

iBridge zRemote Quick Start Guide

WI2141C 06/16

This Quick Start Guide describes the basic steps required to quickly get your new iBridge zRemote up and running. For greater detail, please refer to the companion iBridge Suite Quick Start WI1980C section referenced in each installation step.

NOTE: The iBridge system should be installed with the ISEE-WAP (Wireless Access Point) if:

- using iSeeVideo cameras
- using a wireless IBR-ITAB tablet
- if the customer does not have a wireless router

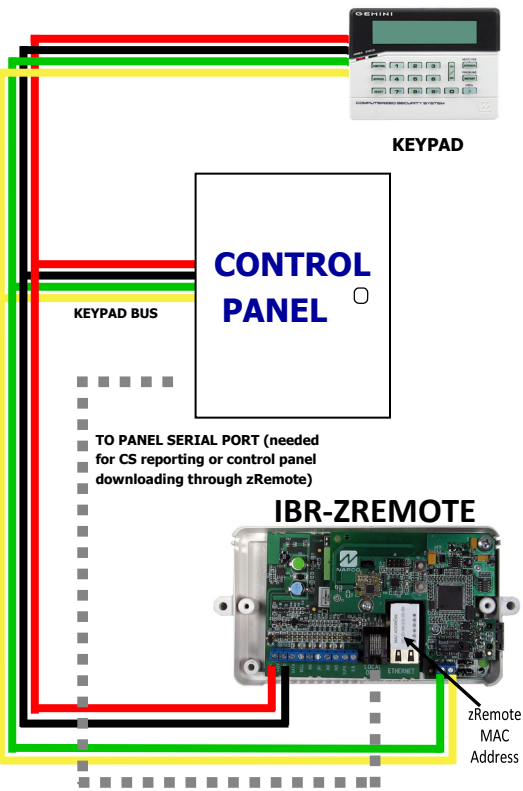
If none of the above is true, the system may be installed using the customer's wireless router.

To install iBridge directly into the customer's wireless router, the router must have 2 free LAN ports and the router's SSID and password must be known.

** If the router does not have free LAN ports, a 4-point switch may be added to provide expansion.*

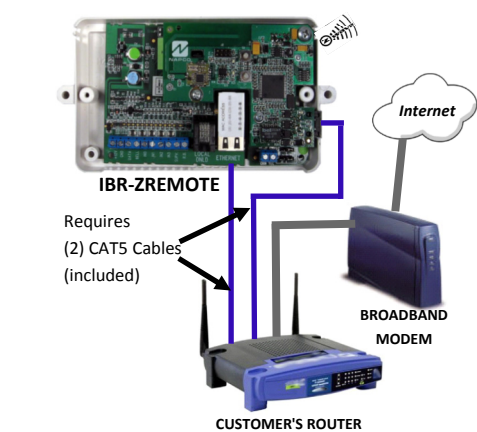
This guide describes both installation techniques, "no WAP" or "with WAP".

3 Install and wire the zRemote

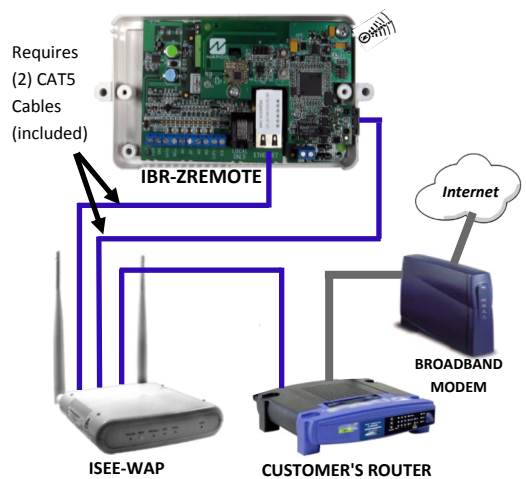


....see WI1980C, Pages 4 and 6 for greater detail.

4a Wire the network connection (no WAP)



4b Wire the network connection (with WAP)



1 Activate the zRemote on NAPCO ComNet

To activate your zRemote, go to www.NapcoComNet.com and log into your Com-Net account. Click the **Add Device** tab at the top of the screen, click **Service Plans** and then select **iBridge/iRemote Service Plans** for iBridge and iRemote modules.

Enter your zRemote MAC address, click **Go** to view the applicable service plans and add them to your cart. Enter the basic customer information requested.

A new subscriber account will automatically be created and a User ID and temporary password for this new account will be emailed to you (to the Dealer email address associated with your ComNet account). This temporary password must be changed by the customer once the installation is complete.



5 Configure the keypad address and type using the iBridge mobile app

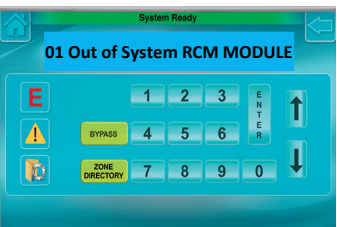
First, Install the iBridge App on your Android, iPad or iPhone Device. Apps can be obtained from [Google Play](https://play.google.com/store/apps/details?id=com.napco.ibridge) or the [Apple iTunes Store](https://itunes.apple.com/us/app/ibridge/id1044444444) (search **NAPCO iBridge**).

Connect your mobile device to the Customer's Wi-Fi Network and launch the iBridge App. (no WAP) OR

Connect your mobile device to the WAP Wi-Fi Network and launch the iBridge App. (with WAP)see WI1980C, Page 8 for iBridge SSID and password information

1. Put the control panel into Keypad Configuration Mode (move the control panel **CONFIG** jumper to the bottom two pins).
2. Power up the control panel.
3. Using the iBridge app, at the Home screen tap "SECURITY" then "OTHER OPTIONS" and select "KEYPAD MODE". Wait up to 40 seconds for the keypad on the iBridge APP to go "out of system".

Stop and wait for the keypad to display "01 Out of System RCM MODULE".



Enter Keypad Configuration Mode:

1. Press **1 1 1 2 3 FUNCTION** (or **MENU**) to enter Keypad Configuration Mode. **Note:** Do NOT change the Virtual PBX, Account ID or Dealer ID.
2. Tap **FUNCTION** (or **MENU**) repeatedly until the configuration keypad displays "Keypad Address".
3. Enter the keypad address selected in Step 2 and tap **ON/OFF** (or **ENTER**) to save.
4. Tap **FUNCTION** (or **MENU**) repeatedly until the keypad displays "Keypad TYPE RP1CAE2".
5. Tap **STAY** or **NEXT** to toggle between the keypad model names. When the keypad model that matches the system keypad is selected, tap **ON/OFF** or **ENTER** to save, then tap **RESET** to exit.
6. Return the control panel **CONFIG** jumper back to the top two pins ("NORM"). "System Ready" should appear on the keypad if all zones are secure.

....see WI1980C, Page 7 for more information

2 Configure the Control Panel



The control panel must have the correct firmware version installed to use all features of the IBR-ZREMOTE and the new iBridge Messenger service.

If panel is already running latest firmware, jump to **Program Additional Keypad**, below.

IMPORTANT: Before upgrading the firmware, the panel program must be uploaded to be re-downloaded when the upgrade is complete.

- Control panels **GEM-X255, P9600 and P3200** require firmware version **V60A23** or greater (included in IBR-ZREMOTE box)
- Control panels **GEM-1664, P1632 and P816** require firmware version **V31A** or greater (included in IBR-ZREMOTE box)
- New "NO EPROM" GEM-P3200, P9600 or X255 control panels require firmware version **V71K** or greater (CD included in the IBR-ZREMOTE BOX)see WI1980C, Page 5 for a list control panel versions that can be upgraded for iBridge compatibility.

Upgrading "NO EPROM" Panels:

Connect to panel locally using Quickloader and go to: **Tools > Firmware download**, and select V71K hex file (or greater) and download.

Upgrading EPROM based Panels:

1. Remove power from the control panel, disconnect the battery wires and replace the EPROM with the new version.
2. Power up the control panel and reconnect the battery wires.
3. Enter Direct Address Program Mode and Cold Start the control panel.

- GEM-P9600 series: Go to address 4093 and press **ON/OFF** or **ENTER**.
- GEM-P1632 series: Go to address 2286 and press **ON/OFF** or **ENTER**.

....see WI1980C, Page 6 for a full list of panels and the steps needed

4. Press **RESET** to exit program mode (keypad will indicate E-09 system trouble).
5. Download saved control panel program.

Program Additional Keypad for zRemote

1. Use Quickloader 6.3.2 (or greater) to program an additional keypad into the system for the zRemote: In Quickloader under '**Keypad Assignment**' add the keypad address to the area, then you must select keypad type=RCM, and also enable **EZ Arm**.
2. Power down the control panel.

6 Controlling the system through the iBridge mobile app

The customer's family members may load the free iBridge mobile app onto their Android, iPad or iPhone Device by visiting the [Google Play](https://play.google.com/store/apps/details?id=com.napco.ibridge) or [iTunes](https://itunes.apple.com/us/app/ibridge/id1044444444) app stores (search for and load **NAPCO iBridge**).

Once loaded, the app may be launched and will come up with the home screen below, reflecting current system status, provided the device is connected to their local Wi-Fi network.



Outside the home, the system may be controlled remotely through the remote connection feature.

You can also visit www.iBridgeOnline.com to view your system through a web browser. **Note:** In order to program Z-Wave devices, Events or Scenes, you must use the App, not the browser.



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Troubleshooting FAQs

1. My wireless or hardwired iBridge tablet connects and disconnects to the Wi-Fi every 30-45 seconds.

This condition is caused when SSID of the Wireless Access Point (ISEE-WAP) and the SSID of the tablet do not match.

- Verify the ISEE-WAP is powered up and running. A smartphone can be used to search for Wi-Fi signals (verify that "PUBLIC" and/or "IBRIDGE" SSIDs are listed as being available). If your smartphone does not detect these SSIDs, reset the ISEE-WAP by pressing and holding the **RESET** button (located on the front of the ISEE-WAP) for 12 seconds, then release.

- Next, set the tablet back to the default SSID named "Public", as follows:

At the tablet "Home" screen:

Press and hold the **System Settings** ("gear") icon (default password required = "admin")

In the **Connection Settings** area, tap **(2) Tablet Connection/SSID Choice**

Tap "**NAPCO IBRIDGE ISEE-WAP**"

If the ISEE-WAP SSID is already "locked down", repeat the procedure in step b above, but at the **(2) Tablet Connection/SSID Choice** tap **CUSTOM SETUP** and enter the custom SSID and password to re-establish a connection to that SSID. **IMPORTANT:** SSIDs are cAsE SeNsiTiVe!

2. My IBR-ITAB-HW Hardwired Tablets are out of sync, and the system is not displaying a normal system status.

These conditions could be caused by low signal strengths or the tablets are trying to access the wrong SSID.

- Check each tablet's signal strength: At the tablet "Home" screen, the Wi-Fi icon displays signal strength bars, with 2 bars indicating the recommended minimally acceptable signal strength, and 4 bars indicating the highest signal strength. The WAP or wireless router

may be repositioned in order to achieve a Signal Strength of 3 or better.

- Turn off the Wi-Fi to check for improvements.
- Disable the Wi-Fi if not needed for the application: At the tablet "Home" screen, tap **User Settings**, scroll down and un-check the **Wi-Fi** option.

If the above steps do not restore the Wi-Fi connection, restore the factory default settings at **Dealer Settings > Tablet > Restore Factory Settings**.

3. The tablet chime turns on but does not turn off.

This condition can be resolved with a firmware update to version 3.1.77 or greater. Proceed as follows:

- Enter **Tablet Admin Settings** (password is "admin").
- Tap **Tablet**
- Tap **Update**
- Select **Check for Updates**.
- Tap **Yes**.

4. The tablet screen is misaligned and unresponsive to taps.

This condition may be caused if the screen is not calibrated correctly or the factory-installed screen protectors were not removed.

- Confirm that both factory-installed screen protectors have been removed.
- Tap the **Application** icon ("three dots"), and use the **Touch Calibrator** utility to calibrate the screen.

5. My IBR-ITAB-HW Hardwired Tablet stops responding and goes dim when touching the screen.

These conditions are often caused by insufficient power. As each IBR-ITAB-HW Hardwired Tablet requires 385mA, a separate power supply (with the ground in common with the control panel ground) is required for each tablet.

For the **IBR-ITAB Wireless Tablets**, ensure you are using the provided 12V/2A power supply.

6. I am unable to arm my system using Night, Away or Stay.

Use PCD-Windows Quickloader software to ensure that the keypad address for the IBR-ZREMOTE is set correctly, that it is set to "RCM", and that it is also enabled for "EZ ARM".

7. I am unable to arm the system correctly and it is displaying the incorrect Keypad Type when I enter keypad mode.

During the initial keypad configuration of the IBR-ZREMOTE ("ZRemote"), you must set the correct "Keypad Type". By factory default, the ZRemote is addressed as keypad address #1 and as a NAPCO "classic" GEM-RP1CAe2 (with the "ON/OFF" button) keypad. If the Keypad Type is not correct, the system will not arm correctly. See WI1980C page 8 for complete instructions on how to configure the Keypad Type.

8. I am unable to view my iBridge system locally over my customer's Wi-Fi.

Ensure your IBR-ZREMOTE is connected to the network, as follows: When the IBR-ZREMOTE is connected normally, the **DS1** red LED will flash every 2 seconds and the **DS4** LED will blink once (static IP is set) or twice (DHCP enabled and IP address received). If the IBR-ZREMOTE is not connected normally, observe the **DS6** yellow LED for the exact trouble condition (see WI1980C for details).

TIP: Check your smartphone Wi-Fi settings to ensure your phone is connected to the same local Wi-Fi network.

9. The local system keypad works correctly but the remote app keypad does not display anything on the screen.

- If the NL-MODCONFIG software was used during the installation process, check the **PC PRESET/RCM** tab, located in the **Secondary** tab. Click **Populate Napco Defaults**, select **IBR-ZREMOTE** and download these changes to the IBR-ZREMOTE module.

To load IBR-ZREMOTE factory defaults:

- Remove power, remove jumper **JP2**, then re-apply power. (Jumper **JP2** is located at the left side of the IBR-ZREMOTE PC board, labeled "**REMOVE TO LOAD DEFAULTS**").
- Wait 60 seconds and replace jumper **JP2**.

Note: In addition to the inputs (IN0-IN3) being set back to Active Low, PC PRESET RCM parameters are also set to their factory default configurations; the keypad address and Keypad Type will not be changed to their default settings during this process.

10. How do I connect my model IBR-ITAB-HW tablet to the internet through Wi-Fi?

With the IBR-ITAB-HW, first turn on the Wi-Fi by going into "**User Settings**" (press the "gear" icon) then scroll down and enable "**Wi-Fi Option**". If using a NAPCO Wireless Access Point (ISEE-WAP), the tablet will connect automatically to SSID "Public".

To connect to the customers Wi-Fi Router:

Enter the tablet **Admin Settings** menu (password is "admin"). **Note:** Be sure to enable Wi-Fi as described above.

- Select **Tablet > Connection > (2) Tablet Connection/SSID Choice**.
- Press **Continue** and select **Custom Setup**.
- Type the SSID and password of the customer's router. Select either **WEP** or **WPA2**. Then select **Join Network**. **Note:** SSIDs are cAsE SeNsiTiVe, and no spaces are allowed.

Note: To verify your customer's SSID and the Wi-Fi encryption type (WEP or WPA2):

- Go to **Admin Settings > Tablet > Android Settings > Wireless & Networks > Wi-Fi Settings**.

The SSID can be viewed along with the encryption type, **WEP** or **WPA/WPA2**.

11. Do I need to connect both LAN connections?

Yes, use the socket on the right side of the IBR-ZREMOTE (marked "**ETHERNET**") for a local connection.