Insite Gold Installer Menu

V1.3

April 16th 2021

Contents

Preface

Starting with Insite Gold version 2.7.3, a new Installer Menu was introduced, helping installers to edit labels, restart the connection for IP150 modules and to upgrade modules firmware.
The features are structured as follows:

1. Swan sites – for Swan sites that are already added to the device
2. Panel accounts – manually entering the panel SN (can be used also for panels that are not associated with a site)

1. Accessing the Installer Menu

The Installer menu can be accessed from the site list screen of Insite gold, by pressing on the menu button and choosing Installer Menu (Figure 1).
Login with the same email address and password used on the Paradox website account (Figure 2).
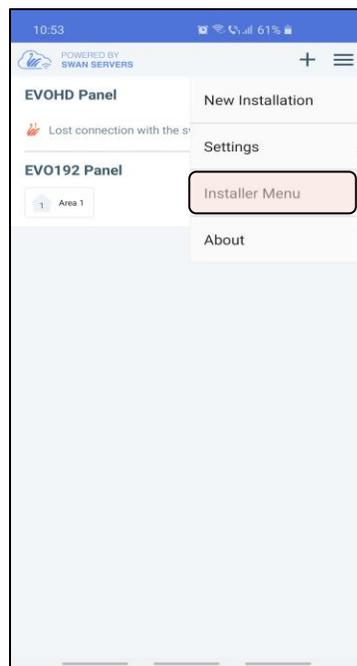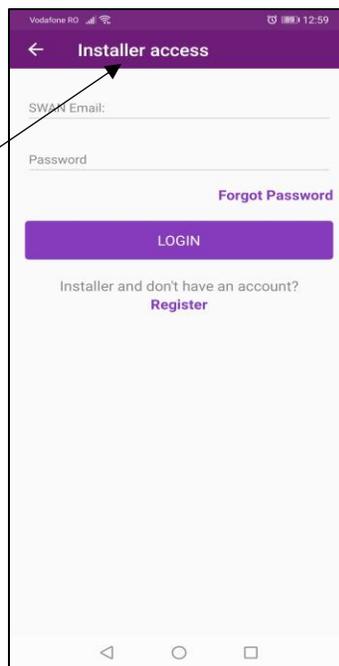
Figure 1   **Figure 2**

Notes:

1. If you do not have an account on our website, a new installer account should be created by pressing on the Register button in the installer access window. Once you tap on **Register**, you will be redirected to the Paradox website for the account registration process.
2. The "Forgot Password" can be used to recover the website account password.
3. The website accounts are approved by the local distributor. You can find the local distributor contact details here: https://www.paradox.com/FindDistributor/v6/

2. Swan sites and Panel accounts

Swan sites: the list is populated with the sites already added in the device before logging in as installer (Figure 3).

Panel accounts: need to be entered manually by pressing on the **+** sign and by entering an account label (name) and the panel serial number (Figure 6).

Note: The difference between Swan sites and Panel accounts is the panel programming. Connecting to a Swan site as an installer enables changing system labels. Connecting to a Panel account does not enable this feature.

Swan sites or panel accounts can be searched (Figure 1.1) or sorted (Figure 1.2) in the Installer Site List.
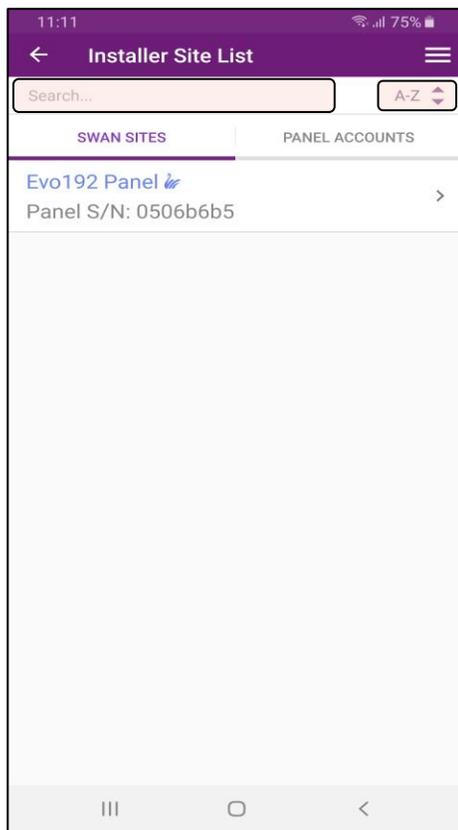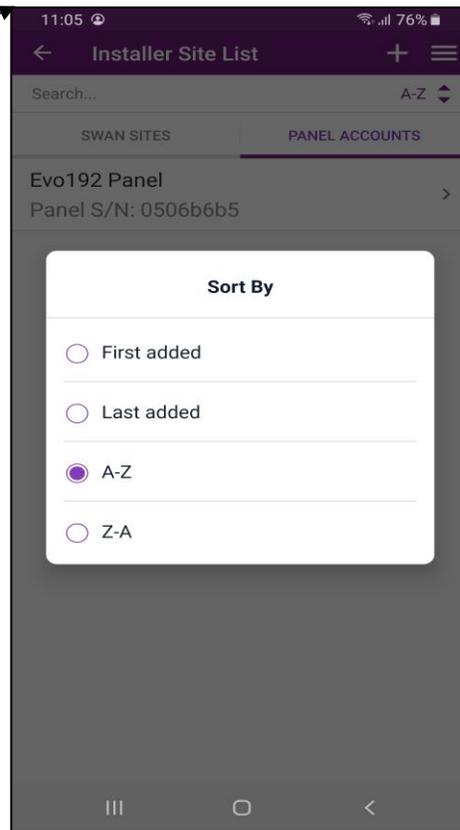
Figure 1.1   **Figure 1.2**

2.1 Connecting to a Swan site

To login as an installer to the Swan site, the PC code of the panel (same as BabyWare) will be required. If it was not changed from the default, it should be "0000" (Figure 4).

Once logged into INSTALLER SERVICES, all options will be available: panel programming, modules programming, and site details (Figure 5).
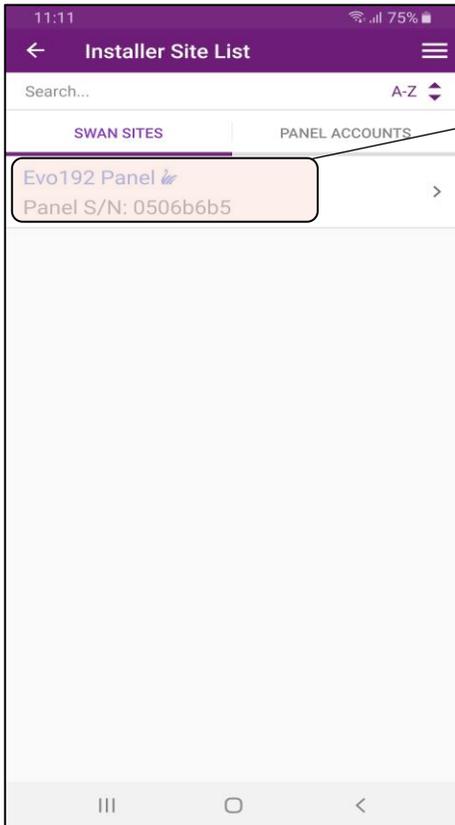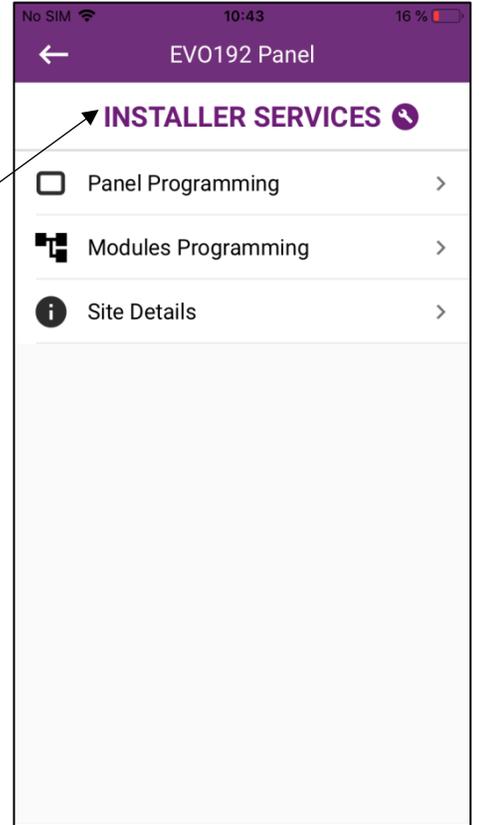
Figure 3   **Figure 4**   **Figure 5**

2.2 Connecting to a Panel Account

To add a panel account, select the panel accounts tab (Figure 6), then tap on the **+** sign and enter an account label (name) and the panel serial number (Figure 7). Notice that the Installer services are different than the Swan site Installer services (Figure 8).
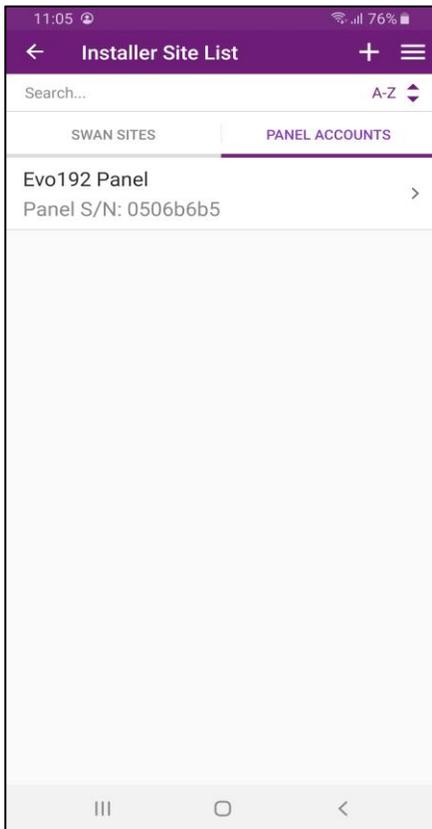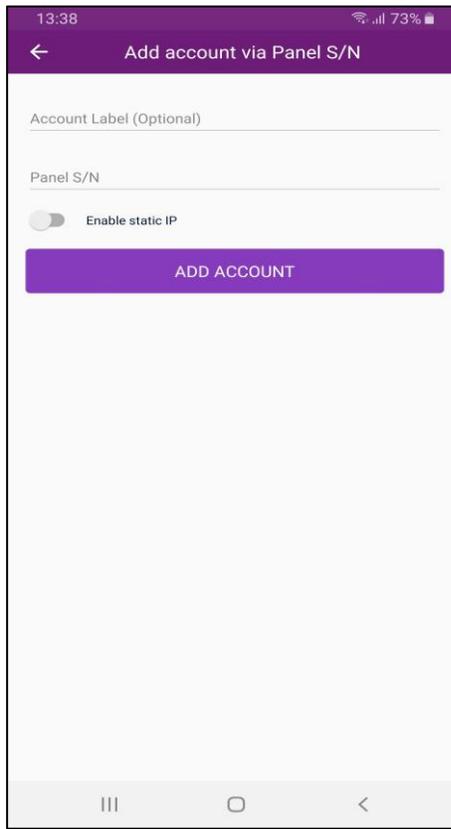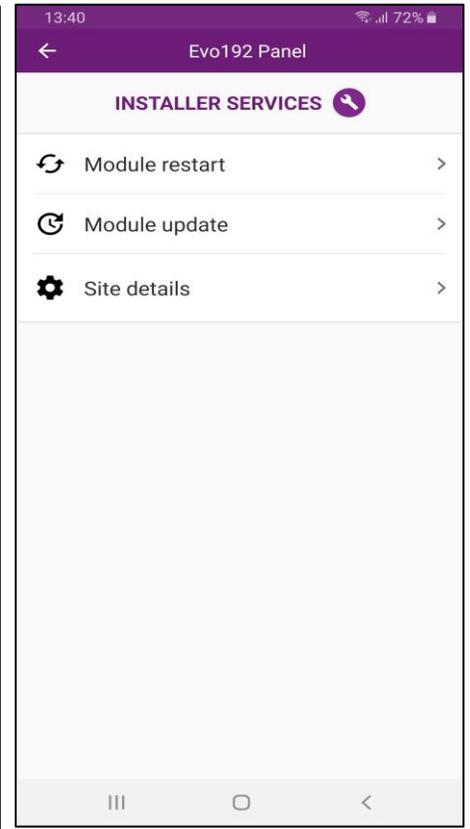

| Figure 6 | Figure 7 | Figure 8 |

Notes:

1. By long pressing on a site or panel account, the name (site name) can be edited, and the Static IP connection can be turned on.
2. For upgrading the module over Static IP connection, the public IP needs to be set and the IP150 software port should be forwarded.

2.3 Unlock Panel

New Panel Serial Lock - The serial output of our panels (starting with firmware 7.50) will be non-operational unless connected to a Paradox communication device (IP150, IP150+, PCS250/260/265/265LTE, 307USB). Connecting a non-Paradox device to the serial output will not be successful unless the panel is unlocked.

The first panels with this feature are EVO192 and EVOHD. Further, we will implement this feature on our other security panels, so they are dedicated for communication with Paradox devices.

Should anybody wish to connect a third-party device to a Paradox panel, the serial port can be unlocked with an unlock code via the Insite Gold. Please use the following steps to obtain an unlock code, and unlock a panel's serial port:
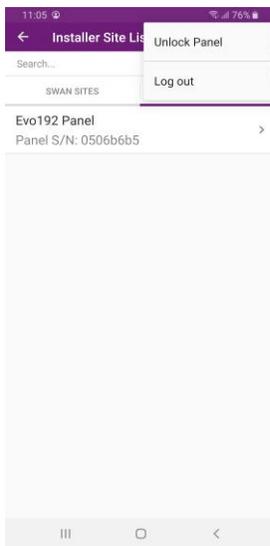
1) Enter the installer menu.

2) Click the three-dot drop-down menu button in the top right

3) Then, click the "Unlock Panel" button.
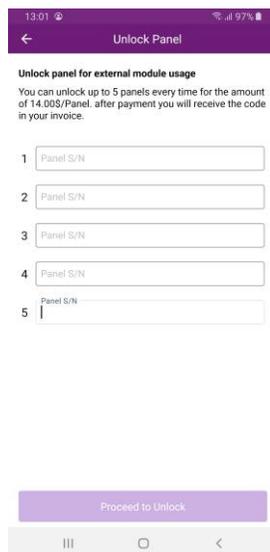
4) Enter the panel's serial number (up to 5 panels simultaneously) that you wish to purchase an unlock code for. Each unlock code can be purchased for $14 USD. Proceed with agreeing to the terms of service and completing the payment information screens.
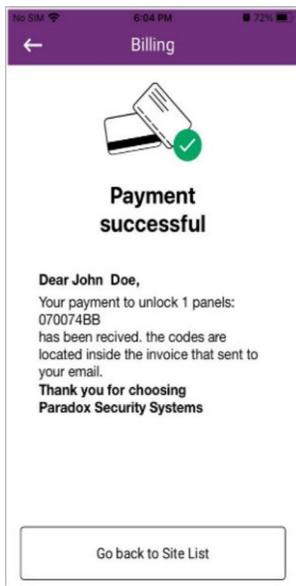
5) An email will be sent to the registered installer's email containing a PDF invoice. The invoice contains the unlock code(s), and instructions on how to unlock the panel's serial port for use with third-party devices.

6) Once the code was received can be entered to keypad section 3000. Only TM50 and TM70 keypads can be used for entering codes as they support all (A-Z) characters contained by the license code.

3. Installer Services

3.1 Panel Programming

In this section, the labels of Areas, Zones, PGMs, and Doors can be edited. Tap on the area or zone that you want to edit, change the label, and tap on "**SAVE**".

No SIM 09:16 89%	
← Panel Programming	
Areas	>
Zones	>
PGM	>
Access	>

No SIM 11:07 14%	
← Areas	
Area 1	Area 1 >
Area 2	Guest House >
Area 3	Garage >
Area 4	Yard >
Area 5	Area 5 >
Area 6	Area 6 >
Area 7	Area 7 >
Area 8	Area 8 >

No SIM 11:07 14%	
← Zones	
Zone 1	Zone 001 >
Zone 2	Zone 002 >
Zone 3	Living Room >
Zone 4	Kitchen >
Zone 5	Basement >
Zone 6	Office >
Zone 7	Bedroom >
Zone 8	Room10 >
Zone 9	Gate >
Zone 10	Zone 10 >
Zone 11	Zone 11 >
Zone 12	Zone 12 >
Zone 13	Zone 13 >

No SIM 11:08 14%	
← PGM	
IP150 I/O1:	Exterior Lights >
IP150 I/O2:	Front Lights >
PGM 1	PGM 01 >
PGM 2	PGM 02 >
PGM 3	PGM 03 >
PGM 4	PGM 04 >
PGM 5	PGM 05 >
PGM 6	Pgm 06 >
PGM 7	Pgm 07 >
PGM 8	Pgm 08 >
PGM 9	Pgm 09 >
PGM 10	Pgm 10 >
PGM 11	Pgm 11 >

No SIM 11:08 14%	
← Doors	
Door 1	Door 01 >
Door 2	Door 02 >
Door 3	Door 03 >
Door 4	Door 04 >
Door 5	Door 05 >
Door 6	Door 06 >
Door 7	Door 07 >
Door 8	Door 08 >
Door 9	Door 09 >
Door 10	Door 10 >
Door 11	Door 11 >
Door 12	Door 12 >
Door 13	Door 13 >

Search 15:07 77%	
CANCEL Edit label	
Label	
Label	
SAVE	

4. Modules Programming

4.1 Modules Updates

This option is related to the IP150/IP150+ communication modules. From this menu, the module can be restarted or updated to the latest firmware version available on the upgrade server (Figure 9).

Selecting the module (Figure 10) will redirect you to the module screen where the firmware version is shown. Automatically the option of the firmware version will be the latest IP150 PUF file.

From the arrow sign (marked in red) you can select the previous version (Figure 11).
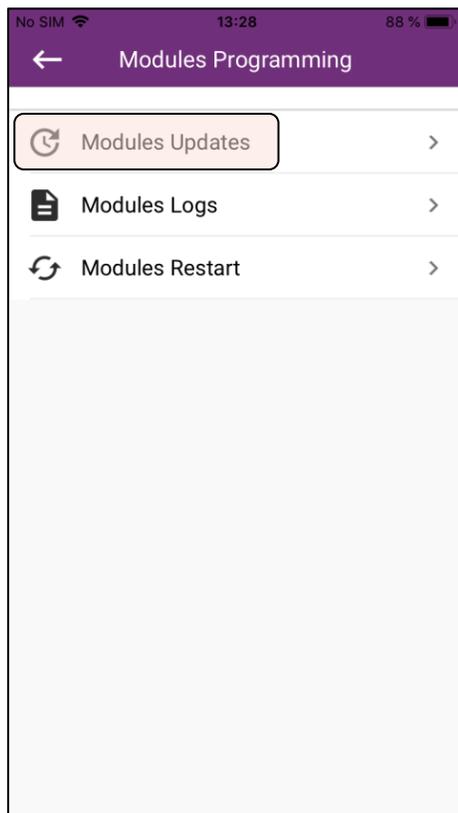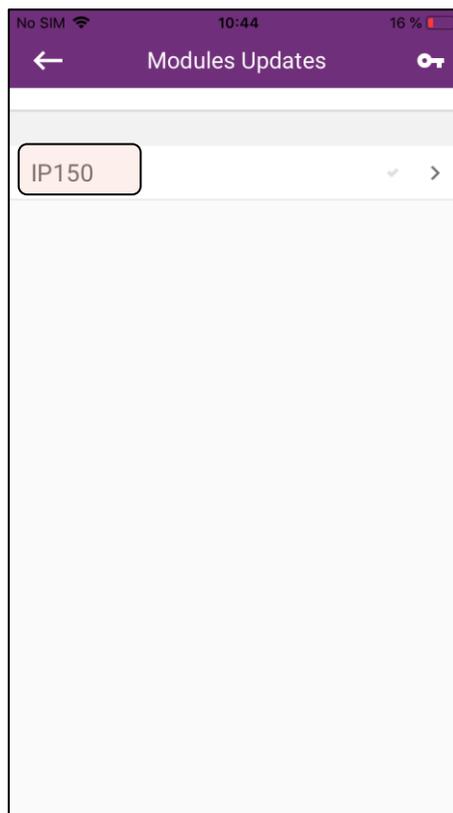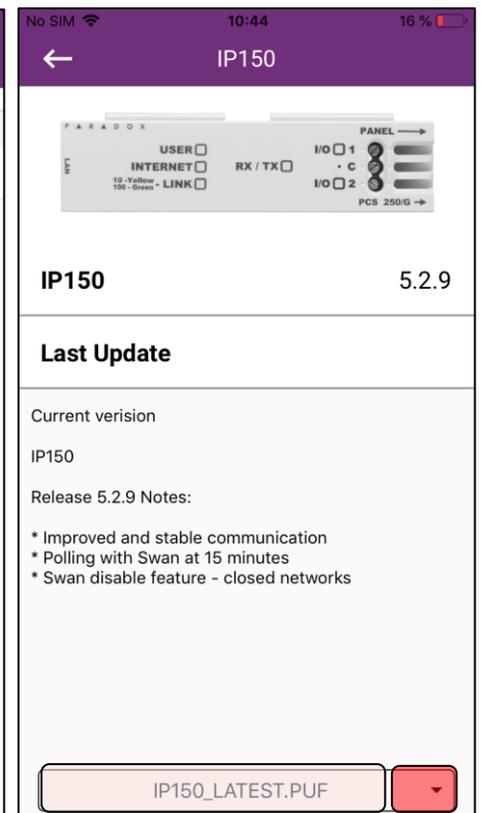
| **Figure 9** | **Figure 10** | **Figure 11** |

Note: If the system is armed a popup message will be displayed (Figure 12) before sending the upgrade command:
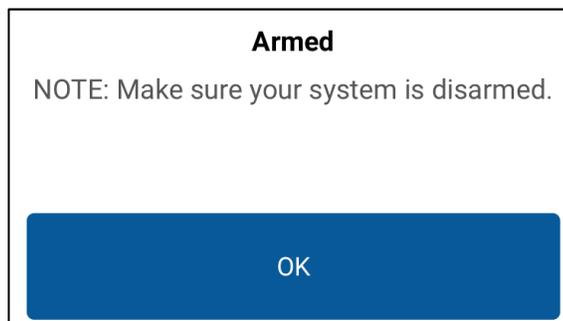

Figure 12

Pressing on the key, (red square - Figure 13) in the Modules Updates screen, a popup message to enter a key will be displayed (Figure 14). This function can only be used when a key to access beta firmware for the communication module is provided.
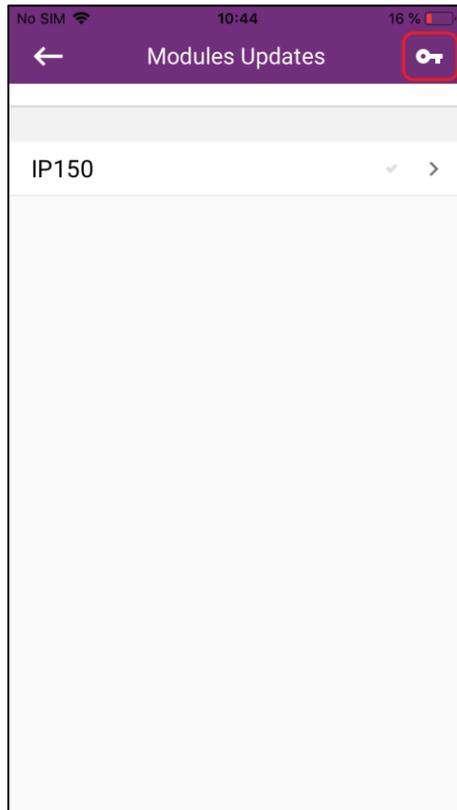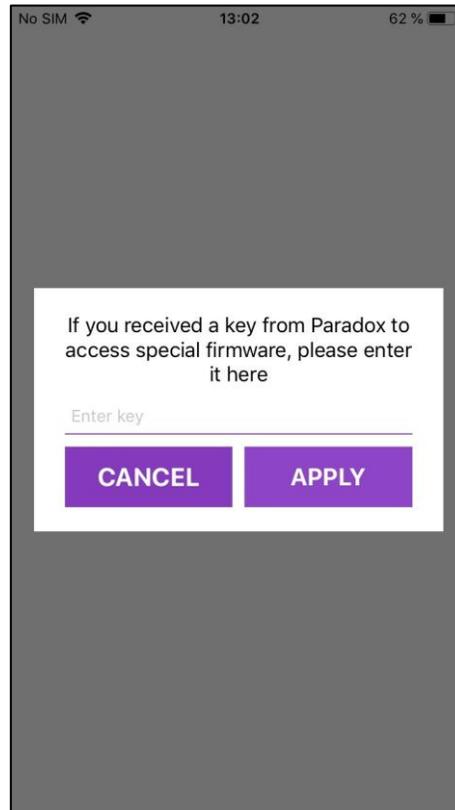
Figure 13	Figure 14

4.2 Modules Restart

Sometimes a connection to a site is not possible due to the internet connection or to the Swan server allocating a different socket (XOR). If the module is polling the Swan server and the customer cannot connect, a module restart should be done from the Installer Menu (Figure 15).

Pressing on the **Restart** button (Figure 16) will reset the connection during the first polling with the Swan server. A popup asking if you want to continue will appear (Figure 17).

This process can take up to five minutes (until next polling) for IP150 modules with v4.xx firmware. For modules with 5.xx firmware, the restart will be done immediately, without the need to wait for the next polling.
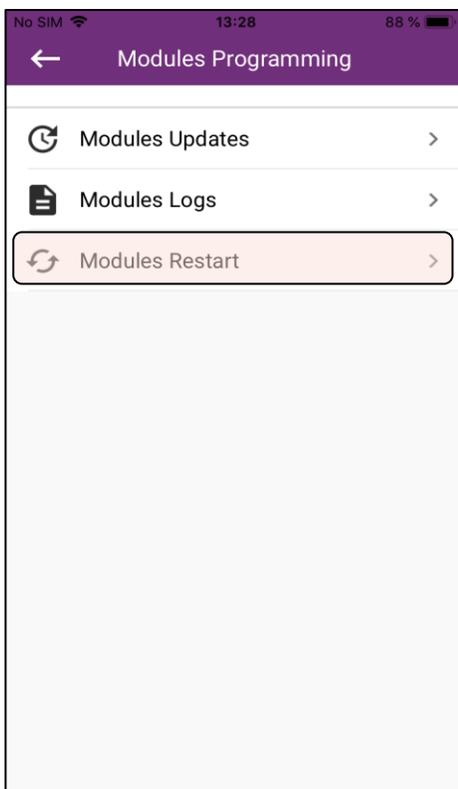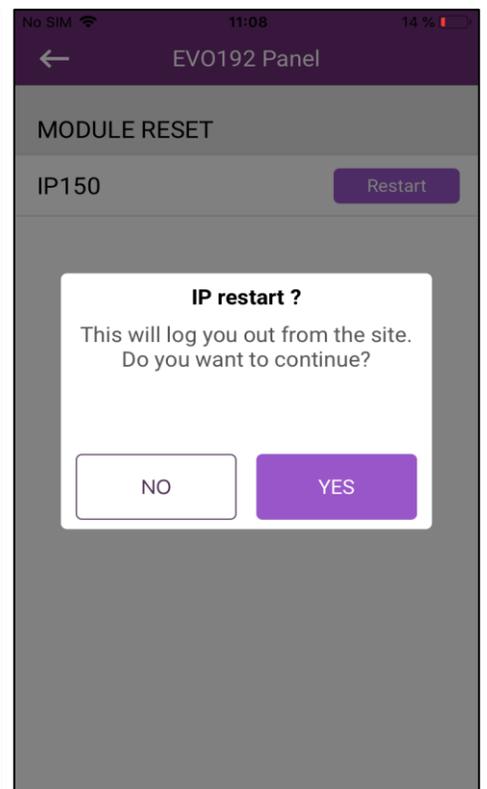
| Figure 15 | Figure 16 | Figure 17 |

4.3 Module Logs

The module logs can help us investigate a connectivity issue and should be provided only when requested by Paradox Support. **The option is available only for sites that have an IP150+ module**, which has different hardware than the IP150 (Figure 18).

To extract the logs, press the **Get IP logs** button. The download can take up to 25 minutes.
After the logs are extracted, they can be shared over email by pressing **Share existing IP logs** (Figure 19).

<div style="display:flex">
<div>

Modules Programming
⟳ Modules Updates ›
📄 Modules Logs ›
↻ Modules Restart ›

</div>
<div>

Module logs
Get IP logs
Share existing IP logs

</div>
</div>
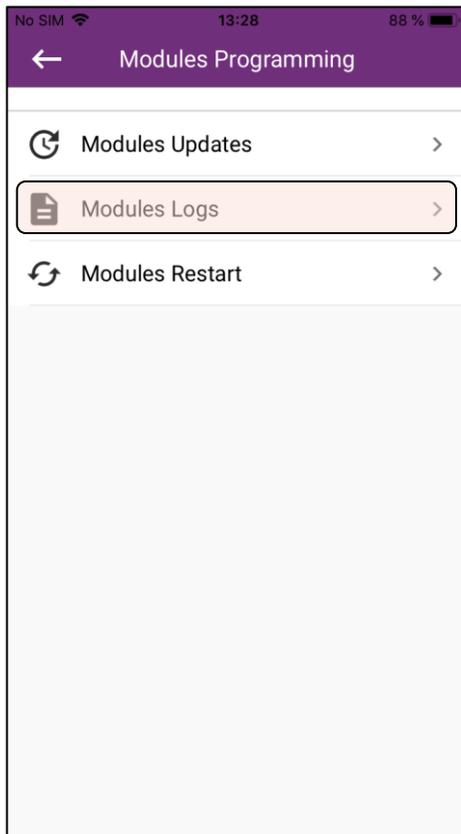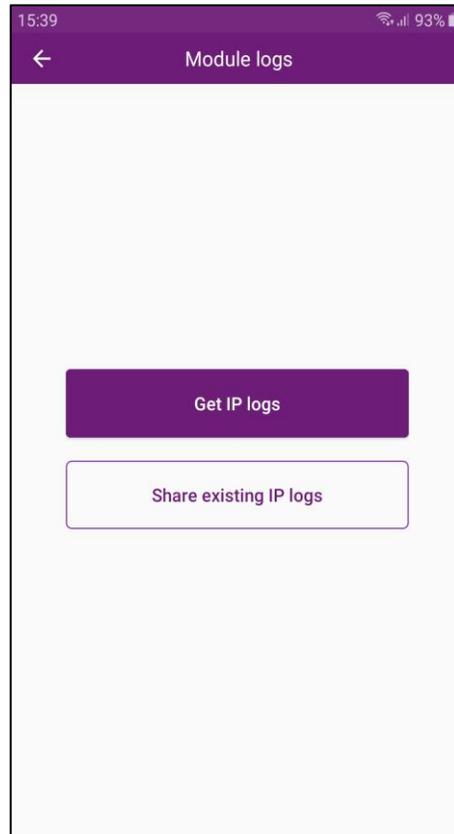
Figure 18   **Figure 19**

4.4 Module Configuration

Starting with version 2.7.11 IOS and 2.7.7 Android, the configuration of the IP150/+ modules was moved from the web browser to the Insite Gold Installer Menu.
The web browser configuration was removed from IP150 and IP150+ starting with versions 5.3.0.
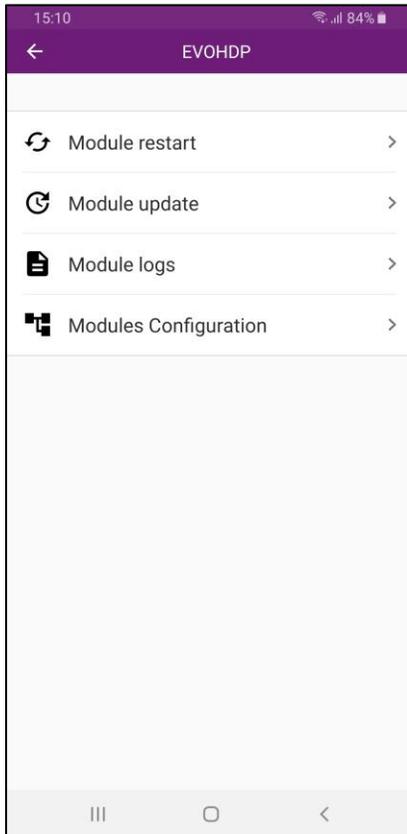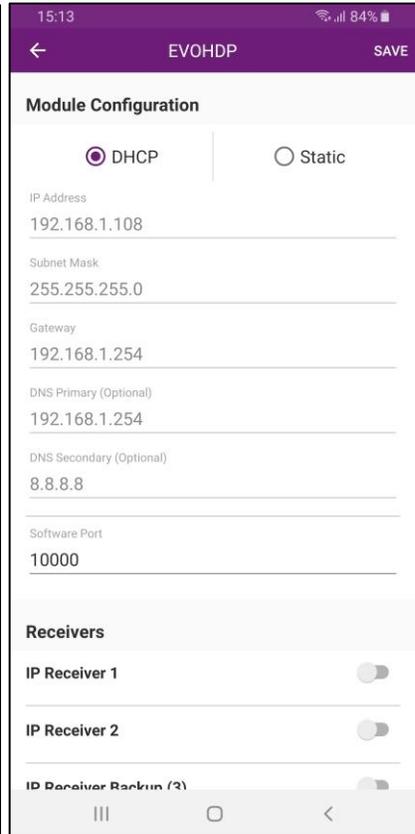
Figure 20	Figure 21	Figure 22

The connection mode can be changed from DHCP to static IP if needed. The secondary DNS can now be configured as well.

Note: Receiver reporting configuration still needs to be done from Babyware or keypad programming

Up to 4 email addresses can be added for email reporting. The email reporting can be set on different areas and different type of events (arm/disarm/troubles).
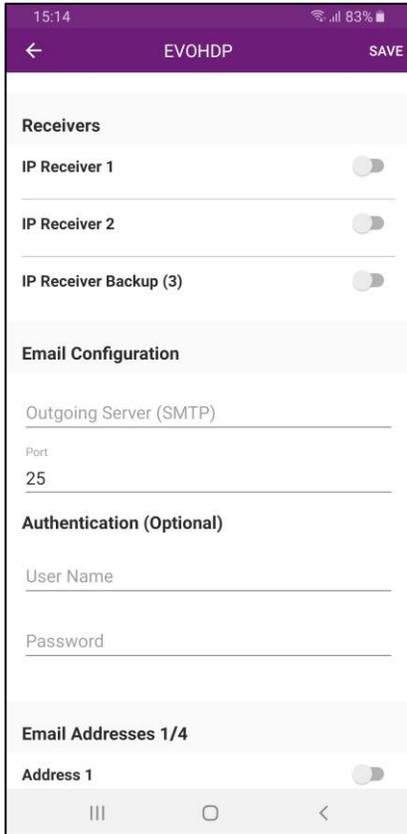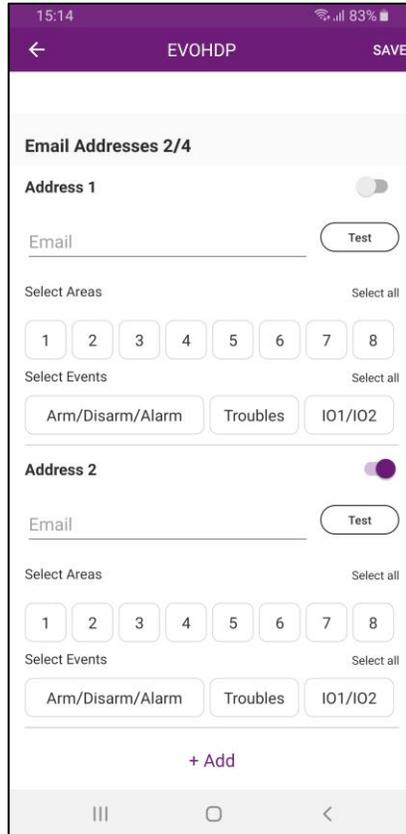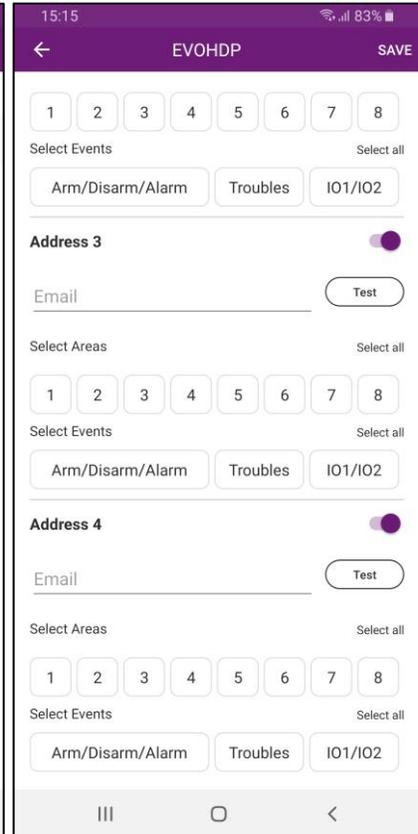
| Figure 23 | Figure 24 | Figure 25 |

For **closed network operation**, Swan can be disabled by checking the "Disable Swan Polling" box.
Disabling Swan polling can be done only for panels that don`t have an associated Swan site.
This option is available only for Panel accounts.

After disabling the Swan polling, configuring the module can be done by using static IP (direct IP) connection.
To enable the static IP connection, toggle this option ON when adding a panel account.
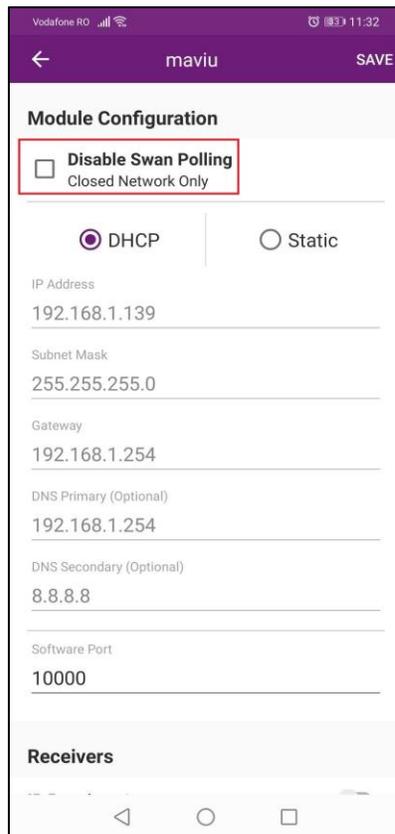
Figure 26
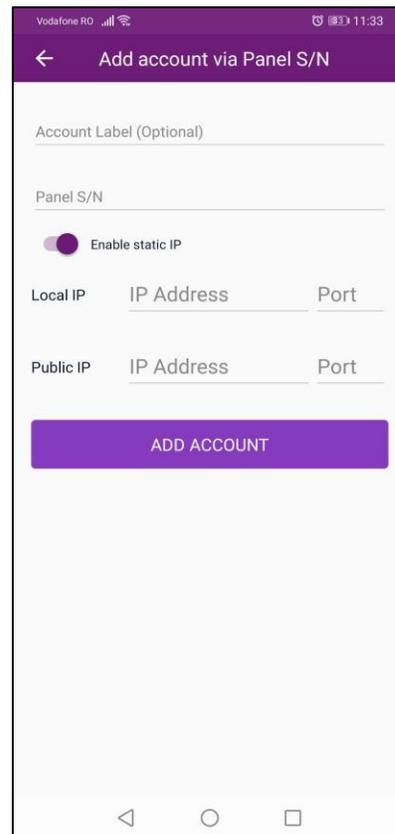
Figure 27

5. Site Details

The Site details option (Figure 28) will display details about a Swan site, hardware, and firmware. This information is shown differently for a Swan site (Figure 29) or a Panel account:

➢ Site info – displaying the site ID and email address of the Swan account (only for Swan sites)
➢ User app subscription - remaining days until the site will expire and the renewal date (only for Swan sites)
➢ Panel info – panel and communication module types, firmware versions and the panel serial number (for Swan sites and Panel accounts)
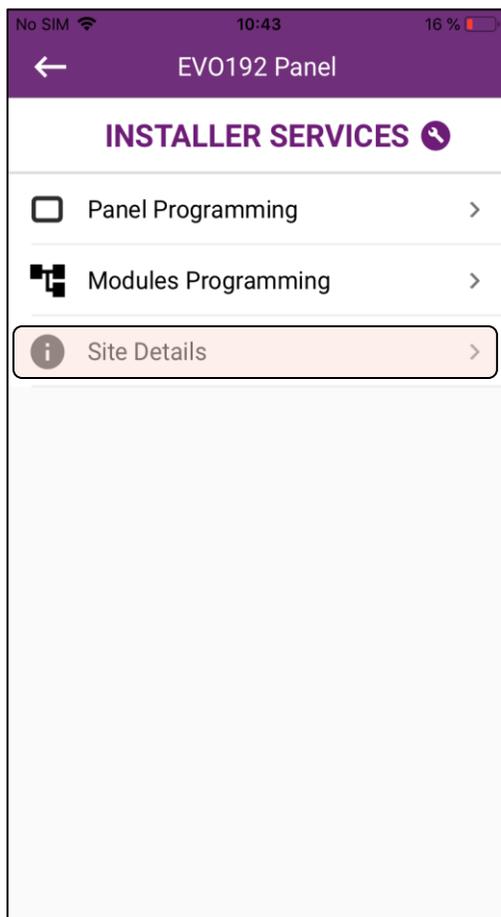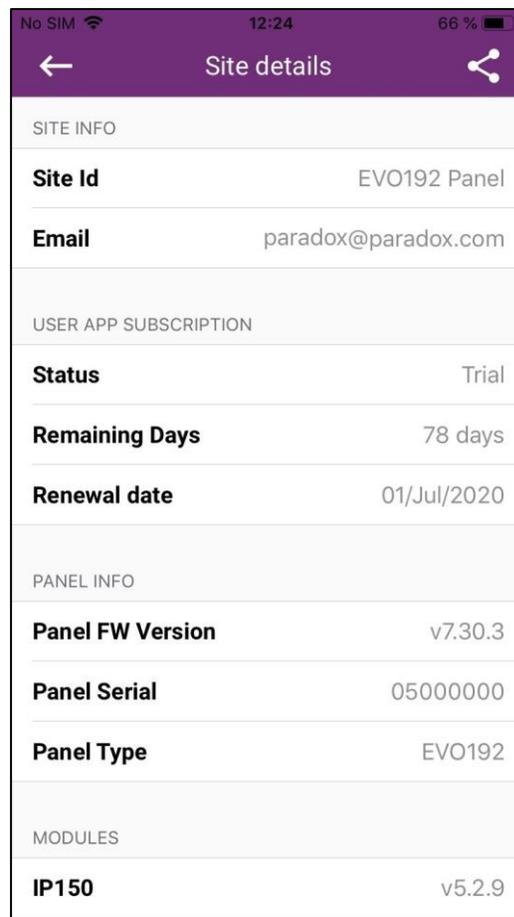
Figure 28	Figure 29

Note: Site details are limited on panel accounts. If no site ID appears, the panel is not registered to any Swan site.

6. Panel Change

If the panel (hardware) was changed on the system, it will need to be also changed on the Swan server. The panel can be changed directly from the Installer Menu.

In order to do so, please choose the site for which the panel change is needed, from the Swan sites menu (Figure 30). In the login screen, please notice the current panel SN and the **Unassign/Assign buttons**. (Figure 31)

Figure 30   Figure 31

To change a panel, the current panel needs to be unassigned first. In order to do so, please tap on the **Unassign button**. A popup message will appear, asking if you are sure you want to unassign the panel (Figure 32). Tap on YES if you wish to unassign the current panel.

In order to assign the new panel, tap on **Assign button**. Enter the new panel SN and click on OK (Figure 33). The panel should be successfully changed afterwards.
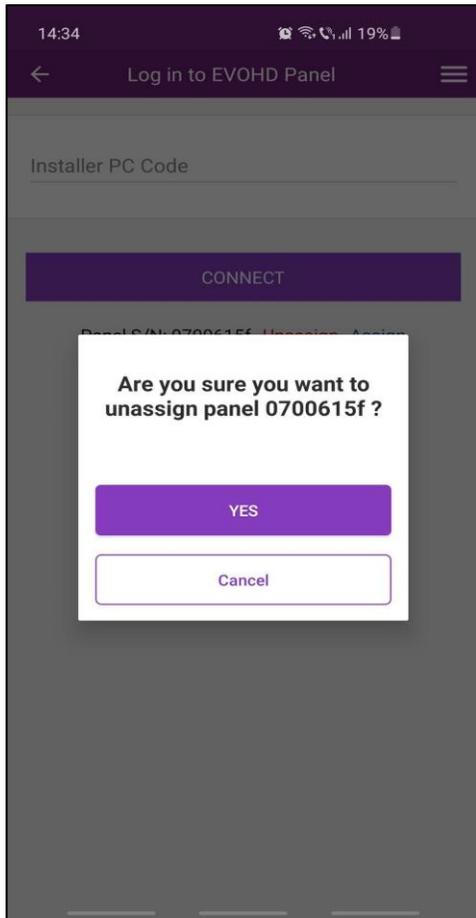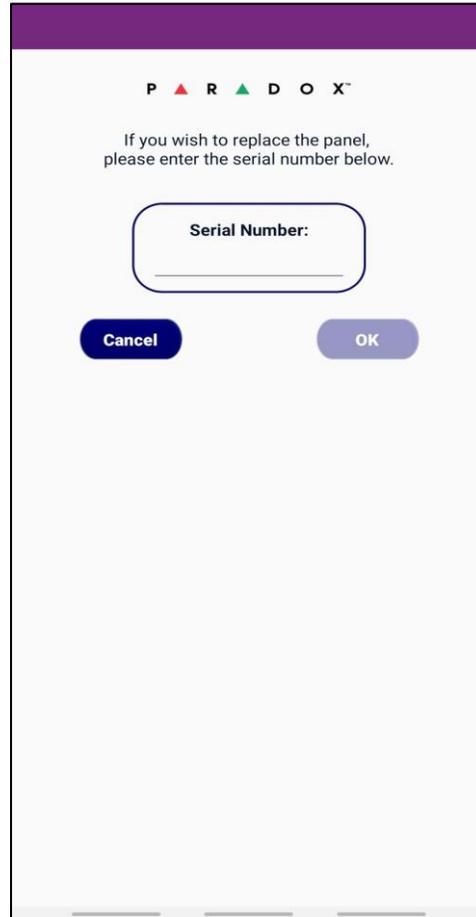
Figure 32	**Figure 33**

Notes:
- **When the panel is Unassigned, it automatically deletes the panel and the modules attached to it, from the Swan server. The site is not deleted, it remains without panel and modules.**
- **The new panel will be assigned with the modules that are associated to it.**
- **This procedure can be done even if there are no modules polling/associated to the new panel. It will add the panel and when the module will poll the first time, it will automatically associate it to the site**

7. Quitting the Installer Menu

Quitting the Installer menu can be done by pressing on the back-arrow key twice; this will get to the site list, without logging out as an installer.

Pressing on the three stacked lines (Figure 34) will give you the option to logout and return the previous screen or cancel the action (Figure 35).

Deleting a site from the "Panel Accounts" can be done by dragging the site to the left.

Deleting a site from the "Swan sites" needs to be done from the site list, not from the installer menu.

Figure 34

Figure 35