# HOME SECURITY
# ALARM KIT

# PANEL OVERVIEW

## TOP VIEW



Power Adaptor

SIM Card

System Initializing

WiFi Status

LAN Status

### STATUS INDICATOR

Flashing red
Panel is initializing

Flashing red, green and blue
Panel is in connection mode

Constant blue
System is in Home Arm state

Constant red
System is in Arm state

Constant green
System is in Disarm state

**REAR VIEW**



Ethernet

USB Slot

Power Adaptor

**BOTTOM VIEW**



Wall Mounting Hole

Reset Button

Speaker

SIM Card Slot

Tamper

Network Configuration Button

Power Switch

Tamper

RESET
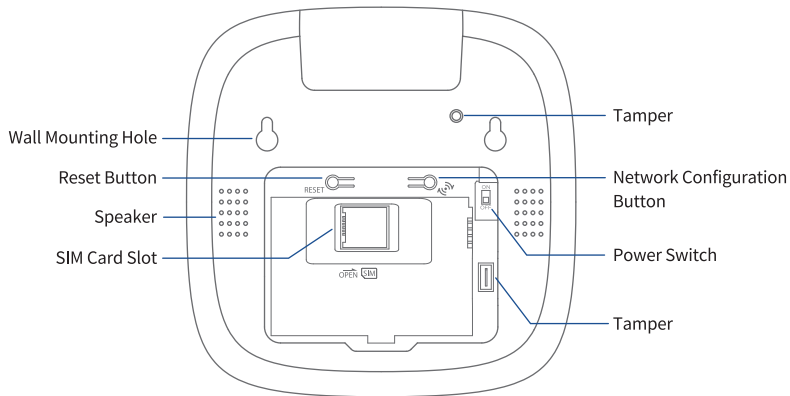
OPEN SIM

# QUICK START

## 1 NETWORK PREPARATION

To connect your new home security system to the internet, you will need to decide if you want to connect it via Ethernet cable (LAN), wirelessly via Wi-Fi or Only 4G. Please have your Wi-Fi password ready if you choose to connect via Wi-Fi.

◎ Wi-Fi: 2.4GHz, WEP/WPA/WPA2 encrypted.

◎ LAN: 10/100M Ethernet, IPV4 protocol.

◎ 4G: LTE.

## 2 INSTALL THE SIM CARD (OPTIONAL)

Make sure the SIM card you insert has an active carrier plan or sufficient funds to send texts and make calls and that PIN protection has been disabled. You can disable the PIN code request on a new SIM card by inserting it in a mobile phone and and setting on it.

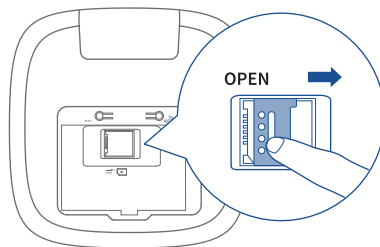◎ Make sure the panel is powered off before inserting the SIM card.

## HOW TO
## INSERT A SIM CARD



Micro SIM Card  =  Nano SIM Card  +  Card Adapter



OPEN
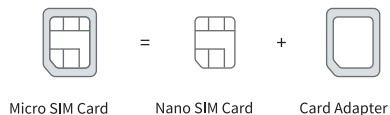
The card slot is sized for micro SIM cards. A card adapter may be required.

◎Please take care not to bend or scratch the chip on the SIM card and the copper connectors in the SIM card tray when inserting the SIM card.

First find the SIM Card Slot at the bottom of Battery Compartment, and push the metal cover of the SIM card tray in the 'Open' direction until you hear a 'Click' and lift it up.
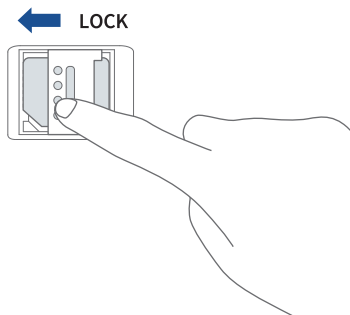
**SIM**
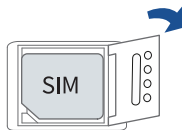
**PLASTIC**

**METAL**

Then place your micro SIM card in the tray with the chip-side downwards.

**LOCK**

Finally put the metal cover back down over the SIM card and push it back until you hear a 'Click' to lock it.

### 3  FIND A SUITABLE LOCATION FOR THE PANEL

If you have decided to connect the panel via **ETHERNET CABLE**, you need to place the panel close to your router or a LAN switch. You will also need to make sure you have a power outlet nearby in order to power the panel with the included power supply.
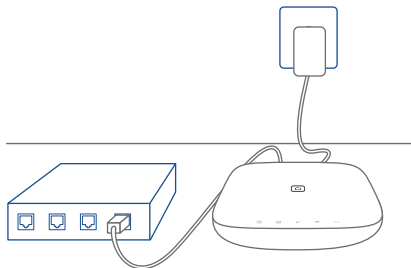
If you have decided to connect the panel to your **WI-FI NETWORK**, you will need to choose a location with strong Wi-Fi signal. You can use your mobile phone to test the signal strength of the location before you proceed. You will also need to make sure you have a power outlet nearby in order to power the panel with the included power supply.
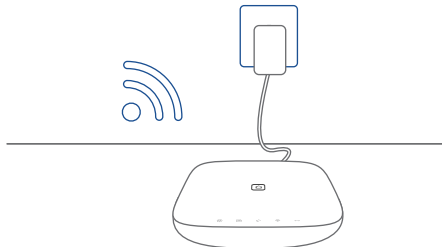
## 4  POWER ON

Connect the included power supply to the panel and to a power outlet near the chosen installation location. If the indicator is not flashing, remove the back-cover on the bottom of the panel to access the power switch. Push the power switch to 'ON'.

◎ The logo on the top of the panel will flash red for 4-5 seconds during initialization and confirm with a beep.
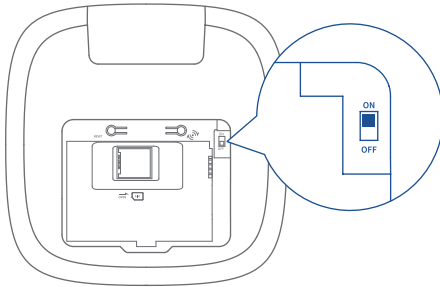


## 5  DOWNLOAD THE APP

Download the App by scanning the QR Code, or search Helio Pro in the Apple App Store or Google Play Store.

Create an account in the App, or login if you already have one.

## 6  ADD THE PANEL

Go to the App homepage and tap ⊡ to scan the QR Code on the bottom of the panel. Make sure Bluetooth of your mobile phone is turned on before continuing.

The App will now search for the Panel via Bluetooth, and the relevant permissions may pop up, please choose **ALLOW**.

**\* Permissions description: Refer to page17**

**NO PANEL FOUND?**

Make sure Bluetooth and associated accesses on your phone are available, and keep your phone close to the panel during the connection process. To manually put the panel into connection mode, remove the back-cover on the bottom of the panel and long-press the 🛜 NETWORK CONFIGURATION BUTTON until it beeps.
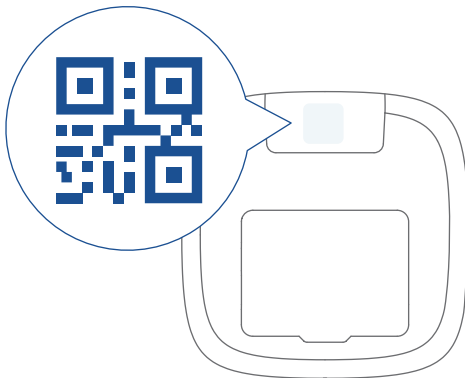
## 7  SET A PIN CODE

Set a 4-digit PIN code for your system. This will be used to operate the system via the keypad (Sold separately).
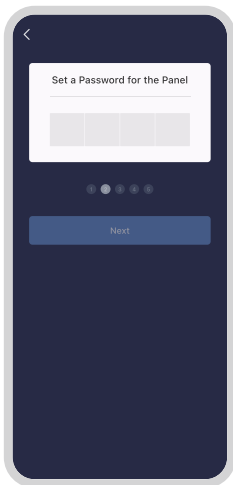
## 8  CONFIGURE THE NETWORK

Select how you will connect your security system to the Internet.
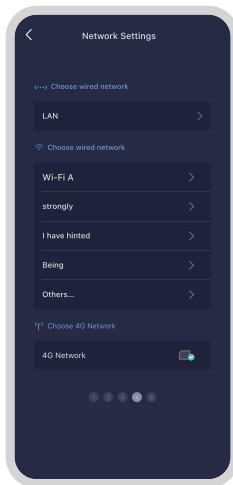




**FOR LAN CONNECTION:**
Connect the included Ethernet cable to the panel and your router and tap LAN.

**FOR WIRELESS WI-FI CONNEC-TION:**
Select the Wi-Fi (2.4 GHz) you want to connect to in the list and enter your Wi-Fi password.

**FOR 4G CONNECTION:**
Tap 4G NETWORK at the bottom (This operation requires a valid SIM card inserted).

## 9  INSTALL ACCESSORIES

Please note that all included sensors and accessories are already connected to the panel and all you need is to install them using the included tape or screws.

◎ Remember to remove the insulation strip or turn on the power before installing.



Motion Sensor
(Pet Friendly)

Contact Sensor

Main Panel
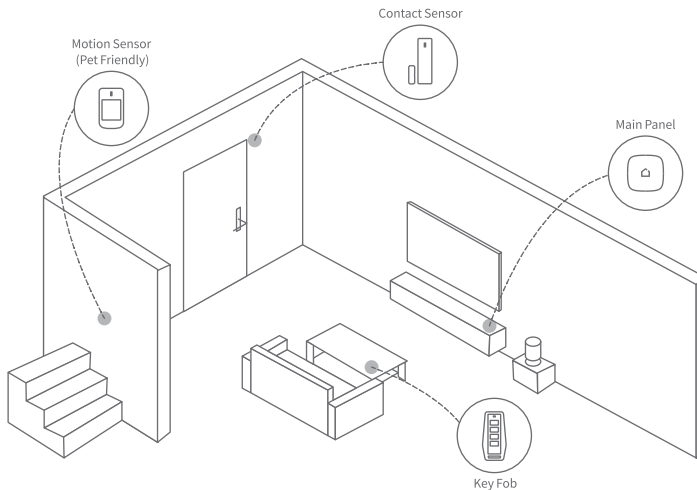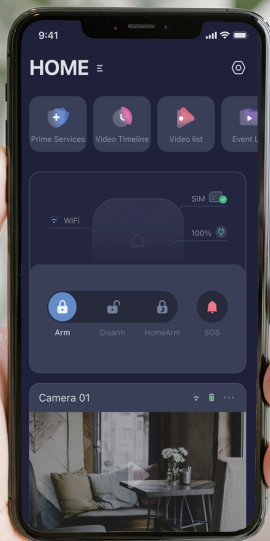
Key Fob

## ✓ Setup Completed!

Try pressing ARM / DISARM button with the App and Key Fob, to see if the status would change accordingly.

You can start using your home security system right away. To learn more about the system features and how it works, please continue reading.

# SYSTEM STATES

## Arm

In Arm state, all connected sensors will be active and should be used when nobody is home. If any sensor is triggered during this state, it will send a signal to the panel which will set off the alarm.

## Disarm

In Disarm state no sensors will be active except life-safety related accessories such as Smoke Sensor, Water Sensor. This is used when you are home and want the security system to be off.

## Home Arm

In Home Arm state only selected sensors and life-safety related accessories will be active. You can customize this function in the App: FAMILY SETTINGS - ARM RULES.

A good use of this is to have sensors on your doors and windows active, but not your motion sensors. This will allow you to move around freely in the house, but if a door or window is opened, the alarm will set off.
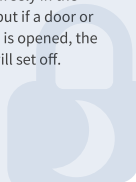
## SOS

This is the state the system will enter if an active sensor is triggered or if the SOS button in the app is tapped.

In SOS Alarm state the system will notify users about the incident, including which sensor triggered the alarm. Both the panel's internal siren and any connected external sirens will start to sound as well.
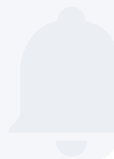
# USER AUTHORITIES

You can set different authority levels to the users of the system. We recommend you to only have one Administrator as this authority level gives unrestricted access to your security system.

◎ SMS Contacts added via mobile numbers are not included.

| | | Administrator | User | Guest |
|---|---|---|---|---|
| **Alarm** | Operate Arm, Disarm & Home Arm | ✓ | ✓ | ✓ |
| | Call for help via SOS Button | ✓ | ✓ | |
| | Set system security rules | ✓ | | |
| **Accessories** | Switch bulbs, plugins, ect. | ✓ | ✓ | ✓ |
| | Setup bulbs, plugs, smart buttons, ect. | ✓ | ✓ | |
| | Add devices and accessories | ✓ | ✓ | |
| **Family** | Invite users and guests | ✓ | ✓ | |
| | Invite administrators | ✓ | | |

# PERMISSIONS & PRIVACY

| | | iOS | Android |
|---|---|:---:|:---:|
| **Notification** | Device information and system status messages can help you manage your device and protect your security. | ✓ | ✓ |
| **Critical Alert** | When your iPhone is in Silent or Do Not Disturb mode, you can still receive audible notifications of emergencies.<br>Reference → | ✓ | |
| **Photos (iOS) / Storage (Android)** | To access the album to add devices / families, or set avatar. To take screenshots or records of the monitoring screen. | ✓ | ✓ |
| **Camera** | To scan the QR code of devices / families, or set avatar. | ✓ | ✓ |

|  |  |  | iOS | Android |
|---|---|---|:---:|:---:|
| **Microphone (iOS) / Recording (Android)** | To enable dual-way talking feature of cameras. |  | ✓ | ✓ |
| **Location** | To configure devices via Bluetooth and Wi-Fi (For Android, Location access is required to using Bluetooth).<br>Reference → |  | ✓ | ✓ |
| **Bluetooth** | To configure devices via Bluetooth. |  | ✓ |  |
| **Contacts** | To add SMS Contacts quickly. |  | ✓ | ✓ |

# APP FUNCTIONS

Swith Family

All of your devices can be found under Settings

Panel Status

Arm / Disarm Control & SOS

**HOME** ≡

Prime Services   Video Timeline   Video list   Event

SIM
WiFi
100%
Arm   Disarm   HomeArm   SOS

Bulb A
Online

Plug A
Online

Door Sensor
Online

Window Sensor
Online

**SWIPE UP** to see more quick widget, such as the alarm panel, Door/Window Status, smart Plug or Bulb you added, and so on.

You can customize these widgets by long pressing on the card or clicking **EDIT** at the bottom.

# FAMILY SETTINGS



**Member & Notifications Settings**

**Panel & Accessories Settings**

Entries for various types of devices and accessories will show after added. You can explore a variety of features and modes here.

\* Refer to page22-24

**Customized Rules**

\* Refer to page22-24

**Add Accessories**

# FAMILY USERS LIST

◎ You can access this function by tapping Member Settings on the Family Settings page.
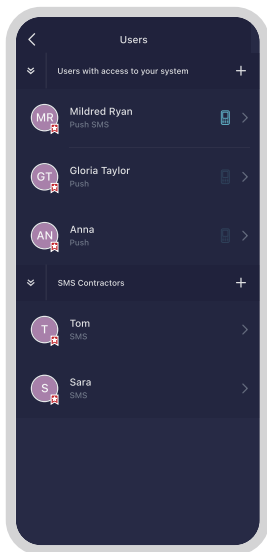


### Users with access to your system

They are who have access to your family.

You can click ✚ at the top of the list to generate an invitation QR code with preset admin/user/guestpermissions.

New members need to download the Helio Pro App and scan the QR Code you shared.

### SMS Contacts

They are who does not need to install this App and only receives SMS notifications in specific situations.

You can add them with their phone numbers by clicking ✚ at the top of the list.

# FAMILY USER SETTINGS

◎ You can only edit users with permissions equal to or lower than yours.
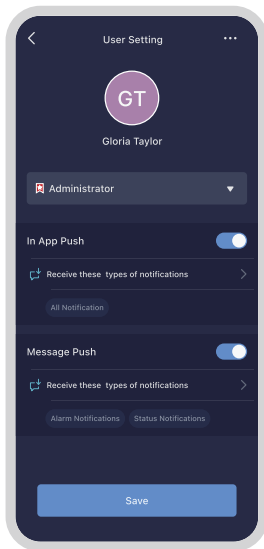
**Delete this user**

**Set User Authority**

**Set Notification Types**

You can click **RECEIVE THESE TYPES OF NOTIFICATIONS** to set notification types for each user.

SMS notification by the system requires that the panel has a valid SIM card inserted and the user's account has been bound to his or her mobile number.

In the app screenshot:

User Setting

GT

Gloria Taylor

Administrator

In App Push

Receive these types of notifications

All Notification

Message Push

Receive these types of notifications

Alarm Notifications    Status Notifications

Save

# MORE CUSTOMIZED FUNCTIONS

◎ The following features can be customized in the App Homepage or Settings Page.

## Smart Widget

**Timed Task:** The task can be set according to the time. e.g: Execute the 'Home Arm' every night at 10pm.

**Smart Following:** Instructions can be executed automatically when the system enters a certain state. e.g: Turn on the bulb when Disarm.

## Anti-interference

When the anti-interference function is enabled in the Smart Widget settings, the system can monitor the interference signal and generate an alarm. When the function is disabled, the system will ignore interfering signals (anti-interference will not respond when disarm).

## Care Mode

You can specify some indoor sensors to be used as a life monitoring group. If these accessories are not triggered for more than a preset time (Only in Disarm / Home Arm), SOS will be sent out.

This feature is recommended for people living alone, especially the elderly.

### Customize Home Arm

You can specify a part of the sensors that continue to work in the Home Arm status. Only accessories that support this feature show on the Customize Home Arm Function.

### Ready to Arm

When the 'Ready to Arm' function is turned on, it will remind you when doors are still open before Arm / Home Arm.

You can close the door before Arm / Home Arm, or choose to still execute and ignore the sensors above.

### More Arm Rules

**Entry Delay:** When the selected accessories are triggered, the system will start alarm after the preset time.

**Exit Delay:** The system will wait for the preset time before responding to Arm or Home Arm command.

**Siren Duration:** 1-30 minutes, or mute.

**Duress Alarm**

You can enable the Duress Alarm Function to use it in case of threat, input the duress alarm password on the keyboard to stop the alarm, and send a preset SOS message to other users at the same time.

**4G Network Selection**

The 4G module applies to the most of carriers, if there is any configuration change on the 4G network, you can turn off AUTOMATIC SWITCH to input APN information.

In the event of LAN & WiFi disconnection and panel reconnection timeout (failure lasting for about 1min), the panel will enable 4G function if a valid SIM card inserted.

**Accessory Mode**

**Chime:** You can associate a Door/Window sensor or an motion sensor with a indoor siren, so they can be used as an automatic sensor chime. (An indoor siren was sold separately)

**Bypass the Sensor / Tamper Alarm:** Temporarily bypass and not notify when triggered.

# FAQ

**App can't find the panel, or indicates that Bluetooth is not connected.**

Try to press [icon] button until a sound of beep occurs. And make sure Bluetooth or associated accesses on your phone are available.
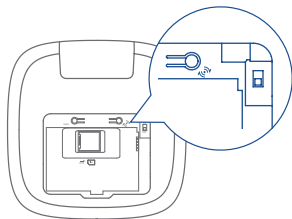
**There is an indication of the Bluetooth deactivation on my phone.**

Please make sure that the Bluetooth on your phone is switched on before initiating this pairing process.

**Will the system still protect me If the power or internet goes out?**

Helio Pro security systems can access the network via LAN / Wi-Fi / 4G. When the LAN or Wifi goes out, the system will switch to 4G connection. If the 4G network goes out, the system will go into offline mode, which is still possible for Arm / Disarm / HomeArm / SOS (this feature requires a 4G LTE-enabled SIM card).

In most cases, the disconnection of Internet is caused by electricity failure, which means the system might have to run with the backup battery. With backup battery, this system can work perfectly to protect your home.

**How to reset the system? Would all my data be erased?**

- Reset system via hardware: please remove the battery cover and press the reset button for 5 seconds. The system will erase all data except for factory connected accessories, and restart after resetting.

- Reset system via APP: **FAMILY SETITNGS - PANEL - ADVANCE SETTINGS - RESET THE PANEL**. You can choose to erase all data, or keep the factory connected accessories.

**When operating in the App, it is slow / lag / always waiting for reactions.**

To better solving your problem, please follow the instructions below before request help from distributor:

- Use LAN cable instead of Wi-Fi for the panel.

- Try restart the router connected to the panel or your phone.

- Disable any VPN connection from your phone or router, for directly connecting to the Internet.

- In the Homepage of the App, tap the **PANEL STATUS** area to see if the connection of the panel works properly.

# SPECIFICATIONS

| CAPABILITY | |
|---|---|
| CPU | GK7205 |
| **POWER SUPPLY** | |
| Auxiliary Power | DC 5V ⎓ 1.5A |
| Standby Time | Up to 8.5 Hours (Fully Charged) |
| Backup Battery | Rechargeable Lithium Polymer Battery 2600mAh |
| **CONNECTIVITY** | |
| LAN | 1xRJ45 10 / 100M Ethernet Interface |
| Wi-Fi | Wi-Fi 2.4 GHz  (802.11 b/g/n) |
| 4G | LTE |
| **OTHERS** | |
| Built-in Siren | 100dB / 30cm |
| Housing Material | ABS / PC |
| Working Temp. | -10°C ~ 60°C |
| SIM Card Support | Micro SIM Card |
| Installation | Desktop, Wall Mounted |
| Mobile System | No less than iOS 11.0 or Android 5.0 |

| RF CAPABILITY | |
|---|---|
| Frequency | 433.92MHz / 868.35MHz |
| Coverage | Up to 1000m |
| RF Supervision | Supported |
| **KEY FEATURES** | |
| Quick Pairing | Pre-paired, QR Code Pairing & BT Pairing |
| Anti-tamper Protetion | Supported |
| Duress Alarm | Supported |
| Low Battery Warning | Supported |
| Smart Following & Timed Task | Supported |
| OTA Update | Supported |
| Ready to Arm | Supported |
| Video Monitoring | Works with Cameras |
| Smart Devices | Works with Smart Plug & Smart Bulb |
| Alarm Notifications | Sending Push Notifications and SMS |

# FCC STATEMENT

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 ainterference in a residential installation. This equipment generates uses and can radiate radio and 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  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.

This device awith part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

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Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

# SAFETY

This home security system is designed to reduce the risk of burglary and other household hazards depending on the connected sensors and accessories. However, this system does not guarantee your safety and you should therefor always act prudently and take reasonable precautions even with the system installed.

Any security system, including this one, is subject to compromise or failure for a numbers of different reasons, including but not limited to:

- An intruder may gain access through unprotected openings.

- An intruder may have the technical knowledge to bypass a sensor or the whole system.

- Signals sent by the panel or sensors might be blocked or reflected by objects in your home, eg. metal furniture, refrigerators, etc.

- Motion sensors can only detect within the specified range and view-angle. Motion outside of this or motion hidden by obstacles will not trigger the alarm.

- Limited or no service from third party providers, like your internet service provider, mobile carrier, etc.

- Hardware failure in panel, sensors and accessories.

# REQUIREMENTS

Requirements for using the home security system:

- An internet router with an available RJ45 port and/or 2.4 GHz
  Wi-Fi (IEEE 802.11 b/g/n standard).
- An iPhone or Android smartphone running iOS 11.0 or Android 5.0 or newer and that features Bluetooth version 4.3 or newer.
- [Optional] A SIM card with a working carrier plan or sufficient funds on the account.