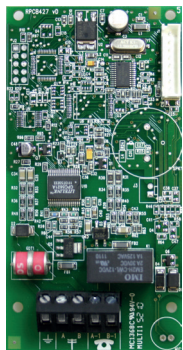
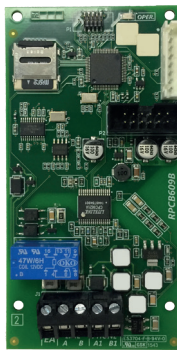
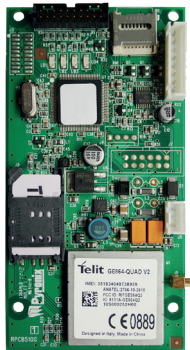
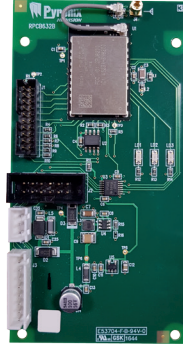
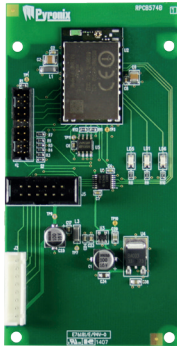
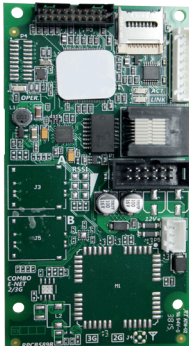


EURO 46 V10

Modem and Communications Guide



IMPORTANT NOTES



The modem must be inserted when the panel is fully powered down. It must be then powered up mains first.



When the panel is powered up, the panel **MUST** be clean started before any programming is done.



The 'HomeControl+ App Set-Up' chapter must be completed first before connecting any modems to the Pyronix Cloud.

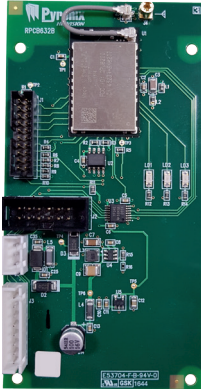


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Choosing the Correct Modem

It is essential that the correct modem is chosen on installation. This is because the EURO 46 V10 panel will automatically change its menu to match the modem that is connected to the panel.



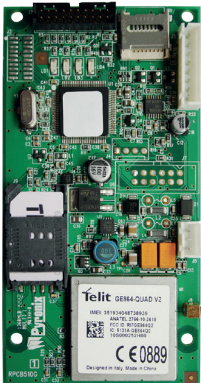
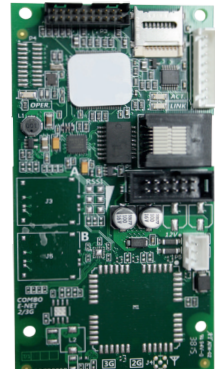
WI-FI Modules

This module links the panel to the customer's wireless router. The panel will display the menu for compatibility with the HomeControl+ App.

PLEASE NOTE: There are two variants of this module. Please make sure that the module has the external antenna for use on the EURO 46 V10.

LAN Module

To link this module to the internet, it requires an Ethernet cable connected to the router. The menu will display the settings for use with the HomeControl+ application, when this modem is fitted.



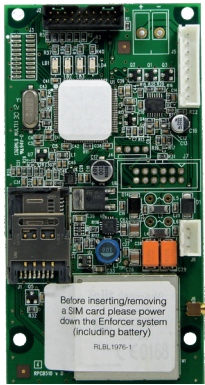
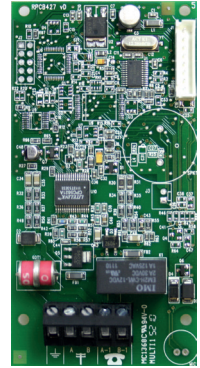
GPRS + SIM Module

This comes with a CSL data SIM and the menu will display the settings for use with the HomeControl+ application.

PLEASE NOTE: The GPRS module and the GSM module are very similar in appearance. Please check the packaging and manual provided with the product for the modem type and version number.

PSTN Modem (Digi-1200)

This modem connects directly to the telephone line and can be used to send signals to an Alarm Receiving Centre. It can also be used to send SMS via a third party TAP server.



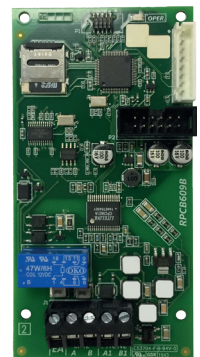
GSM Module

This modem requires a third party full size SIM card in order to operate. The panel will display the same menus as for the PSTN modem.

PLEASE NOTE: The GPRS module and the GSM module are very similar in appearance. Please check the packaging and manual provided with the product for the modem type and version number.

PSTN Voice Modem (Digi-PSTN/Voice)

This modem connects directly to the telephone line and has all the functions that the 'Digi-1200' has with one added function. It will also display the menus to program a voice message that can be sent to the end users.



Home Control+ Contents Table

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Partcode - DIGI-WI-FI
 EN 50136-1: 2012
 EN 50136-2: 2013
 CLC/ TS 50136-9: 2013
 SP5



Partcode - DIGI-WI-FI/XA
 EN 50136-1: 2012
 EN 50136-2: 2013
 CLC/ TS 50136-9: 2013
 SP5



Partcode - DIGI-LAN
 EN 50136-1: 2012
 EN 50136-2: 2013
 CLC/ TS 50136-9: 2013
 SP5



Partcode - DIGI-GPRS+SIM
 EN 50136-1: 2012
 EN 50136-2: 2013
 CLC/ TS 50136-9: 2013
 SP2

HomeControl+ App Set-Up

HomeControl+ App Permissions and Passwords

Go into the Engineer Menu. Press NO until the option COMMUNICATIONS? is displayed. Press YES.

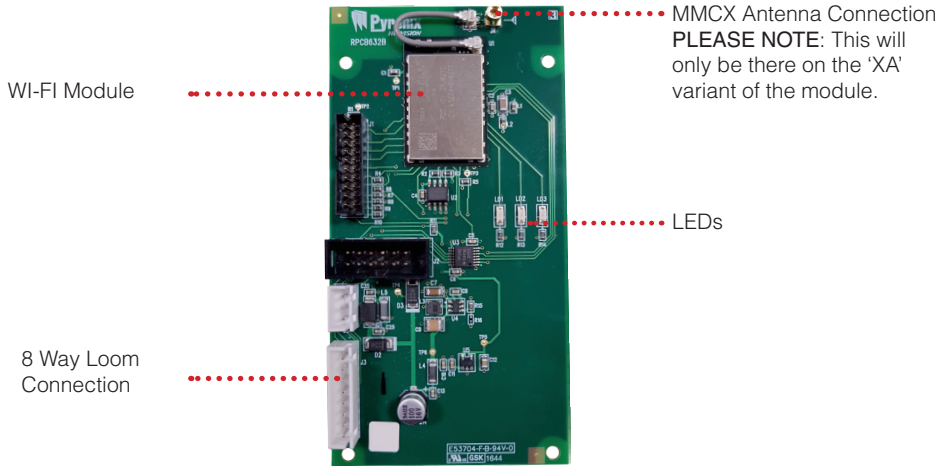
'App Set-Up?' will be displayed, press YES.

Complete each of the following menu stages pressing YES to move on to the next.

Menu Stage	Action	Recommendations/Notes
Use App	Press <input type="checkbox"/> 1 for 'Yes' and <input type="checkbox"/> 0 for 'No'.	In order to use the HomeControl+ features, this option must be set to 'Yes'.
System ID:	Note down the System ID displayed on the LCD.	This is unique to the panel and cannot be altered.
Cloud Password	Create a cloud password for adding this panel to the Pyronix Cloud.	
Security Level	Press <input type="checkbox"/> 0 for 'Normal' or <input type="checkbox"/> 1 for 'High'.	'Normal' in most cases will suffice. If 'High' is selected, an app password will be created. This will generate a 32 digit random alphanumeric password which can not be changed.
App Password	Create a password that must be entered when connecting to the panel with the HomeControl+ App.	
Always Poll Cloud	Press <input type="checkbox"/> 1 for 'Yes' and <input type="checkbox"/> 0 for 'No'.	Recommended that this is set to 'Yes' so the panel constantly polls the cloud.

Wi-Fi Modules

Board Layout



LED Indications

Sequence	Indication
	Single Pulse: No connection.
	Single Pulse - Double Pulse: Cloud connected.
	Double Pulse: HomeControl+ App connected.
	Rapid Pulse: During network set up procedure.
	Single Pulse: Indicating network traffic.

Connecting to a Wireless Network Using a Smart Device

Go into the Engineer Menu. Press **[NO]** until the option 'COMMUNICATIONS?' is displayed. Press **[YES]**.

COMMUNICATIONS?

Press **[NO]** and 'Program WI-FI?' should be displayed. Press **[YES]**.

Program WI-FI?

Setup with WI-FI Device? should now be on the LCD screen. Press **[YES]** to set up using a smart device such as a laptop or mobile phone with WI-FI capability.

Setup with WI-FI Device?

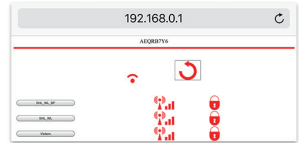
The screen will now be displaying 'Are You Sure?'. Press **[YES]** and the panel's hotspot details will be displayed.

PLEASE NOTE: Do not press any more buttons on the panel during this phase.

Pyronix-AEQRB7Y6
Pwd:AEQRB7Y6

Using your smart device, connect to the panel's hotspot in the network settings.

Once connected, open a web browser and in the address bar enter 192.168.0.1

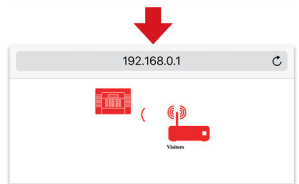


The browser should now display a list of all the wireless networks that are visible to the WI-FI module.



Select the wireless network that the panel is to be connected to and enter the password for this network in the text box provided. Press the tick.

The browser will display a panel trying to communicate with a wireless router whilst it tries to connect to the network.



When the EURO 46 V10 has connected to the wireless network, the LCD will change to 'Connected to Network'.

Connected to Network

Press **[YES]** and the screen will return to 'Program WI-FI?' and the procedure is complete.

Program WI-FI?

Manually Connecting to a Wireless Network

Go into the Engineer menu. Press **[NO]** until the option 'COMMUNICATIONS?' is displayed. Press **[YES]**.

COMMUNICATIONS?

Press **[NO]** and 'Program WI-FI?' should be displayed. Press **[YES]**.

Program WI-FI?

Setup with 'WI-FI Device?' should now be on the LCD screen. Press **[NO]** to program the wireless network manually.

Setup with WI-FI
Device?

'SSID?' Will now be displayed, press **[YES]** and enter the SSID (name of the wireless network.) Press **[YES]** again and the screen will now display 'SSID?' again.

SSID?

Press **[NO]** and the LCD will change to 'Password?' Press **[YES]** and enter the password for the wireless network. Press **[YES]** again to return to 'Password?'.

Password?

Press **[NO]** and the panel will return to 'Program WI-FI?' The procedure is now complete.

Program WI-FI?

Diagnostics

Go into the Engineer Menu. Press **[NO]** until the option 'DIAGNOSTICS?' is displayed. Press **[YES]**.

```
DIAGNOSTICS?
```

Press **[NO]** until 'Communications?' is shown on the LCD. Press **[YES]**.

```
Communications?
```

The keypad will now display the WI-FI strength between the WI-FI modem and the wireless router.

This is indicated on a scale of 0 - 31. Press **[YES]** when finished.

>20 Strong Signal

10-20 Medium Signal

<10 Weak Signal

```
Signal Strength  
24
```

The panel will now display the panel's IP Address that the router has allocated to it. Press **[YES]**.

```
IP Address:  
142.16.0.101
```

The Sub Net Mask is now shown on the LCD. Press **[YES]**.

```
Sub Net Mask:  
255.255.255.0
```

The LCD will have changed to now display the Gateway that the module is using. Press **[YES]**.

```
Gateway:  
142.16.0.99
```

The 'App Status' will now show on the screen. Pressing **[YES]** will then show the ARC status. Both of these statuses are shown in the same format:

Initialising - The panel is attempting to connect to network

No Network - There is no network available

Polling Cloud (App Only) - The panel is polling the cloud

Polling ARC (ARC Only) - The panel is polling the ARC

```
APP Status  
Polling Cloud
```

The next screen will show the last time the app contacted the panel (in seconds.) Press **[YES]**.

```
Last APP Contact  
Seconds 00183
```

Last Polled Cloud will now be displayed on the screen. This is showing the last time (in seconds) the panel polled the cloud. Press **[YES]**.

```
Last Polld Cloud  
Seconds 00017
```

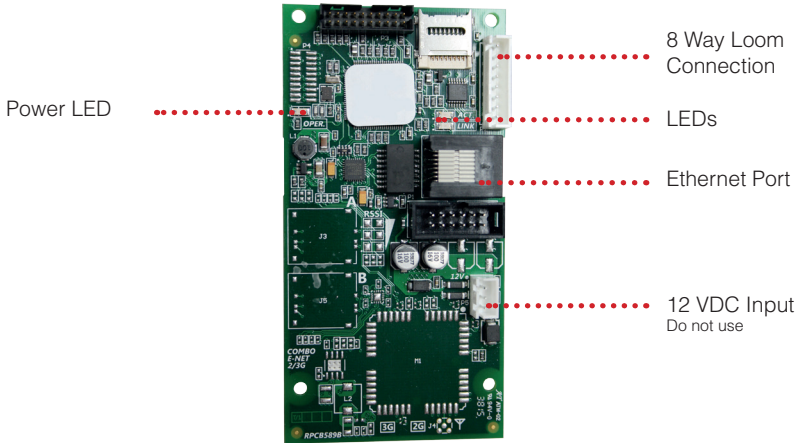
The LCD will now display the last time (in seconds) that the panel polled the ARC.

```
Last Polled ARC  
Never
```

Pressing **[YES]** will now go back to 'Communications?'.

LAN Module

Board Layout



LED Indications

Sequence	Indication
	<p>OPER. LED: Slow blinking indicates power to the module.</p>
	<p>ACT LED: On solid, indicating a data connection to the modem.</p>
	<p>LINK LED: Blinks whenever the modem is transferring data on the network.</p>

Connecting to a LAN Network

Connect an Ethernet cable from the router to an Ethernet port on the LAN module.

Go into the Engineer Menu. Press **[NO]** until the option 'COMMUNICATIONS?' is displayed. Press **[YES]**.

```
COMMUNICATIONS?
```

Press **[NO]** and 'Program LAN?' should be displayed. Press **[YES]**.

```
Program LAN?
```

'Enable Auto IP' will now be on the LCD. Make sure this option is set to 'Yes' by pressing **[1]**. Press **[YES]**.

```
Enable Auto IP  
Yes [1]
```

The keypad screen will now return to 'Program LAN?' and the connection is complete.

```
Program LAN?
```

PLEASE NOTE: To enter the details manually, the 'Auto IP' option needs to be set to 'No' by pressing **[0]** instead of **[1]**. The LAN details will now need to be entered by the engineer, pressing **[YES]** after every data entry will move on to the next section.

```
Enable Auto IP  
No [0]
```

```
IP Address  
000.000.000.000
```

```
Sub Net Mask  
000.000.000.000
```

```
Router Addr  
000.000.000.000
```

```
DNS IP Addr  
000.000.000.000
```

```
Other DNS IP  
000.000.000.000
```

```
Program LAN?
```

Diagnostics

Go into the Engineer Menu. Press **[NO]** until the option 'DIAGNOSTICS?' is displayed. Press **[YES]**.

```
DIAGNOSTICS?
```

Press **[NO]** until 'Communications?' is shown on the LCD. Press **[YES]**.

```
Communications?
```

The panel will now display the IP address that the router has allocated it. Press **[YES]**.

```
IP Address:  
142.16.0.101
```

The Sub Net Mask is now shown on the LCD. Press **[YES]**.

```
Sub Net Mask:  
255.255.255.0
```

The LCD will have changed to now display the Gateway the module is using. Press **[YES]**.

```
Gateway:  
142.16.0.99
```

App Status will now show on the screen. Pressing **[YES]** will then show the ARC status. Both of these statuses are shown in the same format:

Initialising - The panel is attempting to connect to network

No Network - There is no network available

Polling Cloud (App Only) - The panel is polling the cloud

Polling ARC (ARC Only) - The panel is polling the ARC

```
APP Status  
Polling Cloud
```

The next screen will show the last time (in seconds) the app contacted the panel. Press **[YES]**.

```
Last APP Contact  
Seconds 00183
```

'Last Polled Cloud' will now be displayed on the screen. This is showing the last time (in seconds) the panel polled the cloud. Press **[YES]**.

```
Last Polld Cloud  
Seconds 00017
```

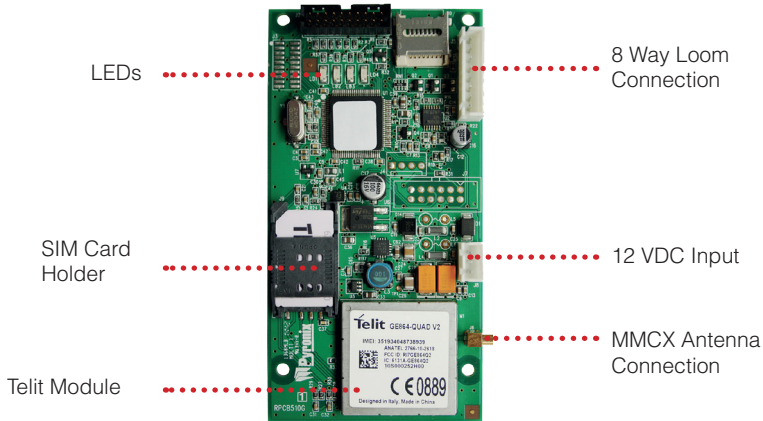
The LCD will now display the last time (in seconds) that the panel polled the ARC.

```
Last Polled ARC  
Never
```

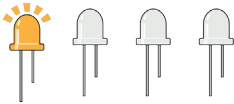
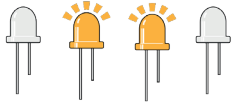
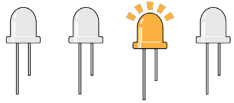
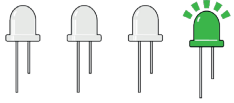
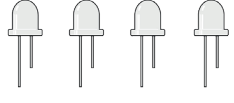
Pressing **[YES]** will now go back to 'Communications?'.

GPRS + SIM Module

Board Layout



LED Indications

Sequence	Indication
	Solid LED: The module is active and trying to communicate.
	Solid LEDs: 100% Signal strength.
	Solid LED: 50% Signal strength This is the minimum required signal strength for reliable communications.
	Blinking LED: Indicating network traffic.
	No LEDs: Check wiring connections.

Connecting to the CSL Network

PLEASE NOTE: Before programming the GPRS, make sure that the antenna is connected and located in a place where the modem is receiving at least 50% signal strength.

Go into the Engineer Menu. Press **[NO]** until the option 'COMMUNICATIONS?' is displayed. Press **[YES]**.



COMMUNICATIONS?

Press **[NO]** and 'Program GPRS?' should be displayed. Press **[YES]**.



Program GPRS?

'APN' should now be displayed on the screen. Press **[YES]** and the panel will display the APN for the Tele2 CSL SIM card. **This must not be altered.** Press **[YES]**.



APN



seminit2.m2m

'User ID' will now be displayed on the panel. Press **[YES]** and the keypad will show the user ID for the GPRS network. **This should be blank, and left blank.** Press **[YES]**.



User ID

'Password' will now be displayed on the LCD, press **[YES]** to reveal a blank screen. **This again, must be left blank.** Press **[YES]**.



Password

The panel should now return to 'Program GPRS?' and the procedure is complete.

PLEASE NOTE: If a SIM card from another network is used, the APN details must be acquired and entered in to the relevant fields.

Diagnostics

Go into the Engineer menu. Press **[NO]** until the option 'DIAGNOSTICS?' is displayed. Press **[YES]**.



DIAGNOSTICS?

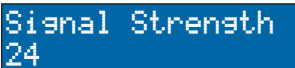
Press **[NO]** until 'Communications?' is shown on the LCD. Press **[YES]**.



Communications?

The panel will now display the GPRS signal strength that the modem is receiving. This is indicated on a scale of 0 - 31. Press **[YES]** when finished.

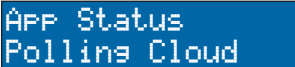
>20 Strong Signal
10-20 Medium Signal
<10 Weak Signal



Signal Strength
24

'App Status' will now show on the screen. Pressing **[YES]** will then show the ARC status. Both of these statuses are shown in the same format:

Initialising - The panel is attempting to connect to network
No Network - There is no network available
Polling Cloud (App Only) - The panel is polling the cloud
Polling ARC (ARC Only) - The panel is polling the ARC



APP Status
Polling Cloud

The next screen will show the last time (in seconds) the app contacted the panel. Press **[YES]**.



Last APP Contact
Seconds 00139

'Last Polled Cloud' will now be displayed on the screen. This is showing the last time (in seconds) the panel polled the cloud. Press **[YES]**.



Last Polld Cloud
Seconds 00014

The LCD will now display the last time (in seconds) that the panel polled the ARC.



Last Polled ARC
Never

Pressing **[YES]** will now go back to 'Communications?'.

Adding the Panel to a Pyronix Cloud Account

First open a web browser and go to www.pyronixcloud.com and sign in to your Pyronix Cloud account...

...If you do not already have an account, you will need to register for one by clicking 'Create an Account'.

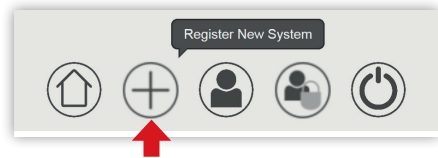


The image shows the Pyronix Cloud login page. At the top is the Pyronix Cloud logo. Below it are two input fields: 'Email Address' and 'Password'. Two red arrows point to the left of each field. To the right of the Password field is a circular arrow icon. Below the fields are the links 'Create an account | Reset Password' and a 'Language:' dropdown menu set to 'English (UK)'.

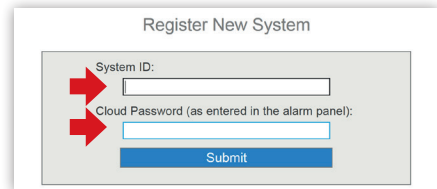


The image shows the Pyronix Cloud login page. A red arrow points to the 'Create an account | Reset Password' link. The rest of the page is identical to the previous image.

Once logged in, click the 'register new system' icon located in the top right.

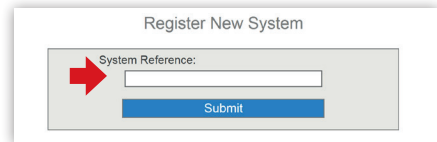


Enter the 'System ID' and the 'Cloud password' created earlier in the 'App Set-Up?' menu. Click 'Submit'.



The image shows the 'Register New System' form. It has two input fields: 'System ID:' and 'Cloud Password (as entered in the alarm panel):'. Two red arrows point to the left of each field. Below the fields is a blue 'Submit' button.

Now enter a system reference. This is how the panel will appear in the list of panels on the Pyronix Cloud home screen. Click 'Submit'.



The image shows the 'Register New System' form. It has one input field: 'System Reference:'. A red arrow points to the left of the field. Below the field is a blue 'Submit' button.

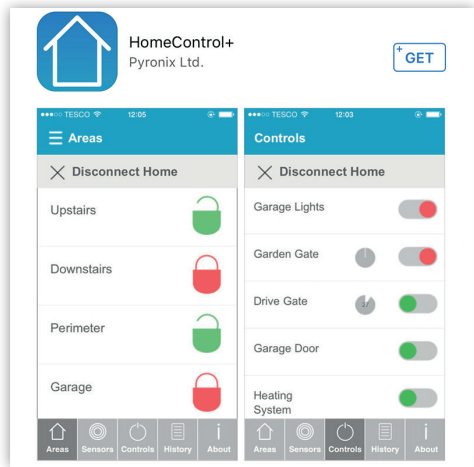
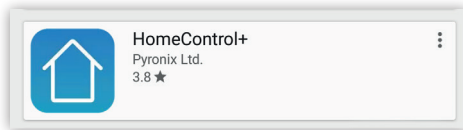
The panel has now been added to the Pyronix Cloud.

Pyronix HomeControl+ App

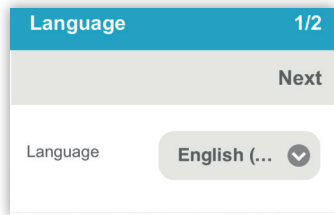
Downloading the HomeControl+ App

The app can be downloaded from either the Apple App Store or on Android from the Google Store by searching 'Pyronix'.

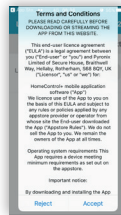
Smart Device Minimum Requirements:
iOS 8.0 or later
Android 4.1 or later



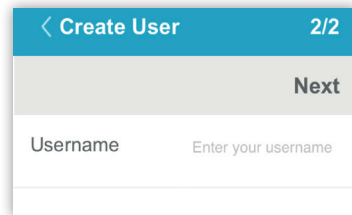
HomeControl App Initial Set-Up



Select the language required and click 'Next'.



Read the terms and conditions and click 'Accept' to continue.



Create a 'Username' and press Next to finish.

PLEASE NOTE: The 'Username' is how this device will appear on the cloud for permission.

Adding a System to the HomeControl+ App

Enter the 'System ID' of the panel which is to be added to the HomeControl+ App.

Enter a 'System Name'. This is how the panel will appear on the HomeControl+ App.

If this installation is a GPRS module and you would like to send SMS to the panel to force the panel to start polling again, change the top slider to green.

In order to send SMS, you have to allow the app to send SMS. Change the second switch to green to give the app permission.

Enter the SIM number installed in the panel so the app knows where to send the message.

Alternatively, if the number is saved in your contacts, you can add it from there by clicking 'Add from Contacts...' and selecting the number.

The panel will then appear under 'My Security Systems' with the 'System Name' given to it earlier in the procedure. This can be edited at any time by pressing the pencil icon.

< System 1/2

Next

System ID Enter system ID

System name System name e.g. "Home"

< SMS 2/2

Done

System has SIM card?

Allow App to send SMS?

System SIM number Enter system SIM number

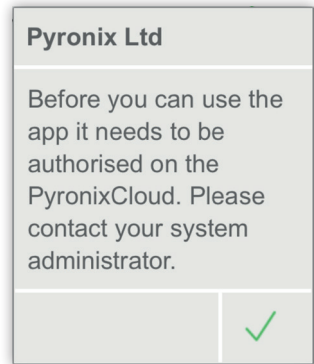
Add from Contacts...

< My Security Systems

Pyronix Ltd >

Permissions on the Pyronix Cloud

The first attempt to connect to the panel with the HomeControl+ App will be followed by a message indicating that the app needs to be authorised on the Pyronix Cloud.



Go to www.pyronixcloud.com and sign in to the administrator's account that the panel was added to earlier.

Click on the System Name that the app tried to connect to.

The 'Username' of the app that tried to connect should appear in the list and by default the permission will be 'Off'.

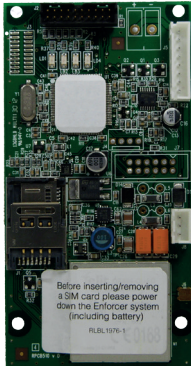
Click 'On' to change the permission and click 'Save Now'.

The app will now be able to connect to the system.

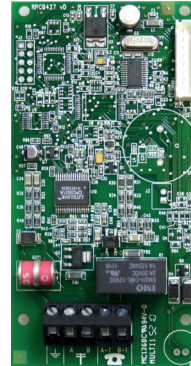


PSTN Contents Table

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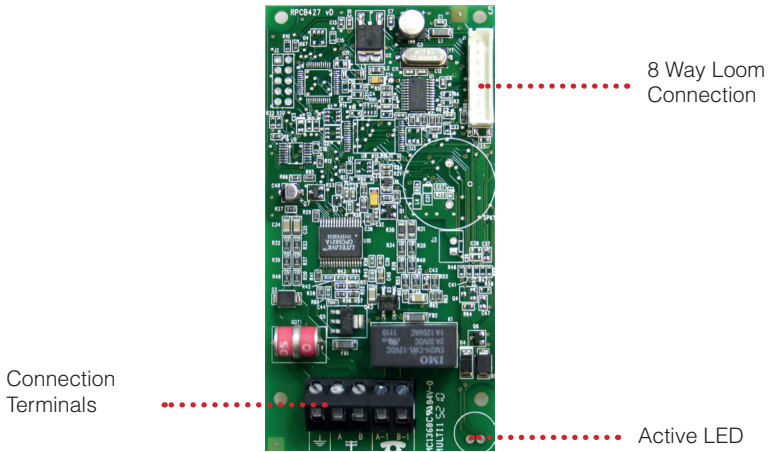
Partcode - DIGI-GSM
 EN 50136-1: 2012
 EN 50136-2: 2013
 SP2



Partcode - DIGI-1200
 EN 50136-1: 2012
 EN 50136-2: 2013
 SP2

PSTN Modem

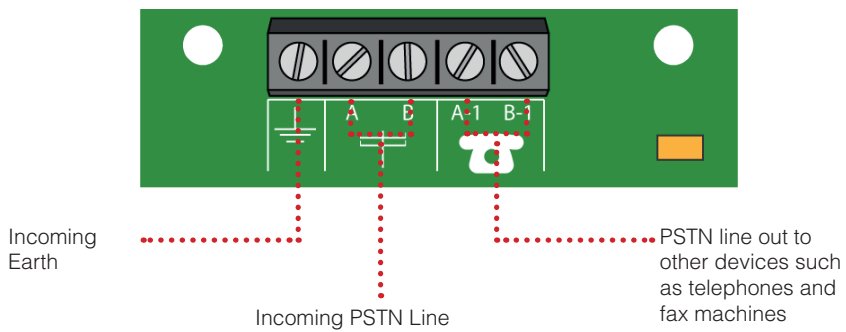
Board Layout



LED Indications

There is only one amber LED on the PSTN modem. This will light up when the modem is active.

PSTN Connection Terminals



Programming Signalling

Fast Format Signalling

Press **[NO]** until 'COMMUNICATIONS?' is shown on the LCD. Press **[YES]**.

COMMUNICATIONS?

'Program ARC?' will now be displayed. Press **[YES]**.

Program ARC?

The LCD should now display 'ARC Details?'. Press **[YES]** to move on.

ARC Details?

Select which type of fast format is to be sent to the ARC press **[YES]**.

[000] Fast 4.8.1
[001] Fast 6.8.1
[002] Fast 4.16.1
[003] Fast 6.16.1

Format [000]
Fast 4.8.1

The ARC number needs to be entered on this next screen which should display '1st Number' and press **[YES]**.

1st Number _

If the ARC has a secondary or alternative number, this should be entered on this screen displaying 'Second No.' Once this has been entered, press **[YES]**.

Second No. _

'ARC Account' should now be displayed on the screen. Enter the ARC account number and press **[YES]**.

ARC Account
_

The channels which are to be signalled through to the ARC now need selecting. Press the number of the channel and the digit should appear. If the channel is not activated, it will appear as a dot. Press **[YES]** when finished. This will bring up a similar screen but for the channel restores. Follow the same procedure to select restores and press **[YES]**.

Channels 1-8
123..6.8

If channels 11-16 are required, move the cursor using the **[B]** and **[D]** keys to the relevant 'dot' and press **[A]** to activate that channel.

Restore
123..6.8

The LCD will now display 'Redials.' On this screen, select you number of redials you require and press **[YES]**.

Redials are the number of attempts up on failing that the panel will retry to send the signal.

Redials [03]

The panel will now require the 'Time Out' to be set. Enter the information and press **YES**.
This can be set to a maximum of 60 seconds. For Fast Format, 15 seconds usually will suffice.

```
Time Out  
Seconds      [15]
```

If 'Low Battery Reports' are to be sent through, change this option to 'Yes' by pressing **1**. If not leave as 'No' and then press **YES**.

```
Low Batt. Report  
No           [0]
```

The LCD will now display 'Test Calls.' If test calls are not required press **YES**. If they are required, change this options to 'Yes' by pressing **1** and then **YES** to continue.

```
Test Calls  
Yes          [1]
```

The following options need to be set in order for the panel to complete test calls. Enter the appropriate information at each stage pressing **YES** to move on to the next option.

Start Time Hours
Start Time Minutes
Interval Days
Interval Hours
Interval Minutes

```
Start Time Hours  
[00]
```

```
Start Time Mins  
[00]
```

```
Interval  
Days      [00]
```

```
Interval  
Hours     [00]
```

```
Interval  
Minutes   [00]
```

Programming Fast Format Digi Channels

Press **NO** until 'COMMUNICATIONS?' is shown on the LCD. Press **YES**.

```
COMMUNICATIONS?
```

Press **NO** until 'Program Digi Channels?' is displayed on the LCD and press **YES**.

```
Program Digi  
Channels?
```

The screen will now display 'Digi 01' which is the first channel for Fast Format. This is default set up as '[0001] Fire.' To change this to another output type enter the number of the output type you wish to change it to and press **YES**.

```
Digi 01 is[0001]  
Fire
```

A full list of the output type can be found in 'Appendix 1'.

The screen will now change to 'Digi 02' which is default set up as '[0009] HU device Any.' As before, if this output type is incorrect, enter the number of the output type that is to be signalled on this channel and press **YES**.

```
Digi 02 is[0009]  
HU device Any
```

Repeat this through to the 'Digi 16' to change the required channels. Once completed, the screen should return to 'Program Digi Channels?'

```
Program Digi  
Channels?
```

SIA Level 1, SIA3 and Contact ID Signalling

Press **[NO]** until 'COMMUNICATIONS?' is shown on the LCD. Press **[YES]**.

COMMUNICATIONS?

'Program ARC?' will now be displayed. Press **[YES]**.

Program ARC?

The LCD should now display ARC Details? Press **[YES]** to move on.

ARC Details?

Select which signalling format is to be sent to the ARC press **[YES]**.
[128] SIA Level 1
[129] SIA 3
[130] Contact ID

Format [129]
SIA 3

The ARC number needs to be entered on this next screen which should display '1st Number' and press **[YES]**.

1st Number _

If the ARC has a secondary or alternative number, this should be entered on this screen displaying 'Second No'. Once this has been entered, press **[YES]**.

Second No. _

'Valid Areas' should now be on the screen. Select which areas need have signals sent to the ARC and press **[YES]**.

Valid Areas
[ABCD]

If each individual area has its own ARC account code then 'Area Accounts?' needs to be changed 'YES' by pressing **[1]**. If there is one ARC account for the whole installation, leave this option to 'No' and press **[YES]**.

Area Account?
No [0]

If this option has been changed to 'Yes' Each area's code will need entering, pressing **[YES]** after each area.

Enter the ARC account code and press **[YES]**.

ARC Account
_

The LCD will now display 'Redials.' On this screen, select you number of redials you require and press **[YES]**.
Redials are the number of attempts up on failing that the panel will retry to send the signal.

Redials [03]

The panel will now require the 'Time Out' to be set. Enter the information and press **[YES]**.
This can be set to a maximum of 60 seconds. For data signalling, 45 seconds minimum is recommended.

Time Out
Seconds [45]

The LCD will now display 'Test Calls.' If test calls are not required press **YES**. If they are required, change this options to 'Yes' by pressing **1** and then **YES** to continue.

```
Test Calls
Yes      [1]
```

The following options need to be set in order for the panel to complete test calls. Enter the appropriate information at each stage pressing **YES** to move on to the next option.

Start Time Hours
Start Time Minutes
Interval Days
Interval Hours
Interval Minutes

```
Start Time Hours
[00]
```

```
Start Time Mins
[00]
```

```
Interval
Days    [00]
```

```
Interval
Hours   [00]
```

```
Interval
Minutes [00]
```

'Event Types' will now be displayed on the LCD. The options to select from are as follows;

Default [0]
Simple [1]
Full [2]
Custom [3]

```
Event Types
Default    [0]
```

The event types contained in each of these can be found in 'Appendix 2'.

Once a selection has been made, press **YES**.

If 'Custom' is selected then each of the 'Event Types' will need to be individually assigned.

The screen should now return to 'Program ARC?' and the procedure is complete.

Programming SMS Messages

Press **[NO]** until 'COMMUNICATIONS?' is shown on the LCD. Press **[YES]**.

COMMUNICATIONS?

Press **[NO]** until screen shows 'User SMS Signalling?' is displayed. Press **[YES]**.

User SMS
Signalling

The screen will now display 'SMS Details [01]' press **[YES]** to set up the first SMS message.

SMS Details:
[01]

The LCD will now display 'Mobile No.' which requires the first mobile number that the panel will send an SMS to. Once entered press **[YES]**.

Mobile No. _

'Valid Areas' will now be displayed. Enter the areas which you require SMS to be sent for by pressing **[A]**, **[B]**, **[C]** or **[D]** and press **[YES]**.

Valid Areas
[ABCD]

The LCD will now display 'Redials.' On this screen, select you number of redials you require and press **[YES]**.

Redials are the number of attempts up on failing that the panel will retry to send the signal.

Redials
[03]

The panel will now require the 'Time Out' to be set. Enter the information and press **[YES]**.

This can be set to a maximum of 60 seconds. For data signalling, 45 seconds minimum is recommended.

Time Out
Seconds [45]

The following options need to be set in order for the panel to complete test calls. Enter the appropriate information at each stage pressing **[YES]** to move on to the next option.

Start Time Hours
Start Time Minutes
Interval Days
Interval Hours
Interval Minutes

Test Calls
Yes [1]

Start Time Hours
[00]

Start Time Mins
[00]

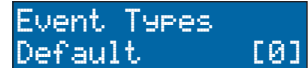
Interval
Days [00]

Interval
Hours [00]

Interval
Minutes [00]

'Event Types' will now be displayed on the LCD. The options to select from are as follows;

Default [0]
Simple [1]
Full [2]
Custom [3]



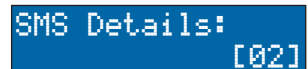
Event Types
Default [0]

The event types contained in each of these can be found in 'Appendix 1'.

Once a selection has been made, press **YES**.

If 'Custom' is selected then each of the 'Event Types' will need to be individually assigned.

The screen will now return to 'SMS Details [01]' To add another number use the **B** and **D** keys to scroll to the next allocation and follow the same procedure as before. A maximum of 10 mobile numbers can be entered in to the system.



SMS Details:
[02]

PLEASE NOTE: The GPRS module can also send SMS. However, in order for this to work, a third party SIM card has to be used. The Tele2 SIM is a data sim only and is unable to send SMS.

Advanced Communications

Press **NO** until 'COMMUNICATIONS?' is shown on the LCD. Press **YES**.



COMMUNICATIONS?

Press **NO** until screen shows 'Advanced Communications?' and press **YES**.



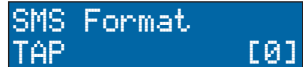
Advanced
Communications?

The screen will now display 'Prefix Tel No.' If the line requires a digit before the number to dial outside lines, this should be entered in here and press **YES**.



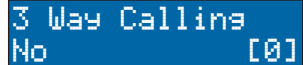
Prefix Tel No
_

'SMS Format' will now be displayed on the LCD. Press **0** for 'TAP' or **1** for 'UBS' then press **YES**.



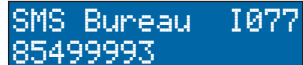
SMS Format
TAP [0]

The panel will now display '3 Way Calling' This should be left at 'No' and press **YES**.



3 Way Calling
No [0]

The SMS bureau number will now be displayed on the screen. If another bureau is to be used, type this in here and press **YES**. If the one provided is sufficient, press **YES** without editing.



SMS Bureau 1077
85499993

The LCD will now display 'ARMPC Tel No' At this point press **NO** to return to 'Advanced Communications?'



ARMPC Tel No_

GSM Module

Board Layout and LED Indications

Please refer to the GPRS module section for the board layout and the LED indications for the GSM module. The two modules are identical in these respects.

Signalling Menu Options

The GSM module is just an alternative method for sending the same data as the PSTN modem. Based on this, refer to the menu procedures described for the PSTN modem.

GSM Signal Strength

Go into the Engineer Menu. Press **[NO]** until the option 'DIAGNOSTICS?' is displayed. Press **[YES]**.



```
DIAGNOSTICS?
```


Press **[NO]** until 'Communications?' is shown on the LCD. Press **[YES]**.



```
Communications?
```

The panel will now display the GPRS signal strength that the modem is receiving. This is indicated on a scale of 0 - 31. Press **[YES]** when finished.

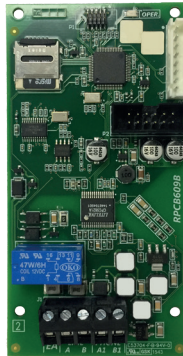
>20 Strong Signal
10-20 Medium Signal
<10 Weak Signal



```
Signal Strength  
22
```


Voice Contents Table

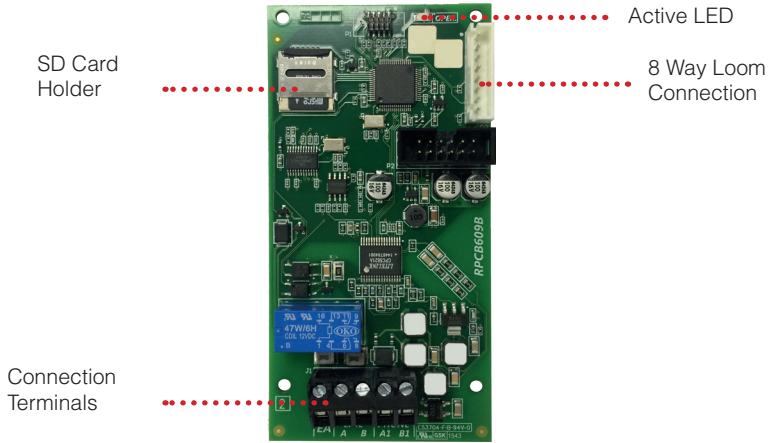
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Partcode - DIGI-PSTN/VOICE
EN 50136-1: 2012
EN 50136-2: 2013
EC II
SP2

PSTN/Voice Modem

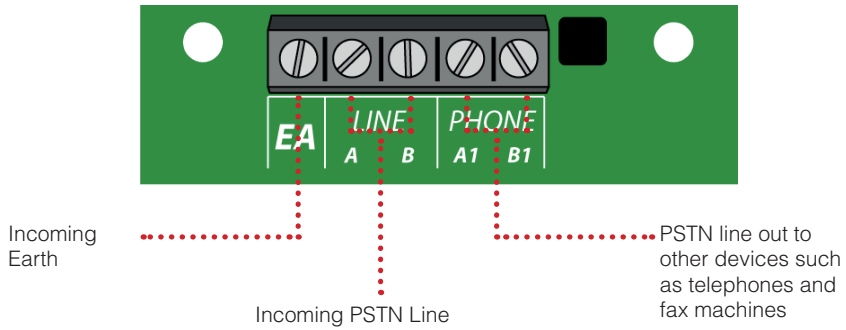
Board Layout



LED Indications

There is only one amber LED on the PSTN voice modem. This will light up when the modem is active.

PSTN Connection Terminals



Programming Voice Messages

PLEASE NOTE: The Digi-PSTN/Voice is supplied with an SD card already inserted. This also is supplied with all the software/messages already installed. **DO NOT REMOVE**

Press **[NO]** until 'COMMUNICATIONS?' is shown on the LCD. Press **[YES]**.

COMMUNICATIONS?

'Program ARC?' will now be displayed. Press **[NO]** until the LCD displays 'Voice Signalling?' then press **[YES]**.

Program ARC?

Voice
Signalling?

'Voice Details [01]' will now be displayed on the screen. Press **[YES]**.

Voice Details
[01]

'Phone Numbe.' will now be displayed on the LCD. Enter the telephone number that the panel is to dial to deliver the voice message. This should be entered straight after the ':' on the top line of the display and the rest of the number entered on the bottom like. Press **[YES]**.

Phone Numbe.0771
4358462

The LCD will display 'Valid Areas.' Enter the areas which voice messages are to be sent for. Press **[YES]**.

Valid Areas
[ABCD]

'User Ack Code' will now be displayed on the LCD, This is the code that is to be entered on the phone to acknowledge the voice call. This is default set to '5' but can be changed. Use **[B]** and **[D]** to move the cursor, **[C]** to delete any numbers that are already present. Use the numerical keys to enter an acknowledgment code. When finished, press **[YES]**.

User Ack Code
5

The LCD will now display 'Redials.' On this screen, select you number of redials you require and press **[YES]**.

Redials are the number of attempts up on failing that the panel will retry to send the signal.

Redials
[03]

The panel will now require the 'Time Out' to be set. Enter the information and press **[YES]**.

This can be set to a maximum of 60 seconds. For voice messages, 45 seconds minimum is recommended.

Time Out
Seconds [45]

The following options need to be set in order for the panel to complete test calls. Enter the appropriate information at each stage pressing **[YES]** to move on to the next option.

Start Time Hours
Start Time Minutes
Interval Days
Interval Hours
Interval Minutes

```
Test Calls
Yes          [1]
-----
Start Time Hours
             [00]
-----
Start Time Mins
             [00]
-----
Interval
Days        [00]
-----
Interval
Hours       [00]
-----
Interval
Minutes    [00]
```

'Event Types' will now be displayed on the LCD. The options to select from are as follows:

Default [0]
Simple [1]
Full [2]
Custom [3]

```
Event Types
Default     [0]
```

The event types contained in each of these can be found in 'Appendix 1'.

Once a selection has been made, press **[YES]**.

If 'Custom' is selected then each of the 'Event Types' will need to be individually assigned.

The screen will now return to 'Voice Details [01]' To add another number use the **[B]** and **[D]** keys to scroll to the next allocation and follow the same procedure as before. A maximum of 10 mobile numbers can be entered in to the system.

```
Voice Details:
              [02]
```

PLEASE NOTE: The Digi-PSTN/VOICE modem has all the signalling capabilities of the standard Digi-1200 modem. If required to signal to an ARC or send SMS, please refer to the PSTN modem sections of this manual.

Diagnostics

Go into the Engineer Menu. Press **[NO]** until the option 'DIAGNOSTICS?' is displayed. Press **[YES]**.



DIAGNOSTICS?

Press **[NO]** until 'Communications?' is shown on the LCD. Press **[YES]**.



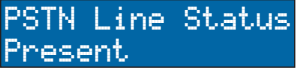
Communications?

The LCD now display the status of the PSTN line. The two statuses that can be shown are:

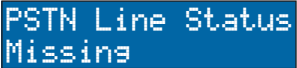
Present - This indicates the panel is detecting a PSTN line.

Missing - This indicates that the panel is not detecting a PSTN line.

Please check the voltage on the line and the connections are correct.



PSTN Line Status
Present



PSTN Line Status
Missing

Advanced Communications

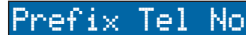
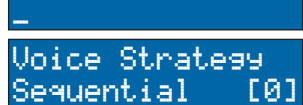
Press **NO** until 'COMMUNICATIONS?' is shown on the LCD. Press **YES**.

A blue rectangular box representing an LCD screen with the text "COMMUNICATIONS?" in white, monospaced font.


Press **NO** until screen shows 'Advanced Communications?' and press **YES**.

A blue rectangular box representing an LCD screen with the text "Advanced Communications?" in white, monospaced font.

The screen will now display 'Prefix Tel No.' Press **YES** until 'Voice Strategy' is displayed. Press **0** for 'Sequential' or **1** for 'Repeat' then press **YES** to continue. If set to 'Sequential' the panel will call the first number then the second and so forth. The pattern will then restart until out of redials. If set to 'Repeat' the panel will keep calling the first number until it has exhausted its redials, then call the second number.

A blue rectangular box representing an LCD screen with the text "Prefix Tel No" in white, monospaced font.A blue rectangular box representing an LCD screen with the text "Voice Strategy Sequential [0]" in white, monospaced font.

'Acknowledgements' will now be displayed on the LCD. Using the numerical keys, enter the voice allocation slot which you wish to edit and press **YES**.

A blue rectangular box representing an LCD screen with the text "Acknowledgements [01]" in white, monospaced font.

The panel will now display 'Voice Restrict Time' and this is set in minutes. If required, change the default from '10' and press **YES**. The 'Voice Restrict Time' is the "cool off period" of the panel between sending two of the same voice message. For example, if the same detector was triggered more than once.

A blue rectangular box representing an LCD screen with the text "Voice Restrict Time Minutes[10]" in white, monospaced font.

The LCD will now display 'ARMPC Tel No' At this point press **NO** to return to 'Advanced Communications?'.

A blue rectangular box representing an LCD screen with the text "ARMPC Tel No_" in white, monospaced font.

CSL DigiAir Pyronix

Important Information

The CSL DigiAir Pyronix module comes in three variants, LAN, Wi-Fi and GPRS+SIM. The layouts and installation are the same as their standard counterparts however, the SIM card in the GPRS+SIM module is different. This SIM card has been specifically adapted so that it can access CSL's Gemini Network enabling the panel to communicate with ARCs.

These modules must be purchased from an ARC or from CSL to ensure you have the correct module.

Features

All three modules can send Fast Format, SIA 3 and Contact ID signalling formats to a central station whilst also connecting to the Pyronix cloud enabling full use of the SmartAlarm+ app from a smart device.

The CSL DigiAir Pyronix GPRS includes a roaming data SIM that should connect to the best network in the area.

PLEASE NOTE: This is a data SIM only and will not send SMS.

Signalling Programming

The signalling programming for these modules is the same as the PSTN modem connecting to an ARC but with two minor changes. The ARC numbers are not needed therefore these steps are not visible however, an 'ARC code' will need entering at the end of the procedure. Enter the ARC code needed and press **YES**. This will then connect to the ARC and enable the signals to be sent.

A full list of the ARC codes can be found in 'Appendix 3'.

HomeControl+ Programming

This programming is identical to the programming needed to connect the standard Digi-GPRS+SIM to the cloud. Please refer to this section for step by step instructions.

Testing Communications

Fast Format Testing

The testing of outputs will trigger the Digi Channels to test Fast Format and send a signal to the ARC.

PLEASE NOTE: SMS, Contact ID and SIA 3 cannot be tested this way.

Enter the Engineer M@enu and scroll to 'ENGINEER TESTS?' and press **[YES]**.

```
ENGINEER TESTS?
```

Keep pressing **[NO]** until the LCD displays 'Test Outputs?' then press **[YES]**.

```
Test Outputs?
```

Enter the number of the output assigned to the channel you wish to test.

See the table in 'Appendix 1' for help. (For example '0018' for Unconfirmed Any).

```
OP Test  [0018]  
Unconfirmed Any
```

Press **[YES]** and the Digi Channel associated with this output will signal an 'open' to the ARC and the top line of the LCD will change to 'Test in progress'.

```
Test in Progress  
Unconfirmed Any
```

After approximately 45 seconds press **[YES]** again. This will change the channel back to its restore state and send a 'close' signal through to the ARC.

```
OP Test  [0018]  
Unconfirmed Any
```

Again, leave it 45 seconds to give the panel enough time to send the 'close' signal before sending the next 'open' signal.

Repeat the above steps to send more channels to the ARC.

Leave the Engineer Menu when finished.

Contact ID, SIA3, SMS and Voice Message Testing

Only a simple test can be done through the menus when any of these signalling methods or formats are selected.

If all the signals such as Intruder, set, unset etc. need to be sent to the ARC, they have to be physically done in real time on the system.

To send through a basic test signal, enter the Engineer menu and scroll to 'ENGINEER TESTS?' and press **[YES]**.

Keep pressing **[NO]** until the LCD displays 'Test Communications?' then press **[YES]**.

The screen will display 'Are You Sure?' press **[YES]**.

The LCD will return back to 'Test Communications?' The panel will now signal a test signal or send through a test text to the mobile phone. If a voice message is programmed, it will call the phone and play a 'test message'.

ENGINEER TESTS?

Test
Communications?

Are You Sure?

Test
Communications?

Product Information

For electrical products sold within the European Community, at the end of the electrical products useful life, it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country.

When disposing of products & accessories, the batteries must be removed and disposed of separately in accordance with local regulations.



Appendix 1 - Output Types

No.	Type	Active	Restore
0000	Not Used	(Permanently off)	
0001	Fire	At alarm	When a valid code is entered
0002	Hold Up Any	At a HU or Duress alarm (This includes keypad HU)	When a valid code is entered
0003	Intruder Any	At alarm, while system is disarmed	At first valid code entry and at end of confirm time.
0005	Misoperation Any (Abort)	When system is silenced after any 'intruder' output is triggered	After 2 minutes
0006	Confirmed Any	After two 'intruder' alarm activations	At next code entry
0007	Tamper Any	Any tamper alarm	At code entry to silence And at end of confirm time.
0008	Duress	At a Duress alarm (i.e. from a keypad)	When a valid code is entered
0009	HU Device Any	At alarm on a HU input only	When a valid code is entered
0010	Gas	At alarm	When a valid code is entered
0011	Set Fail	Pre-set time after start of exit time, if exit procedure is not complete	At code entry to rearm
0012	Entry Deviation	When deviation from entry route occurs, during entry time	At code entry to unset
0013	Secure Intruder Any	At alarm, after exit time started, until unset	At first valid code entry and at end of confirm time.
0014	Siren Any	When alarm live	When alarm silenced or when siren timer expires
0016	Strobe Any	When alarm live	When alarm silenced or when strobe timer expires
0017	Omit Rearm Any	Input omitted if active (or in alarm condition) at the end of confirmation time.	When system disarmed
0018	Unconfirmed Any	Any intruder or Tamper alarm	At code entry to silence
0021	Exit Starts Any	When exit time starts to set FIRST area	At code entry to unset LAST area
0022	Final Set Any	When FIRST area is set	At code entry to unset LAST area
0023	Strobe Set Fail	Works similar to output 016, but also fires if the set fail timer expires.	
0025	Keyswitch unset	This output turns on for 5 seconds when the system is disarmed via a keyswitch input (pulsed or latched)	
0026	Set with Omit	Activates when inputs are omitted on setting	
0028	Power Fault	Active during low volts and battery faults*. Restores at code entry after fault cleared.	
0029	Confirmed Intruder Any	When more than one intruder alarm activates	At next code entry
0030	Confirmed Hold Up Any	When more than one confirmed hold up activates	At next code entry
0033	Entry/Exit	Live during any entry or exit time	
0034	Lights	When exit or entry timer starts	20 seconds after set/unset procedure completed
0035	Follow Input	When input triggers	Dependent upon programming
0037	Restore 1	At code entry to set	After 3 seconds
0038	Restore 2	At code entry to set	When unset

No.	Type	Active	Restore
0039	PIR Latch 1	Re-triggers whenever an additional area is set	
0040	PIR Latch 2	When set (and in Walk Test)	At alarm, or when unset
0041	Mains Good	This is the inverse polarity to PIR Latch 1	
0042	Detr Indn Enable	Output showing the mains is healthy	
0043	Follow Test	This output activates during walk test and also when a code is entered to view indications – staying activated for the time for which the indications are viewed.	
0044	Off During Test	New output for alternative bell test by activating SAB	
0048	Detr Walk Test	New output for alternative bell test by activating SAB	
0049	Detector Masked (Not applicable on grade 2 systems)*	This output is active during walk test, and will only deactivate when all detectors have been tested.	
0050	Follow 24 Hour	If any detector goes into 'mask' condition the output will trigger	When masking fault clears.
0051	Line Fault	If any input programmed as "Day alarm" activates	When input restored
0052	Mains Fail	When Line Fault signalled by communicator	When fault clears
0053	Battery Faults	After pre-set time without mains power	On restoration of mains
0054	Low Volts	When battery disconnected or load fail detected	At next valid code entry
0055	"Global Fault 1 (Faults: Modem, Battery, Fuse, Line, Mains)"	At fault	When fault clears
0056	"Global Fault 2 (Faults: as above)"	Activates if fault occurs only when system is armed	When all faults cleared
0058	Guard Code Used	Activates if fault occurs at any time	When all faults cleared
0059	Engineer Access	When 'guard' code accepted	After 60 seconds
0060	Initialise Digi	When entering Engineer Mode	Leaving Engineer Mode
0063	Test ATE/GSM	At power up	Live for 45 seconds only
0064	"Test ATS For use with ATE complying with BSIA Form 175 to initiate test call to ARC by each available path."	Test signalling through PSTN and GSM. Activates when a test call is sent.(Only used for specific GSMs)	When test completed
0066	ATE not used	Test signalling through PSTN and GSM. Activates when a test call is sent.	When test completed
0170-0199	User Defined 1-30	Can be used to trigger outputs via the keyfob. For example, an output can be programmed as type '[0171] User Defined 02' and then wired to a garage door. If a user keyfob button is programmed as '[0171] User Defined 02,' when that button is pressed, the output will trigger opening the garage door.	
0600-0609	Timers 01-10	For future development	
0610-0619	Calendar 01-20	For future development	
0620-0639	Logic Gate 01-20	For future development	
0640-0649	Delay 01-10	For future development	
1xxx	Follow Input xxx	When input is activated	When input clears

Appendix 2 - Event Types

Event Type	Custom	Default	Simple	Full
Set	Selectable	✓	✗	✓
Unset	Selectable	✓	✗	✓
Alarm	Selectable	Alarm Once	Alarm Once	All Alarms
Omit	Selectable	✗	✗	✓
Confirmed Alarm	Selectable	✓	✓	✓
Comms Status	Selectable	✗	✗	✓
Technical Fault	Selectable	✓	✓	✓
Abort	Selectable	✗	✗	✓
Information	Selectable	✗	✗	✓
Access Alarm	Selectable	✗	✗	✓
Access Event	Selectable	✗	✗	✓
Omit Restore	Selectable	✗	✗	✗
Special Log	Selectable	✗	✗	✓
Tamper Alarms	Selectable	✗	Tamper Once	Tamper Once
Invalid Access Tag	Selectable	✗	✗	✓
Shunt Ward Set	Selectable	✗	✗	✓
Shunt Ward Unset	Selectable	✗	✗	✓
Shunt Ward Alarm	Selectable	✗	✗	✓
Walk Test	Selectable	✗	✗	✓
Restore	Selectable	✗	✗	✓
Technical Fault Restore	Selectable	✓	✓	✓
Test	Selectable	✗	✗	✗
Mains Fail	Selectable	✓	✓	✓
Mains Fail Restore	Selectable	✓	✓	✓
Set Fail	Selectable	✓	✓	✓
Engineer Entry	Selectable	✓	✗	✓
Engineer Exit	Selectable	✓	✗	✓

Appendix 3 - CSL ARC Codes

Code	Alarm Receiving Centre	Code	Alarm Receiving Centre
44650	4i	62766	National Monitoring Network Limited
22567	Abel Alarm Company Limited (A2)	63668	Netwatch Ireland (N6G5)
25242	Action Alarm Control 24	64455	Nightguard Limited
23624	ADT Fire and Security PLC (M7G5)	67624	OCS Group UK Ltd
23717	Advanced Signal Monitoring	76473	Pointer - Glasgow (P2G5)
24654	AIM Manchester (M6G5)	78447	QVIS Monitoring Ltd UDL
27264	ARC Monitoring Ltd	76676	Romec UDL
22615	Banham S.W. London UDL	72232	Scamp Kingston-upon-Hull (S2G5)
22450	Camwatch Monitoring Ltd	73687	Secom PLC UDL
22722	Caught In The Act Monitoring (XY)	73734	Securi-Guard Fire & Security UDL (S5G5)
23514	Cerberus Security & Monitoring Services (C8)	73596	Securi-Guard South Wales UDL (S7G5)
24708	Chubb (Leeds) UDL	73283	Securitas Pinkerton (P1G5)
25750	Chubb IE UDL	74218	Sharp Group Fire and Security Services
26630	Connelly Glasgow UDL (C4G5)	74744	SitexOrbis UDL
26492	Corps Monitoring Centre-UDL (T2G5)	76720	Smart Monitoring Limited UDL
26500	Cougar Monitoring Ltd (C2G5)	76270	SMC (Custodian) Nottingham UDL
27732	Crime Prevention Services Ltd	76527	Southern / Northern Monitoring Services UDL
27463	Crimewatch Monitoring Services Ltd UDL	77774	SSS Management Services (SDG5)
33510	Delta Security Ltd (D3G5)	78246	Stanley UDL
34294	Diamond Point Ltd UDL	78661	Stopwatch Ireland Ltd UDL
32749	East Midland CS Nottingham	84282	Thales UK UDL
44786	G4S Belfast UDL	74430	The Shield Group
44562	G4S Dublin	85618	UK Monitoring Ltd UDL (U1G5)
62630	MCM Cork UDL (MCG5)	86791	Unipart Security Solutions Ltd
63732	Mercury Security Management UDL	86400	Uniqwin UK Limited
64763	MiTec UDL	93617	Yeomen Monitoring Services UDL

Frequently Asked Questions.

Is a broadband filter required for PSTN modems?

If the property has broadband on the telephone line coming in to the property, we recommend a ADSL filter installing between the panel modem and the telephone point.

What is the REN value of the PSTN modems?

The REN value of the PSTN modems is 1. It is recommended that the REN value on a single telephone line does not exceed 4, this includes all the other devices in the property connected to the line.

Do I need to buy a SIM card?

The Digi-GSM would require you to buy a SIM card as one isn't provided. The Digi-GPRS modem can also be purchased without a SIM card therefore one would need buying separately. The Digi-GPRS+SIM is provided with a data sim ergo one will not need to be bought additionally.

Which SIM networks are recommended?

A specific network is not recommended as long as the network chosen can operate on 2G signals. The Digi-GSM and Digi-GPRS cannot operate on 3G or 4G therefore if the network chosen only communicates on these signal types, it will not be compatible.

Do you provide a higher gain antenna?

No we do not provide a higher gain antenna however, the Digi-GSM, Digi-GPRS and Digi-Wi-Fi all use antennas with an MMCX connection. If a higher gain antenna can be sourced with this connection, it will be compatible with the modules.

Will the SMS messaging service work on any telephone line?

The PSTN modems were specified as analogue modems to operate on analogue lines. With this in mind, you may experience inconsistency when connecting these to virtual or digital networks.

What voltage would I expect to measure on my telephone line?

A standard analogue telephone is expected to measure ~50VDC. This is subject to small difference from one line to the next.

What Wi-Fi encryption does the Digi-Wi-Fi operate on?

The Digi-Wi-Fi operate on WPA/PSK encryption. If the wireless router is using a different encryption the Digi-Wi-Fi will not work.

Can the voice and SMS messages be personalised?

The SMS can be personalised by changing the 'System Displays' in the Engineer menu. The voice messages cannot be personalised and are already set by default.

Can the 'line fault' alert be turned off?

Yes. Go in to 'CHANGE TIMERS?' in the Engineer menu and press **YES** until the LCD displays 'Comm Fault Delay.' Change this timer to 250. However, this does not comply with standards.

Why do I have bad signal on my Digi-GSM/Digi-GPRS? My mobile phone shows full signal?

Many modern mobile phones will use a variety of signals such as 4G, 3G, Edge and 2G. A phone that can use various types of signals cannot be used as an accurate indicator for signal strength in the area.

Customer Support



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Technical Support

If you are still experiencing issues with the installation, please call our UK technical support team.

PLEASE NOTE: In order to get your issue resolved quickly, please have the software revision of the panel ready to give to one of our engineers.

Alternatively if you do not require assistance straight away, you can always email the team who will reply to you as soon as possible.

Our office hours are: Monday to Friday 8:00 - 18:30.

 0333 444 1280

 technical.support@pyronix.com



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