

Feature

A new feature within CONXTD which allows end users to set and unset their alarm system remotely.

How it works

Using an output on a WebWay device wired to the panel.

A button is pressed on CONXTD and a message is sent instructing the WebWay to change the state of the output which causes the panel to change state.

The panel then generates a SIA alarm of the action (OP/CL) which will display to the user in CONXTD and generates a notification.

Compatibility

This feature is supported by all Mk 6 WebWays (since Nov 2015). Must be running SPT V2.0 or above.

| WebWay SPT | Min. Firmware | Serial Number | Brand | Output |
|------------|---------------|---------------|---------------------------|--------|
| Pro | V2.0 | (6x-, 7x-) | Communicator | 3A, 3B |
| Mini | V2.0 | (1x-) | Communicator / Smart / Go | 3A, 3B |
| Nano | V2.0 | (2x-, 3x-) | Smart / Go / Nano | 1A, 1B |

(Misc Profile required for Nano: Nano - Remote OP/CL)

Published Panel Compatibility

The following panels have been tested and signed off for compatibility with this feature. We are working on testing more panels. Please ask us if you have another panel you would like to work with this feature.

| Panel | Wiring type | Wiring and Programming Guide |
|-----------|---------------------------|---|
| Castle | CCL (Closed Circuit Loop) | All guides available at http://www.webwayworld.com/knowledgebase/remote-set-unset-guides |
| Orisec | CCL (Closed Circuit Loop) | |
| Texecom | CCL (Closed Circuit Loop) | |
| Honeywell | EOL (End of Line) | |

Setup

1. Wire WebWay output to panel as each guide states
2. Enter panel programming
3. Follow instructions below to setup with CONXTD

Remote Set / Unset

CONXTD Setup

When subscribing a new site to CONXTD

1. Log into WebWay World and go to Connections. In your Live Sites list you will see a CONXTD column. In this column are CONXTD logo's in grey. Click on the Grey icon and you will be taken to a sign up area. Simply enter the email address of the user who will be billed/is to be the responsible administrator for the site.

If the WebWay and Panel are compatible a box will come up 'Enable set/unset'. Tick this box and we will enable the feature for the Admin of the site.

Add to an existing site

2. Again, in Connections click on the blue CONXTD button in the right menu. Submit a request using the 'Help' button next to the site stating you want to enable Remote Set/Unset for the admin.

3. If you are unable to do any of the above send an email to help@conxtd.freshdesk.com with the subject Enable Remote Set Unset and the details of the site.

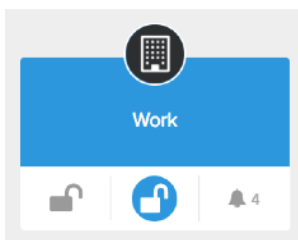
To test through CONXTD you can either test with end users device or ask us for a temporary installer login to the site. We'll create you a log in and let the end users know we are doing this, along with an account expiry time.

Feature in CONXTD

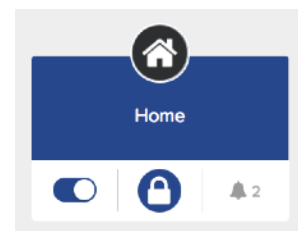
Once the site has been set up for this feature and the admin user has been allowed access to the feature, the site will display slightly differently in CONXTD.

The padlock in the left of the site (on dashboard) will be replaced by a slider. This indicates they are able to perform remote set / unset for the site.

Site without feature



Site with feature



When the slider is to the right and has a dark blue background - the site is set.

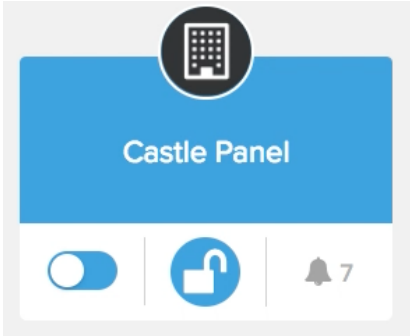
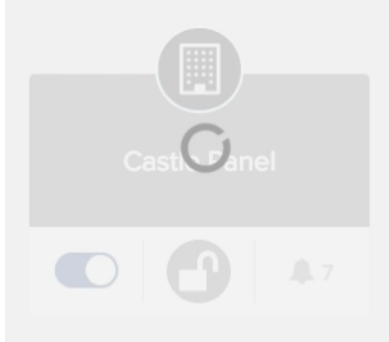
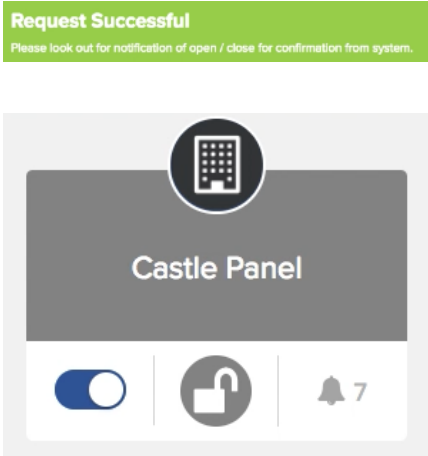
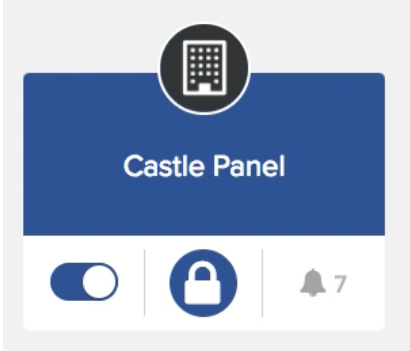
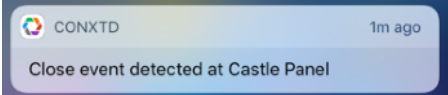


When the slider is to the left and has a light blue background - the site is unset.



Remote Set / Unset

Instructions & Process

| | |
|---|--|
| <p>Tap slider to perform action</p> <p>Tapping will send the opposite request to the current state. I.E If currently unset, tapping will request site to set.</p> |  |
| <p>Site fades with spinner while sending request.</p> <p>Depending on the panel and connection this can take anytime between 2 and 15 seconds.</p> |  |
| <p>Green banner appears to confirm successful request and slider goes to new position indicating requested state.</p> <p>This response is from the WebWay indicating it has triggered the output.</p> <p>If banner comes back red 'Request Failed' leave for 1 min then try again. If it still doesn't work view troubleshooting.</p> |  |
| <p>After a few seconds the latest event icon (middle) will update to show the new state.</p> <p>This is the alarm which has been generated by the panel confirming the action has been completed.</p> |  |
| <p>If notifications are enabled for the site, a notification will follow shortly.</p> |  |

Remote Set / Unset



Troubleshooting

| Issue | Reasons | Resolutions |
|----------------|---|---|
| Request failed | The panel is not ready to be set | Try again in 1 minute. If issue persists, it could be due to outstanding alarm / message on the keypad which needs clearing. |
| | The panel has been set/unset via keypad within 1 minute | Wait for 1 minute for output to be put in correct state, then try again. |
| | The panel and WebWay are not in sync | Try setting / unsetting from the panel, then try in CONXTD |
| | The panel has not been set up properly to perform feature | Engineer to check wiring and test. WebWay Tech Support to be contacted. |

For assistance with wiring or panel set up please contact WebWayOne support:

Email: support@webwayone.co.uk

Phone: +44(0)1635 231514

For assistance with setting up in CONXTD please use the CONXTD subscription manager in Connections or send an email to help@conxtd.freshdesk.com