# How to set up AlarmLINK on a Multicom Device.

AlarmLINK allows your customers to control their Multicom Devices from their smartphone. This guide shows how to setup arm/disarm, general relay control and administer users.

## 1. Arm/Disarm Setup

### Required Steps

1. Configure a zone on the alarm panel to "Arm/Disarm" (key switch).

2. Wire a Multicom relay output to the selected alarm panel zone. Ensure you also wire a common ground. Note: R1 is usually reserved for the Alarm Panel Interconnect so R2 or above is usually best practice.

3. Configure the selected Multicom relay in TechTools to be "Arm/Disarm" and set the pulse duration (usually 2 seconds).

4. Please ensure Option 38 - Relay Mapping is not mapped for the selected relay.

### Additional Steps

For sites without open/close reporting on ContactID the additional steps below will help the app to not become 'out-of-sync' when using arm/disarm.

5. Ensure you have completed the above required steps first.

6. Configure a relay output on the alarm panel to be "Active" when the site is armed. Note: If possible set this to instant (may be on during exit delay, and off during entry delay), this will speed up the response time on the application.

7. Wire a Multicom zone input to the selected alarm panel relay. This is used to validate the Arm / Disarm request was successful.

8. Configure the selected Multicom zone in TechTools to be an "Arm/Disarm" input.

*AlarmLINK monitors for the Arm/Disarm ContactID event from the alarm panel after a request. This may take up to 15 seconds longer than the alarm panel's programmed exit delay. e.g. 60 sec exit delay + 15 sec ContactID delivery = 75 sec before alarm state shown as toggled in AlarmLINK*



**Required Steps Diagram**

**TechTools** Open Panel > Program > Enter Code (1345) > Relays



**Additional Steps Diagram** (Sites without Open/Close)

**TechTools** Open Panel > Program > Enter Code (1345) > Zones

# 2. General Relay Control

AlarmLINK allows your customers to control their attached devices like gates & doors from their smartphone. This section shows how to setup the device for general relay control.

1. Wire the relay output on the Multicom device to your chosen device.

2. In TechTools, log in to the panel, go to "Program" icon down the bottom, enter the default code "1345" to enter programming screen, go to "Relays" icon down the bottom, press the settings wheel icon next to the relay you wish to configure

   **Description:** Display name for TechTools and AlarmLink
   **Open Name:** Display name when the Relay is active (relay is ON)
   **Open Type: "**Latched" for a relay which will toggle from one state to another and "Pulsed" for a relay which will activate for the programmed time when activated
   **Open Duration:** This is only available when the Open Type is set to Pulsed, this is the time in seconds that the relay will be activated when set from TechTools or AlarmLink
   **Closed Name:** Display name when the relay is inactive (relay is OFF)
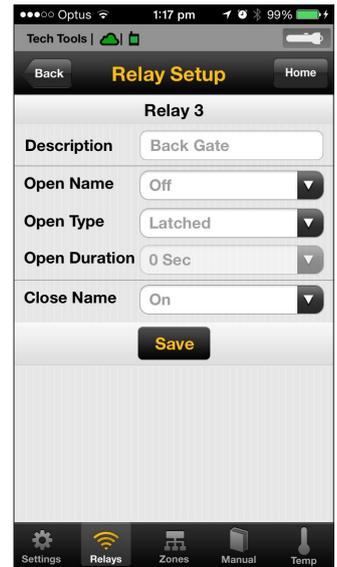
# 3. User Administration

1. In TechTools, log in to the panel, go to the "Users" icon down the bottom and click "Add".

2. Enter the user's first name, last name and email address and click "Save".

3. You will be shown a dialog with your user's login and password, which will also be sent to their email address. In this prompt is a zone number, which can optionally be created in your monitoring software with more detailed information about the user. When the user sets off a panic alarm through AlarmLINK, their current coordinates will be delivered to your monitoring centre with this zone along with coordinates of their location. The alarm is also restored when the user cancels the Panic. The messages are still readable without adding the zone but only provides Name and Email details.

4. Get your customer to search their App Store for "AlarmLINK" and provide the login credentials to them. Alternatively, they can use the download link/login credentials in their email. They can then log-in to AlarmLINK.

5. If you need to toggle the authorisation for a user (deny or grant permissions) for this panel, simply press the 'tick' next to their name.