



for a safer home

# Let's get started

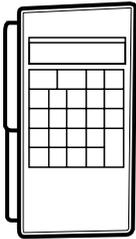
Instruction manual for the  
**webeye** alarm system

# What's in your kit?

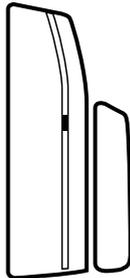
When your kit arrives it will already be paired – this means it is able to tell a device, such as the camera, which control panel it is talking to. Depending on what you purchased, your kit should include the following:

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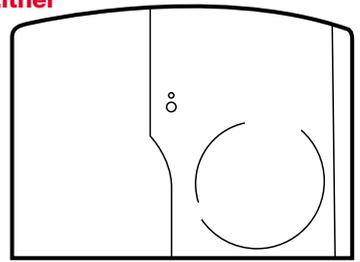
## Standard equipment



**Keypad to configure**

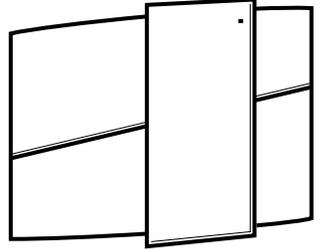


**Door contact**

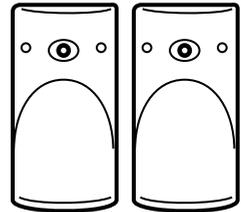


**Broadband/Ethernet control panel**

**Or**



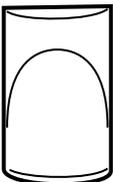
**GPRS control panel**



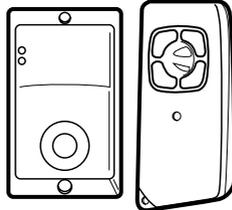
**Indoor motion viewers x2**

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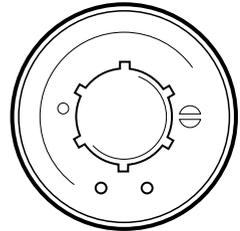
## Optional extras



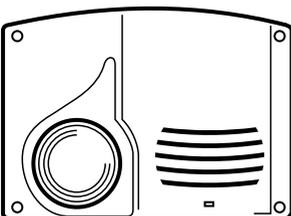
**Blind detector(s)**



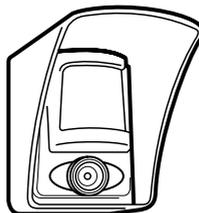
**Badge reader and remote control**



**Smoke detector**



**Siren**



**External camera**

# Installing your kit

Please read carefully. The steps below are an overview to installing the webeye alarm system:

1

## Mounting

Mount the control panel in a central location within your home and near to a power supply. If you have a broadband control panel it needs to be close to your home broadband router as you will need an ethernet cable from your router to the control panel. If you have a GPRS control panel it should be mounted centrally, you do not require an ethernet cable. The panel comes ready to use but you will need to open the panel to locate the screw fitting holes. To mount the panel you may need someone to help you hold the panel while securing to the wall making sure you don't damage any of the internal wiring. Ensure your control panel is plugged into the mains power supply, but only once secure.

2

## Communications check

If your kit has an ethernet panel, perform an ethernet status check (Page 4). If you have a GPRS panel, perform a GPRS level check (Page 5) to make sure your system communicates with the outside world.

3

## Camera and device placement

Decide where you want to place your cameras. Take each camera to its location and perform a device location check (Page 5) for each camera. If the reading is 6 or above mount the camera, or if it is lower than 6 find an alternative location. Repeat the process for each device, including the keypad.

4

## App installation

Download and install the webeye cms app to your phone by going to the Google play store if your phone uses Android, or the app store if you have an iPhone and search for "webeye cms".

5

## Register

You will have received an email with an invitation to join webeye. Fill in the form and using those credentials you can log into the app.

6

## Testing

Now test it by arming the system (Page 5). Once armed place yourself in front of the camera ensuring it triggers. If the system is working you will receive an alarm via the webeye app.

# Follow these simple steps

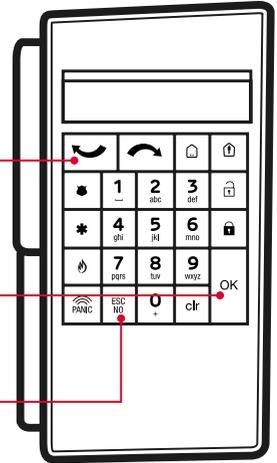
The keypad provides access to the configuration of your control panel.

To browse through menu options use the left and right arrows.

To go down the Keypads menu structure or select an option press **OK** on the keypad.

To go back to the previous menu press **ESC NO.**

Follow the steps below to access the **installer menu**.



Ensure the control panel is disarmed, press the right arrow once to see **ACCESS LEVEL 1** and press **OK** on the keypad.

Tue 29/10	11:23
DISARMED	LVL:1

Use the right arrow on the keypad to select **LEVEL: 4** and press **OK**.

ACCESS LEVEL LEVEL : 4
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After pressing **OK** you will be prompted for the installer code. Using the keypad press **1984** followed by **OK** on the keypad. After pressing **OK** you will be prompted for another code for **ACCESS LEVEL 3**. Using the keypad press **333333** followed by **OK**. **1984** is the default installer code and **333333** is the default user code.

BADGE OR CODE
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If you have entered the correct codes you should now see **ACCESS LEVEL 4** displayed on the keypad.

ACCESS LEVEL 4
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## ETHERNET STATUS CHECK FOR THE BROADBAND CONTROL PANEL ONLY

Enter the installer menu. Navigate using the arrows and go to the maintenance menu and press **OK** on the keypad. Navigate again to find **ETH. STATUS** and press **OK**.

ETH. STATUS
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A test will now be carried out to ensure the control panel can communicate with your broadband router.

TEST IN PROGRESS END = OK/YES
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Upon successful communication you should see the **PANEL IP** displaying a number similar to **192.168.0.3**. If you do not see a set of numbers or you receive an error, please check your ethernet cable is plugged into the panel and your router and ensure your router is powered.

PANEL IP XXX.XXX.XXX.XXX
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## GPRS LEVEL CHECK FOR THE GPRS CONTROL PANEL ONLY

Enter the installer menu. Navigate using the arrows and go to the maintenance menu and press **OK** on the keypad. Navigate again to find **2G3G LEVEL** and press **OK**.

2G3G LEVEL

A test will now be carried out to ensure the control panel can communicate with the mobile phone network.

TEST IN PROGRESS  
END = OK/YES

Upon successful communication you should see a level out of 5. If the level is less than 3 you should mount the panel in another location.

2G3G LEVEL  
5/5

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## DEVICE LOCATION CHECK

Enter the installer menu. Navigate using the arrows and go to the maintenance menu and press **OK** on the keypad. Navigate to **DEVICE LOCATING** and press **OK**.

DEVICE  
LOCATING

Use the arrow keys on the keypad to find the camera or device you are wanting to locate and press **OK**.

MOTIONVIEWER  
CAMERA 1

Upon pressing **OK** the keypad should beep and you should be presented with a number out of 9. This number represents the radio strength of that device. If this number is less than 6 you should locate the camera elsewhere.

RF TEST  
9/9

Repeat this process for all your devices.

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## ARMING AND DISARMING YOUR SYSTEM USING THE KEYPAD

The home screen contains the current armed state of the control panel. If the panel is disarmed the word **DISARMED** will be shown. To arm your panel press **333333** and **OK** on the keypad.

Tue 29/10 11:23  
DISARMED LVL:1

The keypad should beep every second for a few seconds and a small red light on the keypad should flash. When the control panel is armed the beeping will stop but the red light should continue to flash periodically. When armed the keypad will display something similar to the image on the right hand side.

Tue 29/10 11:23  
PA1=A PA2=A L:1

To disarm the control panel press **333333** and **OK** on the keypad. The keypad display should change to **DISARMED**.

Tue 29/10 11:23  
DISARMED LVL:1

## INITIAL CONNECTION TO LIVELINK

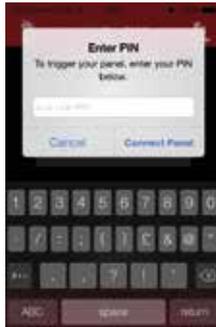
1. After downloading the app and you are logged in, you will be taken to the LiveLink screen. LiveLink allows you to take snapshots from your cameras, as well as the ability to set and unset your alarm system.



3. (For iPhone only) To connect via LiveLink, your phone will need to send a text message to the control panel. Press 'Send' to complete the action. It may take up to a minute or more for the panel to connect.



2. To connect to your system, press the 'Initiate LiveLink' button and enter your PIN. The default PIN code is 2222.



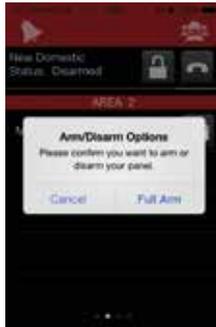
4. Once connected, you will be taken to the main LiveLink controller screen from which you can set and unset your system or take snapshots from your cameras.



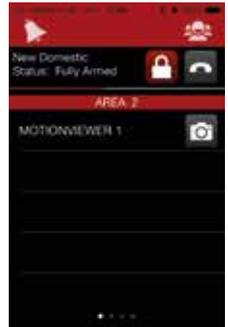
## ARMING AND DISARMING YOUR SYSTEM USING YOUR MOBILE PHONE (LIVELINK)



1. When connected to **LiveLink** the padlock icon shows the current state of your alarm - Open means it is not set, closed with a red background means the system is set. To set (arm) or unset (disarm) your system, press the padlock icon.



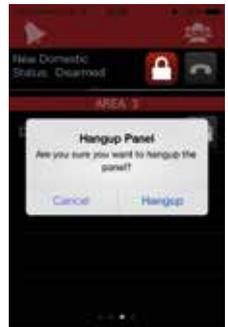
3. After you have pressed the padlock icon, look for the icon changing. Depending on your settings, this could take up to a minute. Once the icon has changed, the system will now be set or unset, depending on your action.



2. Enter your pin to verify your choice and the app will send a set/unset request to the control panel. The default PIN code is 2222.



4. To complete the process, press the phone icon and hang up.

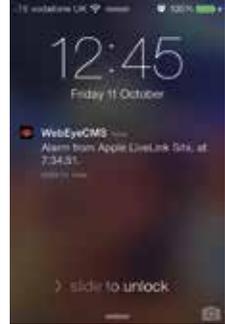


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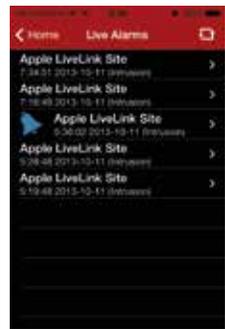
## RECEIVING ALARMS TO YOUR MOBILE PHONE

The webeye cms app works with both iPhone and Android.

When an alarm comes in, your phone will siren. If your screen is locked, swipe the notification and the app will launch automatically into your alarm list. If your phone screen is unlocked or in use, the alarm notification will appear at the top of the screen. Press the notification to go to your alarm list. (Please note your phone may not siren in this state).



A blue bell will be displayed on new and unread alarms. Pressing an alarm will take you to the alarm details.



When viewing an alarm, swiping left and right will allow you to view signals, videos and comments. You can view videos at every 10% interval, starting at 20%. To view a video, press the video title, e.g. **Video from MOTIONVIEWER 1.**



After viewing the alarm hang up to receive any further alarms.

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## TECHNICAL SUPPORT 0115 714 9999

The webeye alarm system comes with comprehensive technical support. If you have any problem installing or using the system you can call our support line any time between 8am to 9pm Monday to Friday, excluding bank holidays. All calls are charged at local rate and may be recorded for training purposes.



# Any problems? call 0115 714 9999

## **WEBEYE TECHNICAL SUPPORT LINE**

8am to 9pm Monday to Friday, excluding bank holidays.



for a safer home

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**E** [sales@vdomain.co.uk](mailto:sales@vdomain.co.uk)

**W** [www.webyecms.com](http://www.webyecms.com)