



ZeroWire

USER GUIDE
MODEL ZW-6400

WARRANTY DISCLAIMERS	3
Disclaimer	4
Intended Use	4
Copyright	4
Trademarks and Patents.....	4
Regulatory Notices for USA	5
Regulatory Notices for Canada	6
Welcome!.....	7
ZeroWire front panel Keypad	7
ZeroWire Keypad	8
UltraSync Color Codes.....	9
1 The UltraSync App.....	11
1.1 Install UltraSync App	11
1.2 Add a new UltraSync Site.....	12
1.3 Recommended Items to Change.....	13
1.4 Troubleshooting UltraSync Setup.....	14
2 Basic Operations	15
2.1 Using UltraSync	15
2.2 Arming in Away Mode, Illustrated	17
2.3 Arming with UltraSync: Away Mode.....	18
2.4 Arming with ZeroWire: Away Mode with PIN	18
2.5 Arming with ZeroWire: Quick Away Mode	19
2.6 Arming in Stay Mode, Illustrated.....	20
2.7 Arming with UltraSync: Stay Mode	21
2.8 Arming with ZeroWire: Stay Mode with PIN.....	21
2.9 Arming with ZeroWire: Quick Stay Mode	22
2.10 Disarming, Illustrated.....	23
2.11 Disarming using UltraSync	23
2.12 Disarming using ZeroWire	24
2.13 Bypass a Sensor	25
2.14 Change Sensor Names	26
2.15 Using Cameras	27
2.16 ZWave Devices	28
2.17 Users and Permissions	28
Adding and editing Users using UltraSync	29
Permissions	30
2.18 Adding and editing users with ZeroWire	30
Change a User's Permission	31
Remove a User.....	31
2.19 Event History.....	32
2.20 Update Wi Fi Password on your network.....	33
Index	35

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The illustrations in this manual are intended as a guide and may differ from your actual unit as ZeroWire is continually being improved.

Intended Use

Use this product only for the purpose it was designed for; refer to the data sheet and user documentation. For the latest product information, contact your local supplier or visit us online at www.interlogix.com/zerowire

The system should be checked by a qualified technician at least every 3 years and the backup battery replaced as required.

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This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications not expressly approved by the party responsible for compliance to this equipment would void the user's authority to operate this device.

FCC Radiation Exposure Statement: This product complies with FCC radiation exposure limits set for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20cm between the device and your body.



FCC ID: 2ADG2ZW-6400H
Contains FCC ID: W7OMRF24WG0MAMB

DESTINATION CONTROL STATEMENT – These commodities, technology, or software were exported from the United States in accordance with the Export Administration Regulations. Diversion contrary to United States law is prohibited.

This equipment should be installed in accordance with Chapter 2 of the National Fire Alarm Code, ANSI/NFPA 72, (National Fire Protection Association, Batterymarch Park, Quincy, MA 02269). Printed information describing proper installation, operation, testing, maintenance, evacuation planning, and repair service is to be provided with this equipment.

Regulatory Notices for Canada

Model / Modèle: ZW-6400

IC: 12545A-ZW6400H

Contains / Contient IC: 7693A-24WG0MAMB

CAN ICES-3 (B)/NMB-3(B)

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1) l'appareil ne doit pas produire de brouillage;
- 2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This Device complies with IC radiation exposure limits. It is desirable that the device shall be installed to provide a separation distance of at least 20cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

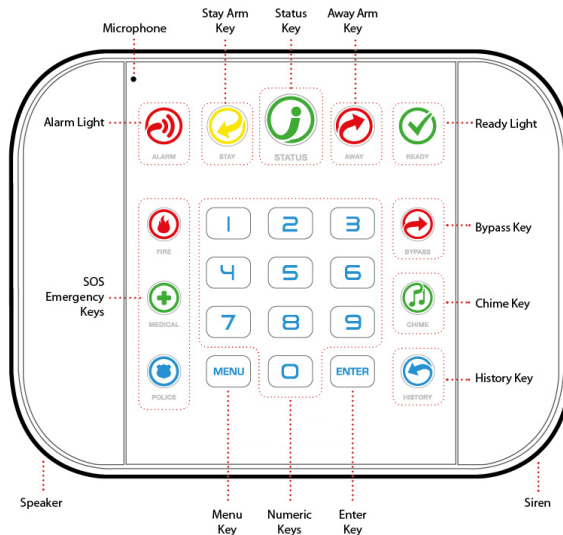
Welcome!

Thank you for purchasing ZeroWire!






Please read through this document before starting to use the product.






Your ZeroWire is set up and ready to use. The voice guide will walk you through how to use various features and provide updates on your system.

ZeroWire front panel Keypad



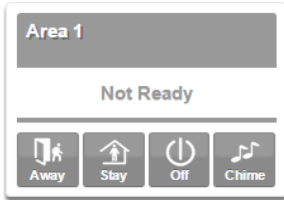
ZeroWire Keypad

				
ALARM	STAY	STATUS	AWAY	READY
<p>RED</p> <p>System is in alarm.</p> <p>Enter your PIN code then ENTER to turn off the alarm. Press the STATUS key for more info.</p>	YELLOW	GREEN	RED	GREEN (STEADY)
	System is Armed in Stay Mode.	System is normal.	System is Armed in Away Mode.	All sensors are ready and the system can be armed in Away or Stay mode
	NOT LIT	YELLOW	NOT LIT	GREEN (FLASHING)
	System is disarmed if Away is also not lit.	Non-urgent system conditions present.	System is disarmed if Stay is also not lit.	Some sensors are unsealed but system is force-armable.
	Press the STAY key to arm in Stay mode.	Press the STATUS key for system conditions.	Press the AWAY key to arm in Away mode.	If these sensors are not sealed by the end of the exit time the system may go into alarm.
		RED		NOT LIT
		Urgent system conditions present.		System cannot be armed.
		Press the STATUS key for system conditions.		Press the STATUS key for more info.
		If you are unable to fix the issue, contact your service provider for help.		

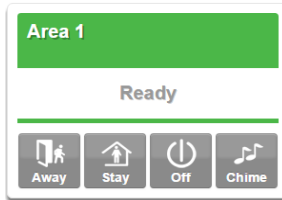
	<p>Hold down the key to send a message to a central monitoring center. Enter your PIN code then ENTER to turn off a SOS alarm.</p> <p>Features may be enabled by professional security provider.</p>	Press the BYPASS key if you wish to isolate (ignore) a sensor. Bypassed sensors will not be active when the system is armed in Stay or Away modes.	
		CHIME	
		Press the HISTORY key to listen for alarm and event history.	
FIRE			BYPASS
MEDICAL			CHIME
POLICE			HISTORY

UltraSync Color Codes

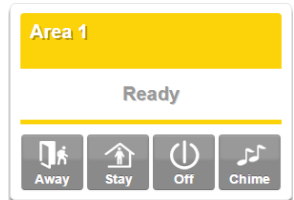
UltraSync's display tiles are color coded for easy recognition.



Not Ready



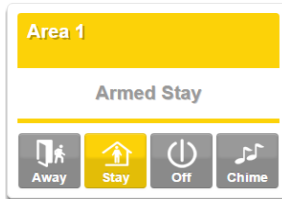
Ready



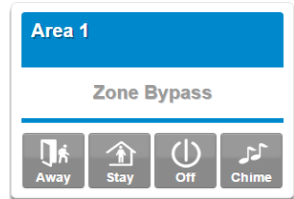
Ready with at least 1
sensor bypassed



Armed, Away



Armed, Stay



Message, Error

1 The UltraSync™ App



1.1 Install UltraSync App

UltraSync is an app that allows you to control your ZeroWire from an Apple® iPhone/iPad, or Google Android device. Carrier charges may apply and an Apple iTunes or Google account is required.

On Apple® devices go to the App Store™. On Android devices go to the Google Play™ store.



Search for **UltraSync**.

Install the app.

Press the icon on your device to launch it.

1.2 Add a new UltraSync Site

Press **+** on the top right to add a new site, or the blue arrow to edit an existing site. You may give the site a name of your choosing.

Enter the details of your security system.

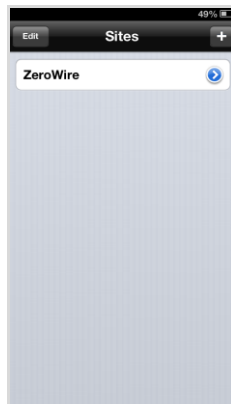
The serial number is printed on the back of the ZeroWire unit. The Web Access Passcode is available from your dealer.

The default username and PIN code is: **User 1** and **1-2-3-4**. User 1 has Master level permissions, which are discussed in the User Manual. Master users have access to the full Users menu for creating and managing users.

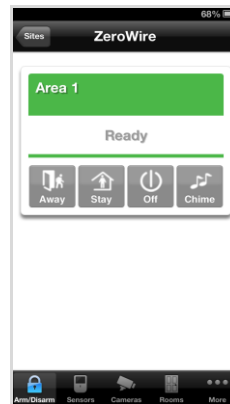
Press **Done** button to save the details, then **Sites** to go back. Press the name of the Site, UltraSync will now connect you to ZeroWire.



Create Site



Site named ZeroWire



Connected to Site

Note: Access to your system through UltraSync requires a PIN. UltraSync can be set up to store the user PIN and access your system automatically (less secure) or require PIN entry (more secure). You can choose whether or not UltraSync delivers this PIN automatically in the account setting “Remember PIN = ON”. If you turn Remember PIN to OFF, system access requires your manual input.

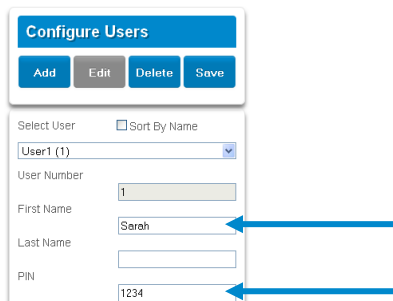
1.3 Recommended Items to Change

- USER 1 NAME

User 1 username is “**User 1**”. At default, there is a space between “User” and “1”. Usernames are required to provide access to the ZeroWire Web Server and UltraSync app. Make the username blank to prevent end-user access.

- USER 1 PIN

User 1 PIN code is **1-2-3-4** at default. Always change this to prevent unauthorized access to the security system.



The screenshot shows a web interface titled "Configure Users". At the top, there are four buttons: "Add", "Edit", "Delete", and "Save". Below the buttons, there is a "Select User" dropdown menu with "User1 (1)" selected and a "Sort By Name" checkbox. The main configuration area contains the following fields:

User Number	1
First Name	Sarah
Last Name	
PIN	1234

Two blue arrows point to the "First Name" and "PIN" fields, indicating they are the recommended items to change.

1.4 Troubleshooting UltraSync Setup

1. UltraSync Site Creation fails

Cause	Solution
Settings are entered incorrectly	<i>Check the serial number on the back of your ZeroWire panel.</i>
	<i>Make sure you have correctly entered the Web Access Passcode obtained from your dealer.</i>
	<i>User Name must be entered with a space between the first and last name and with correct capitalization.</i>
	<i>Make sure your PIN was entered correctly.</i>

2. Cannot see local Wi Fi access point from smart device, can't access internet

Cause	Solution
Some 802.11n access points may not accept 802.11g connections.	<i>Ensure your Wi Fi access point is able to accept 802.11b or 802.11g.</i>
Smart device Wi Fi not enabled.	<i>Enable WiFi on your smart device.</i>
Mobile device has no access	<i>Open a web browser on your mobile device to double check access.</i>
	<i>Try disabling Wi Fi on your device once the ZeroWire is configured, and using the 3G/4G data connection of your device with the UltraSync app.</i>

3. Cannot get IP address

Cause	Solution
The wireless/router may not be configured for automatic DHCP or certain security settings may be enabled.	<i>Check your router settings and try again. In a web browser, navigate to the router's default IP address, available in the router documentation. Enter the user name and password for the router, and navigate to DHCP settings. Enable DHCP.</i>

4. Configuration setting changes fail

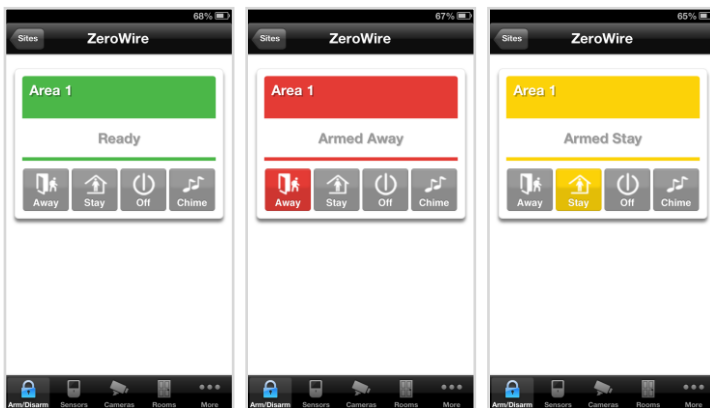
Cause	Solution
Devices are not responding to inputs	<i>Re-initialize equipment. Power cycle connected equipment including ZeroWire and customer supplied router(s).</i>

2 Basic Operations

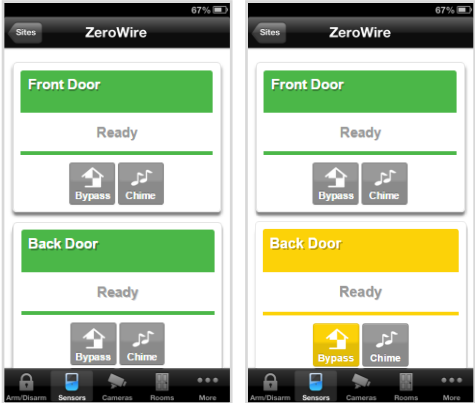
These instructions describe using the basic features of UltraSync and the ZeroWire System.

2.1 Using UltraSync

The first screen that will appear once you connect is Arm/Disarm. This will display the status of your system and allows you to arm or disarm areas by pressing **Away**, **Stay**, or **Off**.

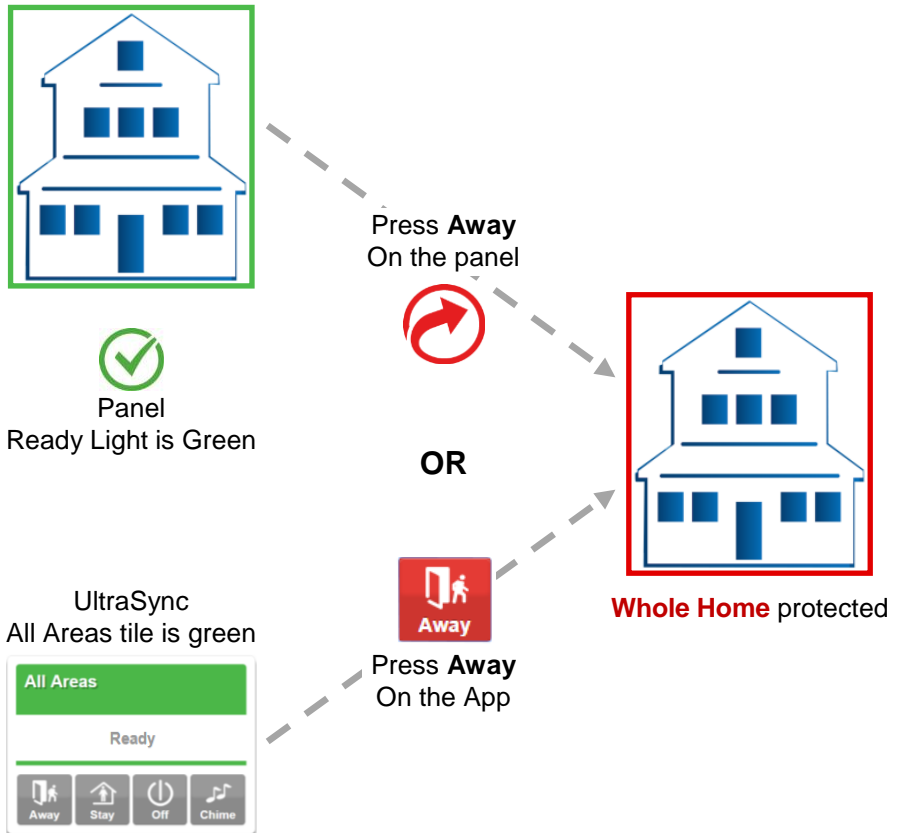


The menu bar is located along the bottom of the screen. Press **Sensors** to view sensor status. From the Sensors screen you can press **Bypass** to ignore a sensor or press it again to restore it to normal operation. You may also add or remove a sensor from the Chime feature, where selected sensors will make a doorbell sound on the ZeroWire when they are opened.



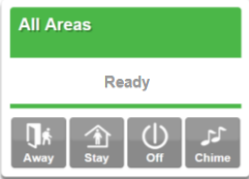
2.2 Arming in Away Mode, Illustrated


Protect your property using Away Mode when you are leaving the premises. Normally all sensors must be secure before you can arm in Away Mode. Both the ZeroWire panel and UltraSync application let you know when you are ready to arm.




2.3 Arming with UltraSync: Away Mode

You may arm your system using the UltraSync app from a mobile device:

- 


1. **Ready** Check all Areas are ready.
- 


2. **Away** Press the Away button.
- 


3. **Armed Away** Confirm system is armed.


2.4 Arming with ZeroWire: Away Mode with PIN


A solid green Ready key on the ZeroWire panel confirms you are ready to arm. You may arm your system on the ZeroWire panel using your user PIN:

- 

1. Check ready key is green.
If flashing, some sensors are unsealed but system is still arm-able.
- 

2. Check status key is green.
- 





3. Select the Away Mode.
- 

4. Enter your User PIN
- 

5. Leave the premises.

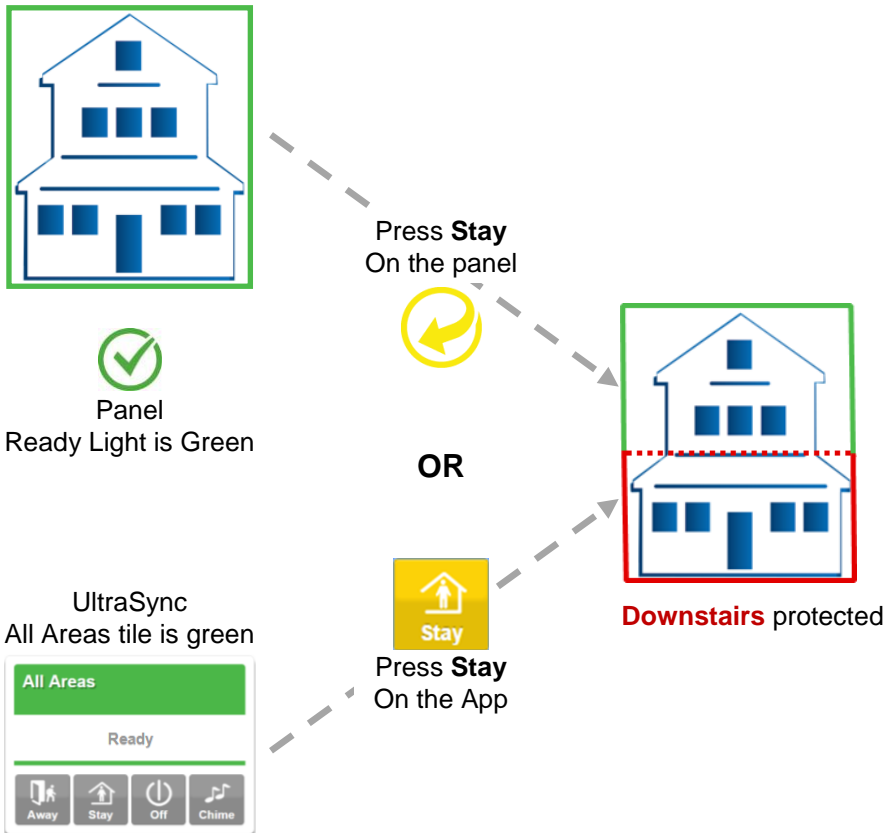
2.5 Arming with ZeroWire: Quick Away Mode

If your service provider has set up the Quick-Arm feature, you can simply touch the Away key:

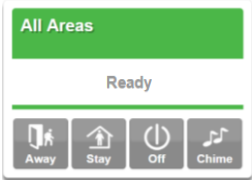
1.  Check ready key is green.
2.  Check status key is green.
3.  Select the Away Mode.
5.  Leave the premises.


2.6 Arming in Stay Mode, Illustrated

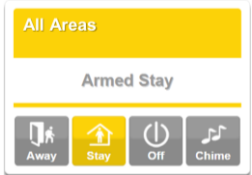
Use Stay Mode when you are staying in the premises and you want the perimeter protected while allowing you to move around inside without setting the alarm off. This gives you peace of mind even when you are at home. For example, Stay Mode is often used at night to arm sensors around the perimeter of your home and bypass internal motion detectors. Perimeter detectors will still be active to detect intruders.



2.7 Arming with UltraSync: Stay Mode


- 


1. All Areas tile is green (ready).
- 


2. Press the Stay button.
- 


3. Confirm system is armed.

2.8 Arming with ZeroWire: Stay Mode with PIN

- 

1. Check status key is green. Close all protected doors and windows. If you have motion detectors in your “stay mode”, have everyone leave those areas.
- 

2. Select the Stay Mode.
- 

3. Enter your User PIN
- 

4. Stay within the protected areas.

If your service provider has set up the Quick-Arm feature, you can simply touch the Stay key:

2.9 Arming with ZeroWire: Quick Stay Mode



Check status key is green. Close all protected doors and windows. If you have motion detectors in your “stay mode”, have everyone leave those areas.



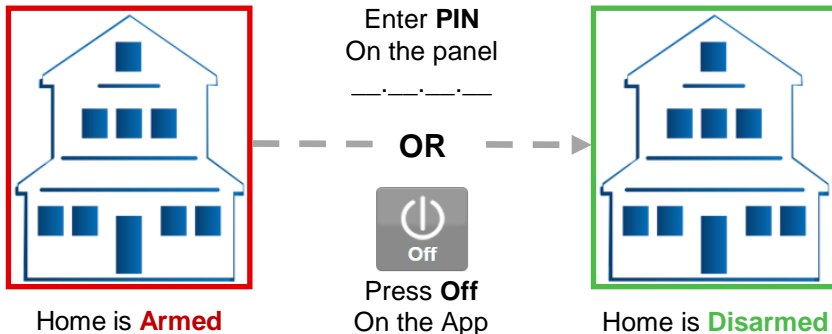
Select the Stay Mode.



Stay within the protected areas.


2.10 Disarming, Illustrated


Disarming is very simple but care must be taken whether you are using the UltraSync app or the ZeroWire panel.

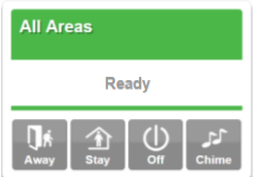


2.11 Disarming using UltraSync

UltraSync can be set up to store the user PIN and access your system automatically (less secure) or require PIN entry (more secure). You can choose whether or not UltraSync delivers this PIN automatically in the account setting “Remember PIN= ON”. If you turn Remember PIN to OFF, system access requires your manual input.

- 

1. Observe All Areas are armed.
- 

2. Press the Off button.
- 

3. Confirm system is unarmed.

2.12 Disarming using ZeroWire

Make your way to the ZeroWire through one of the designated entry/exit doors. Once a detector detects your presence, the entry delay will begin counting down and your ZeroWire will repeat a warning message until a valid PIN code is entered. If a valid PIN code is not entered by the end of the entry delay time, your sirens and communicator will activate.

1. Enter the premises through a designated entry/exit door.



Approach the ZeroWire. When you are detected, the entry warning timer will begin and the ZeroWire will beep.



Enter your PIN code before the entry delay expires.

4. All sensors are now disarmed, any bypassed sensors are restored to normal operation.

If you require more time to disarm your system, the entry time can be modified by a master user. Away and Stay modes can be configured with different entry delay times, ask your service provider for further details.

Depending on how your system has been set up, entry through a non-designated door may cause the alarm to sound immediately for greater security.


2.13 Bypass a Sensor

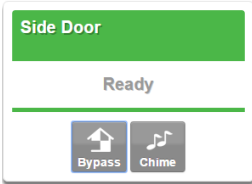
The sensor bypass menu is used to bypass selected sensors in your security system. A bypassed sensor is ignored by the system and is not capable of activating an alarm. This option is commonly used to temporarily ignore sensors that require service, or sensors that you wish to temporarily add to your “stay mode”.


While still offering security with the remaining sensors, bypassing sensors lowers your level of security. All bypassed sensors are reset and cleared from memory when your security system is next armed / disarmed.

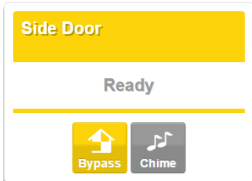
Your security system must be disarmed (turned off) before being able to bypass sensors.

Bypass the (example) Side Door sensor using UltraSync.

Log in to your UltraSync site and press **Sensors**. 








- 

1. Side Door sensor is Ready.
- 

2. Press the Bypass button.
- 

3. Confirm Side Door sensor is bypassed.

To bypass a sensor using the ZeroWire panel:



-  Select Bypass Menu.
-   Enter PIN code with authority to bypass.
-   Select a zone to bypass.
-  Toggle between un-bypassed to bypassed state.
-  Exits from Bypass Menu.

After bypassing your selected sensors, your security system must be armed (turned on) in either the away or stay mode to secure the remaining sensors.

The status light will turn to yellow to indicate there are one or more bypassed sensors. Touch the status key to check which sensors are bypassed.

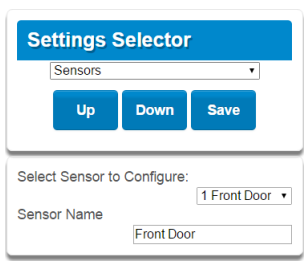
2.14 Change Sensor Names

You can change the names of your sensors in the Settings Selector menu.


From the UltraSync app press the  button then .


You are on the  page.


Select the sensor you wish to name and type the new name in the box as shown below. Remember to save your changes.

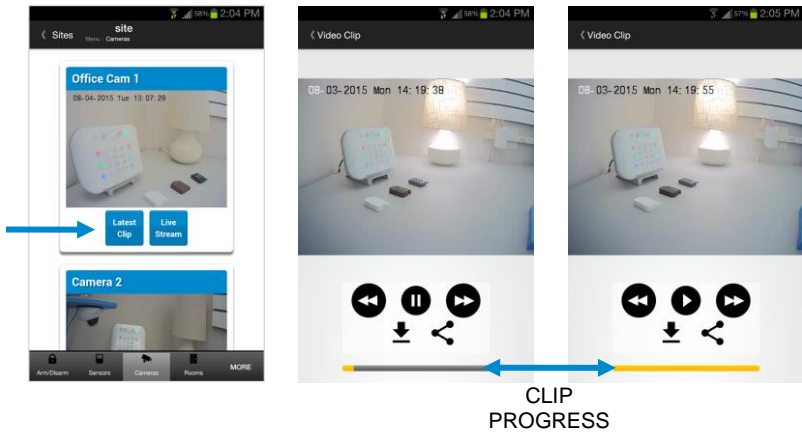


2.15 Using Cameras

Press  to view any cameras connected to the system.

For a live view of the camera press 


Press  to view the last recorded clip by that camera.

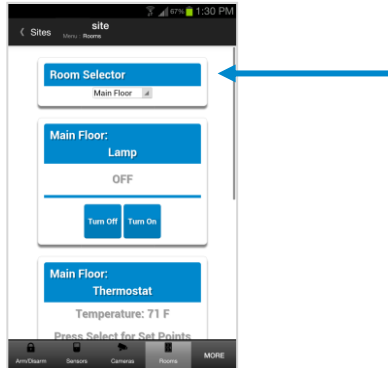


You can also access video clips linked to History events.

Press  from the History screen.

2.16 ZWave Devices

If you have ZWave devices installed, Log in to your UltraSync site and press **Rooms**  to view and control them.



2.17 Users and Permissions

A user is a ZeroWire operator that is granted the authority to control and or configure the ZeroWire system. The Users menu is where you add, delete or modify one of the 255 ZeroWire users.



Users will typically interact with the ZeroWire system via a keypad or wireless device for tasks such as arming and disarming an area, bypassing a sensor. Permissions can be granted to a user to perform tasks such as adding sensors, modifying schedules or deleting users.

Users can only edit users with the same or less permissions. If a user attempts to access a user with a higher level of access (e.g. to more menus or more areas) then the ZeroWire will deny access.

ZeroWire allows you to add up to 255 users. Each user is assigned a PIN code and a user number. This allows them to interact with the system.

Adding and editing Users using UltraSync

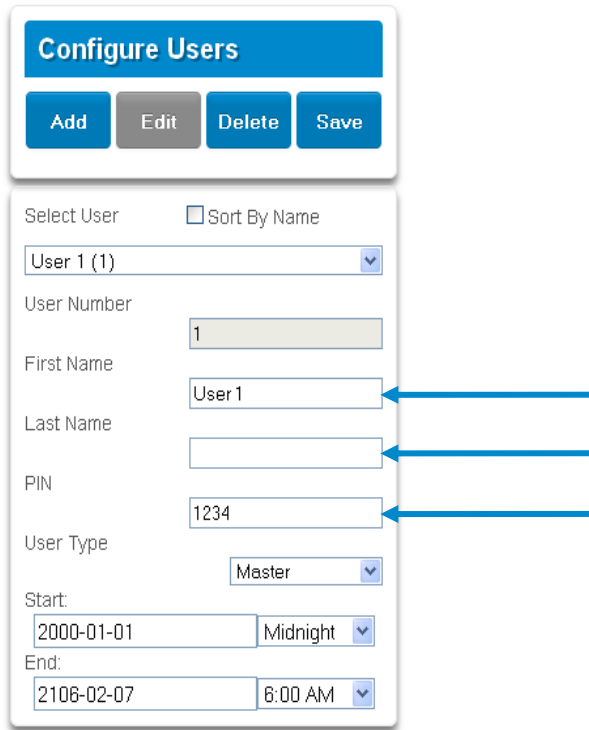
Log on to your site Using the UltraSync app.

From the UltraSync app press the  button then  users.

You are on the **Configure Users** page.

Press **Users**

User Menu:



Configure Users

Add **Edit** **Delete** **Save**

Select User Sort By Name

User 1 (1) ▼

User Number: 1

First Name: User 1

Last Name:

PIN: 1234

User Type: Master ▼

Start: 2000-01-01 Midnight ▼

End: 2106-02-07 6:00 AM ▼

Enter a First and/or Last Name.

Enter a unique 4 digit PIN code.

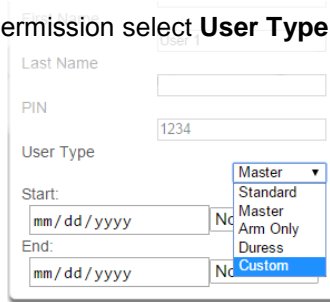
Press **Save**.

This page is the location for editing users as well as adding or deleting them.

Permissions

User permissions determine what level of access and functionality a user has when interacting with the ZeroWire system. This includes what menus they can see, what areas they can see, areas they can arm / disarm / etc.

To change a user's permission select **User Type** in the drop down menu:



The image shows a user configuration form with the following fields: Last Name (text input), PIN (text input with '1234' entered), User Type (dropdown menu), Start (date input 'mm/dd/yyyy' with a 'No' checkbox), and End (date input 'mm/dd/yyyy' with a 'No' checkbox). The 'User Type' dropdown menu is open, showing the following options: Master (selected), Standard, Master, Arm Only, Duress, and Custom.

- **Master users** can arm and disarm areas. They can create, delete, or modify user codes. They can also change system settings.
- **Standard users** can arm and disarm areas; they cannot create users or review event history.
- **Arm Only users** can only turn on the security system; they cannot disarm, or dismiss any system conditions.
- **Duress users** will send a duress event when they are used to arm or disarm the system.
- **Custom users** can have additional permissions and settings configured.

2.18 Adding and editing users with ZeroWire

ZeroWire allows you to add up to 255 users. Each user is assigned a PIN code and a user number between 1 and 1000. This allows them to interact with the system

Example: Add a new user to ZeroWire and assign them a PIN code 2580. We will add this as user 4.

1. **MENU** **3** Selects User Configuration menu
2. **MASTER CODE** **ENTER** Enter Master Code
3. **1** Selects configure user PIN
4. **4** **ENTER** Select user 4
5. **2** **5** **8** **0** **ENTER** Sets user 4 PIN code as 2580
6. **MENU** **MENU** **MENU** Exits from system configuration

Change a User's Permission

Example: Change user 6 to a master user to allow them to add/remove users.

1. **MENU** **3** Selects User Configuration menu
2. **MASTER CODE** **ENTER** Enter Master code
3. **2** Selects configure user type
4. **6** **ENTER** Select user 6
5. **2** Sets master user type
6. **MENU** **MENU** **MENU** Exits from system configuration

Remove a User

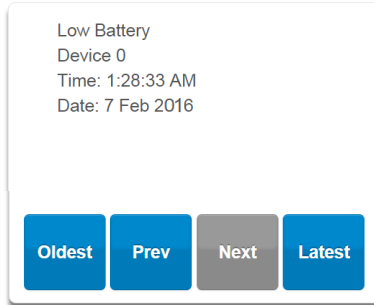
Example: Remove user 4 from your system.

1. **MENU** **3** Selects User Configuration menu
2. **MASTER CODE** **ENTER** Enter Master code
3. **1** Selects configure user PIN
4. **4** **ENTER** Select user 4
5. **BYPASS** Disables the user PIN
6. **MENU** **MENU** **MENU** Exits from system configuration






2.19 Event History

The Event History menu on the ZeroWire panel is used to listen to events that occurred in your security system. These events include arming, disarming, system faults and alarmed sensors. Ensure your clock is set correctly as all events are time stamped.








To see event history you can use the UltraSync app. Press the menu button and then **History**. The history screen appears, showing the latest event recorded. You can press **Oldest**, **Previous**, or **Next** to navigate through recorded events.



To listen to event history you can use the ZeroWire panel. “Alarm Memory” will announce the last sensor(s) that caused your security system to go into an alarm condition:

-  1. Select History Menu
-   2. Enter Master Code
-  3. Listen to last alarm memory event
-  4. Exits from History Menu

You may also review all events recorded by your security system:

1.  Select History Menu
2.   Enter Master Code
3.  Listen to history events
4.  Press ENTER for next event  Press 0 for previous event
5.  Exits from History Menu

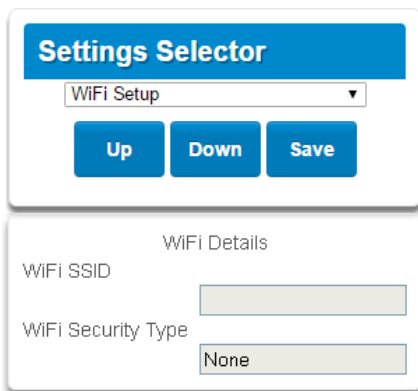
2.20 Update Wi Fi Password on your network

Log on to your site Using the UltraSync app.

Press **Settings**.

Select **Wi Fi Setup** in the drop down menu.

Drop down to the Wi Fi details section. Here you can enter a new Wi Fi password in the Wi Fi SSID box.



The screenshot shows a 'Settings Selector' window with a blue header. Below the header is a dropdown menu currently set to 'WiFi Setup'. Underneath the dropdown are three buttons: 'Up', 'Down', and 'Save'. Below this is a section titled 'WiFi Details' containing two input fields: 'WiFi SSID' and 'WiFi Security Type'. The 'WiFi Security Type' field is currently set to 'None'.

Index

Click on entries to navigate

Add a new UltraSync Site	12
Add Users using UltraSync	29
Adding, Editing Users with ZeroWire	30
Arming in Away Mode, Illustrated	17
Arming in Stay Mode, Illustrated	20
Arming with UltraSync: Away Mode	18
Arming with UltraSync: Stay Mode	21
Arming with ZeroWire: Quick Stay Mode	22
Arming with ZeroWire: Away Mode with PIN	18
Arming with ZeroWire: Quick Away Mode.....	19
Arming with ZeroWire: Stay Mode with PIN	21
Basic Operations	15
Bypass a Sensor.....	25
Cameras	27
Change a User's Permission	31
Change Sensor Names	26
Disarming using UltraSync.....	23
Disarming using ZeroWire	24
Disarming, Illustrated	23
Event History	32
Install UltraSync App	11
Permissions	30
Recommended Items to Change	13
Remove a User.....	31
The UltraSync App.....	11
Troubleshooting UltraSync Setup	14
UltraSync Color Codes	9
Update Wi Fi Password on your network.....	33
User 1 Name.....	13
User 1 PIN	13
Users and Permissions	28
Using UltraSync	15
ZeroWire front panel Keypad	7
ZeroWire Keypad.....	8
ZWave Devices.....	28

