Legal Information

©2021 Hangzhou Hikvision Digital Technology Co., Ltd. All rights reserved.

About this Manual

The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the Hikvision website (https://www.hikvision.com/).

Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

Trademarks

HIKVISION and other Hikvision's trademarks and logos are the properties of Hikvision in various jurisdictions.

Other trademarks and logos mentioned are the properties of their respective owners.

Disclaimer

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS MANUAL AND THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, ARE PROVIDED “AS IS” AND “WITH ALL FAULTS AND ERRORS”. HIKVISION MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE. THE USE OF THE PRODUCT BY YOU IS AT YOUR OWN RISK. IN NO EVENT WILL HIKVISION BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINES...
PRODUCTION OF CHEMICAL OR BIOLOGICAL WEAPONS, ANY ACTIVITIES IN THE CONTEXT RELATED TO ANY NUCLEAR EXPLOSIVE OR UNSAFE NUCLEAR FUEL-CYCLE, OR IN SUPPORT OF HUMAN RIGHTS ABUSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

Data Protection
During the use of device, personal data will be collected, stored and processed. To protect data, the development of Hikvision devices incorporates privacy by design principles. For example, for device with facial recognition features, biometrics data is stored in your device with encryption method; for fingerprint device, only fingerprint template will be saved, which is impossible to reconstruct a fingerprint image.

As data controller, you are advised to collect, store, process and transfer data in accordance with the applicable data protection laws and regulations, including without limitation, conducting security controls to safeguard personal data, such as, implementing reasonable administrative and physical security controls, conduct periodic reviews and assessments of the effectiveness of your security controls.
Symbol Conventions

The symbols that may be found in this document are defined as follows.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Danger" /></td>
<td>Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.</td>
</tr>
<tr>
<td><img src="image" alt="Caution" /></td>
<td>Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.</td>
</tr>
<tr>
<td><img src="image" alt="Note" /></td>
<td>Provides additional information to emphasize or supplement important points of the main text.</td>
</tr>
</tbody>
</table>
# Regulatory Information

EN 50131-3:2009  
EN 50131-6:2017  
EN 50131-5-3:2017  
EN 50131-10: 2014  
EN 50136-2: 2013  

**Security Grade (SG): 2**  
**Environmental Class (EC) : II**  
**DP2**  
**Certified by Telefi**

![telefi]

---

**Note** EN50131 compliance labeling should be removed if non-compliant configurations are used.

## EU Conformity Statement

<table>
<thead>
<tr>
<th>![CE]</th>
<th>This product and - if applicable - the supplied accessories too are marked with &quot;CE&quot; and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2014/30/EU, RE Directive 2014/53/EU, the RoHS Directive 2011/65/EU</th>
</tr>
</thead>
<tbody>
<tr>
<td>![WEEE]</td>
<td>2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: <a href="http://www.recyclethis.info">www.recyclethis.info</a></td>
</tr>
<tr>
<td>![Battery]</td>
<td>2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: <a href="http://www.recyclethis.info">www.recyclethis.info</a></td>
</tr>
</tbody>
</table>
### Warning

This is a class A product. In a domestic environment this product may cause radio inter-ference in which case the user may be required to take adequate measures.

<table>
<thead>
<tr>
<th>FCC Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.</td>
</tr>
<tr>
<td>FCC compliance: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:</td>
</tr>
<tr>
<td>— Reorient or relocate the receiving antenna.</td>
</tr>
<tr>
<td>— Increase the separation between the equipment and receiver.</td>
</tr>
<tr>
<td>— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.</td>
</tr>
<tr>
<td>— Consult the dealer or an experienced radio/TV technician for help.</td>
</tr>
<tr>
<td>This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.</td>
</tr>
<tr>
<td>FCC Conditions</td>
</tr>
<tr>
<td>This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:</td>
</tr>
<tr>
<td>1. This device may not cause harmful interference.</td>
</tr>
<tr>
<td>2. This device must accept any interference received, including interference that may cause undesired operation.</td>
</tr>
</tbody>
</table>
Contents

Chapter 1 Introduction ........................................................................................................... 9
  1.1 System Description .......................................................................................... 9
  1.2 Specification .................................................................................................. 10
  1.3 Appearance .................................................................................................. 14

Chapter 2 Start Up ............................................................................................................. 17
  2.1 Initial the Device .......................................................................................... 17
  2.2 Install the Device ......................................................................................... 18

Chapter 3 User Management .......................................................................................... 20
  3.1 User Management ......................................................................................... 20
    3.1.1 Invite the Administrator ........................................................................ 20
    3.1.2 Cancel Installer Access ........................................................................ 21
    3.1.3 Add an Operator ................................................................................... 22
    3.1.4 Delete an Operator ............................................................................... 23
  3.2 Access Entries ............................................................................................... 23

Chapter 4 Configuration .................................................................................................. 25
  4.1 Set-up with Hik-Proconnect ............................................................................ 25
    4.1.1 Use the Hik-Proconnect APP .................................................................. 25
    4.1.2 Use the Hik-ProConnect Portal .............................................................. 36
  4.2 Set-up with Hik-Connect ................................................................................ 40
  4.3 Set-up with the Web Client ............................................................................. 48
    4.3.1 Communication Settings ........................................................................ 49
    4.3.2 Device Management .............................................................................. 62
    4.3.3 Area Settings ........................................................................................ 70
    4.3.4 Video Management ............................................................................... 72
    4.3.5 Permission Management ........................................................................ 74
    4.3.6 Maintenance .......................................................................................... 75
    4.3.7 System Settings .................................................................................... 77
    4.3.8 Check Status ......................................................................................... 89
  4.4 Report to ARC (Alarm Receiver Center) .............................................................. 90
Chapter 5 General Operations

5.1 Arming

5.2 Disarming

5.3 SMS Control

A. Trouble Shooting

A.1 Communication Fault

A.1.1 IP Conflict

A.1.2 Web Page is Not Accessible

A.1.3 Hik-Connect is Offline

A.1.4 Network Camera Drops off Frequently

A.1.5 Failed to Add Device on APP

A.1.6 Alarm Information is Not Reported to APP/4200/Alarm Center

A.2 Mutual Exclusion of Functions

A.2.1 Unable to Enter Registration Mode

A.3 Zone Fault

A.3.1 Zone is Offline

A.3.2 Zone Tamper-proof

A.3.3 Zone Triggered/Fault

A.4 Problems While Arming

A.4.1 Failure in Arming (When the Arming Process is Not Started)

A.5 Operational Failure

A.5.1 Failed to Enter the Test Mode

A.5.2 The Alarm Clearing Operation on the Panel Does Not Produce the Alarm Clearing Report

A.6 Mail Delivery Failure

A.6.1 Failed to Send Test Mail

A.6.2 Failed to Send Mail during Use

A.6.3 Failed to Send Mails to Gmail

A.6.4 Failed to Send Mails to QQ or Foxmail
A.6.5 Failed to Send Mails to Yahoo ................................................................. 99
A.6.6 Mail Configuration .................................................................................. 100
B. Input Types .................................................................................................. 101
C. Output Types ............................................................................................... 104
D. Event Types .................................................................................................. 105
E. Access Levels ............................................................................................... 106
F. Signalling ....................................................................................................... 108
   Detection of ATP/ATS Faults ...................................................................... 108
   ATS Category ............................................................................................... 108
G. SIA and CID Code ........................................................................................ 109
H. Communication Matrix and Operation Command ........................................... 115
Chapter 1 Introduction

1.1 System Description

AX Pro is a wireless alarm system designed to protect premises required for proper protection from intrusion alarm. It supports LAN /Wi-Fi as the primary transmission network. The system is applicable to the scenarios of market, store, house, factory, warehouse, office, etc.

- Innovative Tri-X 2-way wireless technology.
- Two-way communication with AES-128 encryption.
- Frequency-hopping spread spectrum (FHSS) is used to avoid interference, to prevent eavesdropping, and to enable code-division multiple access (CDMA) communications.
- Voice guide for alarm alert, system status indication, operation prompt, etc.
- Configuration via web client, mobile client, and Convergence Cloud.
- Pushes alarm notification via messages or phone calls.
- Views life videos from Hik-Connect and alarm video clips via emails, Hik-ProConnect, and Hik-Connect.
- Uploads alarm reports to ARC.
- SIA-DC09 protocol, and supports both Contact ID and SIA data format.
- 4520 mAh lithium backup battery with 12 H standby duration.
## 1.2 Specification

<table>
<thead>
<tr>
<th></th>
<th>AX PRO E</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Capacity</strong></td>
<td></td>
</tr>
<tr>
<td>Areas</td>
<td>8</td>
</tr>
<tr>
<td>Zones</td>
<td>Up to 48 (Up to 48 PIRCAMs)</td>
</tr>
<tr>
<td>Outputs</td>
<td></td>
</tr>
<tr>
<td>Tag Readers</td>
<td></td>
</tr>
<tr>
<td>Keypads</td>
<td>Up to 8</td>
</tr>
<tr>
<td>Sounders</td>
<td>4 (2 Internal+2 External)</td>
</tr>
<tr>
<td>Repeaters</td>
<td>2</td>
</tr>
<tr>
<td>Keyfobs</td>
<td>16</td>
</tr>
<tr>
<td>Tags</td>
<td>16</td>
</tr>
<tr>
<td><strong>User</strong></td>
<td></td>
</tr>
<tr>
<td>Installer</td>
<td>1</td>
</tr>
<tr>
<td>Administrator</td>
<td>1</td>
</tr>
<tr>
<td>Normal Users</td>
<td>14</td>
</tr>
<tr>
<td><strong>Wireless technical characteristics</strong></td>
<td></td>
</tr>
<tr>
<td>RF Frequency</td>
<td>433 Mhz</td>
</tr>
<tr>
<td>Wireless type</td>
<td>2-way wireless</td>
</tr>
<tr>
<td>Wireless Security</td>
<td>Frequency Hoping 128 AES Encryption</td>
</tr>
<tr>
<td><strong>Functional Features</strong></td>
<td></td>
</tr>
<tr>
<td>Voice Prompts</td>
<td>✓</td>
</tr>
<tr>
<td>User APP for operating</td>
<td>✓</td>
</tr>
<tr>
<td>Installer APP for programming</td>
<td>✓</td>
</tr>
<tr>
<td>Web server for maintenance (offline configuration)</td>
<td>✓</td>
</tr>
<tr>
<td>Event Log Records</td>
<td>5000 including 1000 mandatory*</td>
</tr>
<tr>
<td>PIR Camera Support</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Communication interfaces</strong></td>
<td></td>
</tr>
<tr>
<td>Ethernet</td>
<td>10/100 Mbps self-adaptive</td>
</tr>
<tr>
<td>Wi-Fi</td>
<td>802.11b/g/n (2.4GHz)</td>
</tr>
<tr>
<td><strong>ARC Signaling</strong></td>
<td></td>
</tr>
<tr>
<td>Protocols</td>
<td>SIA DC09(SIA level 2, Contact ID), ISUP, ISAPI (SDK) Hik-IP Receiver &amp; Hik-IP Receiver Pro (Sur-Gard &amp; Ademco 685) Supports video verification and remote control</td>
</tr>
<tr>
<td><strong>Cloud Services</strong></td>
<td></td>
</tr>
<tr>
<td>Hik-ProConnect Service</td>
<td>✓</td>
</tr>
<tr>
<td>Hik-Connect Service</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Automation</strong></td>
<td></td>
</tr>
<tr>
<td>Wall-Switch</td>
<td>✓</td>
</tr>
<tr>
<td>Relay Module</td>
<td>✓</td>
</tr>
<tr>
<td>Smart Plug</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Power Supply</strong></td>
<td></td>
</tr>
<tr>
<td>Mains Input</td>
<td>~ 100-240V 50/60Hz 0.3A(Max)</td>
</tr>
<tr>
<td>Battery Capacity*</td>
<td>4520 mAh</td>
</tr>
<tr>
<td>Battery Standby*</td>
<td>Up to 12 hrs</td>
</tr>
<tr>
<td>Battery Type</td>
<td>Built-in rechargeable Lithium-ion polymer battery Model: 765965</td>
</tr>
<tr>
<td>Current Consumption</td>
<td>With an alarm: 405mA Without an alarm: 340mA</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>Current when on Battery</td>
<td>340 mA</td>
</tr>
<tr>
<td>Recharge Period</td>
<td>4 hrs to 80%</td>
</tr>
<tr>
<td>Low Voltage Message</td>
<td>3.55 V</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>No user service parts inside</th>
</tr>
</thead>
</table>

**Environmental Requirements**

<table>
<thead>
<tr>
<th>Operating Temperature</th>
<th>-10°C to 50°C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relative Humidity</td>
<td>10% ~ 90% noncondensing</td>
</tr>
</tbody>
</table>

**Size & Weight**

<table>
<thead>
<tr>
<th>Dimension (W×H×D)</th>
<th>170.0 mm (6.7&quot;) × 170.0 mm (6.7&quot;) ×38.6 mm (1.5&quot;)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight</td>
<td>557.5 g (19.7 oz)</td>
</tr>
</tbody>
</table>

**Approvals**

<table>
<thead>
<tr>
<th>CE/CB</th>
<th>√</th>
</tr>
</thead>
<tbody>
<tr>
<td>RoHS/Reach/WEEE</td>
<td>√</td>
</tr>
<tr>
<td>FCC</td>
<td>√</td>
</tr>
<tr>
<td>RCM</td>
<td>√</td>
</tr>
</tbody>
</table>

AX Pro wireless control panel is compatible with SIA IP Reporting (UDP/TCP-2013) as per ANSI/SIA DC-09-2013: Internet Protocol Event Reporting. The control panel supports tokens (protocols) of ADM-CID and SIA-DCS defined in SIA DC-07-2001.04, which will be modified to insert a “**” before token name as *ADM-CID and *SIA-DCS when the data and timestamp of transmission message are AES encrypted. AES-128, AES-192 and AES-256 are all supported.

Nominal value. Actual capacity may vary slightly. The actual battery capacity for each individual device may be slightly above or below the nominal battery capacity. Removing the battery may cause damage to the device. To replace or repair the battery, please contact your installer.

In the condition of Wi-Fi connected, GPRS/3G/4G LTE connected, ARC connected (polling interval: 1800 s), 8 inputs and 1 keypad accessed, and cloud service accessed.

---

**Note**

ISUP5.0: a privacy internet protocol that is used for accessing the third-party platform, which supports alarm report uploading, AX PRO management, and short video uploading. The prioritization of the message and indications are the same. The AXPRO uploads messages and gives indications synchronously.
Note

Standard DC-09 Protocol:
ADM-CID: The data presenting method of DC-09 is CID, which is not encrypted and only for uploading alarm report.
*ADC-CID: The data presenting method of DC-09 is CID, which is encrypted and only for uploading alarm report.
SIA-DCS: The data presenting method of DC-09 is DCS (also called SIA protocol), which is not encrypted and only for uploading alarm report.
*SIA-DCS: The data presenting method of DC-09 is DCS (also called SIA protocol), which is encrypted and only for uploading alarm report.
RSSI Instruction for Peripherals
With regards to EN 50131-5-3 4.2.2 Requirement for immunity to attenuation.

<table>
<thead>
<tr>
<th>Signal Strength</th>
<th>RSSI Value</th>
<th>Indication</th>
<th>Remark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strong</td>
<td>&gt;120</td>
<td>Green</td>
<td>OK to install</td>
</tr>
<tr>
<td>Medium</td>
<td>81 to 120</td>
<td>Yellow</td>
<td>OK to install</td>
</tr>
<tr>
<td>Weak</td>
<td>60 to 80</td>
<td>Red</td>
<td>Not recommend to install, but can work</td>
</tr>
<tr>
<td>Invalid</td>
<td>0 to 59</td>
<td>Red (flash)</td>
<td>Not OK to install, cannot work normally</td>
</tr>
</tbody>
</table>

**Note**
Install peripherals only if the signal strength is above 80. For getting a much better system, install at 120 and above.

**AX PRO Notification Options**
The AX PRO is suitable for the below notification requirements along with the required sounders.

<table>
<thead>
<tr>
<th>Notification equipment</th>
<th>I&amp;HAS Grade 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Options</td>
</tr>
<tr>
<td></td>
<td>C</td>
</tr>
<tr>
<td>Self powered audible WD</td>
<td>2</td>
</tr>
<tr>
<td>ATS</td>
<td>DP1</td>
</tr>
</tbody>
</table>
1.3 Appearance

Front Panel

Table 1-2 Front Panel Description

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Alert Indicator</td>
<td>Solid Orange: In the disarming status, the LED indicates alarm (such as panic alarm, zone alarm, tampering alarm, etc.) and fault (such as operation fault, connection fault, etc.)</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Note</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The indicator or voice notifications will not response to any operation made by level 1 users. Notifications will only response when level 1 user presents or uses a valid tag or keyfob.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• The device will prompt detailed alarm or fault information while the authorized users disarm the system.</td>
</tr>
<tr>
<td>2</td>
<td>Link Indicator</td>
<td>Solid Green: The panel is bound to Hik-connect account</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off: The panel is not bound to Hik-connect account</td>
</tr>
<tr>
<td>3</td>
<td>Arm/Disarm Indicator</td>
<td>Solid Blue for 5 s: Armed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Green Flashes Twice: Disarmed</td>
</tr>
<tr>
<td>No.</td>
<td>Name</td>
<td>Description</td>
</tr>
<tr>
<td>-----</td>
<td>--------------------</td>
<td>------------------------------------------</td>
</tr>
<tr>
<td>4</td>
<td>Alarm Indicator</td>
<td>Flashing Red: Alarm Occurred</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Solid Red: Device Tampered</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off: No Alarm</td>
</tr>
<tr>
<td>5</td>
<td>Power Indicator</td>
<td>Solid Green: Power on</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Off: Power off</td>
</tr>
<tr>
<td>6</td>
<td>Tag Present Area</td>
<td>Note</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The function varies according to the model of device.</td>
</tr>
</tbody>
</table>

**Note**

If the function of **Arming Indicator Keeps Light** is enable, the LED keeps solid blue when armed, and off when disarmed. The function does not compliant with EN standard.

**Component and Interface**

Remove the rear cover, and some of the components and interfaces are on the rear panel.

---

**Table 1-3 Rear Panel Description**

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Tamper Switch</td>
</tr>
<tr>
<td>8</td>
<td>Reset Button</td>
</tr>
</tbody>
</table>

15
<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Note</strong></td>
</tr>
<tr>
<td></td>
<td>Restart the device, the power LED flashes 3 times, and hold the reset button for 5 s. The voice prompt indicates the operation result. Press the button to switch the STA and Hotspot mode.</td>
</tr>
<tr>
<td>9</td>
<td>Power Interface</td>
</tr>
<tr>
<td>10</td>
<td>Power Switch</td>
</tr>
<tr>
<td>11</td>
<td>Network Interface</td>
</tr>
<tr>
<td>12</td>
<td>SIM Card Slot 1</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong></td>
</tr>
<tr>
<td></td>
<td>The function of GPRS or 3G/4G (implemented with built-in SIM card slot) varies depends on the model of the device.</td>
</tr>
<tr>
<td>13</td>
<td>SIM card Slot 2</td>
</tr>
<tr>
<td></td>
<td><strong>Note</strong></td>
</tr>
<tr>
<td></td>
<td>The function of GPRS or 3G/4G (implemented with built-in SIM card slot) varies depends on the model of the device.</td>
</tr>
</tbody>
</table>
Chapter 2 Start Up

2.1 Initial the Device

While initial the device with Hik-ProConnector, the AX Pro should always be add to an installer account first. The installer account will invite and transfer ownership to the administrator account later after finishing all initial setup and test. Follow the steps below to initializing the wireless alarm system.

1. Connect to the network.
   Connect the device to the Ethernet, and power the device on.

![Image of device connected to Ethernet](image)

**Note**
While the device is powered on, the power LED and link LED turn green.

2. Create a site
Open the Hik-ProConnect and login with the installer account.
A site is the place where the alarm system deployed. Create a site where the device can be added to with its site name and address. The owner of the site would be an end user, usually regarded as administrator.

3. Add Device
Open the site. Tap Add Device and scan the QR code on the label of the panel.

The control panel will be added to the site created and managed by the installer account, which also means that the installer account was created in the panel.

The installer now can perform configuration and tests of the panel before deploying. Both Hik-ProConnect Service and local web client can be logged in with the Hik-ProConnect installer account.

**Note**

While initial the device with Hik-connect, you do not need to build a site first. Download and login the App, and add the device by scanning QR code or enter the device serial No..

2.2 Install the Device

**Steps**

1. Loosen the screw on the rear cover. Slide down the rear cover and remove it from the AX PRO.

2. Secure the rear cover to the installation position with the supplied screws. Attach the AX PRO on the rear cover, and tighten the rear cover screw to complete the installation.
Note

- Red Star: TAMPER Screw. It is compulsory to secure the TAMPER screw.
- No adjustments are required.
- For use within the supervised premises only.

Note

Check the RF signal strength before connection and peripheral device installation. You can view the RF signal strength indication on the peripheral device.
Chapter 3 User Management

3.1 User Management

Note

- The users can be created in clients.
- The name and password of network user (web client and APP user) can be 1 to 32 characters and 8 to 16 characters.

3.1.1 Invite the Administrator

The administrator was known as site owner in Hik-ProConnect Service.

![Image of Hik-ProConnect app with invitation process]

After the initial configuration finished, the installer shall invite the site owner and apply permission of site management and device configuration from the administrator account. The administrator account would be an end user account in the Hik-Connect Service.

Press “Invite Now” Button and enter the email account or phone number account to transfer the site ownership to the administrator. At the same time, the installer will apply permissions from the site owner, such as configuration and management.

Open the Hik-Connect app and login with the administrator account. The installer service request will be received at notification page. Open the notification detail to accept the installer service and setup permissions. The control panel and other devices in the site will be displayed at your device list.
The administrator account will be added to the control panel, which could be used to login to HikConnect app and local web client.

3.1.2 Cancel Installer Access
The administrator can cancel the access authorization of the installer.

1. Enter the page **More** and tap **Hik-ProConnect**. All sites that managed by the Hik-ProConnect Service are listed on the page.

2. Tap the option button at the top-right corner of the site details page, and tap **Cancel Authorization** in the prompt menu.

3. Confirm the operation, and the authorization of the installer will be canceled. Once the authorization is canceled, the installer need to apply it again if any access requirement.
3.1.3 Add an Operator
The administrator can share the device to other operators.

1. Tap the (share button) in the device list.
2. Enter the Hik-Connect account of the operator.
   Administrator can also select which device to be shared.
3. Accept the invitation, and the device will be listed in the device list.

A sharing message will be sent to the operator’s account, and the operator can read the message in the Hik-Connect app.
The operator account will be added to the control panel, which could be used to login to Hik-Connect app and local web client.

3.1.4 Delete an Operator
Administrator user can delete an operator.

1. Enter the page More and tap Manage Sharing Settings.
2. Delete the selected operator or remove it from the device.

3.2 Access Entries

The installer and operators of the AXPRO were assigned different access levels which define the system functions that an individual user can perform. Various user entries are provided for different user roles with particular access level.

Access entries for Installers (Access Level 3)

- **Hik-ProConnect Service**
  Hik-ProConnect is a service for installers that is used to manage customers’ alarm systems located in various sites remotely. Control panels can be added to an installer account on the Hik-ProConnect Service and be managed in sites.

- **Local Web Client**
  Visit the device IP address that can be found out with SADP tool. The installer can login with Hik-ProConnect service account after the panel was added.

- **Legacy entries**
  Keypad PINs and tags can be also assigned with installer user at particular access level to
perform essential operations.

**Access Entries for the Administrator and Operators (Access Level 2)**

- **Hik-Connect Service**
  The Hik-Connect service can be used for end users to access and manage the devices.

- **Local Web Client (for the administrator)**
  As soon as the panel was added to the end user account on Hik-Connect Service, the Hik-Connect account can be used to login to the web client build in.

  Operators cannot login the web client.

- **Legacy entries**
  Keypad PINs and tags can be also assigned with end user at particular access level to perform essential operations.
Chapter 4 Configuration

4.1 Set-up with Hik-Proconnect

4.1.1 Use the Hik-Proconnect APP
The installer can use the Hik-Proconnect to configure the AX PRO, such as activation, device enrollment etc.

Download and Login the Hik-ProConnect
Download the Hik-ProConnect mobile client and login the client before operating the AX PRO.

Steps
1. Download Hik-ProConnect mobile client.
2. Optional: Register a new account if it is the first time you use the Hik-ProConnect mobile client.

---

**Note**
- For details, see *User Manual of Hik-ProConnect Mobile Client*.
- You need an invitation code for registration. Please ask technical supports.

---

3. Run and login the client.

Add AX PRO to the Mobile Client
Add AX PRO to the mobile client before other operations.

Steps
1. Power on the AX PRO.
2. Create or search a site.
   - Tap +, set site name, time zone, address, city, state/province/region and tap OK to create a site.
   - Enter site name in the search area and tap Search Icon to search a site.
3. Tap Add Device.
   - Tap Scan QR Code to enter the Scan QR code page. Scan the QR code on the AX PRO.

---

**Note**
Normally, the QR code is printed on the label stuck on the back cover of the AX PRO.

Tap Manual Adding to enter the Add Device page. Enter the device serial No. and verification code to add the device.
4. Activate the Device.
Add Peripheral to the AX PRO

Add peripheral to the AX PRO.

Steps
1. Select a site.
2. Select a control device (AX PRO).
3. Tap the + icon.
   - Tap Scan QR Code to enter the Scan QR code page. Scan the QR code on the peripheral.
   - Tap Manual Adding to enter the Add Device page. Enter the device serial No. and verification code to add the device.

User Management

The installers (user of Hik-ProtoConnect) can manage users. If you are the administrator, you can add, edit, and delete users, and assign different permissions to the newly-added users.

Steps

1. Enter the site, tap the AX PRO and then log in to the device (if required) to enter the AX PRO page.
2. Tap Next to invite the user.

   Note

   The recipient need to accept the invitation.

3. Tap 🗓️ User Management → User.
4. Tap a user to enter the User Management page.
5. Optional: Perform the following operations if required.

   User Permission
   You can tap the target user on the user list and then tap Edit Icon to set the permissions authorized to the target user.

   Note
   Only the administrator can do such an operation.

   Set Linked Areas
   If the target user is an operator, tap the target user on the user list and then tap Linked Areas to set the area linked to the target user.
Change Keypad Password

If the target user is an administrator, an installer, or an operator, you can tap the target user on the user list and then tap Change Keypad Password to set the keypad password to the target user.

Change Duress Password

If the target user is an administrator or an operator, you can tap the target user on the user list and then tap Change Duress Password to set the duress password to the target user.

Note

If under duress, you can enter the duress code on the keyboard to arm and disarm area(s) and upload a duress alarm.

Automation Control

An administrator, an installer or an operator can control the relay module, wall switch and smart plug.

Note

- Configuration items and user permission will vary according to the user type.
- You can view linked cards/tags and keyfobs of the user but you do not have permission to configure them.

Card/Tag Management

After adding cards/tags to the wireless AX PRO, you can swipe the card/tag to arm or disarm all the detectors added to specific area(s) of the AX PRO, and silence alarms.

Note

The tag ID/PIN is a 32 bit long integer, and the variant could be 42949672956.

Steps

1. Enter the site, tap the AX PRO and then log in to the device (if required) to enter the page.
2. Tap ☢️ → User Management → Card/Tag to enter the Tag Management page.
3. Tap + to add a Tag.
4. When hearing the voice prompt "Swipe Tag", you should present the Tag on the AX PRO Tag presenting area.
   - When hearing a beep sound, the Tag is recognized.
● The Tag will be displayed on the Tag page.
5. Optional: Tap a Tag to enter the Setting Page.
6. Tap **Edit Icon** to edit the Tag name.

**Note**
- If you log in as an installer, skip this step. Editing Tag name is only available to administrator.
- The name should contain 1 to 32 characters.

7. Slide **Enable Tag**.
8. Select a linked user.
9. Select the Tag type

**Note**
Different linked users have different Tag permissions.

Operation Tag
- You can swipe the Tag to arm or disarm.

Patrol Tag
- When you swipe the Tag, the system will upload a record.
10. Optional: Tap **Delete** to delete the Tag.

**System Settings**

**System Configuration**
You can set the device time zone and set the DST time.

In the site, tap the AX PRO and then log in to the device (if required).

Tap **→ System → Configuration** to enter the configuration page.

You can tap to select a time zone.

You can enable the DST and set the DST bias, DST start time, and DST end time.

**System Options**
Set the system options.

**Option Management**
In the site, tap the AX PRO and then log in to the device (if required). Tap **→ System → System**
Options → System Management to enter the page.

Forced Auto Arming
   If the option is enabled and there are active faults in a zone, the zone will be bypassed automatically.

System Status Report
   Switch for uploading system reports.

Voice Prompt
   If the option is enabled, the AX PRO will enable the text voice prompt.

Audible Tamper Alarm
   If the option is enabled, the system will alert with buzzer for the tamper alarm.
   If the option is disabled, peripherals will report lid opened, but not link to alarms.

System Volume
   The available system volume range is from 0 to 10.

Panel Lockup Button
   If the option is enabled, the installer can use the lockup button function to lock the AX PRO.
   After locking, users can not operate the device and receive messages.

Panel Alarm Duration
   Set the time duration of the panel alarms.

Polling Loss Times
   Set the maximum duration for polling loss. The system will report fault if the duration is over the limit.

Bypass on Re-Arm
   The bypassed zone will back to arm if fault restored.

Fault Check
In the site, tap the AX PRO. Tap 🔄 → System → System Options → Panel Fault Check to enter the page.

Detect Network Camera Disconnection
   If the option is enabled, when the linked network camera is disconnected, an alarm will be triggered.

Battery Fault Check
   If the option is enabled, when battery is disconnected or out of charge, the device will not upload events.

LAN Fault Check
   If the option is enabled, when the wired network is disconnected or with other faults, the alarm will be triggered.
Wi-Fi Fault Check
If the option is enabled, when the Wi-Fi is disconnected or with other faults, the alarm will be triggered.

Cellular Fault Check
If the option is enabled, when the cellular data network is disconnected or with other faults, the alarm will be triggered.

AC Power Loss Delay
The system checks the fault after the configured time duration after AC power down.
To compliant the EN 50131-3, the check time duration should be 10 s.

System Instructions
In the site, tap the AX PRO and then log in to the device (if required). Tap → System → System Options → Arm Options to enter the page.

Arm with Faults
If the option is enabled, when there is a fault during the arming procedure, you can stop arming manually.

Early Alarm
If you enable the function, when the zone is armed and the zone is triggered, the alarm will be triggered after the delay time.

Early Alarm Time
When the early alarm function is enabled, you should set the early alarm time. The alarm will be triggered after the configured early alarm time.

Enrollment Mode
1. In the site, tap the AX PRO and then log in to the device (if required).
2. Tap → System → System Options → Enrollment Mode to enter the page.
3. Tap Enter the Enrollment Mode.
4. Follow the instructions on the page to add a device.
5. Tap Exit the Enrollment Mode.

Network Camera

Add Cameras to the AX PRO
Steps
1. In the site, tap the AX PRO and then log in to the device (if required).
2. Tap → Network Camera → Network Camera Channel to enter the page.
3. Tap Add Channel.
4. Enter IP address, port, the user name and password of the camera.
5. Tap Save Icon.
6. Optional: tap Edit or Delete to edit or delete the selected camera.

**Set Video Parameters**

**Steps**
1. In the site, tap the AX PRO and then log in to the device (if required).
2. Tap → Network Camera → Event Video Settings to enter the page.
3. Select a camera and set the video parameters.

**Stream Type**
- Main Stream: Being used in recording and HD preview, it has a high resolution, code rate and picture quality.
- Sub-Stream: It is used to transmit network and preview pictures as a video streaming with features of lower resolution, bit rate and picture quality.

**Bitrate Type**
- Select the Bitrate type as constant or variable.

**Resolution**
- Select the resolution of the video output.

**Bitrate**
- The higher value corresponds to the higher video quality, but the better bandwidth is required.

**Set Arming/Disarming Schedule**
1. Set the arming/disarming schedule to arm/disarm a particular zone automatically.
2. In the site, tap the AX PRO and then log in to the device (if required).
3. Tap → Area to enter the page.
4. Tap an area in the list, enable the area and select linked areas.
5. Enable the auto arm/disarm function and set the auto arm time/auto disarm time. You can also set the late to disarm time, entry delay time, exit delay time, sounder delay time, weekend exception and excepted holiday.

**Auto Arm**
- Enable the area to automatically arm itself in a specific time point.

**Auto Arm Time**
- Set the schedule for the area to automatically arm itself.

**Auto Disarm**
- Enable the area to automatically disarm itself in a specific time point.

**Auto Disarm Time**
- Set the schedule for the area to automatically disarm itself.

**Late to Disarm**
Enable the device to push a notification to the phone or tablet to remind the user to disarm the area when the area is still armed after a specific time point.

**Note**
You should enable the Panel Management Notification function on the Web Client of **Communication Parameters → Event Communication** before enabling the Late to Disarm function.

**Late to Disarm Time**
Set the time point mentioned in **Late to Disarm**.

**Weekend Exception**
If enabled, **Auto Arm**, **Auto Disarm**, and **Late to Disarm** are disabled on the weekend.

**Excepted Holiday**
Enable the function and the zone will not be armed/disarmed in the holiday. You should set the holiday schedule after enabling.

**Note**
Up to 6 holiday groups can be set.

**Communication**

**Cellular Data Network**
Enter a short description of your task here (optional).

**Steps**
1. In the site, tap the AX PRO and then log in to the device (if required).
2. Tap得意 → **Communication Parameters** → **Cellular Data Network Settings** to enter the page.
3. Enable **Cellular Data Network**.
4. Tap **Parameter Configuration** → **Edit Icon** and set parameters including the user name, access password, APN, MTU and PIN conde.
5. Tap **Save Icon**.
6. Enable **Data Usage Limit**.
7. Edit **Data Used This Month** and **Data Limited per Month**.

**Push Notifications**
When an alarm is triggered, if you want to send the alarm notification to the mobile phone, you can set the notification push parameters.

**Steps**
1. In the site, tap the AX PRO and then log in to the device (if required).
2. Tap Communication Parameters → Push Notification(s) to enter the page.
3. Tap Phone Call and SMS.
4. Tap + or + Add Phone Number to enter the phone number.
5. Tap the added phone number to enable Phone Call and SMS according to your need.
6. (For Phone Call) Set Numbers of Calling.
7. (For SMS) Set Arming Permission, Disarming Permission and Alarm Clearing Permission for areas.
8. Check notifications.

Alarm Receiving Center (ARC)

You can set the alarm receiving center's parameters and all alarms will be sent to the configured alarm center.

Steps
1. In the site, tap the AX PRO and then log in to the device (if required).
2. Tap Communication Parameters → Alarm Receiving Center (ARC) to enter the page.
3. Select an ARC and enable it.

   Zone Alarm/Lid Notification
   The device will push notifications when the zone alarm is triggered or the zone lid opened is triggered or restored.

   Note
   You need to set event filtering interval time for phone calling.

Peripherals Lid Opened
The device will push notifications when lid opened of any peripherals is triggered or restored.

Panel Lid Opened
The device will push notifications when lid opened of the control panel is triggered or restored.

Panic Alarm
The device will push notifications when panic alarm is triggered or restored by zones, keypads or keyfobs.

Medical Alarm
The device will push notifications when medical alarm is triggered.

Gas Alarm
The device will push notifications when gas alarm is triggered.

Panel Status
The device will push notifications when the control panel system status is changed.

Zone Status
The device will push notifications when the zone status is changed.

**Peripherals Status**
The device will push notifications when any peripheral status is changed.

**Panel Operation**
The device will push notifications when the user operates the AX PRO.

**Smart Alarm Notification**
The device will push notifications when the alarm is triggered in thermal cameras.

---

**Device Maintenance**
You can reboot the device.

**Steps**
1. In the site, tap the AX PRO and then log in to the device (if required).
2. Tap ➔ Maintenance ➔ Device Maintenance to enter the page.
3. Tap Test, and tap Start Walk Test to test the whether the device works properly or not.
4. Tap Maintenance ➔ Reboot Device.
   The AX PRO will reboot.

---

**Device Management**
Enter a short description of your concept here (optional).

This is the start of your concept.

**Zone**
You can set the zone parameters on the zone page.

**Steps**
1. In the site, tap the AX PRO and then log in to the device (if required).
2. Tap a zone in the Device tab.
3. Tap 📏.
4. Tap Edit Icon to edit the zone name.
5. Select a zone type.

**Instant Zone**
This Zone type will immediately trigger an alarm event when armed.

**Delayed Zone**
Exit Delay: Exit Delay provides you time to leave through the defense area without alarm.
Entry Delay: Entry Delay provides you time to enter the defense area to disarm the system without alarm.
The system gives Entry/Exit delay time when it is armed or reentered. It is usually used in entrance/exit route (e.g. front door/main entrance), which is a key route to arm/disarm via
operating keyboard for users.

**Note**
You can set 2 different time durations in **System Options → Schedule & Timer**. Ensure that timer is no longer than 45 seconds in order to comply with EN50131-1. If the zone is a delayed zone, you can set Enter delay/Exit delay parameters.

---

**Follow Zone**
The zone acts as delayed zone when it detects triggering event during system Entry Delay, while it acts as instant zone otherwise.

**24h Silent Panic Zone**
This zone type is active 24hrs, it is used for Panic or HUD (Hold Up Devices) not smoke sensors or break glass detectors.

**Panic Zone**
The zone activates all the time. It is usually used in the sites equipped with panic button, smoke detector and glass-break detector.

**Fire Zone**
The zone activates all the time with sound/sounder output when alarm occurs. It is usually used in fire hazardous areas equipped with smoke detectors and temperature sensors.

**Gas Zone**
The zone activates all the time with sound/sounder output when alarm occurs. It is usually used in areas equipped with gas detectors (e.g., the kitchen).

**Medical Zone**
The zone activates all the time with beep confirmation when alarm occurs. It is usually used in places equipped with medical emergency buttons.

**Timeout Zone**
The zone activates all the time. The zone type is used to monitor and report the "ACTIVE" status of a zone, but it will only report and alarm this status after the programmed time has expired. (1 to 599) Seconds. It can be used in places equipped with magnetic contacts that require access but for only a short period (e.g., fire hydrant box’s door or another external security box door)

**Key Zone**
The linked area will arm after being triggered, and disarm after being restored. In the case of the tampering alarm, the arming and disarming operation will not be triggered.

**Disabled Zone**
Zone disabled ignoring any alarm event. It is usually used to disable faulty detectors.

6. Enable **Stay Arm Bypass, Chime, Double Knock, Silent Alarm** and other functions according to your actual needs.
7. Set the polling rate.
8. Optional: Tap **Delete** to delete the device.

**Keypad**

You can set the parameters of the keypad that is enrolled to the AX PRO.

**Steps**
1. In the site, tap the AX PRO and then log in to the device (if required).
2. Tap a keypad in the **Device** tab.
3. Tap 📢.
4. Tap **Edit Icon** to edit the keypad name.
5. Enable **Enable Keyfob**.
6. Select linked users.
7. Tap **Function Key Settings** to set functions for single keys and combination keys.
8. Optional: Tap **Delete** to delete the device.

**Sounder**

The sounder is enrolled to the AX PRO via the wireless receiver module, and the 868 Mhz wireless sounder can be enrolled to the hybrid AX PRO via the wireless receiver that is at the address of 9.

**Steps**
1. In the site, tap the AX PRO and then log in to the device (if required).
2. Tap a sounder in the **Device** tab.
3. Tap 📢.
4. Tap **Edit Icon** to edit the sounder name.
5. Select linked areas.
6. Set alarming lasting time and alarm volume.
7. Enable arming/disarming LED, arming/disarming buzzer, alarm indicator according to actual needs.
8. Set heartbeat cycle.
9. Optional: Tap **Delete** to delete the device.

**4.1.2 User the Hik-ProConnect Portal**

For AX Pro security control panel, you can perform operations including arming/disarming area, silence alarm, bypassing zone etc., and remotely configure the control panel on the Portal. You can also apply for PIN (required for upgrading the firmware of AX Pro) and switch the language of AX
Click Site to enter the site list page, and then click the name of a site to enter site details page.

**Remotely Operate AX Pro**

Click the AX Pro to open the operation panel. And you can perform the following operations.

<table>
<thead>
<tr>
<th>Operation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stay Arm a Specific Area</td>
<td>Select the <strong>Area</strong> tab, and then click <strong>Stay Arming</strong> to stay arm the area.</td>
</tr>
<tr>
<td>Away Arm a Specific Area</td>
<td>Select the <strong>Area</strong> tab and then click <strong>Away Arming</strong>.</td>
</tr>
<tr>
<td>Disarm a Specific Area</td>
<td>Select the <strong>Area</strong> tab and then click <strong>Disarm</strong>.</td>
</tr>
<tr>
<td>Stay Arm Multiple Areas</td>
<td>Select the <strong>Area</strong> tab, and then select areas and click 🗝️.</td>
</tr>
<tr>
<td>Away Arm Multiple Areas</td>
<td>Select the <strong>Area</strong> tab, and then select areas and click 🗝️.</td>
</tr>
<tr>
<td>Disarm Multiple Areas</td>
<td>Select the <strong>Area</strong> tab, and then select areas and click 🗝️.</td>
</tr>
<tr>
<td>Silence Alarms of Multiple Areas</td>
<td>Select the <strong>Area</strong> tab, and then select areas and click 🗝️.</td>
</tr>
<tr>
<td>Filter Peripheral Device by Area</td>
<td>Select the <strong>Device</strong> tab, and then click 📊 and select an area to only display the peripheral devices linked to the selected area, or select <strong>All</strong> to display all the peripheral devices linked to all the areas.</td>
</tr>
<tr>
<td>Control Relay</td>
<td>Select the <strong>Device</strong> tab, and then select a wireless output expander to display the sirens linked to it, and then select siren(s) to enable/disable them.</td>
</tr>
<tr>
<td>Bypass Zone</td>
<td>Select the <strong>Device</strong> tab, and then select a zone (i.e., detector) and turn on the <strong>Bypass</strong> switch to bypass the zone.</td>
</tr>
</tbody>
</table>
Remotely Configure AX Pro

You can click 🖥️ to enter the web page of the security control panel to configure the device.

**Note**
For details about security control panel configuration, see the user manual of the device.

Apply for a PIN

You can click ● ● ● → 📈 to open the Apply for a PIN window, and then PIN code will be
Switch Language

Note
You should have applied for a PIN.

You can click ➔ to open the Language window, and then set the device language and enter the PIN.

Health Monitoring

1. Enter the Hik-ProConnect Portal web site, and click Health Monitoring ➔ Health Status to enter
2. Select a site.

3. Click **Health Check**, and click **Check Now**. When checking is completed, you can view the status and reports of devices. You can also export the report.

4. Click 😁 to get the latest device status.

**4.2 Set-up with Hik-Connect**

The operator can use the Hik-Connect to control the device, such as general arming/disarming operation, and user management etc.
Download and Login the Mobile Client

Download the Hik-Connect mobile client and login the client before operating the AX PRO.

Steps
1. Download Hik-Connect mobile client.
2. Optional: Register a new account if it is the first time you use the Hik-Connect mobile client.

>Note
For details, see User Manual of Hik-Connect Mobile Client.

3. Run and login the client.

Add AX PRO to the Mobile Client

Add an AX PRO to the mobile client before other operations.

Steps
1. Power on the AX PRO.
2. Select adding type.
   Tap + → Scan QR Code to enter the Scan QR code page. Scan the QR code on the AX PRO.

>Note
Normally, the QR code is printed on the label stuck on the back cover of the AX PRO.

   Tap + → Manual Adding to enter the Add Device page. Enter the device serial No. with the Hik-Connect Domain adding type.
3. Tap 📱 to search the device.
4. Tap Add on the Results page.
5. Enter the verification code and tap OK.
6. After adding completed, enter the device alias and tap Save.
7. Optional: Tap 📱 → Delete to delete the device.
8. Optional: Tap 📱 → 📱 to edit the device name.

Add Peripheral to the AX PRO

Add peripheral to the AX PRO.

Steps
1. Select a control device (AX PRO).
2. Tap + .
   - Tap Scan QR Code to enter the Scan QR code page. Scan the QR code on the peripheral.
   - Tap Manual Adding to enter the Add Device page. Enter the device serial No. and verification code to add the device.
Card/Tag Management

After adding cards/tags to the wireless AX PRO, you can swipe the card/tag to arm or disarm all the detectors added to specific area(s) of the AX PRO, and silence alarms.

Steps
1. On the device list page, tap the AX PRO and then log in to the device (if required) to enter the page.
2. Tap → User Management → Card/Tag to enter the page.
3. Tap + to add a card/tag.
4. When hearing the voice prompt "Swipe Tag", you should present the card/tag on the AX PRO card/tag presenting area.
   - When hearing a beep sound, the card/tag is recognized.
   - The Tag will be displayed on the card/tag page.
5. Optional: Tap a card/tag to enter the Setting Page.
6. Tap to edit the Tag name.

**Note**
- If you log in as an installer, skip this step. Editing Tag name is only available to administrator.
- The name should contain 1 to 32 characters.

7. Slide Enable Card/Tag.
8. Select a linked user.
9. Select the tag type

**Note**
Different linked users have different tag permissions.

Operation Tag
- You can swipe the tag to arm or disarm.

Patrol Tag
- When you swipe the tag, the system will upload a record.

10. Optional: Tap Delete to delete the tag.

User Management
The administrator and the installers can manage users. If you are the administrator, you can add,
edit, and delete users, and assign different permissions to the newly-added users.

Steps

1. On the device list page, tap the AX PRO and then log in to the device (if required) to enter the AX PRO page.
2. Tap to enter the Recipient Page.
3. Select a user to invite.
   - Scan QR code to invite a user.
   - Enter email address/mobile phone number to invite a user.
   - Select a user in the list.
4. Tap Next to invite the user.

   Note
   The recipient need to accept the invitation.

5. Tap → User Management → User.
6. Tap a user to enter the User Management Page.
7. Optional: Perform the following operations if required.

   User Permission
   You can tap the target user on the user list and then tap Edit Icon to set the permissions authorized to the target user.

   Note
   Only the administrator can do such an operation.

   Set Linked Areas
   If the target user is an operator, tap the target user on the user list and then tap Linked Areas to set the area linked to the target user.

   Note
   Only the administrator can do such an operation.

   Change Keypad Password
   If the target user is an administrator, an installer or an operator, you can tap the target user on the user list and then tap Change Keypad Password to set the keypad password to the target user.
Note
The password (PIN code) is allowed to be 4 to 6 digits. No number is disallowed, with 10,000 to 100,000 differs, and no limit of the digit combination.
After you add one keypad, you can add PIN code (Keypad Password) in the user menu. When you click in the input box, there will be indication shows that 4 to 6 numbers allowed. This is the same for each user.

Change Duress Password
If the target user is an administrator or an operator, you can tap the target user on the user list and then tap Change Duress Password to set the duress password to the target user.

Note
If under duress, you can enter the duress code on the keyboard to arm and disarm area(s) and upload a duress alarm.

Automation Control
An administrator, an installer or an operator can control the relay module, wall switch and smart plug.

Note
- Configuration items and user permission will vary according to the user type.
- You can view linked Tags/tags and keyfobs of the user but you do not have permission to configure them.

8. Optional: (Only for the administrator) Click + to add a user.

Bypass Zone
When the area is armed, you can bypass a particular zone as you desired.

Before You Start
Link a detector to the zone.

Steps
1. On the device list page, tap the AX PRO and then log in to the device (if required) to enter the Area page.
2. Tap Device.
3. Tap a zone in the Device tab.
4. Tap �樘 to enter the Setting page.
5. Enable Bypass and the zone will be in the bypass status.
The detector in the zone does not detect anything and you will not receive any alarm from the zone.

Arm/Disarm the Area

Arm or disarm the area manually as you desired. On the device list page, tap the AX PRO and then log in to the device (if required) to enter the Area page.

Operations for a Single Area

- **Away Arming:** Tap the Away Arming Icon to away arm a single area. When all the people in the detection area leave, turn on the Away mode to arm all zones in the area after the defined dwell time.
- **Disarm:** Tap the Disarm Icon in any area to disarm a single area. In Disarm mode, all the zones in the area will not trigger alarm, no matter alarm events happen or not.

Operations for All Areas

- **Away:** Tap the Away Arming Icon to away arm all areas. When all the people in the detection area leave, turn on the Away mode to arm all zones in all areas after the defined dwell time.
- **Stay:** Tap the Stay Arming Icon to stay arm all areas. When the people stays inside the detection area, turn on the Stay mode to arm all the perimeter burglary detection (such as perimeter detector, magnetic contacts, curtain detector in the balcony) set in all the zones of all areas. At the meantime, the detectors inside the detection area are bypassed (such as PIR detectors). People can move inside the area and alarm will not be triggered.
- **Disarm:** Tap the Disarm Icon to disarm all areas. In Disarm mode, all the zones of all areas will not trigger alarm, no matter alarm events happen or not.
- **Silence Alarm:** Tap the Silence Alarm Icon to silence alarms for all areas. Clear all the alarms triggered by the all the zones of all the areas.

Check Alarm Notification

When an alarm is triggered, and you will receive an alarm notification. You can check the alarm information from the mobile client.

Before You Start

- Make sure you have linked a zone with a detector.
- Make sure the zone is not bypassed.
- Make sure you have not enabled the silent zone function.

Steps

1. Tap Notification in the mobile client to enter the page. All alarm notifications are listed in Notification page.
2. Select an alarm and you can view the alarm details.
3. Optional: If the zone has linked a camera, you can view the playback when the alarm is triggered.

4. Optional: Tap 📡 to search events by dates or devices.

**Wi-Fi Connection**

You can make the AX PRO connect to Wi-Fi through APP.

**Steps**

1. On the device list page, tap the AX PRO and then log in to the device (if required) to enter the page.
2. Tap 🌐 → **Configure Wi-Fi Network**.
3. Follow the instructions on the page and change the AX PRO to the AP mode. Tap Next.
4. Select a stable Wi-Fi for the device to connect.
5. Back to configuration page to enter the Wi-Fi password and tap Next.
6. Tap **Connect to a network** and wait for connection.
   After the connection is completed, the AX PRO will prompt to exit AP mode and automatically switch to STA mode.

**Device Maintenance**

You can reboot the device.

**Steps**

1. On the device list page, tap the AX PRO and then log in to the device (if required) to enter the page.
2. Tap 🌐 → **Maintenance** → **Reboot Device**.
   The AX PRO will reboot.
4.3 Set-up with the Web Client

Steps
1. Connect the device to the Ethernet.
2. Search the device IP address via the client software and the SADP software.
3. Enter the searched IP address in the address bar.

**Note**
- When using mobile browser, the default IP Address is **192.168.8.1**.
- When connecting the network cable with computer directly, the default IP Address is **10.22.98.113**.

4. Use the activation user name and password to login.

**Note**
- Refer to *Activation* chapter for the details.
- Only the administrator and the installer can login to the web client.

You can view the user, device, and area status on the overview page.
4.3.1 Communication Settings

**Wired Network**
You can set the device IP address and other network parameters.

**Steps**

1. Click **Communication** → **Wired Network** to enter the page.

   ![Wired Network Settings Table]

   **DHCP**
   **IP Address**
   **Subnet Mask**
   **Gateway Address**
   **MAC Address**
   **DNS1 Server Address**
   **DNS2 Server Address**
   **HTTP Port**

   ![Save button]

2. Set the parameters.
   Automatic Settings: Enable **DHCP** and set the HTTP port. Manual Settings: Disabled **DHCP** and set **IP Address**, **Subnet Mask**, **Gateway Address**, **DNS Server Address**.
3. Optional: Set correct DNS server address if the device needs to visit Hik-Connect server via a domain name.
4. Click **Save**.

**Wi-Fi**
You can set the Wi-Fi parameters if there are secure and credible Wi-Fi networks nearby.

**Steps**

1. Click **Communication** → **Wi-Fi** to enter the Wi-Fi page.
2. Connect to a Wi-Fi.
Manually Connect: Input the SSID Wi-Fi and Wi-Fi Password, select Encryption Mode and click Save. Select from Network List: Select a target Wi-Fi from the Network list. Click Connect and input Wi-Fi password and click Connect.
3. Click WLAN to enter the WLAN page.

4. Set IP Address, Subnet Mask, Gateway Address, and DNS Server Address.
If enable DHCP, the device will gain the Wi-Fi parameters automatically.

5. Click **Save**.

**Cellular Network**

Set the cellular network parameters if you insert a SIM card inside the device. By using the cellular network, the device can upload alarm notifications to the alarm center.

**Before You Start**

Insert a SIM card into the device SIM card slot.

**Steps**

1. Click **Communication → Cellular Data Network** to enter the Cellular Data Network Settings page.

2. Enable Wireless Dial.
3. Set the cellular data network parameters.

   **Access Number**
   
   Input the operator dialing number.
Note

Only the private network SIM card user needs to enter the access number.

User Name
Ask the network carrier and input the user name.

Access Password
Ask the network carrier and input the password.

APN
Ask the network carrier to get the APN information and input the APN information.

Data Usage Limit
You can enable the function and set the data threshold every month. If data usage is more than the configured threshold, an alarm will be triggered and uploaded to the alarm center and mobile client.

Data Used This Month
The used data will be accumulated and displayed in this text box.

4. Click Save.

Alarm Center
You can set the alarm center's parameters and all alarms will be sent to the configured alarm center.

Steps
1. Click Communication → Alarm Receiving Center to enter the Alarm Receiving Center page.
2. Select the **Alarm Receiver Center** as 1 or 2 for configuration, and slide the slider to enable the selected alarm receiver center.

**Note**

Only if the alarm receiver center 1 is enabled, you can set the alarm receiver center 2 as the **backup channel** and edit the channel parameters.

3. Select the **Protocol Type** as ADM-CID, ISUP, SIA-DCS, *SIA-DCS*, or *ADM-CID* to set uploading mode.

**Standard DC-09 Protocol**

ADM-CID: The data presenting method of DC-09 is CID, which is not encrypted and only for uploading alarm report.

*ADM-CID*: The data presenting method of DC-09 is CID, which is encrypted and only for uploading alarm report.

SIA-DCS: The data presenting method of DC-09 is DCS (also called SIA protocol), which is not encrypted and only for uploading alarm report.

*SIA-DCS*: The data presenting method of DC-09 is DCS (also called SIA protocol), which is encrypted and only for uploading alarm report.

**ADM-CID** or **SIA-DCS** You should select the **Alarm Receiver Type** as **IP** or **Domain name**, and enter the IP/domain name, port number, account code, timeout, re-upload times and heartbeat interval.

**Note**

Set the heartbeat interval with the range from 10 to 3888000 seconds.

**ISUP** You do not need to set the ISUP protocol parameters.

*SIA-DCS* or *ADM-CID* You should select the **Alarm Receiver Type** as **IP** or **Domain name**, and enter the IP/domain name, port number, account code, retry timeout period, attempts, heartbeat interval, encryption arithmetic, password length and secret key.

**Note**

Set the heartbeat interval with the range from 10 to 3888000 seconds.

For encryption arithmetic: The panel support encryption format for information security according to DC-09, AES-128, AES-192 and AES-256 are supported when you configure the alarm center.

For the secret key: When you use an encrypted format of DC-09, a key should be set when you configure the ARC. The key would be issued offline by ARC, which would be used to encrypt the message for substitution security.

3. Click **Save**.
**Note**
You can enable the PIRCAM function to upload pictures or videos.

1. **Upload Pictures**
   You can choose to upload 1 to 20 pictures.
   (1) Click **Communication** → **Alarm Receiving Center** to enter the Alarm Receiving Center page.
   (2) Slide the slider to enable the selected alarm receiver center.
   (3) Select the **Protocol Type** as SIA-DCS.
   (4) Select the **Companies** as French Alarm Receiving Company.
   (5) Click **Save**.

(6) Configure SMTP or FTP parameters.
Configure SMTP parameters:
   Click **Communication** → **Notification by Email**.
Enable **Video Verification Events** and set corresponding parameters. For details, see Notification by Email. Click **Save**.
Configure FTP parameters:

Click **Communication → FTP** to enter the FTP Settings page.

Slide the slider to enable FTP and set corresponding parameters. For details, see FTP. Click **Save**.

---

2. **Upload Videos**

   In this condition, when the PIRCAM is set to catch more than two pictures, videos will be uploaded.

   (1) Click **Communication → Alarm Receiving Center** to enter the Alarm Receiving Center page.

   (2) Slide the slider to enable the selected alarm receiver center.

   (3) Select the **Protocol Type** as **SIA-DCS**.

   (4) Click **Save**.

   (5) Configure SMTP or FTP parameters as same as Upload Photos.

---

**Notification Push**

When an alarm is triggered, if you want to send the alarm notification to the client, alarm center, cloud or mobile phone, you can set the notification push parameters.

**Steps**

1. Click **Communication → Event Types Notification**.
2. Enable the target notification.

**Note**

If you want to send the alarm notifications to the mobile client, you should also set the Mobile Phone Index, Mobile Phone Number, and check the Notification Type.

**Note**

For message notification in alarm receiving center, select the center index before settings.

3. Click Save.
### Table 4-1 Options of Notifications

<table>
<thead>
<tr>
<th>Option</th>
<th>Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td>iVMS-4200</td>
<td>Zone alarm &amp; Lid Opened</td>
</tr>
<tr>
<td></td>
<td>Wireless Device Lid Opened</td>
</tr>
<tr>
<td></td>
<td>Tamper Notification</td>
</tr>
<tr>
<td></td>
<td>Panic Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Medical Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Gas Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Fire Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Panel Management Notification</td>
</tr>
<tr>
<td></td>
<td>System Status Notification</td>
</tr>
<tr>
<td></td>
<td>Detector Status Notification</td>
</tr>
<tr>
<td></td>
<td>Wireless Device Status Notification</td>
</tr>
<tr>
<td>Alarm Receiver Center</td>
<td>Alarm Receiver Center 1&amp;2</td>
</tr>
<tr>
<td></td>
<td>Zone alarm &amp; Lid Opened</td>
</tr>
<tr>
<td></td>
<td>Wireless Device Lid Opened</td>
</tr>
<tr>
<td></td>
<td>Tamper Notification</td>
</tr>
<tr>
<td></td>
<td>Panic Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Medical Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Gas Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Fire Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Panel Management Notification</td>
</tr>
<tr>
<td></td>
<td>System Status Notification</td>
</tr>
<tr>
<td></td>
<td>Detector Status Notification</td>
</tr>
<tr>
<td></td>
<td>Wireless Device Status Notification</td>
</tr>
<tr>
<td>Cloud</td>
<td>Zone alarm &amp; Lid Opened</td>
</tr>
<tr>
<td></td>
<td>Wireless Device Lid Opened</td>
</tr>
<tr>
<td></td>
<td>Tamper Notification</td>
</tr>
<tr>
<td></td>
<td>Panic Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Medical Alarm Notification</td>
</tr>
</tbody>
</table>

57
<table>
<thead>
<tr>
<th>Option</th>
<th>Notification</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Gas Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Fire Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Panel Management Notification</td>
</tr>
<tr>
<td></td>
<td>System Status Notification</td>
</tr>
<tr>
<td></td>
<td>Detector Status Notification</td>
</tr>
<tr>
<td></td>
<td>Wireless Device Status Notification</td>
</tr>
<tr>
<td>Mobile Phone</td>
<td>Mobile Phone Index 1 to 8</td>
</tr>
<tr>
<td></td>
<td>Mobile Phone Number</td>
</tr>
<tr>
<td></td>
<td>Notification Type SMS &amp; Voice Call Check Box</td>
</tr>
<tr>
<td></td>
<td>Zone alarm &amp; Lid Opened (Set Filter Time)</td>
</tr>
<tr>
<td></td>
<td>Number of Calls</td>
</tr>
<tr>
<td></td>
<td>Wireless Device Lid Opened</td>
</tr>
<tr>
<td></td>
<td>Tamper Notification</td>
</tr>
<tr>
<td></td>
<td>Panic Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Medical Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Gas Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Fire Alarm Notification</td>
</tr>
<tr>
<td></td>
<td>Panel Management Notification</td>
</tr>
<tr>
<td></td>
<td>System Status Notification</td>
</tr>
<tr>
<td></td>
<td>Detector Status Notification</td>
</tr>
<tr>
<td></td>
<td>Wireless Device Status Notification</td>
</tr>
</tbody>
</table>

**Note**

For mobile phone notification:
- You need to press * to finish the call.
- It is required to add control code when entering the mobile phone number.

**Cloud Service**

If you want to register the device to the mobile client for remote configuration, you should set the
Before You Start

- Connect the device to the network via wired connection, dial-up connection, or Wi-Fi connection.
- Set the device IP address, subnet mask, gateway and DNS server in the LAN.

Steps

1. Click Communication → Cloud Service to enter the Hik-Connect Registration Settings page.

2. Check Register to Hik-Connect.

   ![Cloud Service Settings](image)

   **Note**

   By default, the device Hik-Connect service is enabled.

3. Enable Custom Server Address.
   The server address is already displayed in the Server Address text box.
4. Select a communication mode from the drop-down list according to the actual device communication method.

   **Auto**
   The system will select the communication mode automatically according to the sequence of, wired network, Wi-Fi network, and cellular data network. Only when the current network is disconnected, will the device connect to other network.

   **Wired Network & Wi-Fi Priority**
   The connection priority order from high to low is: wired network, Wi-Fi, cellular data network.

   **Wired & Wi-Fi**
The system will select wired network first. If no wired network detected, it will select Wi-Fi network.

**Cellular Data Network**

The system will select cellular data network only.

5. Optional: Change the authentication password.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>• By default, the authentication password is displayed in the text box.</td>
</tr>
<tr>
<td>• The authentication password should contain 6 to 12 letters or digits. For security reasons, an 8-character password is suggested, which containing two or more of the following character types: upercases, lowercases, and digits.</td>
</tr>
</tbody>
</table>

6. Click **Save**.

**Notification by Email**

You can send the alarm video or event to the configured email.

**Steps**

1. Click **Communication → Notification by Email** to enter the page.
2. Click the block to enable the function of sending video verification event.
3. Enter the sender's information.

<table>
<thead>
<tr>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is recommended to use Gmail and Hotmail for sending mails.</td>
</tr>
<tr>
<td>Only if the zone is linked with a network camera, the alarm email will be attached with alarm video.</td>
</tr>
</tbody>
</table>

4. Enter the receiver's information.
5. Click **Receiver Address Test** and make sure the address is correct.
6. Click **Save**.

**NAT**

Universal Plug and Play (UPnP™) is a networking architecture that provides compatibility among networking equipment, software and other hardware devices. The UPnP protocol allows devices to connect seamlessly and to simplify the implementation of networks in the home and corporate environments.

Enable the UPnP function, and you don’t need to configure the port mapping for each port, and the device is connected to the Wide Area Network via the router.

**Steps**

1. Click **Communication → NAT** to enter the page.
2. Drag the slider to enable UPnP.
3. Optional: Select the mapping type as Manual
4. Set the HTTP port and the service port.
5. Click Save to complete the settings

FTP
You can configure the FTP server to save alarm video.

Steps
1. Click Communication → FTP to enter the page.
2. Configure the FTP parameters
   
   FTP Type
   Set the FTP type as preferred or alternated.

   FTP Protocol
   FTP and SFTP are selectable. The files uploading is encrypted by using SFTP protocol.

Server Address and Port
The FTP server address and corresponding port.

User Name and Password
The FTP user should have the permission to upload pictures. If the FTP server supports picture uploading by anonymous users, you can check Anonymous to hide your device information during uploading.

Directory Structure
The saving path of snapshots in the FTP server.
4.3.2 Device Management

You can manage the enrolled peripherals including detector, sounder, keypad, etc. in this section.

Zone

You can set the zone parameters on the zone page.

Steps

1. Click Device → Zone to enter the Zone page.

2. Select a zone and click Edit Zone to enter the Zone Settings page.

3. Edit the zone name.

4. Check linked areas.

   **Note**

   - Only enabled areas will be listed.
   - The newly added peripheral is linked to area 1 by default.

5. Select a zone type.
**Instant Zone**
This Zone type will immediately trigger an alarm event when armed.

**Delay Zone**
Exit Delay: Exit Delay provides you time to leave through the defense area without alarm. 
Entry Delay: Entry Delay provides you time to enter the defense area to disarm the system without alarm.
The system gives Entry/Exit delay time when it is armed or reentered. It is usually used in entrance/exit route (e.g. front door/main entrance), which is a key route to arm/disarm via operating keyboard for users.

**Note**
- You can set 2 different time durations in System Options → Schedule & Timer.
- Ensure that timer is no longer than 45 seconds in order to comply with EN50131-1.
- You can set Stay Arm Delay Time for the delay zone.

**Panic Zone**
The zone activates all the time. It is usually used in the sites equipped with panic button, smoke detector and glass-break detector.

**Keyswitch Zone**
The linked area will arm after being triggered, and disarm after being restored. In the case of the tampering alarm, the arming and disarming operation will not be triggered.

**Note**
Two trigger types (by trigger times and by zone status) can be selected for the zone. If the zone status type is selected, set the trigger operation (trigger arming/disarming).

**Disabled Zone**
Zone disabled ignoring any alarm event. It is usually used to disable faulty detectors.

**24 Hours Zone**
The zone activates all the time with sound/siren output when alarm occurs. It is usually used in fire hazardous areas equipped with smoke detectors and temperature sensors.

6. Enable Cross zone, Silent Alarm, etc. according to your actual needs.

**Note**
Some zones do not support the function. Refer to the actual zone to set the function.

7. Set the Sounder Delay Time. The sounder will be triggered immediately or after the set time.
8. If required, link a camera for the zone.
9. Click OK.
**Note**

After setting the zone, you can enter **Maintenance → Device Status → Zone Status** to view the zone status.

---

**Sounder**

The sounder is enrolled to the AX PRO via the wireless receiver module, and the 868 Mhz wireless sounder can be enrolled to the hybrid AX PRO via the wireless receiver that is at the address of 9.

**Steps**

1. **Click Device → Sounder** to enter the Sounder page.
2. **Click ** to enter the Sounder Settings page.

![Sounder Settings Page](image-url)
3. Set the sounder name and the volume.

**Note**
The available sounder volume range is from 0 to 3 (function varies according to the model of device).

4. Enable **Enroll Wireless Sounder** and set the sounder serial No.
5. Select the linked area.

**Note**
- Only enabled areas will be listed.
- The newly added peripheral is linked to area 1 by default.

6. Select to enable **Alarm LED Indicator**, **Alarm Buzzer**, **Arm/Disarm LED Indicator**, and **Arm/Disarm Buzzer**.
7. Set the **Polling Rate** and **Alarm Duration**.
8. Click **OK**.

**Note**
After the sounder is configured, you can click **Maintenance → Device Status → Sounder Status** to view the sounder status.

**Keypad**

You can set the parameters of the keypad that is enrolled to the AX PRO.

**Steps**
1. Click **Device → Keypad** to enter the page.
2. Click **** to enter the Keypad Settings page.
3. Set the keypad name.
4. Check the check box to enable the function of buzzer, silent panic alarm, silent medical alarm, and keypad button.
5. Check the check box to enable the function of arming without password.
6. Check the **Enable** check box of Back-light Off Time, and set the duration of light off.
7. Set the polling rate.
8. Select the keypad linked area.

### Note
- Only enabled areas will be listed.
- The newly added peripheral is linked to area 1 by default.

9. Set whether to cancel the enrollment of the keypad or not. If the link is enabled, the device will be deleted.
10. Click **OK**.
Note

- After the keypad is configured, you can click **Maintenance → Device Status → Keypad Status** to view the keypad status.
- You can set the keypad password on the page of **User → User Management → Operation**.

Automation

You can set the parameters of the relay outputs that is enrolled to the AX PRO.

Steps

1. Click **Device → Automation** to enter the page.
2. Click **Enroll**, enter the serial No. and select the device type to add a relay output device.
3. Click ![Edit](image) to edit the relay information.
- Set the name of the relay output device.
- Select the linked area for output.

**Note**
- Only enabled areas will be listed.
- The newly added peripheral is linked to area 1 by default.
- The function varies according to different relay types

- Set the original status as Normally Closed or Normally Opened.
- Set the Polling rate.
- Set whether to protect voltage/current or not.
- Set the event for being triggered.
- Set the activation after being triggered.
- Set whether to link to the relay output device or not. If the link is enabled, the device will be deleted.

**Repeater**

The repeater can amplify signals between the control panel and the peripherals.

**Steps**
1. Click **Device → Repeater** to enter the page.
2. Click **Enroll**, enter the serial No. and select the device type to add a repeater.
3. Click **Enter Paring Mode** to make the repeater enter the mode of device paring.
4. When the distance between the peripheral and the control panel is far, the repeater can be used as a transfer station for pairing. The pairing mode lasts for 3 minutes and cannot be interrupted. After the pairing is successful, a list of connected devices will be displayed.

5. Click **to edit the repeater information.**
Set the name of the repeater.
Set the polling rate of the repeater.
Set whether to cancel the enrollment of the repeater or not. If the link is enabled, the device will be deleted.

Network Camera

You can add network cameras in the system.

Steps
1. Click **Device → Camera** to enter the page.
2. Click **Enroll**, enter the IP address, user name and password to add a camera.
3. Click  to edit the camera information.
4.3.3 Area Settings

Basic Settings
You can link zones to the selected area.

Steps
1. Click Area → Basic Settings to enter the page.
2. Select an area.
3. Check Enable.
4. Check the check box in front of the zone to select zones for the area.
5. Click Save to complete the settings.

Schedule and Timer Settings
You can set the alarm schedule. The zone will be armed/disarmed according to the configured time schedule.

Steps
1. Click System → System Options → Schedule & Timer to enter the Schedule & Timer page.
2. Select an area.
3. Set the following parameters according to actual needs.
Enable Auto Arm
Enable the function and set the arming start time. The zone will be armed according to the configured time.

Note
● The auto arming time and the auto disarming time cannot be the same.
● The buzzer beeps slowly 2 minutes before the auto arming starts, and beeps rapidly 1 minute before the auto arming starts.
● You can select to enable forced arming on the System Options page. While the function is enabled, the system will be armed regardless of the fault.
● If the public area is enabled, the area 1 does not support auto arming.

Enable Auto Disarm
Enable the function and set the disarming start time. The zone will be disarmed according to the configured time.

Note
● The auto arming time and the auto disarming time cannot be the same.
● If the public area is enabled, the area 1 does not support auto disarming.

Late to Disarm
Enable the function and set the time. If the alarm is triggered after the configured time, the person will be considered as late.

Note
You should enable the Panel Management Notification function in Communication Parameters → Event Communication before enabling the Late to Disarm function.

Weekend Exception
Enable the function and the zone will not be armed in the weekend.

Holiday Exception
Enable the function and the zone will not be armed/disarmed in the holiday. You should set the holiday schedule after enabling.

Note
Up to 6 holiday groups can be set.

Panel Alarm Duration
The time duration of the panel alarm.
5. Click **Save**.

### 4.3.4 Video Management

You can add two network cameras to the AX PRO, and link the camera with the selected zone for video monitoring. You can also receive and view the event video via client and Email.

**Add Cameras to the AX PRO**

**Steps**

1. Click **Device → Network Camera** to enter the network camera management page.

2. Click **Enroll**, and enter the basic information of the camera, such as IP address and port No., and select the protocol type.

3. Enter the user name and password of the camera.

4. Click **OK**.

5. Optional: Click **Edit** or **Delete** to edit or delete the selected camera.

**Link a Camera with the Zone**

**Steps**

1. Click **Device → Zone** to enter the configuration page.

2. Select a zone that you wish to include video monitoring, and click the  

3. Select the **Panel Video Channel No.**

4. Click **OK**.
Set Video Parameters

Steps
1. Click **Device → Network Camera → Video Parameters** to enter the page.

2. Select a camera and set the video parameters.

   **Stream Type**
   - Main Stream: Being used in recording and HD preview, it has a high resolution, code rate and picture quality.
   - Sub-Stream: It is used to transmit network and preview pictures as a video streaming with features of lower resolution, bit rate and picture quality.

   **Bitrate Type**
   - Select the Bitrate type as constant or variable.

   **Resolution**
   - Select the resolution of the video output.

   **Video Bitrate**
   - The higher value corresponds to the higher video quality, but the better bandwidth is required.

---

**Note**

Only if the zone is linked with a network camera, the alarm email will be attached with alarm video.
4.3.5 Permission Management

Add/Edit/Delete Keyfob

You can add keyfob to the AX PRO and you can control the AX PRO via the keyfob. You can also edit the keyfob information or delete the keyfob from the AX PRO.

Steps
1. Click Device → Keyfob to enter the Keyfob Management page.
2. Click Enroll and press any key on the keyfob.
3. Set the keyfob parameters.
   - Name
     Customize a name for the keyfob.
   - Permission Settings
     Check different items to assign permissions.
   - Single Key Settings
     Select from the drop-down list to set I key and II key’s functions
   - Combination Keys Settings
     Select from the drop-down list to set combination keys' functions.
4. Click OK.
5. Optional: Click to edit the keyfob information.
6. Optional: Delete a single keyfob or check multiple keyfobs and click Delete to delete the keyfobs in batch.

Note
The communication of wireless devices like keyfob was identified by the SN number, which will be encrypted during transmission. The SN number was leading with character Q to Z, and following 8 digits, like Q02235774. Allowing for a maximum number of 100,000,000 (10 to the power of 8 [digits]).

Add/Edit/Delete Tag

You can add tag to the AX PRO and you can use the Tag to arm/disarm the zone. You can also edit the tag information or delete the tag from the AX PRO.

Note
The communication of tag was identified by the SN number, which will be encrypted during transmission. The SN number was leading with 32 digits, and there are at most 4,294,967,296 SN numbers can be identified.
Steps
1. Click **Device** → **Tag** to enter the management page.
2. Click **Enroll** and place a Tag on the Tag area of the AX PRO.
3. Customize a name for the Tag in the pop-up window.
4. Select the Tag type and Tag linked area.
5. Select the permission for the Tag.

   ![Note]
   You should allocate at least a permission for the Tag.

6. Click **OK** and the tag information will be displayed in the list.

   ![Note]
   The Tag supports at least 20-thousand serial numbers.

7. Optional: Click ☑️ and you can change the Tag name.
8. Optional: Delete a single Tag or check multiple Tags and click **Delete** to delete Tags in batch.

### 4.3.6 Maintenance

**Test**

The AX PRO supports walk test function.

**Steps**

1. Enter **Maintenance** → **Device Maintenance** → **Test** → to enable the function.
**Note**

Only when all the detectors are without fault, you can enter the mode TEST mode.

2. Check the **Test** check box to start walk test.
3. Click **Save** to complete the settings.
4. Trigger the detector in each zone.
5. Check the test result.

**Export File**

You can export debugging file to the PC.

**Steps**

1. Click **Maintenance → Device Maintenance → Export File** to enter the page.
2. Check the check box to enable the function.
3. Click Export to save the debugging file in the PC.

### 4.3.7 System Settings

**Authority Management**

Set the authority options.
Click System → System Options → System Management to enter the System Option Management page.
Forced Auto Arm

If the option is enabled and there are active faults in a zone, the zone will be bypassed automatically when arming.

Note

You should disable the arming function in the Advanced Settings page. Or the AX PRO arming with fault function cannot be valid.

System Status report

If the option is enabled, the device will upload report automatically when the AX PRO status is changed.

Voice Prompt

If the option is enabled, the AX PRO will enable the text voice prompt.

System Volume

The available system volume range is from 0 to 10.

Audible Tamper Alarm

While enabled, the system will alert with buzzer for the tamper alarm.

Panel Lockup Button

Enable/disable the lockup button for the control panel.

Bypass on Re-arm

While enabled, the zone with fault will be bypassed automatically when re-arming.

Polling Loss Times

Set the maximum duration for polling loss. The system will report fault if the duration is over the limit.

Fault Check

The system determines whether to check the faults listed on the page. The system will only check the fault that is selected.

Click System → System Options → Panel Fault Check to enter the page.
Detect Network Camera Disconnection
If the option is enabled, when the linked network camera is disconnected, an alarm will be triggered.

Battery Fault Check
If the option is enabled, when battery is disconnected or out of charge, the device will upload events.

LAN Fault Check
If the option is enabled, when the wired network is disconnected or with other faults, the alarm will be triggered.

Wi-Fi Fault Check
If the option is enabled, when the Wi-Fi is disconnected or with other faults, the alarm will be triggered.

Cellular Network Fault Check
If the option is enabled, when the cellular data network is disconnected or with other faults, the alarm will be triggered.

AC Power Loss Delay
The system checks the fault after the configured time duration after AC power down. To compliant the EN 50131-3, the check time duration should be 10 s.

Arm Options
Set advanced authority parameters.
Click System → System Options → Arm Options to enter the Advanced Settings page.
You can set the following parameters:

**Enable Arming with Fault**
Check the faults in the Enable Arming with Fault list, and the device will not stop the arming procedure when faults occurred.

**Fault Checklist**
The system will check if the device has the faults in the checklist during the arming procedure.

**Enable Early Alarm**
If you enable the function, when the zone is armed and the zone is triggered, the alarm will be triggered after the set delay time.

**Note**
The early alarm will be taken effect only after the delayed zone is triggered.

**Device Enroll Mode**
Click Enter the Enrollment Mode to make the panel enter the enroll mode.
Time Settings

You can set the device time zone, synchronize device time, and set the DST time. The device supports time synchronization via Hik-Connect Guarding Vision server.

Time Management

Click System → System Settings → Time to enter the Time Management page.

You can select a time zone from the drop-down list.
You can synchronize the device time manually with NTP. Check the check box of NTP Time Sync., enter the server address and port No., and set the synchronization interval.
You can synchronize the device time manually. Or check Sync. with Computer Time to synchronize the device time with the computer time.

⚠️ Note

While you synchronize the time manually or with the computer time, the system records the log “SDK Synchronization”.

DST Management

Click System → System Settings → DST Management to enter the Time Management page.

You can enable the DST and set the DST bias, DST start time, and DST end time.
Security Settings

SSH Settings

Enable or disable SSH (Secure Shell) according to your actual needs. Click **System → System Security → SSH Settings** to enter the SSH Settings page and you can enable or disable the SSH function.

![SSH Settings](image)

Locking User Settings

The device will be locked 90 s after 3 failed credential attempts (can be set in Retry Time before Auto-Lock) in a minute. You can view the locked user or unlock a user and set the user locked duration.

![Note](image)

To compliant the EN requirement, the system will only record the same log 3 times continuously.

Steps

1. Click **System → System Security → User Lockout Attempts** to enter the Locking User Settings page.
2. Set the following parameters.

**Retry Times before Auto-Lock**

If the user continuously input the incorrect password for more than the configured times, the account will be locked.

*Note*

The administrator has two more attempts than the configured value.

**Locked Duration**

Set the locking duration when the account is locked.

*Note*

The available locking duration is 5s to 1800s.

3. Click  to unlock the account or click **Unlock All** to unlock all locked users in the list.

4. Click **Save**.

**Module Lock Settings**

Set the module locking parameters, including the Max Failure Attempts, and locked duration. The
module will be locked for the programmed time duration, once the module authentication has failed for the amount of configured times.

Steps
1. Click **System → System Security → Module Locking Settings** to enter the Module Lock Settings page.

2. Select a module from the list, and click the icon.
3. Set the following parameters of the selected module.
   - **Max. Failure Attempts**
     If a user continuously tries to authentication a password for more than the configured attempts permitted, the keypad will be locked for the programmed duration.
   - **Locked Duration**
     Set the locking duration when the keypad is locked. After the configured duration, the keypad will be unlocked.

4. Click **OK**.
5. Optional: Click the Lock icon to unlock the locked module.

**System Maintenance**

You can reboot the device, restore default settings, import/export configuration file, or upgrade the device remotely.

Select the device and click in the client software, or enter the device IP address in the address bar of the web browser. Click **Maintenance → Device Maintenance → Maintenance** to enter the Upgrade and Maintenance page.
**Reboot**

Click **Reboot** to reboot the device.

**Restore Default Settings**

Click **Partly Restore** to restore all parameters except for admin user information, wired network, Wi-Fi network, detector information, and peripheral information to default ones. Click **Restore All** to restore all parameters to the factory settings.

**Import Configuration File**

Click **View** to select configuration file from the PC and click **Import Configuration File** to import configuration parameters to the device. Importing configuration file requires entering the password set at the time of exporting.

**Export Configuration File**

Click **Export Configuration File** to export the device configuration parameters to the PC. Exporting configuration file requires a password to be used for file encryption.

**Export File**

Click **Maintenance → Device Maintenance → Export File**

Enable **Debugging Log** to enable the function.
Select file type needs to be exported. Click Export to export the file.

Local Log Search

You can search the log on the device. Click Maintenance → Log to enter the Local Log Search page.

Select a major type and a minor type from the drop-down list, set the log start time and end time and click Filter. All filtered log information will be displayed in the list. You can also click Reset to reset all search conditions.
Device Upgrade

Get Manufacture PIN

To upgrade the device, a manufacture PIN is needed for authentication. The manufacture PIN can only get from the Hik-ProConnect service, which means that the installer, who authorized by administrator at access level 2, has authorized the access at level 4. The manufacture PIN can only work once.

- Get PIN from Hik-ProConnect Service

Login with the installer account and enter the page of the device to be upgraded. Click More Menu at the lower right side of the page, and apply a PIN.

- Get PIN from HIKVISION tech-support

It is better to use remote desktop to access the local web client of control panel. The PIN
will be authorized according to the standard tech-support procedure.

**Firmware Upgrade**

**Steps:**
1. Click **Maintenance → Device Information** to enter the page.
2. Click **Remote Upgrade**.

3. Enter the manufacture PIN to open the upgrade interface.

4. Click **View** to find the firmware file with the name digicap.dav.
5. Click **Upgrade** to complete.
Both of the users and configuration information will be retained after upgrade finished.

4.3.8 Check Status

After setting the zone, repeater, and other parameters, you can view their status. Click Maintenance → Device Status. You can view the status of zone, relay, sounder, keypad, Tag reader, battery, and communication.

- Zone: You can view the zone status, alarm status, detector battery capacity, and signal strength.
- Sounder: You can view sounder status, battery status, and signal strength.
- Output: You can view relay status, battery status, and signal strength.
- Keypad: You can view keypad status, battery status, and signal strength.
- Repeater: You can view repeater working status.
● Tag Reader: You can view Tag reader status, battery status, and signal strength.
● Transmitter: You can view Transmitter status, battery status, and signal strength.

4.4 Report to ARC (Alarm Receiver Center)
AX Pro wireless control panel is designed with transceiver built in following the guidance of EN 50131-10 and EN 50136-2. Category DP2 is provided with primary network interface of LAN/WiFi and secondary network interface of GPRS or 3G/4G LTE. ATS (Alarm Transmission system) is designed to always use LAN/Wi-Fi network interface when available to save mobile data usage. The secondary network interface provides resilience and reliability during mains power failure.

Setup ATS in Transceiver of Receiving Center
Steps:
1. Login to the web client of the alarm receiver.
2. Click Configuration → IP Reception, and create a receiving server as shown below.

![Server Details](image)

3. Click Alarms and Accounts → Accounts Management, and assign an account for the panel as show below.
Setup ATS in Transceiver of the Panel
Steps:

1. Login using installer account from local web client.
2. Click Communication → Alarm Receiving Center (ARC), and enable Alarm Receiving Center 1.

- = Protocol Setting =

**Protocol Type**
- ADM-CID
- SIA-DCS
- *ADM-CID
- *SIA-DCS

Select token supported by the receiver in the ARC. Choose the token with "*" mark to improve the communication security.
= Server Setting =

- **Address Type**
  - IP
  - Domain Name

- **Server Address / Domain Name**

- **Port No.**
  Input IP address or domain name by which the transceiver of receiving center could be reached. Input port number of the server provided by the ARC.

= Account Setting =

- **Account Code**
  Input the assigned account provided by the ARC.

= SIA DC-09 Protocol Setting =

- **Transmission Mode**
  - TCP
  - UDP
  Both TCP and UDP are supported for transmission. UDP is recommended by the SIA DC-09 standard.

- **Connection Setting**
  - **Impulse Counting Time / Retry Timeout Period**
    Setup the timeout period waiting for receiver to respond. Re-transmission will be arranged if the transceiver of receiving center is timeout.
  - **Attempts**
    Setup the maximum number that re-transmission will be tried.
  - **Polling Rate**
    Setup the interval between 2 live polling if enable is checked.

- **Encryption Setting**
  - **Encryption Arithmetic**
    - AES
  - **Password Length**
    - 128
    - 192
    - 256
  - **Secret Key**
    Setup the encryption key length and input the key provided by the ARC.

**Signaling Test**

Activate a panic alarm from the control panel.
Login to Receiver. Click **Traffic** to review all the messages received.
Chapter 5 General Operations

5.1 Arming

You can use keypad, keyfob, Tag, client software, mobile client to arm your system. After the arming command is sending to AX PRO, the system will check the detector status. If the detector is in fault, you will need to choose whether to arm the system with fault. While the system is armed, the AX PRO will prompt the result in 5s, and upload the arming report.

Access level of Arming
The user in level 2 or 3 has the permission to arm or partly arm the system.

Arming Indication
The arming/disarming indicator keeps solid blue for 5s.

Reason of Arming Failure
- Intrusion detector triggered (excepts the detector on the exit route).
- Panic alarm device triggered.
- Tampering alarm occurred.
- Communication exception
- Main power supply exception
- Backup battery exception
- Alarm receiving fault
- Sounder fault
- Low battery of the keyfob
- Others

Arming with Fault
While the arming is stopped with fault, user in level 2 has the permission to arm the system with fault (forced arming).
Forced arming only takes effect on the current arming operation.
The forced arming operation will be recorded in the event log.

5.2 Disarming
You can disarm the system with keypad, keyfob, Tag, client software, or mobile client.

Disarming Indication
The arming/disarming indicator flashes 30s while the user successfully disarm the system through the entry/exit route.
The system will report the disarming result after the operation completed.

Entry Delay Duration
Ensure that timer is no longer than 45 seconds in order to comply with EN50131-1.

Early Alarm
If either the intrusion or tampering alarm occurs on the enter/exit route when the AX PRO is in the status of entry delay, the AX PRO then enters the early alarm mode.
The early alarm duration can be set (> 30s).
The AX PRO will report the alarm only if the alarm event lasts over the duration of early alarm with the addition of entry delay.

5.3 SMS Control
You can control the security system with SMS, and the command is shown below.
SMS format for Arming/disarming/silencing alarm:

{Command} + {Operation Type} + {Target}

Command: 2 digits, 00- Disarming, 01- Away arming, 02- Stay arming, 03- Silencing alarm
Operation type: 1- Area Operation
Target: No more than 3 digits, 0- Operation for all areas, 1- Operation for area 1(zone1), and the rest can be deduced by the analogy.
A. Trouble Shooting

A.1 Communication Fault

A.1.1 IP Conflict
Fault Description:
IP that the panel automatically acquired or set is same as other devices, resulting in IP conflicts.
Solution:
Search the current available IP through ping. Change the IP address and log in again.

A.1.2 Web Page is Not Accessible
Fault Description:
Use browser to access web pages and display Inaccessible.
Solutions:
1. Check whether the network cable is loose and the panel network is abnormal.
2. The panel port has been modified. Please add a port to the web address for further access.

A.1.3 Hik-Connect is Offline
Fault Description:
The web page shows that the Hik-Connect is offline.
Solution:
Network configuration of the panel is error, unable to access extranet.

A.1.4 Network Camera Drops off Frequently
Fault Description:
System reports multiple event logs of IPC disconnection and connection.
Solution:
Check whether the network communication or camera live view is proper.

A.1.5 Failed to Add Device on APP
Fault Description:
When using APP to add devices, it is prompted that the device fails to be added, the device could not be found, etc.
Solution:
Check the web page: whether the Hik-Connect is offline.

A.1.6 Alarm Information is Not Reported to APP/4200/Alarm Center

Fault Description:
After the alarm is triggered, the app/4200/ alarm center does not receive the alarm message.
Solution:
"Message push" - "alarm and tamper-proof notice" is not enabled. You should enable "alarm and tamper-proof notice".

A.2 Mutual Exclusion of Functions

A.2.1 Unable to Enter Registration Mode

Fault Description:
Click the panel function key, and prompt key invalid.
Solution:
The panel is in "Hotspot" mode. Switch the panel to "station" mode, and then try to enter the registration mode again.

A.3 Zone Fault

A.3.1 Zone is Offline

Fault Description:
View status of zones which displays offline.
Solution:
Check whether the detector reports undervoltage. Replace the detector battery.

A.3.2 Zone Tamper-proof

Fault Description:
View status of zones which displays tamper-proof.
Solution:
Make tamper-proof button of the detector holden.

A.3.3 Zone Triggered/Fault

Fault Description:
View status of zones which displays triggered/fault.
Solution:
Reset the detector.

A.4 Problems While Arming

A.4.1 Failure in Arming (When the Arming Process is Not Started)
Fault Description:
When the panel is arming, prompt arming fails.
Solution:
The panel does not enable "forced arming", and when there is a fault in the zone, the arming will fail. Please turn on the "forced arming" enable, or restore the zone to the normal status.

A.5 Operational Failure

A.5.1 Failed to Enter the Test Mode
Fault Description:
Failed to enable test mode, prompting "A fault in the zone".
Solution:
Zone status, alarm status or zone power is abnormal.

A.5.2 The Alarm Clearing Operation on the Panel Does Not Produce the Alarm Clearing Report
Fault Description:
The alarm clearing operation on the panel does not produce the alarm clearing report.
Solution:
In the absence of alarm, no report will be uploaded for arm clearing.

A.6 Mail Delivery Failure

A.6.1 Failed to Send Test Mail
Fault Description:
when configure the mail information, click "test inbox" and prompt test fails.
Solution:  
Wrong configuration of mailbox parameters. Please edit the mailbox configuration information, as shown in table 1/1.

A.6.2 Failed to Send Mail during Use

Fault Description:
Check the panel exception log. There is "mail sending failure".
Solution:
The mailbox server has restricted access. Please log in to the mailbox to see if the mailbox is locked.

A.6.3 Failed to Send Mails to Gmail

Fault Description:
The receiver's mailbox is Gmail. Click "Test Inbox" and prompt test fails.
1. Google prevents users from accessing Gmail using apps/devices that do not meet their security standards.
Solution:
Log in to the website (https://www.google.com/settings/security/lesssecureapps), and "start using access of application not safe enough". The device can send mails normally.
2. Gmail does not remove CAPTCHA authentication.
Solution: Click the link below, and then click "continue" (https://accounts.google.com/b/0/displayunlockcaptcha).

A.6.4 Failed to Send Mails to QQ or Foxmail

Fault Description:
The receiver's mailbox is QQ or foxmail. Click "Test Inbox" and prompt test fails.
1. Wrong QQ account or password.
Solution:
the password required for QQ account login is not the password used for normal login. The specific path is: Enter the email account → device → account → to generate the authorization code, and use the authorization code as the login password.
2. SMTP login permission is needed to open.

A.6.5 Failed to Send Mails to Yahoo

Fault Description:
The receiver's mailbox is yahoo. Click "test inbox" and prompt test fails.
1. The security level of mailbox is too high.
Solution:
Go to your mail account and turn on "less secure sign-in".
### A.6.6 Mail Configuration

#### Table A-1 Mail Configuration

<table>
<thead>
<tr>
<th>Mail Type</th>
<th>Mail Server</th>
<th>SMTP Port</th>
<th>Protocols Supported</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gmail</td>
<td>smtp.gmail.com</td>
<td>587</td>
<td>TLS/STARTTLS (TLS)</td>
</tr>
<tr>
<td>Outlook</td>
<td>smtp.office365.com</td>
<td>587</td>
<td>STARTTLS (TLS)</td>
</tr>
<tr>
<td>Hotmail</td>
<td>smtp.office365.com</td>
<td>587</td>
<td>STARTTLS (TLS)</td>
</tr>
<tr>
<td>QQ</td>
<td>smtp.qq.com</td>
<td>587</td>
<td>STARTTLS (TLSv1.2)</td>
</tr>
<tr>
<td>Yahoo</td>
<td>smtp.mail.yahoo.com</td>
<td>587</td>
<td>STARTTLS (TLSv1.2)</td>
</tr>
<tr>
<td>126</td>
<td>smtp.126.com</td>
<td>465</td>
<td>SSL/TLS</td>
</tr>
<tr>
<td>Sina</td>
<td>smtp.sina.com</td>
<td>25/465/587</td>
<td>SSL/TLS/STARTTLS (SSL/TLS)</td>
</tr>
</tbody>
</table>

#### Note

About mail configuration:

- SMTP port: Default to use port 25 without encryption, or using port 465 if SSL/TLS is used. Port 587 is mainly used for STARTTLS protocol mode. The STARTTLS protocol mode that is usually used by default when selecting TLS.
- User name: Name of Outlook and Hotmail require full names, and other email require a prefix before @.
## B. Input Types

### Table B-1 Input Types

<table>
<thead>
<tr>
<th>Input Types</th>
<th>Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instant Zone</td>
<td>The system will immediately alarm when it detects triggering event after system armed.</td>
</tr>
<tr>
<td></td>
<td>Audible Response: Trigger the system sound and sounder.</td>
</tr>
<tr>
<td></td>
<td>Voice Prompt: Zone X alarm.</td>
</tr>
<tr>
<td>Perimeter Zone</td>
<td>The system will immediately alarm when it detects triggering event after system armed.</td>
</tr>
<tr>
<td></td>
<td>Audible Response: Trigger the system sound and sounder.</td>
</tr>
<tr>
<td></td>
<td>There is a configurable interval between alarm and sounder output, which allows you to check the alarm and cancel the sounder output during the interval.</td>
</tr>
<tr>
<td></td>
<td>Voice Prompt: Zone X perimeter alarm.</td>
</tr>
<tr>
<td>Delayed Zone</td>
<td>The system provides you time to leave through or enter the defense area without alarm.</td>
</tr>
<tr>
<td></td>
<td>Audible Response: Trigger the system sound and sounder.</td>
</tr>
<tr>
<td></td>
<td>Voice Prompt: Zone X alarm.</td>
</tr>
<tr>
<td>Follow Zone</td>
<td>The zone acts as delayed zone when it detects triggering event during system Entry Delay, while it acts as instant zone otherwise.</td>
</tr>
<tr>
<td></td>
<td>Audible Response: Trigger the system sound and sounder.</td>
</tr>
<tr>
<td></td>
<td>Voice Prompt: Zone X follow alarm.</td>
</tr>
<tr>
<td>24H Silence Zone</td>
<td>The zone activates all the time without any sound/sounder output when alarm occurs.</td>
</tr>
<tr>
<td></td>
<td>Audible Response: No system sound (voice prompt or sounder).</td>
</tr>
<tr>
<td>Panic Zone</td>
<td>The zone activates all the time.</td>
</tr>
<tr>
<td></td>
<td>Audible Response: Trigger the system sound and sounder.</td>
</tr>
<tr>
<td></td>
<td>Voice Prompt: Zone X panic alarm.</td>
</tr>
<tr>
<td>Fire Zone</td>
<td>The zone activates all the time with sound/sounder output when alarm occurs.</td>
</tr>
</tbody>
</table>

101
<table>
<thead>
<tr>
<th>Input Types</th>
<th>Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Audible Response: Trigger the system sound and sounder. Voice Prompt: Zone X fire alarm.</td>
</tr>
<tr>
<td></td>
<td>The zone activates all the time with sound/sounder output when alarm occurs.</td>
</tr>
<tr>
<td></td>
<td>Audible Response: Trigger the system sound and sounder. Voice Prompt: Zone X gas alarm.</td>
</tr>
<tr>
<td></td>
<td>The zone activates all the time with beep confirmation when alarm occurs.</td>
</tr>
<tr>
<td></td>
<td>Audible Response: Trigger the system sound and sounder. Voice Prompt: Zone X medical alarm.</td>
</tr>
<tr>
<td></td>
<td>The zone activates all the time. The zone type is used to monitor and report the &quot;ACTIVE&quot; status of a zone, but it will only report and alarm this status after the programmed time has expired (1 to 599) seconds.</td>
</tr>
<tr>
<td></td>
<td>Alarms will not be activated when the zone is triggered or tampered.</td>
</tr>
<tr>
<td></td>
<td>Audible Response: No system sound (voice prompt or sounder).</td>
</tr>
<tr>
<td></td>
<td>The system will immediately alarm when it detects triggering event after system armed.</td>
</tr>
<tr>
<td></td>
<td>Audible Response: Trigger the system sound and sounder. Voice Prompt: Buzzer beeps.</td>
</tr>
<tr>
<td></td>
<td>The system will immediately alarm when it detects triggering event after system armed.</td>
</tr>
<tr>
<td></td>
<td>Audible Response: Trigger the system sound and sounder. Voice Prompt: Zone X tampered.</td>
</tr>
<tr>
<td></td>
<td>Trigger the linked device when event occurs. e.g. The output expander linked relays will be enabled when the AX PRO is armed.</td>
</tr>
<tr>
<td></td>
<td>When armed: Voice prompt for fault. You can handle the fault according to the voice prompt.</td>
</tr>
<tr>
<td></td>
<td>● System sound for arming with Tag or keyfob.</td>
</tr>
<tr>
<td></td>
<td>● Voice prompt for fault. You can handle the fault according to the voice prompt.</td>
</tr>
</tbody>
</table>
Fault event displays on client. You can handle the fault via client software or mobile client.

Voice Prompt: Armed/Arming failed.
## C. Output Types

Table C-1 Output Types

<table>
<thead>
<tr>
<th>Output Types</th>
<th>Active</th>
<th>Restore</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arming</td>
<td>Arm the AX PRO</td>
<td>After the configured output delay</td>
</tr>
<tr>
<td>Disarming</td>
<td>Disarm the AX PRO</td>
<td>After the configured output delay</td>
</tr>
<tr>
<td>Alarm</td>
<td>When alarm event occurs. The alarm output will be activated after the configured exit/enter delay.</td>
<td>After the configured output delay, disarm the AX PRO or silence alarm</td>
</tr>
<tr>
<td>Zone Linkage</td>
<td>When alarm event occurs, the linked relay will output alarm signal.</td>
<td>After the configured output duration</td>
</tr>
<tr>
<td>Manual Operation</td>
<td>Enable relays manually</td>
<td>Over the triggering time or disable the relays manually</td>
</tr>
</tbody>
</table>
## D. Event Types

<table>
<thead>
<tr>
<th>Event Types</th>
<th>Custom</th>
<th>Default 1 (client software notification)</th>
<th>Default 2 (alarm receiving center 1/2)</th>
<th>Default 3 (mobile client)</th>
<th>Default 4 (telephone)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarm and Tamper</td>
<td>x/V</td>
<td>√</td>
<td>√</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Life Safety Event</td>
<td>x/V</td>
<td>√</td>
<td>√</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>System Status</td>
<td>x/V</td>
<td>√</td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
<tr>
<td>Panel Management</td>
<td>x/V</td>
<td>√</td>
<td>×</td>
<td>×</td>
<td>×</td>
</tr>
</tbody>
</table>
### E. Access Levels

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Access by any person; for example the general public.</td>
</tr>
<tr>
<td>2</td>
<td>User access by an operator and administrator; for example customers (systems users).</td>
</tr>
<tr>
<td>3</td>
<td>User access by an installer; for example an alarm company professional.</td>
</tr>
</tbody>
</table>

#### Table E-1 Permission of the Access Level

<table>
<thead>
<tr>
<th>Function</th>
<th>Permission</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Arming</td>
<td>No</td>
</tr>
<tr>
<td>Disarming</td>
<td>No</td>
</tr>
<tr>
<td>Restoring/Clearing Alarm</td>
<td>No</td>
</tr>
<tr>
<td>Entering Walk Test Mode</td>
<td>No</td>
</tr>
<tr>
<td>Bypass(zone)/Disabling/Force Arming</td>
<td>No</td>
</tr>
<tr>
<td>Adding/Changing Verification Code</td>
<td>No</td>
</tr>
<tr>
<td>Adding/Editing Level 2 User and</td>
<td>No</td>
</tr>
<tr>
<td>Verification Code</td>
<td></td>
</tr>
<tr>
<td>Adding/Editing Configuration Data</td>
<td>No</td>
</tr>
<tr>
<td>Replacing software and firmware</td>
<td>No</td>
</tr>
</tbody>
</table>

#### Note

- ^a By the condition of being accredited by user in level 2.
- ^b By the condition of being accredited by user in level 2 and level 3.
- ^d Users can only edit their own user code.

- The user level 2 can assign the login permission of the controller to the user level 3 in the settings page.
- The user level 2 should assign permissions to the user level 3 if the user level 3 wants to login the controller remotely.
- When the controller is bypassed, the user level 3 can login the controller without the permission assignment of the user level 2.
- When the controller is bypassed, the user level 3 can login the controller without the permission assignment of the user level 2.
- The user level 4 can login the controller only when the user level 2 or level 3 has assigned permissions to the user level 4.
F. Signalling

Detection of ATP/ATS Faults
ATP (Alarm Transmission Path) faults will be detected when network interface of the control panel disconnected or the transmission path to the transceiver of receiving center located in ARC blocked somewhere in between. An ATS (Alarm Transmission System) fault will be reported when ATP faults are detected on both transmission paths. ATP restore will be detected as soon as network interface connected and the transmission path to the transceiver of receiving center restored. ATS restore will be reported when ATP restore of any transmission path is detected.

The timing performance of detecting ATP faults and restores shows in the table below.

<table>
<thead>
<tr>
<th>TN</th>
<th>Maximum timing of detection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary ATP failure/restore</td>
<td>LAN/WiFi 10 min</td>
</tr>
<tr>
<td>Secondary ATP failure/restore</td>
<td>GPRS 60 min, 20 min (when primary ATP failed)</td>
</tr>
</tbody>
</table>

Signalling will be always transmitted from primary ATP when it is operational. Otherwise it will be automatically switched to secondary transmission path that is operational at the moment. Both primary and secondary ATP fault and restore events will be reported to ARC when there is an ATP left to work. They will also be recorded to mandatory log memory with capacity of 1000 records allocated in non-volatile flash memory storage, as well as the ATS fault record. The detail of reports and log records are listed in the table below.

<table>
<thead>
<tr>
<th>Event code when signalling</th>
<th>Event log description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary ATP failure/restore</td>
<td>E351/R351, LAN Path Failed/LAN Path Recovery</td>
</tr>
<tr>
<td>Secondary ATP failure/restore</td>
<td>E352/R352, Mobile Net Path Failed/Mobile Net Path Recovery</td>
</tr>
<tr>
<td>ATS failure/restore</td>
<td>N/A, ATS Failed</td>
</tr>
<tr>
<td>Primary network interface failure/restore</td>
<td>E351/R351, LAN Path Failed/LAN Path Recovery</td>
</tr>
<tr>
<td>Secondary network interface failure/restore</td>
<td>E352/R352, Mobile Net Path Failed/Mobile Net Path Recovery</td>
</tr>
</tbody>
</table>

ATS Category
The ATS category of AXPRO is DP2. While the alarm receiving center is enabled. The control panel will upload alarm report to the receiver center via the main path (LAN or Wi-Fi) or the back-up path (3G/4G). If the control panel is properly connected to the LAN or Wi-Fi, the main path is selected as the transmission path. If the main path connection is failed, the path will be switched to 3G/4G. And if the main path connection is restored, the path will be switched back to LAN or Wi-Fi. The control panel checks the connection status continuously, and generates logs transmission fault for any of the path. While both of the paths are invalid, the control panel determines ATS fault.
## G. SIA and CID Code

<table>
<thead>
<tr>
<th>SIA Code</th>
<th>CID Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>MA</td>
<td>1100</td>
<td>Medical Alarm</td>
</tr>
<tr>
<td>MH</td>
<td>3100</td>
<td>Medical Alarm Restored</td>
</tr>
<tr>
<td>BA</td>
<td>1130</td>
<td>Burglary Alarm</td>
</tr>
<tr>
<td>BH</td>
<td>3130</td>
<td>Burglary Alarm Restored</td>
</tr>
<tr>
<td>FA</td>
<td>1110</td>
<td>Fire Alarm</td>
</tr>
<tr>
<td>FH</td>
<td>3110</td>
<td>Fire Alarm Restored</td>
</tr>
<tr>
<td>HA</td>
<td>1121</td>
<td>Duress</td>
</tr>
<tr>
<td>HA</td>
<td>1122</td>
<td>Silent Panic Alarm</td>
</tr>
<tr>
<td>HH</td>
<td>3122</td>
<td>Silent Panic Alarm Restored</td>
</tr>
<tr>
<td>NA</td>
<td>1780</td>
<td>Timeout Alarm</td>
</tr>
<tr>
<td>BH</td>
<td>3780</td>
<td>Timeout Alarm Restored</td>
</tr>
<tr>
<td>PA</td>
<td>1120</td>
<td>Panic Alarm</td>
</tr>
<tr>
<td>PH</td>
<td>3120</td>
<td>Panic Alarm Restored</td>
</tr>
<tr>
<td>BA</td>
<td>1133</td>
<td>24H Alarm</td>
</tr>
<tr>
<td>BH</td>
<td>3133</td>
<td>24H Alarm Restored</td>
</tr>
<tr>
<td>BA</td>
<td>1134</td>
<td>Entry/Exit Alarm</td>
</tr>
<tr>
<td>BH</td>
<td>3134</td>
<td>Entry/Exit Alarm Restored</td>
</tr>
<tr>
<td>TA</td>
<td>1137</td>
<td>Device Tampered</td>
</tr>
<tr>
<td>TR</td>
<td>3137</td>
<td>Device Tamper Restored</td>
</tr>
<tr>
<td>GA</td>
<td>1151</td>
<td>Gas Leakage Alarm</td>
</tr>
<tr>
<td>GH</td>
<td>3151</td>
<td>Gas Leakage Alarm Restored</td>
</tr>
<tr>
<td>AT</td>
<td>1301</td>
<td>AC Power Loss</td>
</tr>
<tr>
<td>AR</td>
<td>3301</td>
<td>AC Power Restored</td>
</tr>
<tr>
<td>YT</td>
<td>1302</td>
<td>Low System Battery</td>
</tr>
<tr>
<td>YR</td>
<td>3302</td>
<td>Low System Battery Restored</td>
</tr>
<tr>
<td>RN</td>
<td>1305</td>
<td>Control Panel Reset</td>
</tr>
<tr>
<td>SIA Code</td>
<td>CID Code</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>YM</td>
<td>1311</td>
<td>Battery Fault</td>
</tr>
<tr>
<td>YR</td>
<td>3311</td>
<td>Battery Fault Restored</td>
</tr>
<tr>
<td>YI</td>
<td>1312</td>
<td>Overcurrent Protection Triggered</td>
</tr>
<tr>
<td>YJ</td>
<td>3312</td>
<td>Overcurrent Protection Restored</td>
</tr>
<tr>
<td>YP</td>
<td>1319</td>
<td>Overvoltage Protection Triggered</td>
</tr>
<tr>
<td>YQ</td>
<td>3319</td>
<td>Overvoltage Protection Restored</td>
</tr>
<tr>
<td>XT</td>
<td>1338</td>
<td>Repeater Battery Low</td>
</tr>
<tr>
<td>XR</td>
<td>3338</td>
<td>Repeater Battery Voltage Restored</td>
</tr>
<tr>
<td>AT</td>
<td>1342</td>
<td>Repeater Mains Power Lost</td>
</tr>
<tr>
<td>AR</td>
<td>3342</td>
<td>Repeater Mains Power Restored</td>
</tr>
<tr>
<td>YM</td>
<td>1311</td>
<td>Repeater Battery Disconnected</td>
</tr>
<tr>
<td>YR</td>
<td>3311</td>
<td>Repeater Battery Reconnected</td>
</tr>
<tr>
<td>ES</td>
<td>1341</td>
<td>Expander Tampered</td>
</tr>
<tr>
<td>EJ</td>
<td>3341</td>
<td>Expander Tamper Restored</td>
</tr>
<tr>
<td>TA</td>
<td>1334</td>
<td>Wireless Repeater Tampered</td>
</tr>
<tr>
<td>TR</td>
<td>3334</td>
<td>Wireless Repeater Tamper Restored</td>
</tr>
<tr>
<td>TA</td>
<td>1321</td>
<td>Wireless Siren Tampered</td>
</tr>
<tr>
<td>TR</td>
<td>3321</td>
<td>Wireless Siren Tamper Restored</td>
</tr>
<tr>
<td>UY</td>
<td>1321</td>
<td>Wireless Siren Disconnected</td>
</tr>
<tr>
<td>SIA Code</td>
<td>CID Code</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
<td>------------------------------------------------</td>
</tr>
<tr>
<td>UJ</td>
<td>3321</td>
<td>Wireless Siren Connected</td>
</tr>
<tr>
<td>ES</td>
<td>1341</td>
<td>Wireless Device Tampered</td>
</tr>
<tr>
<td>EJ</td>
<td>3341</td>
<td>Wireless Device Tamper Restored</td>
</tr>
<tr>
<td>XT</td>
<td>1338</td>
<td>Low Wireless Device Battery</td>
</tr>
<tr>
<td>XR</td>
<td>3338</td>
<td>Low Wireless Device Battery Restored</td>
</tr>
<tr>
<td>ET</td>
<td>1333</td>
<td>Wireless Device Disconnected</td>
</tr>
<tr>
<td>ER</td>
<td>3333</td>
<td>Wireless Device Connected</td>
</tr>
<tr>
<td>LT</td>
<td>1351</td>
<td>Main Channel ATP Fault</td>
</tr>
<tr>
<td>LR</td>
<td>3351</td>
<td>Main Channel ATP Restored</td>
</tr>
<tr>
<td>LT</td>
<td>1352</td>
<td>Backup Channel ATP Fault</td>
</tr>
<tr>
<td>LR</td>
<td>3352</td>
<td>Backup Channel ATP Restored</td>
</tr>
<tr>
<td>TA</td>
<td>1383</td>
<td>Detector Tampered</td>
</tr>
<tr>
<td>TR</td>
<td>3383</td>
<td>Detector Tamper Restored</td>
</tr>
<tr>
<td>OP</td>
<td>1401</td>
<td>Disarming</td>
</tr>
<tr>
<td>CL</td>
<td>3401</td>
<td>Away Arming</td>
</tr>
<tr>
<td>OA</td>
<td>1403</td>
<td>Auto Disarming</td>
</tr>
<tr>
<td>CA</td>
<td>3403</td>
<td>Auto Arming</td>
</tr>
<tr>
<td>BC</td>
<td>1406</td>
<td>Alarm Clearing</td>
</tr>
<tr>
<td>1409</td>
<td>CS</td>
<td>Keyswitch Zone Disarming</td>
</tr>
<tr>
<td>3409</td>
<td>OS</td>
<td>Keyswitch Zone Arming</td>
</tr>
<tr>
<td>SIA Code</td>
<td>CID Code</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
<td>------------------------------------</td>
</tr>
<tr>
<td>CL</td>
<td>3441</td>
<td>Stay Arming</td>
</tr>
<tr>
<td>CT</td>
<td>1452</td>
<td>Late to Disarm</td>
</tr>
<tr>
<td>CD</td>
<td>1455</td>
<td>Auto Arming Failed</td>
</tr>
<tr>
<td>BB</td>
<td>1570</td>
<td>Zone Bypassed</td>
</tr>
<tr>
<td>BU</td>
<td>3570</td>
<td>Zone Bypass Restored</td>
</tr>
<tr>
<td>RP</td>
<td>1602</td>
<td>Periodic Report Test</td>
</tr>
<tr>
<td>TS</td>
<td>1607</td>
<td>Test Mode Entered</td>
</tr>
<tr>
<td>TE</td>
<td>3607</td>
<td>Test Mode Exited</td>
</tr>
<tr>
<td>LB</td>
<td>1627</td>
<td>Enter Programming</td>
</tr>
<tr>
<td>LX</td>
<td>1628</td>
<td>Exit Programming</td>
</tr>
<tr>
<td>BA</td>
<td>1131</td>
<td>Intrusion Alarm</td>
</tr>
<tr>
<td>BH</td>
<td>3131</td>
<td>Intrusion Alarm Restored</td>
</tr>
<tr>
<td>BA</td>
<td>1131</td>
<td>Cross-Zone Alarm</td>
</tr>
<tr>
<td>BH</td>
<td>3131</td>
<td>Cross-Zone Alarm Restored</td>
</tr>
<tr>
<td>BA</td>
<td>1134</td>
<td>Region Entrance Detection</td>
</tr>
<tr>
<td>FA</td>
<td>1112</td>
<td>Fire Source Alarm</td>
</tr>
<tr>
<td>FH</td>
<td>3112</td>
<td>Fire Source Alarm Restored</td>
</tr>
<tr>
<td>KS</td>
<td>1158</td>
<td>High Temperature Pre-Alarm</td>
</tr>
<tr>
<td>KR</td>
<td>3158</td>
<td>High Temperature Pre-Alarm Restored</td>
</tr>
<tr>
<td>1159</td>
<td>ZS</td>
<td>Low Temperature Pre-Alarm</td>
</tr>
<tr>
<td>ZR</td>
<td>3159</td>
<td>Low Temperature Pre-Alarm Restored</td>
</tr>
<tr>
<td>KA</td>
<td>1158</td>
<td>High Temperature Alarm</td>
</tr>
<tr>
<td>KH</td>
<td>3158</td>
<td>High Temperature Alarm Restored</td>
</tr>
<tr>
<td>ZA</td>
<td>1159</td>
<td>Low Temperature Alarm</td>
</tr>
<tr>
<td>ZH</td>
<td>3159</td>
<td>Low Temperature Alarm Restored</td>
</tr>
<tr>
<td>EA</td>
<td>1134</td>
<td>Region Exiting Detection</td>
</tr>
<tr>
<td>SIA Code</td>
<td>CID Code</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
<td>-------------</td>
</tr>
<tr>
<td>PA (For distinguishing the keypad, the user number of the keyfob starts from 901)</td>
<td>1120 (For distinguishing the keypad, the user number of the keyfob starts from 901)</td>
<td>Keypad/Keyfob Panic Alarm</td>
</tr>
<tr>
<td>FA</td>
<td>1110</td>
<td>Keypad/Keyfob Fire Alarm</td>
</tr>
<tr>
<td>CI</td>
<td>1454</td>
<td>Arming Failed</td>
</tr>
<tr>
<td>MA</td>
<td>1100</td>
<td>Keypad/Keyfob Medical Alarm</td>
</tr>
<tr>
<td>DK</td>
<td>1501</td>
<td>Keypad Locked</td>
</tr>
<tr>
<td>DO</td>
<td>3501</td>
<td>Keypad Unlocked</td>
</tr>
<tr>
<td>/</td>
<td>/</td>
<td>Tag Reader Locked</td>
</tr>
<tr>
<td>/</td>
<td>/</td>
<td>Tag Reader Unlocked</td>
</tr>
<tr>
<td>UY</td>
<td>1381</td>
<td>Wireless Detector Disconnected</td>
</tr>
<tr>
<td>UJ</td>
<td>3381</td>
<td>Wireless Detector Connected</td>
</tr>
<tr>
<td>XT</td>
<td>1384</td>
<td>Wireless Detector Low Battery</td>
</tr>
<tr>
<td>XR</td>
<td>3384</td>
<td>Normal Wireless Detector Battery</td>
</tr>
<tr>
<td>ET (The serial number of output module starts from 1, of keypad starts from 101, of tag reader starts from 201)</td>
<td>1333 (The serial number of output module starts from 1, of keypad starts from 101, of tag reader starts from 201)</td>
<td>Expander Disconnected</td>
</tr>
<tr>
<td>ER (The serial number of output module starts from 1, of keypad starts from 101, of tag reader starts from 201)</td>
<td>3333 (The serial number of output module starts from 1, of keypad starts from 101, of tag reader starts from 201)</td>
<td>Expander Connected</td>
</tr>
<tr>
<td>UY</td>
<td>1334</td>
<td>Wireless Repeater Disconnected</td>
</tr>
<tr>
<td>UJ</td>
<td>3334</td>
<td>Wireless Repeater Connected</td>
</tr>
<tr>
<td>XT</td>
<td>1384</td>
<td>Wireless Siren Low Battery</td>
</tr>
<tr>
<td>XR</td>
<td>3384</td>
<td>Normal Wireless Siren Battery</td>
</tr>
<tr>
<td>NT</td>
<td>1350</td>
<td>Cellular Data Network Disconnected</td>
</tr>
<tr>
<td>NR</td>
<td>3350</td>
<td>Cellular Data Network Connected</td>
</tr>
<tr>
<td>SIA Code</td>
<td>CID Code</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>----------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>NT</td>
<td>1350</td>
<td>Wi-Fi Communication Fault</td>
</tr>
<tr>
<td>NR</td>
<td>3350</td>
<td>Wi-Fi Connected</td>
</tr>
<tr>
<td>XQ</td>
<td>1344</td>
<td>RF Signal Exception</td>
</tr>
<tr>
<td>XH</td>
<td>3344</td>
<td>Normal RF Signal</td>
</tr>
<tr>
<td>NT</td>
<td>1350</td>
<td>Network Flow Exceeded</td>
</tr>
<tr>
<td>XT</td>
<td>1384</td>
<td>Low Keyfob Battery</td>
</tr>
<tr>
<td>XR</td>
<td>3384</td>
<td>Low Keyfob Battery Restored</td>
</tr>
<tr>
<td>NT</td>
<td>1350</td>
<td>IP Address Conflicted</td>
</tr>
<tr>
<td>NR</td>
<td>3350</td>
<td>Normal IP address</td>
</tr>
<tr>
<td>NT</td>
<td>1350</td>
<td>Wired Network Exception</td>
</tr>
<tr>
<td>NR</td>
<td>3350</td>
<td>Normal Wired Network</td>
</tr>
<tr>
<td>/</td>
<td>/</td>
<td>Sending Email Failed</td>
</tr>
<tr>
<td>/</td>
<td>/</td>
<td>Network Camera Disconnected</td>
</tr>
<tr>
<td>/</td>
<td>/</td>
<td>Network Camera Connected</td>
</tr>
<tr>
<td>/</td>
<td>3250</td>
<td>Patrol</td>
</tr>
<tr>
<td>/</td>
<td>1306</td>
<td>Detector Deleted</td>
</tr>
<tr>
<td>/</td>
<td>3306</td>
<td>Detector Added</td>
</tr>
<tr>
<td>/</td>
<td>1306</td>
<td>Expander Deleted</td>
</tr>
<tr>
<td>/</td>
<td>3306</td>
<td>Expander Added</td>
</tr>
<tr>
<td>/</td>
<td>1306</td>
<td>Wireless Repeater Deleted</td>
</tr>
<tr>
<td>/</td>
<td>3306</td>
<td>Wireless Repeater Added</td>
</tr>
<tr>
<td>/</td>
<td>1306</td>
<td>Wireless Siren Deleted</td>
</tr>
<tr>
<td>/</td>
<td>3306</td>
<td>Wireless Siren Added</td>
</tr>
<tr>
<td>/</td>
<td>1306</td>
<td>Wireless Device Deleted</td>
</tr>
<tr>
<td>/</td>
<td>3306</td>
<td>Wireless Device Added</td>
</tr>
</tbody>
</table>
H. Communication Matrix and Operation Command

Please scan the OR code for communication matrix and operation command

AXPRO Communication Matrix  AXPRO Operation Command

User Privacy Statement

● The debug or zhimakaimen command is used to control access to the file system to ensure device security. To obtain this permission, you can contact technical support.
● The device has admin, installer, maintenance, operator account. You can use these accounts to access and configure the device.

User Privacy Information Description

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Password</td>
<td>The password for the device account, used to log in to the device.</td>
</tr>
<tr>
<td>Username</td>
<td>The username for the device account, used to log in to the device.</td>
</tr>
<tr>
<td>Device IP and port</td>
<td>The device IP and port are used to support network service communication. For details, refer to Communication Matrix.</td>
</tr>
<tr>
<td>Log</td>
<td>Used to record information such as device operating status and operation records.</td>
</tr>
<tr>
<td>Database information</td>
<td>Used to record information.</td>
</tr>
</tbody>
</table>