User Guide

Contents

Figure 1. i-on Compact

About this guide

This guide provides an introduction to i-on Compact alarm systems for users. It describes the main components of the alarm system, the key features and how to carry out typical day-to-day tasks.

If you need additional information, including details of the options in the User menu, please refer to the i-on Compact Administration and User Manual. All manuals referred to are available from our web site.

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About i-on Compact

Thank you for choosing i-on Compact – one of the most advanced and trusted means available today to protect people and property. The i-on Compact is a high-reliability radio alarm system for up to 20 zones, intended for use in small to medium-sized domestic applications.

Your i-on Compact is future-flexible: as Eaton develop new features, your alarm system can be updated remotely or locally with the latest software.

i-on Compact alarm systems provide a comprehensive range of communication options, configuration settings and peripheral devices, which provide the flexibility needed to customise the system to match the requirements of the most demanding applications.

System components

This section outlines typical components that your alarm system may include. Other components may be used, depending on your requirements.

Control unit

This is the main processing unit of the alarm system. From a user's view, its main features are as follows (Figure 1):

- **LCD display** – This shows messages, prompts and options that guide you through the user interface.
- **Keypad** – This allows you to set or unset the system, access user options and acknowledge alarms. You can identify yourself to the system by entering your unique access code at the keypad.
- **Proximity tag reader** – Each user can have a unique proximity tag. Presenting your tag accesses the system in the same way as if you had entered your access code.

Detectors

Detectors are devices that detect alarm conditions. Below are some popular examples, all of which can connect wirelessly (via radio) to the control unit.

Note: Many other detectors are available, including flood, shock and glass-break sensors – please contact your installer for details.

Passive Infra-Red (PIR) movement detector. Pet-tolerant versions are available.

Smoke detector.

Door contact – to detect when doors are opened.

Perimeter PIR detector – to monitor external areas such as gardens. Dual-sensor technology and pet-tolerant mode ensure reliable outside operation.

Note: A zone is the lowest-level item that you can set or unset. Since there is normally only one detector per zone, the terms "zone" and "detector" are often used interchangeably.

External sirens

These are mounted externally, high up in a visible location for deterrence. They include a powerful sounder and strobes. Up to 2 external radio sounders can be used.

Network cameras

Internal and external network cameras are available.

These allow the control unit to record and optionally email images when an alarm occurs.

Remote controls

Each user can have a portable remote control to set or unset the system or operate output devices from a distance.

HUA transmitters

Small portable Hold-Up Alarm (HUA) transmitters, also known as Panic Alarms (PAs), allow you to start alarms remotely.

Internal radio sounders

These are intended for use in areas that are out of audio range of the control unit but where users need to hear alarms, entry tones, exit tones and other sounds.

Output devices

The installer can configure the system to control externals devices, which you can switch on or off from the control unit or a remote control, or which can operate automatically when, for example, an alarm occurs.

The system supports up to 20 radio outputs.

Key features

This section provides an overview of the key features, from a user's perspective, of i-on Compact alarm systems.

Note: Some features described in this guide may not be available, depending on configuration. Please ask your installer if you would like them to be available.

Comprehensive set/unset flexibility

There are many options available to the installer to configure the setting/ unsetting process to match your specific requirements.

If at any time, your requirements change, please contact your installer, who may be able to adjust the set/unset procedure without making any physical changes.

The control unit can set in one of four ways: either full set or one of three part sets (part set B, C or D).

When the system is full set, all zones are set. When the system is part set, only the zones that belong to the part set are set. A part set may, for example, set the downstairs areas, leaving the upstairs unset (e.g. for use during the night).

Alarm communication

When the system detects an alarm, it starts the external sounder/strobe units and operates internal sounders, including the sounder in the control unit.

If you wish, your installer can also configure the control unit to communicate alarms externally to:

- An Alarm Receiving Centre (ARC), via the internet or a fixed-line telephone network.
- An email address.
- A mobile phone using a text message.

Note: Communications via the internet is provided as standard. Connecting the control unit to a mobile (GSM) or fixed-line (PSTN) phone network requires the installer to fit a plug-on module.

Proximity tags

Each user can have a unique proximity tag. When presented to the control unit, the tag performs the same action as entering your access code.

Proximity tags make it easier for you to set or unset the system, and there is no need to remember an access code.
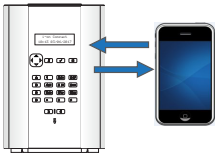
Eaton SecureConnect™

The Eaton SecureConnect app allows you to monitor and control your alarm system over the internet from your phone or tablet.

Please refer to page 8 for details of how to install and use the app.

System control using SMS texts

You can use SMS text messages sent from a mobile phone or other messaging device to set/unset the system, activate/deactivate outputs, omit/ un-omit zones or query the current status of the system.

For further information, please refer to the SMS Command Messaging User's Guide.

Users and user types

i-on Compact gives you the ability to define many different users, each of which has a unique access code, proximity tag, remote control and HUA transmitter.

You can also use "master" and "normal" user types to specify the access each user has to the system.

Wide range of peripherals

i-on Compact supports a wide range of peripheral devices (see from page 2), which gives the system flexibility to match current requirements and adapt to meet future requirements.

Camera integration

The control unit can record images from network cameras when an alarm occurs, and associate those images with the event.

If required, the system can send the images to an email address when an alarm occurs.

Control of external devices (outputs)

Your installer can set up your alarm system to switch external devices, such as lights or heating systems, on or off.

Devices can switch on or off automatically, such as when the system is set. Alternatively, you can switch them on or off manually from the control unit or using a remote control.

HUA/panic alarms

You can generate Hold-Up Alarm (HUA), otherwise known as a panic alarm, from the control unit, a remote control, hand-held HUA transmitter or using a separate panic button.

Installer remote access

The installer has a separate Installer menu, which contains the options needed to configure your system. The menu can be accessed through the keypad on the control unit.

An alternative is to allow the installer to access your system remotely over the internet, which may provide service benefits.

You have the ability to enable or disable remote access as required through the User menu.

Wide range of user options

Authorised users can access a User menu from the control unit. The menu contains options to add users, omit zones, view log information, test the system, configure the system and switch devices (outputs) on or off.

You can find full details of the user options in the i-on Compact Administration and User Manual.

Ability to omit zones

You can omit a zone before setting the system (see page 7). Omitting a zone temporarily excludes it from setting.

You may want to omit a zone to prevent false alarms if, for example, the area it protects is going to be temporarily occupied while the rest of the system is set.

Full logging

The control unit logs all actions, alarms and alerts. You can review the logged events through the User menu.

Jamming and tamper monitoring

i-on Compact uses advanced techniques to monitor your system continuously for possible jamming or tamper attacks.

Comprehensive test options

The User menu contains a comprehensive set of options that you can use to test the system or to determine the owner of a device such as a proximity tag or remote control.

Using i-on Compact

This section describes typical tasks that you may need to carry out from time to time once the system is set up.

Note: For further information about these and other tasks, please refer to the i-on Compact Administration and User Manual.
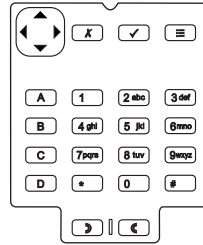
Control unit keypad

Figure 2. Control unit keypad

The keys have the following functions:

Navigation key:

▲ Scrolls up, or moves the cursor left.

▼ Scrolls down, or moves the cursor right.

▶ Changes the value, displays further information, or inserts a space.

◀ Changes the value, or deletes the character to the left.

The key glows red or green to indicate system status (green = normal; red = alarm/fault).

This key exits an option or cancels a change.

Confirms an action, such as selection of an option or acknowledgement of an alarm.

Pressing this key gives you access to the user menu when the standby screen is displayed (see page 7).

| A | Carries out a full system set*. |

Sets part set B, C or D*.

| B |
| C |
| D |

|) | (| A Hold Up Alarm (HUA) is started when both of these keys are pressed (if enabled by the installer).

*This is the default action; the installer can configure these keys to operate outputs.

About the standby screen

When the system is idle (either while set or unset), the display shows the "standby screen". For example:

```
    i-on Compact
 10:43 03/06/2017
```

Setting the system

Readying the system to start an alarm if someone moves into a protected area is called "setting" the system.

You can set your system using a variety of different methods, depending on system configuration. The following explains a typical method using the control unit.

Note: Please refer to the Administration and User Manual for full details.

1. Enter your access code or present your proximity tag at the control unit. If you enter your access code, the display shows a * for each completed digit:

```
 Enter Access Code:
       (*   )
```

2. If setting options are displayed, you can press ▲ or ▼ followed by ✔ to choose the option you require:

```
 Setting Options
  Full Set
```

- *Full Set*: To set the whole system. Alternatively, press the A key*.

- *Part Set B\C\D*: To set part set B, C or D only. Alternatively, press the B, C or D key*.

*Your installer may have configured the system to allow you to quick set using A, B, C or D without entering an access code or presenting a proximity tag first.

3. You will hear a continuous exit tone (unless the system is configured for silent or instant setting).

The system sets when one of the following occurs, depending on how the system is configured:

- Immediately.

- After a period of time.

- When you exit the premises.

The A (full set), or B, C or D (part set) key illuminates to indicate the set status (unless disabled by the installer).

Unsetting the system

Disarming the system so that people can move freely is called "unsetting" the system.

To unset the system from the control unit:

1. Enter through the designated entry route. Do not stray from this route – you may cause an alarm.

2. If you hear a tone, go directly to the control unit, since you will have limited time to unset the system before it generates an alarm.

3. Enter your access code or present your proximity tag.

Managing alarms

If there is an alarm, you will need to silence the sirens and sounders (if they are still running), acknowledge the cause of the alarm and reset the system.

Note: Please refer to the Administration and User Manual for full details.

To silence, acknowledge and reset an alarm:

1. Make sure that it is safe to enter the premises.

2. Enter your access code or present your proximity tag in the normal way. This silences the alarm (if the sirens and sounders are still operating).

3. The navigation key glows red and the display shows, for example:

```
Press tick to reset
  Zone 000
```

The display alternates between showing the zone number (e.g. "Zone 000") and alarm type.

4. If you see "reset" in the message (see above):

   • Press ✔ – this acknowledges the alarm and resets the system. The system returns to standby and is ready to set again. The navigation key returns to its normal (green) state.

   If you see "Call Installer" or "Call ARC" at the top of the screen:

   • Press ✔ – this acknowledges the alarm, but you will need to call the installer or ARC to reset the system. Although the system is not reset, you will still be able to set and unset the system normally. The navigation key and applicable set/unset icons stay red until the alarm is reset.

   If you see "RESET FAULTS", call your installer.

Accessing the User menu

The User menu gives access to user options such as to omit zones, view log information and add new users. The range of options available to you depends on your user type (privileges).

To access the User menu:

1. Make sure the display shows the standby screen.

2. Press ⊟ .

3. Enter your user code:

```
Enter Access Code:
     (*   )
```

The first option is displayed:

```
MENU
 Omit Zones        >
```

Press ▲ or ▼ to scroll through the options, followed by ✔ to select the option you require. The options are fully documented in the Administration and User Manual.

4. To leave the menu and return to the standby screen, press ✗ (if necessary several times).

Omitting zones

Omitting a zone prevents it from generating an alarm if the zone is triggered while the system is set. You may, for example, want to omit a zone that protects a garage to enable access without causing an alarm while the system is set.

Note: The zone returns to normal operation when the system is unset.

Note: You can omit only those zones that the installer has specified can be omitted.

To omit zones:

1. Access the User menu, as described in the previous section.

2. Select the *Omit Zones* option. The first zone you can omit is displayed. For example:

```
OMIT ZONES
 Zone 000          I
```

An "O" is displayed at the end of the line if the zone is Omitted. An "I" is displayed if the zone is Included.

3. Press ▲ or ▼ to display the zone you wish to omit, then ▶ to mark it for omission. Press ▶ again if you made

a mistake and want the zone to be included.

Repeat this step for any other zones you wish to omit (or change to be included).

4. Press ✔ to store changes.

Using SecureConnect

The SecureConnect app allows you to monitor and control your alarm system over the internet from your Android™ or Apple® iOS™ phone or tablet.
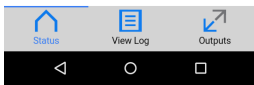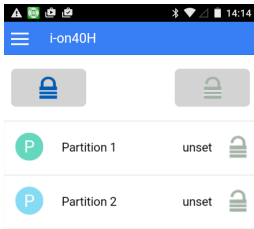

Figure 3. SecureConnect app (Status screen)

Using the app, you can:

- View the status of your system.
- Receive notifications of alarms or set/unset actions (even when the app is not open).
- View camera images generated by an alarm or other event.
- Set and unset the system.
- Switch outputs on or off.

Installing the app

You can install the app from the Google Play™ store or Apple App Store® in the normal way.

When prompted, register as a new user of SecureConnect or tap *Already registered* (for example, if you have used the app on a different phone).

Pairing the app

The first time you open the app, you are prompted to enter a pairing code.

To generate the pairing code, display the User menu at the panel keypad (using your own user code) and select the *Pair App* option. The pairing code is valid for 15 minutes.

The pairing code uniquely pairs your app with your panel and user code. This ensures that any actions you carry out using the app will affect only your panel, and are logged against your user code.

You can unpair or re-pair the app using the ≡ menu.

Using the app

The app has Status, View Log and Outputs pages, which you can access using the icons at the bottom of the screen.

Using the Status page

The Status page (Figure 1) is displayed when you open the app. The page shows the current status of your system and allows you to set or unset the system.

To full set the system: tap 🔒.

To full unset the system: tap 🔓.

To set a part-set: swipe it from left to right.

Viewing log messages

Tap this button to view the panel's log messages. Please contact your installer for details about the messages.

Viewing camera images

The 📷 icon is displayed next to any log message that has associated camera images. Tap the icon to display a list of the images. Tap any image to view it.

Please contact your installer for details of adding cameras to your system.

To zoom in or out: slide your thumb and pointer finger together or away.

T**o download the image to your device:** tap ⬇ .

To print or share the image: tap ◁ .

Switching outputs on or off

↗
Outputs   Tap this button to list outputs configured by the installer as "User Defined".

Tap ⬭ to switch the output on or off. (Note: Outputs defined as "pulsed" switch off automatically after a set period.)

Accessing menu options

Tapping ☰ displays menu options. For example, to sign out or un-pair the app.

Viewing notifications

Your device receives a notification when there is a set, unset or alarm at your panel. Open the notification in the normal way.

Note: notifications are normally reliable, but are dependent on third parties such as Apple and Google and therefore delivery cannot be guaranteed.

Signing out

For security reasons, the app signs you out automatically after a period of inactivity or if you use a different app. You can sign out manually from the ☰ menu.

For further assistance, please contact your installation engineer.

Cybersecurity

Make sure you take proper precautions to protect your network from cyber threats. For guidance, please refer to:

https:www.us-cert.gov/ncas/tips/ST15-002

NOTES:

NOTES:

This product must be installed and maintained only by qualified service personnel.

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