 + 	Delete all sensor zones after 10
Add Remote (up to 10 remotes)	Enter PIN code + 15 + 	Add remote
Delete Remote	Enter PIN code + 20 + 2 + 	Delete all remote
	Enter PIN code + 20 + 2 + 1 + 	Delete remote 1-0 where 1 is the remote number you wish to delete
Add RFID Tags (up to	Enter PIN code + 15 + 	Add RFID tag

50 tags)		
Delete RFID Tags	Enter PIN code + 20 + 3 +	Delete all RFID tags
	Enter PIN code + 20 + 3 + 1-9 +	Delete RFID tag 1-9 where 1 is the RFID tag number you wish to delete
	Enter PIN code + 20 + 3 + 0 +	Delete all RFID tags after 10
Add indoor siren	Enter PIN code +	1. Put the siren in binding mode.
		2. Enter PIN code + DISARM key.
		If the siren failed to bind, repeat step 1 and 2 above.
Add/Change Host Number	Enter PIN code + 66 + Enter PIN code + 20 + 4 +  + Owner's mobile Number + Enter PIN code + 20 + 4 +	The host number will receive a success confirmation SMS. This number will also be added into the list of Alarm Voice call number, Alarm SMS Phone number and Speed Dial No.

## 13.2 SMS commands

Setup	SMS sent to panel	SMS in Return
Get Alarm Voice call Phone Numbers	5	TEL: 1. 2. 3. 4. 5.
Set Alarm Voice call Phone Numbers	Use result from "Get Alarm Voice call Phone Numbers" Edit->Send back	Set Phone Number Successfully
Get Alarm SMS Phone Number	6	SMS: 1. 2. 3. 4. 5.
Set Alarm SMS Phone Number	Use result from "Get Alarm SMS Phone Number" Edit->Send back	Set Phone Number Successfully
Get Speed Dial No.	8	SPEEDDIAL: 1. 2. 3. 4. 5.
Set Speed Dial No. (5 sets)	Use result from "Get Speed Dial No." Edit->Send back	Set Phone Number Successfully
Get Operation Menu 1	#	0 Disarm 1 Arm 2 Partial Arm 3 Two-way Talk 4 Listen In 00 System Status ? Phone Number Setup
Get Operation Menu 2	?	5 Alarm Call Phone Number Set 6 Alarm SMS Phone Number Set 8 Speed Dial Phone Number

		Set ?? System Setup
Get Operation Menu 3	??	91-99 Change Zone Name 10 Change RFID Tag Name 11 Enter & Exit Delay Time 12 Siren Volume 13 Siren Ring Time
Get Device version information (can only be requested by the host phone number)	???	
Disarm	0	System Disarmed
Arm	1	System Armed
Partial	2	System Partial Armed
Two Way Talk	3	Call back from alarm panel (Two way communication enabled)
Listen In	4	Call back from alarm panel (the Speaker on the alarm panel is muted)
Request System Status	00	System Disarmed/ System Armed/ System Partial Armed Entry & Exit Delay Time: xx Seconds Siren Volume: Mute/Low/High Siren Ringing Time: xx Minutes
Get Zone 1 Name	91	Zone1 Name: Zone1
Change Zone 1 Name	Use result from "Get Zone 1 Name" Edit->Send back	Set Zone Name Successfully
Get Zone 2 Name	92	Zone2 Name: Zone2
Change Zone 2 Name	Use result from "Get Zone 2 Name" Edit->Send back	Set Zone Name Successfully
Get RFID Tag Names	10	Tag Names: 1. 2. 3. 4.
Change RFID Tag Names	Use result from "Get RFID Tag Names" Edit->Send back	Set Tag Names Successfully
Get Entry Delay & Exit Delay Time	11	Entry & Exit Delay Time(0-240 sec.): 15
Set Entry Delay & Exit Delay Time	Use result from "Get Entry Delay & Exit Delay Time" Edit->Send back	Set Delay Time Successfully
Get Siren Volume	12	Siren Volume (0 Mute, 1 Low, 2 High): 2
Set Siren Volume	Use result from "Get Siren Volume" Edit->Send back	Set Siren Volume Successfully
Get Siren Alarm Duration	13	Siren ringing time (1-9 minutes): 3
Set Siren Alarm Duration	Use result from "Get Siren Alarm Duration" Edit->Send back	Set Siren Time Successfully

Note 1: Maximum length for telephone numbers is 20 digits. Only numbers 0 – 9 and “,” can be used. For example, phone number 0222606868 with extensions 1234

will be input as: "0222606868,1,2,3,4". If the length exceeds 20 digits, only the first 20 digits will be saved while the rest will be deleted.

Note 2: Maximum length for Zone Names and Tag Names is 24 characters (alphanumeric characters only). If the length exceeds 24 characters, only the first 24 characters will be saved while the rest will be deleted.

Note 3: Do NOT add or delete spaces or other symbols, or change title content, as SMS configuration may fail if those are changed.

For example, when setting Zone1 Name, the zone name must be entered under title (not after). Please refer to the examples listed above.

Note 4: Two Way Talk and Listen In feature must be picked up within 25 seconds, or the host will end the call. A failure SMS will be sent if call back is unsuccessful.

### 13.3 SMS Alerts notification overview

List of SMS alert messages automatically sent by the alarm panel when certain events occurs.

Events	SMS sent to user
Remote Panic button	Emergency help notify
Unauthorized phone number has send a command to the alarm system.	Unauthorized Phone Number
SMS Command invalid/incorrect	Requirements Not Allowed
Alarm call confirmed	The Phone Call Confirmed
Duress code	Duress code is sent
Anti-jamming	Signal has been jammed
AC Adaptor Power Off	System AC Power Loss
AC Adaptor Power On	System AC Power Return
Tag Disarmed	For Tag 1-Tag 4: Send "Tag name" For Other Tags: Send "Tag xx "
Zone Trigger	For Zone 1-Zone 9: Send "Zone name" is triggered For Other Zones: Send "Zone xx" is triggered
Zone Tamper	For Zone 1-Zone 9: Send "Zone name" tamper is triggered For Other Zones: Send "Zone xx" is triggered
Zone Low Battery	For Zone 1-Zone 9: Send "Zone name" battery is low For Other Zones: Send "Zone xx" battery is low
Console Tamper	Console tamper is triggered
Panic initiated from Alarm panel	Emergency help notify

## 14.0 Frequently Asked Questions and other related information

The latest Frequently asked questions for your product can be found on the support page of your product. Eminent will update these pages frequently to assure you have the most recent information. Visit [www.eminent-online.com](http://www.eminent-online.com) for more information about your product.

## 15.0 Service and support

This user manual has been carefully written by Eminent's technical experts. If you have problems installing or using the product, please fill out the support form at the website [www.eminent-online.com/support](http://www.eminent-online.com/support).

You can also contact us by phone. Please check [www.eminent-online.com/support](http://www.eminent-online.com/support) for the helpdesk phone number and opening hours.

## 16.0 Warning and points of attention



Due to laws, directives and regulations set out by the European parliament, some (wireless) devices could be subject to limitations concerning its use in certain European member states. In certain European member states the use of such devices could be prohibited. Contact your (local) government for more information about these limitations.

Always follow up the instructions in the manual\*, especially where it concerns devices which need to be assembled.

Warning: In most cases this concerns an electronic device. Wrong/improper use may lead to (severe) injuries!

When you connect the device to the mains, make sure it will not be damaged or subject to (high) pressure.

A power socket is needed which should be close and easy accessible from the device.

Repairing of the device should be done by qualified Eminent staff. Never try to repair the device yourself. The warranty immediately voids when products have undergone self-repair and/or by misuse. For extended warranty conditions, please visit our website at [www.eminent-online.com/warranty](http://www.eminent-online.com/warranty).

Dispose of the device appropriately. Please follow your countries regulation for the disposal of electronic goods.

Please check below safety points carefully:

- Do not apply external force on the cables
- Do not unplug the device by pulling the power cable
- Do not place the device near heating elements
- Do not let the device come in contact with water or other liquids
- If there is any strange sound, smoke or odor, remove the device immediately from the power outlet.
- Do not put any sharp objects into the venting hole of a product
- Do not use any damaged cables (risk of electric shock)
- Keep the product out of reach of children
- Wipe off the product with soft fabric, not water mop.
- Keep the power plug and outlet clean
- Do not unplug the device from the power outlet with wet hands
- Unplug the device when you don't use it for a long time
- Use the device at a well-ventilated place

*\*Tip: Eminent manuals are written with great care. However, due to new technological developments it can happen that a printed manual does not longer contain the most recent information. If you are experiencing any problems with the printed manual or you cannot find what you are looking for, please always check our website [www.eminent-online.com](http://www.eminent-online.com) first for the newest updated manual.*

*Also, you will find frequently asked questions in the FAQ section. It is highly recommended to consult the FAQ section. Very often the answer to your questions will be found here.*

## 17.0 Warranty conditions

The five-year Eminent warranty applies to all Eminent products, unless mentioned otherwise before or during the moment of purchase. After buying a second-hand Eminent product the remaining period of warranty is measured from the moment of purchase by the product's initial owner. Eminent warranty applies to all Eminent products and parts, indissolubly connected or mounted to the product it concerns. Power supply adapters, batteries, antennas and all other products not directly integrated in or connected to the main product or products of which, without reasonable doubt, can be assumed that wear and tear during use will show a different pattern than the main product, are not covered by the Eminent warranty. Products are not covered by the Eminent warranty when exposed to incorrect/improper use, external influences or when opening the service parts of the product by parties other than Eminent. Eminent may use refurbished materials for repair or replacement of your defective product. Eminent cannot be held responsible for changes in network settings by internet providers. We cannot guarantee that the Eminent networking product will keep working when settings are changed by the internet providers. Eminent cannot guarantee the working of web services, apps and other third party content that is available through Eminent products. Eminent products with an internal hard disk have a limited warranty period of two years on the hard disk. Eminent could not be held responsible for any data lost. Please make sure that if the product stores data on a hard drive or other memory source, you will make a copy before you return the product for repair.

### When my product gets defective

Should you encounter a product rendered defective for reasons other than described above: Please contact your point of purchase for taking care of your defective product.



[WWW.EMINENT-ONLINE.COM](http://WWW.EMINENT-ONLINE.COM)

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