

# G5W | Alarm System

User Manual

Congratulations on buying this Chuango G5W alarm system. Installing the Chuango G5W alarm system is easy and quick. Before using the product we recommend you read the manual first. There are some parts of the installation which have to be done in the right order to complete the installation successfully.

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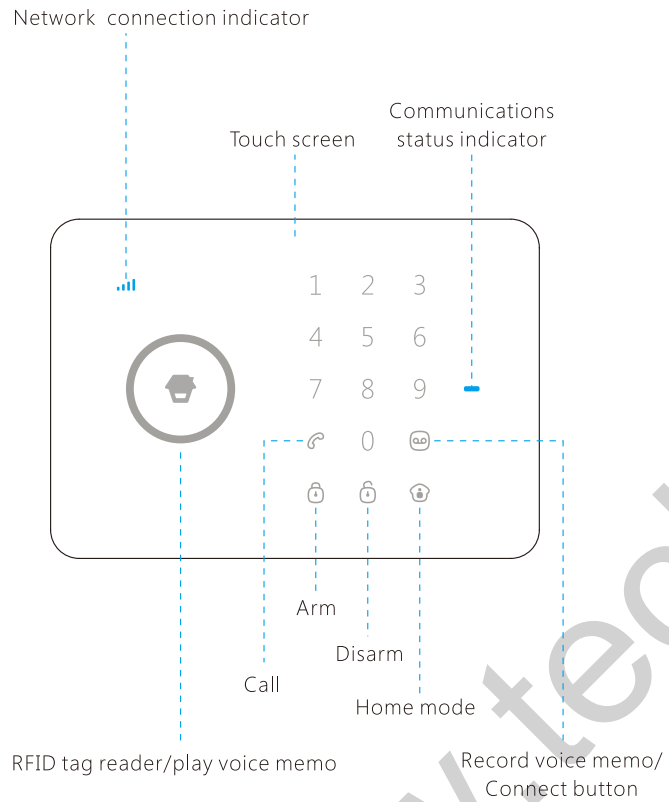
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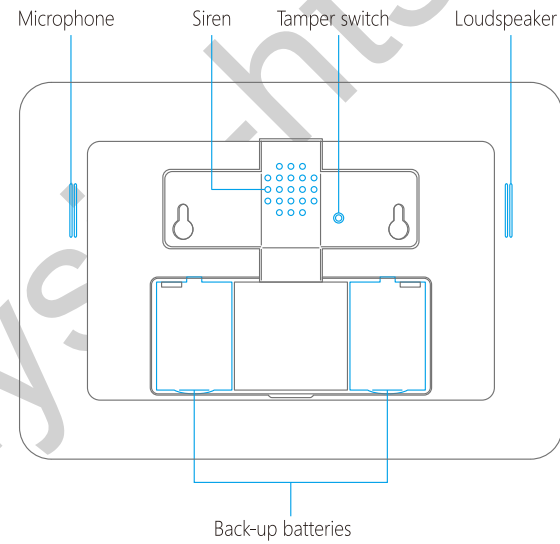
# Overview of the Chuango G5W alarm system

## In the box

### Front View



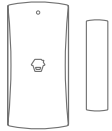
### Rear Side



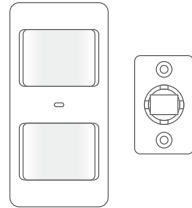
## Included accessories

The Chuango G5W Alarm System has the following accessories included in the box:

- English user manual
- English quick guide



1 x Wireless door/window contact DWC-102



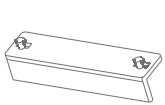
1 x Pet-Immune PIR motion detector PIR-910



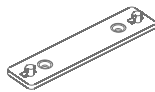
2 x RFID tags TAG-26



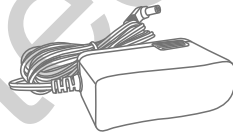
2 x Multifunctional remote control RC-80



1x Desk stand



1x Wall mount

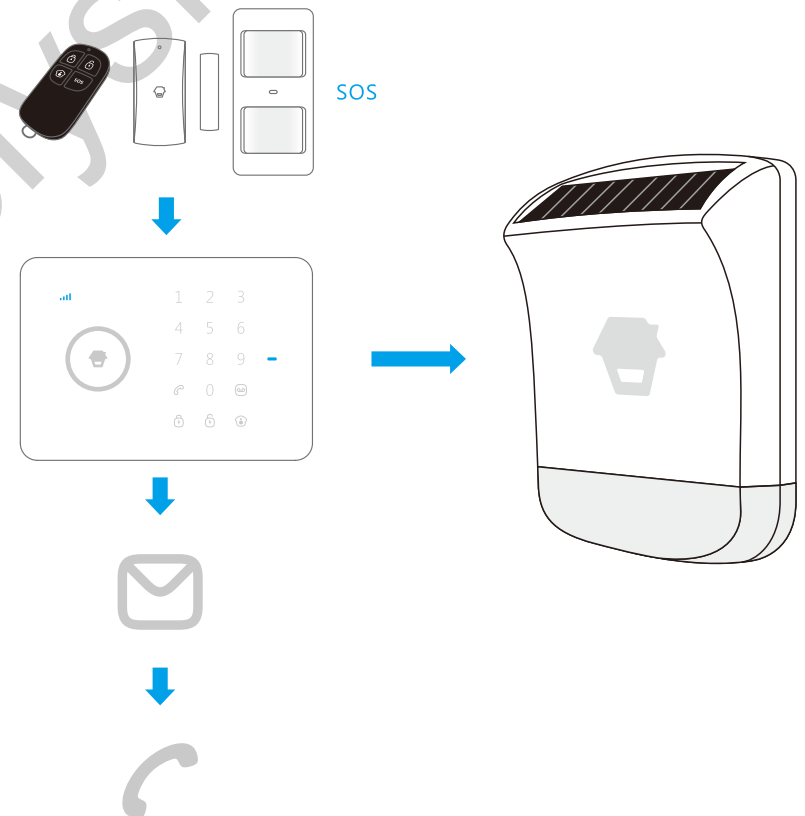


1 x Adapter

## Operating principle of the G5W alarm system

The alarm system will receive a signal when a sensor has been triggered. The G5W control panel will sound the internal siren and send an SMS to all stored phone numbers. When texting is completed it will then call all stored phone numbers. If a strobe siren has been added to the system it will also sound and flash for the duration of the pre-programmed ringing time limit. Once the time limit is reached the G5W will reset the timer and the system will remain armed in case there is a further alarm activation.

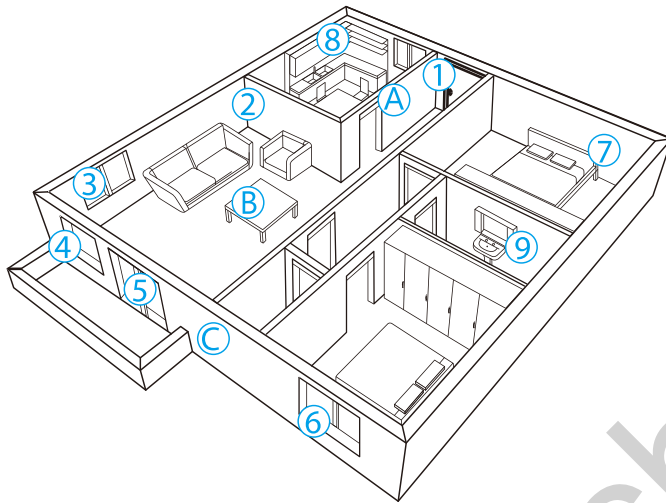
Note: If the G5W is disarmed before it completes texting and/or calling stored numbers, this function will stop because the alarm has been disarmed by an authorised user.



# Sensors

## Sensor placement

The alarm system is more effective with well-placed and set sensors. Determine which areas you want to monitor and with which sensor. In the picture below are potential places shown for different types of sensors from which you can determine what the best placing is for your space.



### A. Alarm panel

### B. Remote control

### C. Siren

- |                        |                        |
|------------------------|------------------------|
| 1. Front door          | : Door/window contact  |
| 2. Living area         | : PIR motion detector  |
| 3. Window: living area | : Door/window contact  |
| 4. Window: living area | : Door/window contact  |
| 5. Terrace door        | : Door/window contact  |
| 6. Window              | : Door/window contact  |
| 7. Bedroom             | : PIR motion detector  |
| 8. Kitchen             | : Gas detector         |
| 9. Wash room           | : Water flood detector |

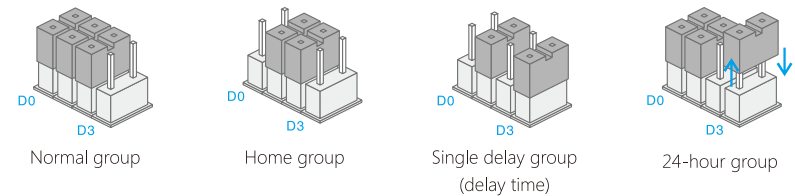
## Grouping sensors

Each sensor can be placed in a group. Four different groups can be selected. The home group, normal group, 24-hour group or a single zone group.

**IMPORTANT:** Determine before installing the alarm system which group a sensor should be set to.

**IMPORTANT:** If sensor group has to be changed, the sensor must reconnect to the control panel.

The figure below shows the four different group settings as can be found inside the sensors. Move the bridges in the desired configuration to set up the group in each sensor.



**Normal group:** The supplied door/window contact(s) by default are set on the normal group with bridges set on 'D0'D1'and 'D2'. When the G5W is in Arm or Home mode, all the sensors in the normal group will be monitored.

**Home group:** The supplied PIR motion detector(s) by default are set to the home group with jumpers set on 'D1' and 'D2'. When the G5W is set to Home mode , all sensors in the home group will be ignored by the system. Using the home mode means that it is possible to partially arm the house with the advantage of being able to freely move about without triggering the alarm. When the G5W is set to Arm mode, all sensors in home group will be monitored as well as the other sensors.

**Single delay group:** One or more sensors can be set to the entry delay group which means there will be a delay before the G5W will be triggered. The entry delay group is used for the likes of an entry door and/or motion sensors that will be triggered on the entry path to gain access to the home. The default delay setting is 30 seconds but this can be changed to between 0 - 300 seconds. Refer to page 28. When the G5W is set to either 'Arm or Home' mode, all sensors in the entry delay group will be monitored. The Single delay group also has a door chime feature that can be turned on or off by texting '46701' = On or '46700' = Off. The default is set to off.



**24-hour group:** The 24-hour group ('D0, D1 and D3') is recommended as default setting for sensors which can detect smoke or gas for instance. When set to this group the sensor is always active and will always send a signal to the control panel when triggered, regardless whether the system is armed or disarmed without delay.

### Renaming sensors




The supplied motion detector and door/window contact are by default paired with the alarm system. Every sensor is called a zone and every sensor will get it's own zone number assigned. Their sequence in naming follows pairing order, for example, the first sensor is by default assigned to zone 1 and so on. You can rename the first 30 zone names ie. Front Door, Hallway PIR, Master Bedroom etc.

### Test mode alarm system

The alarm system can be put in a test mode. This will cause the alarm to beep three times when it receives a signal from a sensor which is triggered, instead of ringing the siren.

Disarm (default code: 1234) the system, and then press the  button three times in a row on the panel until the system beeps once. After 10 minutes the system will automatically exit the test mode. It is also possible to exit the test mode by pressing the  button.

### Record alarm message

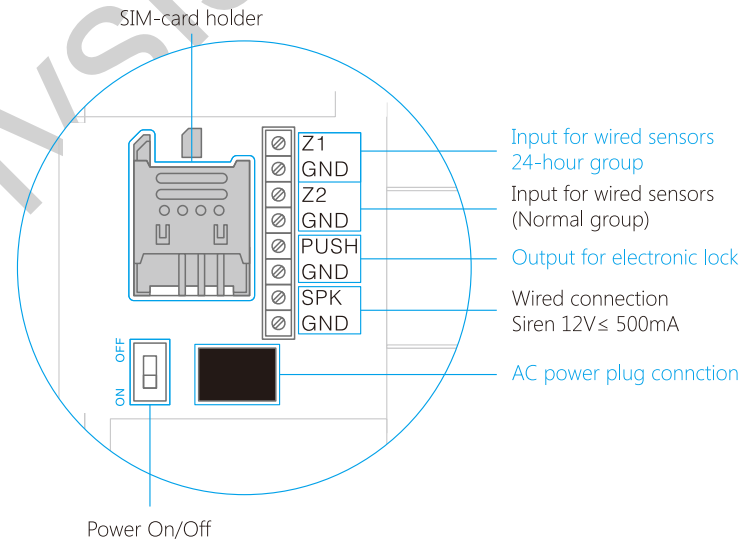
When the alarm is activated the control panel will call the set emergency numbers and play a message. This message can be changed by pressing the  button, then type the disarm code (default 1234), press again the  button and finally press the  button. From that point you have 10 seconds to leave a message.

## Getting Started

### Inserting SIM card

Before inserting the SIM card, please perform the following steps:

1. Make sure the alarm system is power off.
2. IMPORTANT: Remove the (default) code permanently from the SIM card.
3. Turn off the voice mail function if it is enabled.
4. Insert the SIM card into the SIM card holder from the alarm system as shown in the illustration below. Slide the SIM card holder open before putting the SIM card in.



**IMPORTANT:** In order to use and set up the alarm system, SMS texting will be used. The use of SMS texting costs money. Consult your carrier for the costs.

**IMPORTANT:** The Android and/or Apple App both make use of SMS.

## Turning on the control panel

Connect the power adapter to the connector in the back of the system. Then slide the power switch to 'On'.


## Network connection (indicator)

After switching on the system, the network indicator is steady on. This indicates that the control panel is searching for a network. When connected to a network the LED indicator will flash once every second.


**Note:** If the G5W control panel sounds a long beep once per 15 seconds, it means that it has disconnected from the network and your attention is required. You can stop this alert by entering the disarm password (default 1234) followed by the unlock button. Otherwise the G5W will stop beeping once the connection to the network has been restored. Make sure the security code of the SIM card is permanently deactivated.

## Settings inquiry by SMS


The settings of the alarm system can be changed by simply sending an SMS with a mobile phone. You can request an entire menu for information on possible SMS commands. The complete menu consists of three parts which can be requested by sending one, two or three question marks as can be seen in the pictures below.



'0' Disarm  
'1' Arm  
'2' Home mode  
'3' Two-way talk  
'4' Call-back voice memo  
'00' Settings inquiry  
'??' Store phone and SMS No.



'5' Store alarm phone No.  
'6' Store alarm SMS No.  
'7' Store SMS No. for RFID tags  
'8' Store speed dial phone No.  
'801-830' RFID tags SMS notice  
'???' System setups



'901-930' Zone name  
'11' System arm delay time  
'12' Siren volume and ringing time  
'13' Disarm password  
'14' Single zone alarm delay time  
'16' SMS Number for Status Alerts

**Note:** Two test messages will be received.

**Note:** If you can not receive the reply message from the control panel, please send 'CSQ' in a message to the SIM card in the control panel. It will reply an SMS and shows the signal strength, the number value is between 1 - 31. The higher the number value is means a stronger signal in that location. Find a location with good signal to place the control panel.




## Control Panel Operation


### Arming the system ('All groups')

Press . All the sensors will be activated.

### Partially arming the system ('Home group')

Press . Sensors which are set to the home group will not be active when home mode of the panel is activated. All other sensors in other groups will remain active.

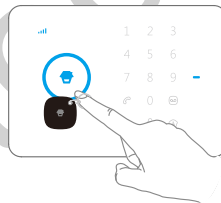
### Disarming the system with the control panel

Disarming the system with the control panel can be done by entering the 4-digit password (default 1234) and press the  button. You will hear one beep and the system will be disarmed. If you hear three beeps the password is entered incorrectly.



### Arming/Disarming the system by RFID tag

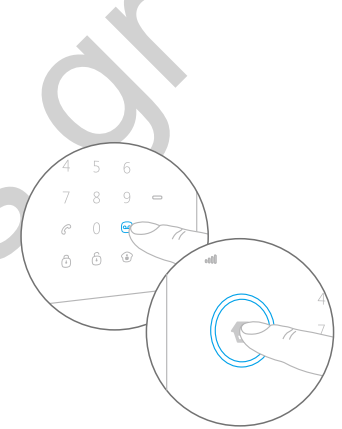
Hold the RFID tag close to the RFID reader (blue circle on the left of the control panel). The system will beep as a confirmation it is disarmed. Swiping the RFID tag twice in 3 seconds will arm the system.

**IMPORTANT:** The control panel must be connected to AC to use a RFID tag to arm or disarm the system.



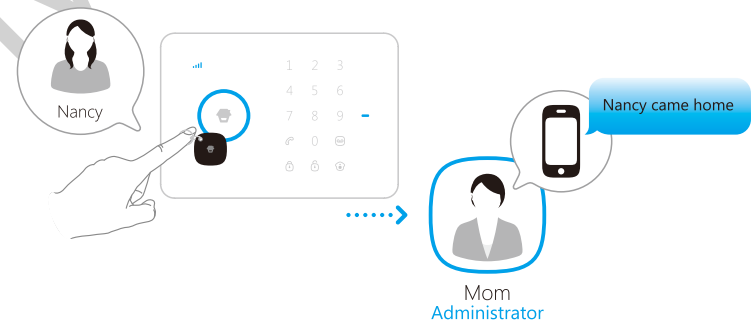
### Record and play back voice message

Press the  button for 3 seconds to record a personal message up to 10 seconds. If your message is shorter than 10 seconds, press the  button to stop recording. The voice message can be played back by pressing the blue circle.





### Naming RFID tags

RFID tags can be given a name. If someone arms or disarms the alarm system an SMS message with the name will be sent to the pre-stored RFID text number.





**IMPORTANT:** The administrator can only receive a notification if the RFID tag has been assigned and an SMS number for RFID tags is stored. (Settings can be found on page 21 and 23.)

### Speed dial

When you press , the system will dial the preset emergency number immediately. The call ends when you press  again. How to set the speed dial number can be found on page 22.

## Phone dial

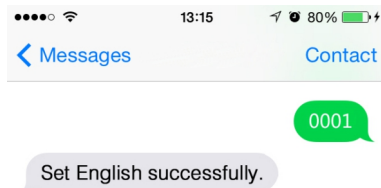
You can directly enter a phone number and press the  button. The system dials out and you can make the call via the built-in microphone and speaker of the alarm system. When you press  again the call is ended.

## Changing the language

Please change the system language before setting.

### English

Send an SMS message with '0001' to the telephone number of the SIM card in the control panel. The language of the alarm system will be changed into English. The control panel will send an SMS message to confirm the language is set successfully.



### Dutch

Send a SMS message with '0031' to the telephone number of the SIM card in the control panel. The language of the alarm system will be changed into Dutch. The control panel will send an SMS message to confirm the language is set successfully.



**Note:** The language can also be set in the G5W Alarm App.

## Disarming the alarm system by SMS

The main menu, which you receive after texting '?', will display the command for disarming the system ('0'). If you want to disarm the system you only have to send a '0' to the number of the SIM card in the control panel. You will receive a confirmation if it succeeded as shown in the picture below.

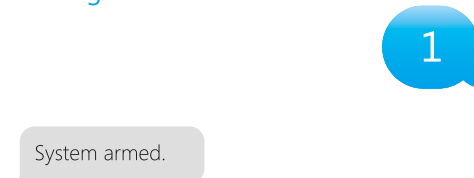
### Disarming



## Arming the system by SMS

If you want to arm the system you only have to send a '1' to the number of the SIM card in the control panel.

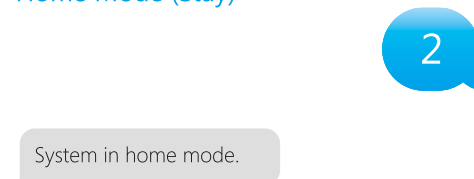
### Arming



## Partially arming (home mode) the system by SMS

If you want to partially arm the system you only have to send a '2' to the number of the SIM card in the control panel.

### Home Mode (Stay)



## Two-way talk

Send a text message with number '3' to the telephone number of the SIM card in the control panel. You will be called back by the system and will be able to listen and/or speak.

3

## Leaving a message by phone call

Send a text message with number '4' to the telephone number of the SIM card in the control panel. You will be called by your system. Pick up the phone, and leave a 10 second message. The message can be played back by pressing the blue circle.

4

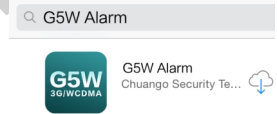
## Phone operation when receiving emergency call

When the alarm system is triggered the control panel will call the set emergency numbers. The following commands can be used to command the alarm system:

SMS command	Input
Disarm	0
Arm	1
Turn off siren	6
Turn on siren	9
Two-way talk	*
Replay alarm voice message	#

## Apple and Android App

The Chuango G5W alarm system can also be operated with an App. You can download it by searching the keywords 'G5W Alarm' in the App Store or Google Play. Download and install the App on your smartphone.



**IMPORTANT:** The Android and/or Apple App both make use of SMS texting.

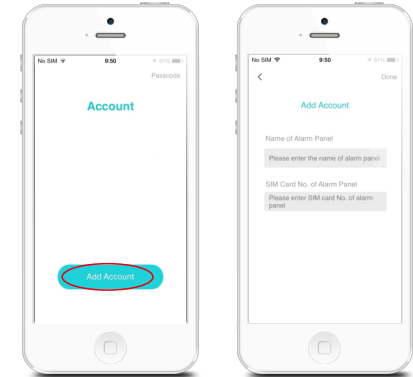
## Adding an account

The alarm system can be operated with the G5W Alarm App. When using the Apple App there will be set up a SMS text message automatically for every function. Press the 'send' button to send the text message and set the function you have chosen. When using an Android smartphone the App will send a text message in the background without needing to confirm sending the message.

Launch the App on your phone and select 'Add account'.

Enter a name for the G5W alarm (eg. Alarm home) and enter the mobile number of the SIM card installed in the alarm system.

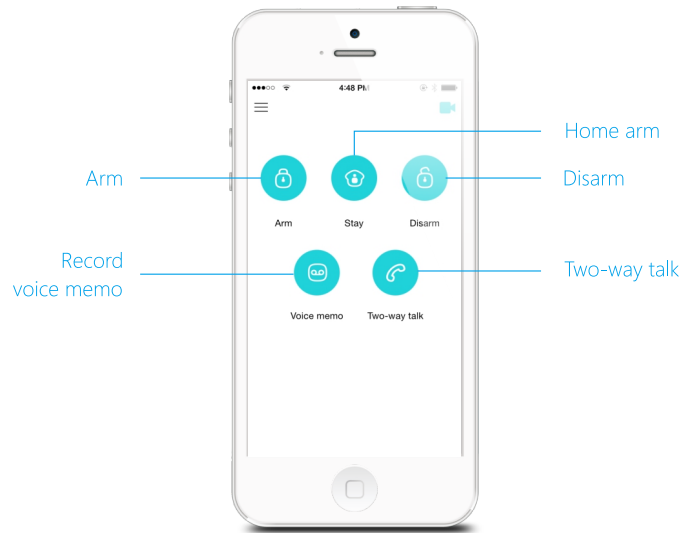
Once the account is added it will appear on the home screen of the app.



**IMPORTANT:** Always start the SIM card telephone number with the area code of your country (eg. 0031 for the Netherlands). This will allow you to operate the alarm system abroad.

## G5W alarm App overview

The illustration below shows the functions of the home screen of the App. Other tabs will be explained in the following pages.

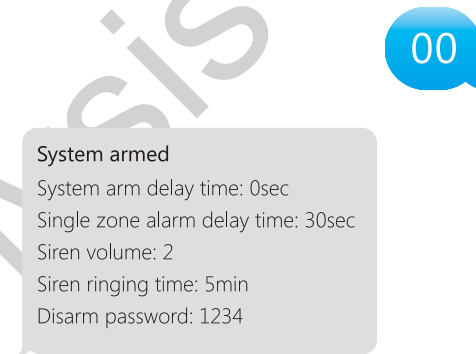


## Setting up the Alarm System with the App

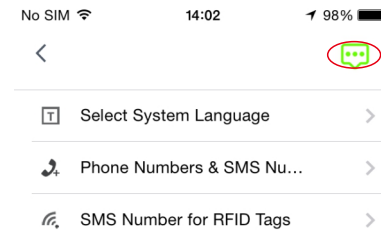
Setting the alarm system can be done by sending text messages but also by using the App. This chapter will show how this can be done for all the functions.

### Request alarm system status by SMS

Send a text message with '00' to the SIM card telephone number in the control panel.



In the G5W Alarm App press the following button:



## Store emergency telephone numbers

Emergency numbers are the telephone numbers which have to be called when the alarm goes off. To get a list of the current settings, send '5' to the control panel.

5

TEL:

- 1.
- 2.
- 3.
- 4.
- 5.

Copy the received SMS message entirely and paste it into a new text message. Here you can fill in all the numbers you would like. It's recommended to start with your area code of your country. You can specify multiple phone numbers in the same text message. When you have finished the entry the message can be sent.

Right is an example of a list of numbers filled in the text message.

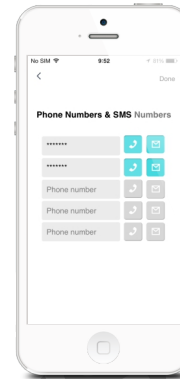
TEL:

1. 00316123654789
2. 00316123654788
3. 00316123654787
4. 00316123654786
5. 00316123654785

Store alarm phone No. successfully.

After sending the message it will send back a message from the control panel to confirm the new settings.

With the G5W Alarm App this setting can be done as follows:



**IMPORTANT:** Only phone numbers stored in the alarm system can make changes and modify the system.

## Store emergency SMS numbers

Emergency SMS numbers are the numbers that should be texted to when the alarm goes off. When sending a '6' you will receive the current settings. Copy and edit the text message and send it back. After sending the message it will send back a message from the control panel to confirm the new settings.

6

SMS 1:

1. 00316123654789
2. 00316123654788
3. 00316123654787
4. 00316123654786
5. 00316123654785

## Store SMS number for RFID tags

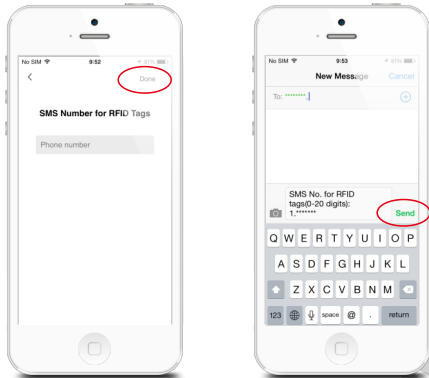
The SMS number for RFID tag is the number which will be used to send a text message to when a RFID tag is used to arm or disarm the system.

7


SMS No. for RFID tags  
(0-20 digits):  
1.

Copy and edit the received text message and send it back with the new telephone number. After sending the message it will send back a message from the control panel to confirm the new settings.

In the App:



## Store speed dial number

In this menu you can assign a phone number that will be stored as speed dial number. You can speed dial by pressing the  button.

8

Speed dial phone number  
(0-20 digits):  
1.

Copy and edit the received text message and send it back with the new telephone number. After sending the message there will be send back a message from the control panel to confirm the new settings. It is highly recommended to start with your area code or land code.

In the App:

