

Technical Supplement

SUMMARY

The following supplemental instructions will provide a repeatable best practices in setting up the Côr Home Automation system. In addition, you can reference aspects of this document about installing and setting up the Côr Home Automation Starter Kit.

BENEFITS

- Reduces installation time in the home so that you can focus on more time walking the homeowner through their new system that you
 just installed
- Build homeowner confidence with the installer since issues that may be experienced during initial system setup can be addressed in the office versus in the home

NEEDED FOR THIS SETUP

- Côr Home Automation Smart Start Kit (HA-6400-KIT-S)
- Connected Wi-Fi network router with Ethernet cable
- Laptop or Desktop Computer with web browser access



Step 1 — Connect Power to the Côr panel

• Connect power to the back of the panel using the transformer adapter

Pro Tip: Order an extra transformer adapter (part number ZW-PS9V) that can be used for the setup and leave the one in the package intact.

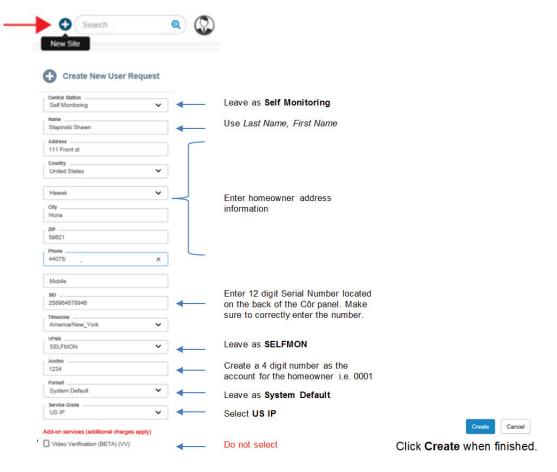
Step 2 — Establish a network connection to the panel for firmware update

- · Connect the Ethernet cable from your primary router to the Ethernet port on the back of the Côr panel.
- Confirm the Côr panel is using Ethernet (and not Wi-Fi)
 - 1. MENU 9
 - 2. INSTALLER CODE ENTER
 - . 7
- If panel says, "Press 7 to switch to Ethernet" then Press 7, otherwise proceed to verify the IP address
 - 4. [MENU] [8]
 - 6 IP Address is...

If the Côr panel announces "IP is not ready", check your network connection to make sure it is not on a firewall or VPN network. For example, can you get to the internet if you plug in a random computer?

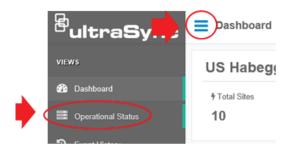
Step 3 — Provision the Côr panel on the UltraSync Dealer Portal

- Launch your web browser and login to https://webportal.ultra-sync.com
- Click on the + "plus" icon next to the Search field at the top to add a **New Site** and enter the requested information to provision the panel to the customer



Step 4 — Update the Côr panel with the latest Firmware

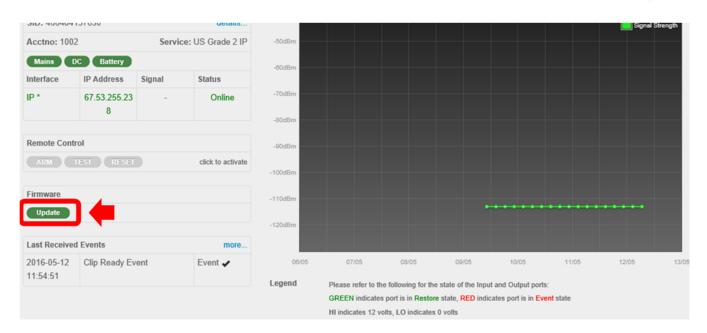
- On the UltraSync Dealer Portal, click on the 3 line 'hamburger' icon at the top left corner of the screen
- When the menu expands on the left side of the screen, click on Operational Status to display all the panels on your portal



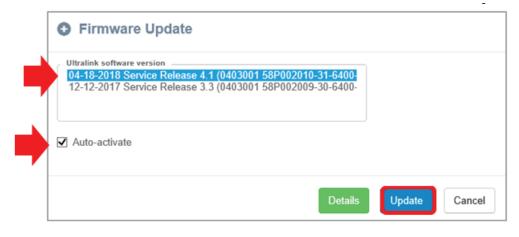
Panels that are communicating with the internet will be shown in GREEN, panels on the cloud not communicating with the internet will be shown in RED. Panels that have never been connected to the internet will be shown in GRAY.

- Locate the panel provisioned in Step 4 and click on the Retrieve Live Status "Globe" icon to the right
- Click on the **Update** icon when available on the bottom left side of the screen (if the Update button does not appear, go back to the previous screen and enter the Retrieve Live Status "Globe" again)





- In the popup menu, select the latest firmware version at the top
- Check the box for Auto Activate and click Update

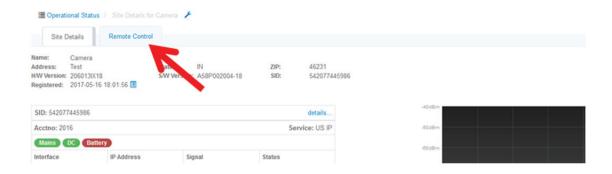


NOTE: The latest firmware version will always be listed at the top of the pop up window and designated with a higher Service Release number.

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• Stay on this screen to perform the next optional steps to pre-configure the Starter Kit sensors and Z-Wave module in the office.

Step 5 — Login to the Côr Panel from the UltraSync Portal to setup Smart Starter Kit Sensors and Z-Wave Light Dimmer Module



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- Click on the Remote Control tab on the left side of the screen
- Sign in as an installer
 - Username: installer (lower case)
 - Password: 9713
 - Click on **Settings > Sensors** under the *Settings Selector* drop down menu items

NOTE: The Côr panel will automatically power cycle once the firmware download is completed and you may need to login again while performing the setup process below.

Pro Tip: Install the 24 battery backup into the back of the Côr panel after you are done and begin to place the items back in the Smart Starter Kit box.

Prepare the Sensors and Z-Wave Light Dimmer for installation

- (3) TX-E201 (previously TX-1012-01-1) Door/Window Sensor
 - Remove sensor from packaging
 - Use a marker or place a label on each Sensor that identifies their location i.e. Front Door
 - Remove the main body from the cover and gently insert the lithium battery in the battery compartment being careful not to press the black tamper button in the middle
 - Leave the cover off at this time
- (1) 60-807-95R Motion Sensor
 - · Remove from packaging
- (1) 60-744-95R Water Sensor (some newer Starter Kits may have the TX-E611)
 - Remove from packaging
- (1) IS-ZW-LM-1 Z-Wave Light Dimmer
 - Plug Light Dimmer into a nearby power outlet

Setup instructions for other Add-On components that are not included in the Smart Starter Kit are available in **Appendix A** on the back pages of this document. This includes:

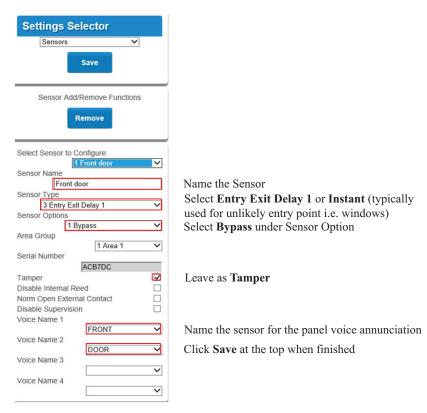
- Smoke Detector (319.5 MHz)
- CO Detector (319.5 MHz)
- Firefighter Audio Detector (319.5 MHz)
- Glass Break Sensor (319.5 MHz)
- Garage Door Tilt Sensor (319.5 MHz)
- Key Fob (319.5 MHz)
- Secondary Touchscreen Panel (Wi-Fi)
- 319.5 MHz Repeater (part # 80-922-1)

Learn the TX-E201 Door Window Sensors to the Côr panel



While sensors can be learned in any order, the next few pages are shown in the order they are learned.

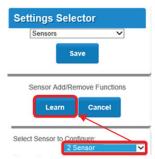
- Go to Settings and select Sensors from the dropdown menu under Settings Selector
- Click on the Learn button
- Pick up one of the TX-E201 Door Window Sensor main body with the inserted battery and press the exposed black tamper button. Place cover over the main body ('TOP' arrow is opposite of battery side) and snap in place
- · A message will appear that a New Device Found



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Repeat step for the next (2) TX-E201 Door Window Sensor

- Select **Sensor to Configure** for the next available slot i.e. "2 Sensor" and "3 Sensor" *Make sure not to select the previous sensor as this will override the settings.*
- Click on the Learn button and repeat steps as above



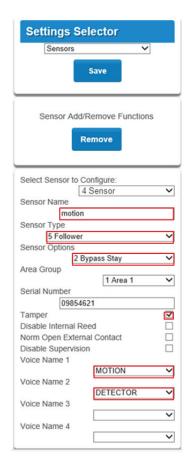
Learn the 60-807-95R Motion Sensor to the Côr Panel



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- Select **Sensor to Configure** for the next available slot i.e. "4 Sensor"
- Click on the Learn button
- Remove the back cover from the Motion Sensor
- A message will appear that a New Device Found





Name the sensor

Select Follower

Select Bypass Stay under Sensor Option

Leave as Tamper

Name the sensor for the panel voice annunciation

Click Save at the top when finished

Learn the 60-744-95R Water Sensor to the Côr Panel

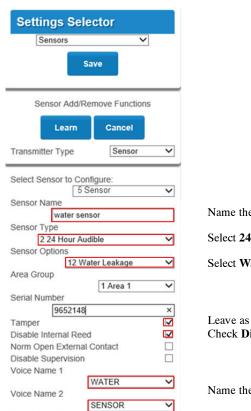


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- Select Sensor to Configure for the next available slot i.e. "5 Sensor"
- Click on the Learn button
- Remove the top cover from the Water Sensor main body and press the program button on top of the sensor main body
- A message will appear that a New Device Found



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Name the sensor

Select 24 Hour Audible

Select Water Leakage under Sensor Option

Leave as Tamper Check Disable Internal Reed

Name the sensor for the panel voice annunciation

Click Save at the top when finished

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Confirm Water Sensor is properly sync'd with the Côr Panel

- Short the contacts on the small Water Sensor unit with a metallic pin
- The Côr panel will alarm or chirp

Voice Name 3

• Acknowledge the alarm by entering 1 2 3 4 > Enter to silence the panel

~

• Repeat two more times

Learn the TX-E611 Water/Freeze Sensor to the Côr Panel (if included in Starter Kit)

NOTE: In this setup, the sensor will be learned into the system as a Water and a Freeze sensor.



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Learn as a Water Sensor

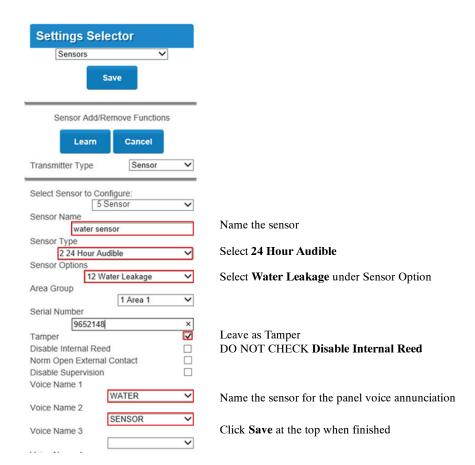
- Select Sensor to Configure for the next available slot i.e. "5 Sensor"
- Click on the Learn button



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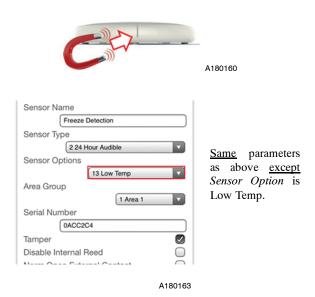
- TAP a magnet (i.e. from a Door/Window Sensor) to the vertical line mark on the side of the TX-E611 Sensor
- A message will appear that a New Device Found





Learn as a Freeze Sensor

- Select **Sensor to Configure** for the next available slot i.e. "6 Sensor"
- Click on the Learn button
- HOLD a magnet (i.e. from a Door/Window Sensor) for at least 2 seconds to the vertical line mark on the side of the TX-E611 Sensor
- A message will appear that a New Device Found



Sensors Save Sensor Add/Remove Functions Learn Cancel Select Sensor to Configurer (6 Sensor

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Confirm Water Sensor is properly sync'd with the Côr Panel

- Short the contacts on the small Water Sensor unit with a metallic pin
- The Côr panel will alarm or chirp
- Acknowledge the alarm by entering 1 2 3 4 >
 ENTER to silence the panel
- Repeat two more times

Learn the IS-ZW-LM-1 Z-Wave Light Dimmer to the Côr Panel

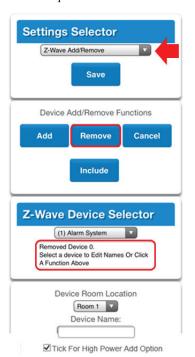


The steps in adding Z-Wave™ devices are all the same. This includes items such as light modules, light switches, door locks, garage door controllers, etc.

Typically, Z-Wave devices that will work with the Côr Home Automation system are items that can allow you to <u>Open or Close</u> and <u>Turn On or Off</u>. So while a "Z-Wave Door Window Sensor" can be setup with the steps below, the sensor will not display in the Côr Home Automation app.

• Go to Settings and select Zwave Add/Remove from the dropdown menu under Settings Selector

Pro Tip: Remove the Z-Wave device first since some devices may have been tested prior to shipment from the manufacturer.



Click the Remove button

Press the center button repeatedly on the Z-Wave device

The status display under the *Z-Wave Device Selector* field when the panel finds the device





Click the Add button

Press the center button repeatedly on the Z-Wave device

The status display under the *Z-Wave Device Selector* field when the panel finds the device

Name the Z-Wave Control Device

Click Save at the top when finished

AT THE HOME

The following steps will show you how to complete the final process of setting up the Côr Home Automation system.

NOTE: This setup will require the Côr panel to be provisioned (Step 3) and updated with the latest firmware S.R. 4.1 or higher (Step 4).

Needed for this setup

- Côr Home Automation Starter Kit
- Homeowner smartphone or tablet device
- Homeowner internet credentials (optional)

Step 6 — Download and setup on <u>Homeowner's Smartphone or Tablet Device</u>

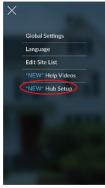
- Install the 24 hour battery backup in the back of the Côr panel (if not previously done) and plug the transformer power supply from the Côr panel into an electrical outlet.
- Ask the homeowner to download the Côr Home Automation app from iOS App Store or Google Play Store.
- Launch the app and follow the guided directions







Click on the "Hamburger" menu.



Click "New" Hub Setup



Click I'm a Dealer.



Click Continue.

Skip the screen about provisioning and updating the firmware to the Côr panel since this was done in Steps 1-4. Continue to follow the instructions on the screen including enabling Wi-Fi Discovery Mode on the Côr panel.



Select homeowner Wi-Fi network if not using an Ethernet connection directly to the Côr panel. Click **Continue**.



Have homeowner enter their Wi-Fi password. Click **Continue**.



Enter an 8 digit Web Access Passcode i.e. 12345678. Click Continue.



Change installer PIN. Click **Continue**.



Change the Control Name if desired i.e. Home. Also, change the Download Access Code at the bottom. Click **Continue**.

Step 7 — Login the Côr Home Automation app to setup Sensors, Z-Wave devices, and UltraSync IP **Cameras**

IF additional add-on components are needed, reference the Sensor and Z-Wave device setup in Step 5. Otherwise, previous in-office sensor and component programming from Step 5 are still saved in the Côr panel and NO additional setup is required.









If you do not see the same menu options, check that you are logged in the app as the installer NEW DEVICE SETUE

Click SETTINGS to setup Sensors and Z-Wave devices.

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Place the Sensors and Z-Wave devices in the desired locations.

***Performing a 'Walk Test' is critical and should be performed on every installation prior to leaving the job site.

Walk Test on the Côr Hub

Performing a Walk Test on a Côr Hub is seamless. From the Hamburger menu select Settings > Walk Test, then click Start Walk Test. Follow the Walk Test instructions as prompted on the app.

menu.

The **Result** rating that is display is based on the lowest score achieved in any of the categories. **In order to prevent communication errors**, when a Result rating of Poor or Fair is received, it is recommended to adjust the installation of the sensor.

	Trigger		Restoral	
	Minimum Packets	Signal to Noise Floor Delta	Minimum Packets	Signal to Noise Floor Delta
Excellent	7	10	7	10
Good	6	6	6	6
Fair	5	4	5	4
Poor	1	1	1	1



Setting up the UltraSync IP Cameras using the Côr Home Automation app

NOTE: The Camera App Setup Wizard will only work with Gen 2 Cameras (RS-3230, RS-3240 and RS-3250). For Gen 1 cameras (TVW-3120 and RS-3130) please reference Technical Supplement "Programming Camera" HA-6400-16SUP on the Côr Home Automation Product Dashboard page in HVACpartners.

• Login in the app as the installer and select New Device Setup with the guided directions.





Click on the "Hamburger" Click NEW DEVICE menu.



SETUP to setup the cameras.



Click on the type of camera to setup.



The camera could be blinking to indicate it is ready e.g. Link indicator on RS-3230 will blink a blue light.



Select Continue if connecting camera wirelessly through the network.

Select Connected Already if connecting camera using hardwire Ethernet cable (recommended for Outdoor cameras).



If connecting the camera The app will automawirelessly, go the the Wi-Fi settings on the smartphone or tablet to select the camera network i.e. RS-3230 xxxxxxx then return to the app to continue setup.



tically transfer the wireless network that Côr panel is using. If the fields are blank then it is likely because the Côr panel is connected with the Ethernet cable in which case enter the login credentials for the same network the

Côr panel is using.



It is highly recommended that the password is changed. Make sure to record the new password.



Click on Sync Cameras and Hub.



Sync Complete! Camera 2 192.168.0.168

Click on pencil icon to rename camera.



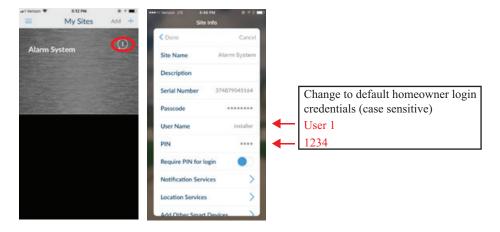
Both Local and Server Connection should show as Connected.

If Server Connection is Not Connected then repeat the steps again. Also, check network location and if cameras need a firmware update.

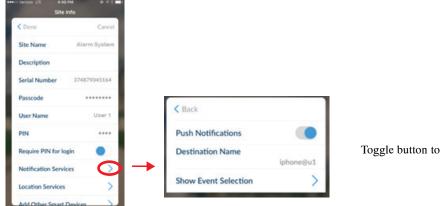


Step 8 — Handoff Côr Home Automation app to the Homeowner

• Change the login credentials to the default User information

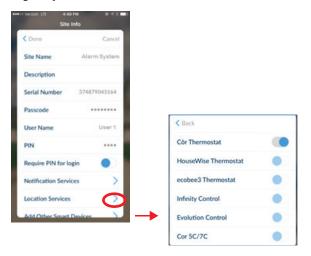


• Enable Notifications



Toggle button to the right to enable feature

• Adding compatible thermostats and controls

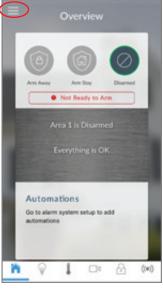


Toggle button to the right to enable feature.

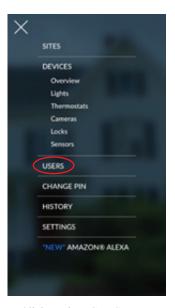
On the following screen, have the homeowner enter their thermostat or system control account credentials and press Log In. Click **OK** to agree to the terms and **Done** when finished.



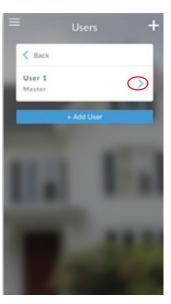




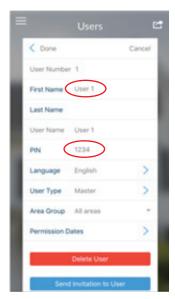
Click on the "Hamburger" menu.



Click on the USERS menu.



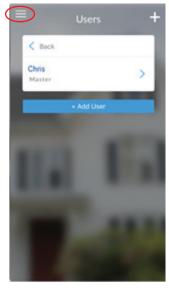
Click on the arrow to edit User 1 information.



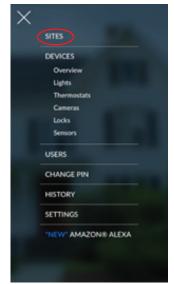
Edit the First Name (Last Name is optional and not required) and the PIN. Click **Done** when finished



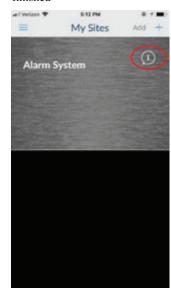
Click on $\mathbf{O}\mathbf{K}$ to accept changes.

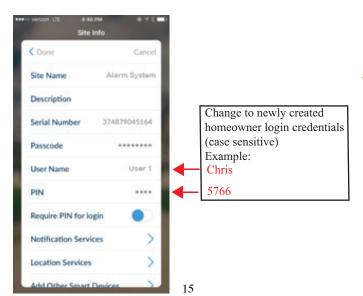


Click on the "Hamburger" menu.



Click on **SITES** to exit the app.





Congratulations!

This completes the setup. Have the homeowner go to the www.mycorhome.com site and download the latest User Guide that will show them various aspects of the Côr Home Automation app including creating Automations and adding the Amazon Alexa Skill.



Homeowner's User Guide www.mycorhome.com/support.

TROUBLESHOOTING

Côr Home Automation Error Messages

The Côr panel and app are two sources to pinpoint an issue.

On the Côr panel, simply press the **Status** button at the top center to listen to the error message. When the system is 'Ready', the Status button should be illuminated in a Green light.



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Fail to Communicate	This might be tied to the panel attempting to send a notification to a previous User that was setup in the app. Login to app and select Reporting and Notifications in the Settings menu. Select the Channel number that is mentioned in the error from the drop-down menu. Check if the information matches the User's smartphone that has the Notification Services enabled.
Control Ethernet Link Fault 2	Confirm the Côr panel is connected to the internet network by selecting Menu > 8 > installer PIN > Enter then press 6. The Côr panel will announce an IP Address if it is connected. Check your internet network connection to make sure it is working properly.
Sensor x, Loss of Wireless Supervision	Locate the troubled sensor location to ensure it is installed properly with a battery. Perform a Sensor Walk Test to validate the sensor is sending an acceptable signal to the Côr panel. Login the app as the installer and go to the Hamburger menu to select Settings > Walk Test . A 319.5 MHz repeater (part # 80-922-1) may be needed to help boost the signal.

The other source where you could see an error message is on the Côr Home Automation app.

Alarm system unreachable or passcode incorrect	Re-type your 8 digit Passcode in the Site Info screen If the error message continues to appear, confirm the Côr panel is connected to the internet network by pushing Menu > 8 > installer PIN > Enter then press 6. The Côr panel will announce an IP Address if it is connected. If it announces, 192.168.1.3 then Wi-Fi Discovery Mode is still enabled and needs to be disabled (Menu > 9 installer PIN > Enter then press 8). Check your internet network connection to make sure it is working properly. If the Côr panel is connected directly to the homeowner's router using an Ethernet wire, make sure Ethernet (or Wi-Fi) is enabled. On the Côr panel, select Menu > 9 > installer PIN > Enter then press 7. Listen for the appropriate setting.
Invalid Response from Servers	Confirm the Côr panel has the most recent updated Firmware version.
Too many login requests	Confirm the Côr panel is connected to the internet network by selecting. Menu > 8 > installer PIN > Enter then press 6. The Côr panel will announce an IP Address if it is connected. This error would also display after 3 attempts with the wrong 8 digit Web Access passcode. Every subsequent failed attempt will double the lockout time. Check your internet network connection to make sure it is working properly. Also, you can clear the lockout by Arming and Disarming from the Côr panel.

Error Connecting	Confirm the Côr panel is connected to the internet network by selecting Menu > 8 > installer PIN > Enter then press 6. The Côr panel will announce an IP Address if it is connected. Disable your Wi-Fi connection on your smartphone and attempt to login the app again. Check your internet network connection to make sure it is working properly
Camera unreachable or authentication fail	Verify the specific camera is connected to a power source and the internet network is online. Check the internet network of the Côr panel matches the network that the camera will be using. Login the Côr app as the installer and look at the Wi-Fi information by going to Hamburger menu > Settings > Network.
Error connecting No response from camera server	Check to see if the video event from the specific camera is connected to a power source; an internet network; and viewable on the Côr Home Automation app.
Video Not Available	When trying to play back a previous recorded video under History, the video will not play. Depending on the UPLOAD speed of the Internet Service Provider (ISP), the video may take some time to stream on the app. Some possible correction to improve playback include the following: • Reduce the video bandwidth by changing some settings under the Camera video screen. This would include lowering the Frames per Second (FPS) to 6 and not selecting HID. • Connect the Côr panel directly to the homeowner's router using an Ethernet connection (versus W-Fi). Make sure to enable Ethernet on the panel by selecting Menu > 9 > installer PIN > Enter then press 7. Listen for the appropriate setting. • Download the latest Firmware to the camera when video viewing is available in the app but not during playback from the History.
There is an audible alarm triggered in the camera	Log into TruVision using the camera IP address in Internet Explorer and go to Events > Alarm Output. Make sure Alarm is not set. Go to Events menu > Exception tab. In the "Exception Type" dropdown for HDD Error and make sure Audible Warning is not checked. Do the same for the other three options under the dropdown. Make sure Audible Warning is not set on any. Click Save after each change.

For additional Technical Support, please call Interlogix at (855) 286-8889

Option 2 > Option 1 > Option 7 Hours of Operations: 8:00 am - 8:00 pm EST

APPENDIX A

Other Sensor Setup Reference

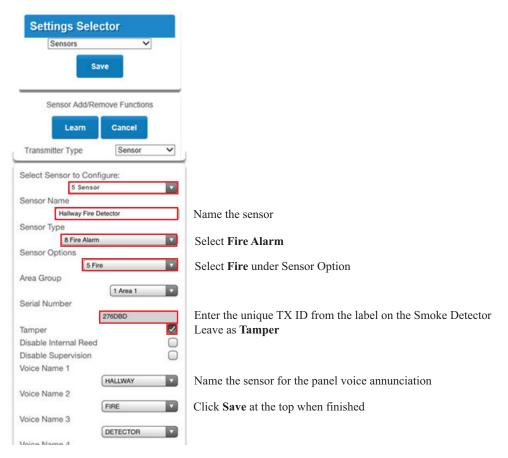
Learn the SDX-135Z Wireless Smoke Detector with Heat/Freeze Sensor to the Côr Panel

NOTE: In this setup, the device will be manually entered into the system as a Smoke and a Freeze sensor. Alternatively, the device can be learned into the system.



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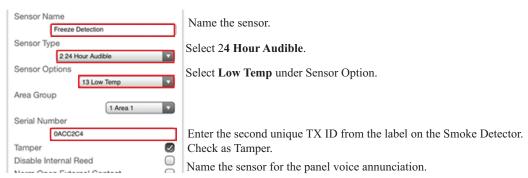
- Go to Settings and select Sensors from the dropdown menu under Settings Selector
- Select Sensor to Configure for the next available slot i.e. "5 Sensor"



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Learn as a Low Temperature (Freeze) Sensor

• Select **Sensor to Configure** for the next available slot i.e. "6 Sensor"



Click Save at the top when finished.

Learn the TX-6310-01-1 CO Detector to the Côr Panel

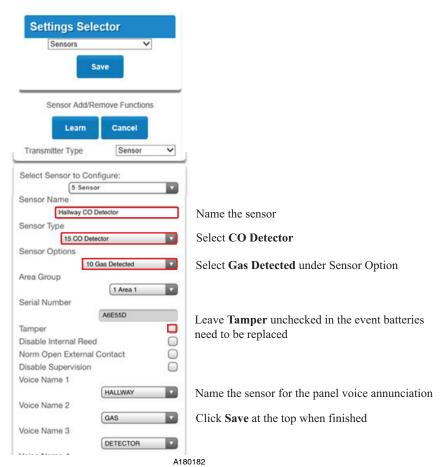


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- Go to Settings and select Sensors from the dropdown menu under Settings Selector
- Select Sensor to Configure for the next available slot i.e. "5 Sensor"



- Click on the Learn button
- Install the batteries
- Trip the wall tamper by removing the alarm body from the mounting plate
- A message will appear that a New Device Found

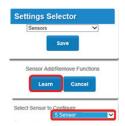


Learn the SLX-AD-T3 Firefighter audio Detector to the Côr Panel

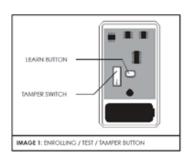


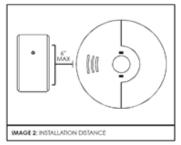
A180183

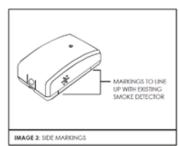
- Go to Settings and select Sensors from the dropdown menu under Settings Selector
- Select Sensor to Configure for the next available slot i.e. "5 Sensor"



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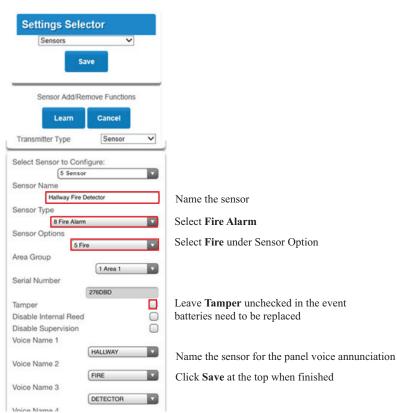






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- Click on the Learn button
- Remove the top cover from the main body and install the battery
- Press the Learn Button
- A message will appear that a New Device Found



Learn the 60-873-95 Glass Break Sensor to the Côr Panel



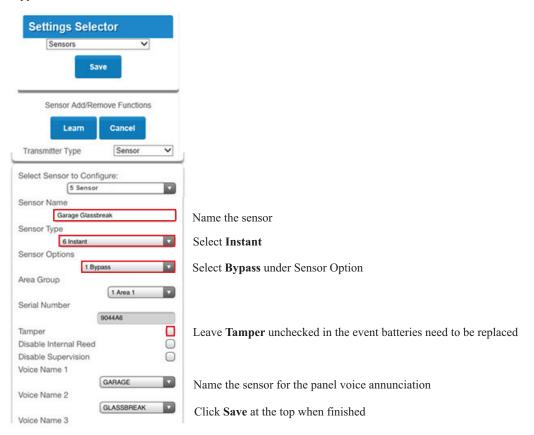
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- Go to Settings and select Sensors from the dropdown menu under Settings Selector
- Select Sensor to Configure for the next available slot i.e. "5 Sensor"



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- Click on the Learn button
- Remove the top cover from the main body and install the battery
- Press the Learn Button
- A message will appear that a New Device Found



Learn the TX-E401 Garage Door Tilt Sensor to the Côr Panel



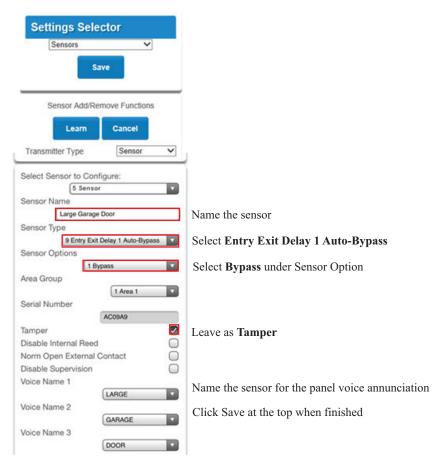
A180190

- Go to Settings and select Sensors from the dropdown menu under Settings Selector
- Select Sensor to Configure for the next available slot i.e. "5 Sensor"



A180191

- Click on the Learn button
- Remove the top cover from the main body and install the battery
- Press the tamper (limit switch) button
- A message will appear that a New Device Found



Learn the 600-1064-95R or TX-E101 Key Fob to the Côr Panel



A180193

- Go to Settings and select Keyfobs from the dropdown menu under Settings Selector
- Select Keyfob to Configure for the next available slot if another Key Fob has already been added i.e. "66 KeyFob"
- Click on the Learn button
- Press the Lock and Unlock button on the Key Fob at the same time
- A message will appear that a New Device Found





A180194



User - Assign Key Fob to a specific user if desired so when system is armed or Unarmed then notifkication will let you know who triggered the event.

Assign a Scene from the drop down to trigger an Automation when the Light Bulb button is pressed on the Key Fob. Note: aumation scene will need to be programmed for the desired action.

Click Save at the top when finished.

Adding the UX-TOUCH01 Secondary Touchscreen Panel with the Côr Panel



Needed for Installation

- Latest firmware SR 4.1 or higher on the Côr Panel
- Password for Homeowner's internet service

A180197

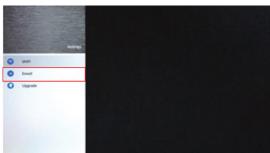




3. Click on WiFi



5. Click on **Upgrade**



7. Click on Enroll



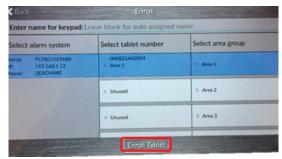
2. Once logged in, click on the Hamburger menu



4. Select the homeowner's network that the Côr panel is also using and enter the password



6. Select the latest firmware for the touchscreen to download



8. Tap available fields to assign tablet number and area group. Click on **Enroll Tablet** when finished.

A180198

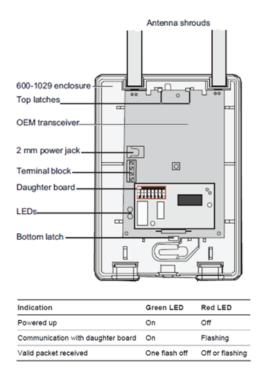
Defaulting the Touchscreen

Adding a 319.5 MHz Repeater (80-922-1) to the Côr Panel

The 80-922-1 Repeater Kit is a dual-antenna receiver and transmitter that increases the distance that a 319.5 MHz sensor can be installed from the Côr panel.

Assembly of the Repeater Kit is required and instructions are provided.

- · Insert the antennas into the antenna shrouds
- Gently slide the top of the circuit board under the two top latches
- Snap the circuit board in at the bottom latch to secure it in place
- Connect DC power to the OEM transceiver module using 2 mm power jacks (center positive) or connect flyleads to the terminal block as labeled on the board



A180199

Once assembled, place the repeater unit between the furthest 319.5 MHz sensor and the Côr panel. In most cases, the furthest sensor would be the one that is issuing a 'Loss of Supervision' error on the Côr panel. More than one repeater can be installed in the home or small business.

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