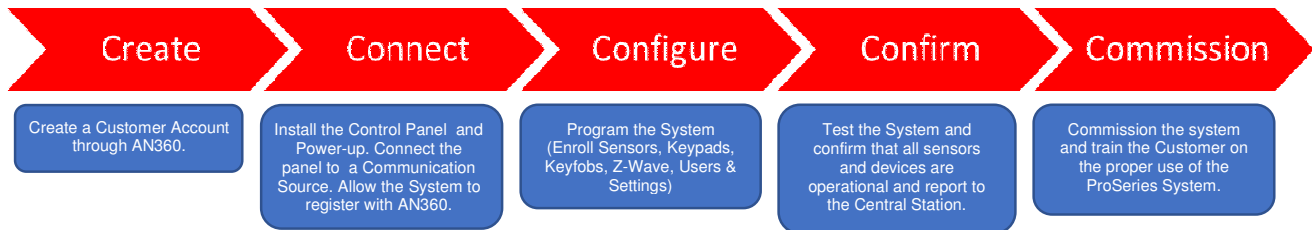


PROBOX-EU Security System Control Panel

Installation Guide

This Installation Guide provides the basic steps to quickly and easily install the Burglar and Fire Alarm Control Panel, using the built-in programming defaults. The control panel is designed for secure wall or desk mounting. Refer to the Installation Reference Guide for additional information. Scan the QR code in this document.

Follow the simple steps below to configure and install the ProSeries Control Panel.



Create a Customer Account

Registration, Programming and Testing is conducted through the AlarmNet 360™ cloud-based management platform.

1. Create a Customer Account using the AN360 cloud-based management platform.

Connect the PROBOX-EU (refer to Figure 1 and 2)

Select a location for the panel to maximize cellular signal level (if used) and wireless radio signal levels. Install the panel, as follows:

1. Remove the PROBOX-EU cover [A]. If wall mounting, separate the middle frame [B] and rear cover (mounting plate) [C] by releasing the locking tab [D].
2. Route the system wiring and ethernet cable (if used) through the knockout [E] in the rear cover (wall mount) or the knockout (notch) [F] provided on the lower right side of the rear cover (refer to Figure 1). Remove the plastic from the knockout, if required. System wiring should extend 8-24cm into the control depending upon mounting configuration. Refer to local regulations in your area for correct wire gauge and length. The maximum cable/wire diameter through the side knockout is 6.5mm (CAT 6 Ethernet cable = 6.35mm). For Wall Mounting proceed to Step 3. For desk mounting skip to Step 7.
3. Use the integrated Bubble Level [H] to ensure the panel is level. Secure the wall mount [C] to the wall with four screws [G] (not provided).
4. Install the tamper screw [I] (not provided), if required.
5. Insert the Control Panel Middle Frame to the mounting plate by aligning the slots [J] on the Middle Frame with the cleats [K] on the mounting plate and sliding the unit up until the upper locking tabs [L] on the wall mount are engaged, then push it toward the wall to engage the lower tab [E] and lock it in place.
6. Secure the middle frame to the mounting plate with six (6) provided flat-head screws [M] (open the Control's left [N] and right [O] side covers to access the upper points).
7. Open the Control's left [N] and right [O] side covers, as required.
8. Install the PRO Series Communications Modules, as required, and secure with the provided screws (Refer to Figure 2).
9. Insert the Battery Pack [P] into the mid-frame (ensure THIS SIDE UP on battery faces out) and install the retaining clip [Q]. Secure the battery clip with the provided short pan head screw [R].
10. Connect the red and black battery cables to the battery and the control panel + and – contacts.
11. Remove screw securing the clear cover on the power supply (Refer to Figure 2). Open the cover to gain access to the power supply terminals. Connect the AC power source to the terminals. **Do not apply power at this time.**
12. Connect Ethernet cable (if used).
13. Install the plastic wire clamp and secure with (2) provided long pan head screws (Refer to Figure 2). If used, secure the Ethernet cable using wire ties.
14. Ensure that all wiring/cables are connected and secure. Install the Front Cover but, do not install the screw [S] at this time.
15. Plug the power supply into a 230VAC outlet. Upon power-up the panel's blue LED illuminates. (Refer to Table 1 for LED Status)

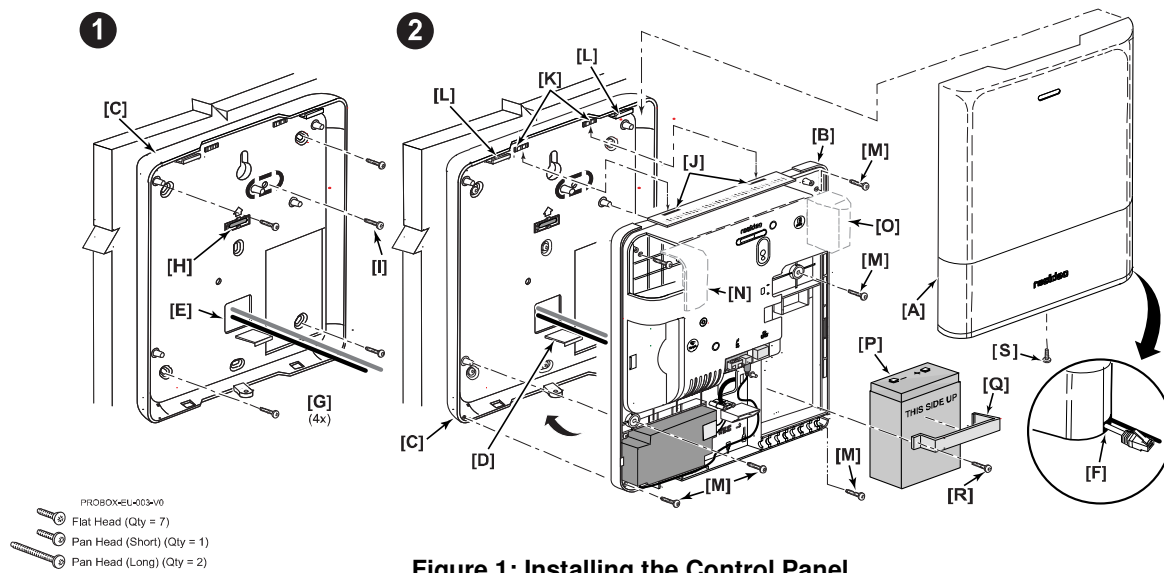
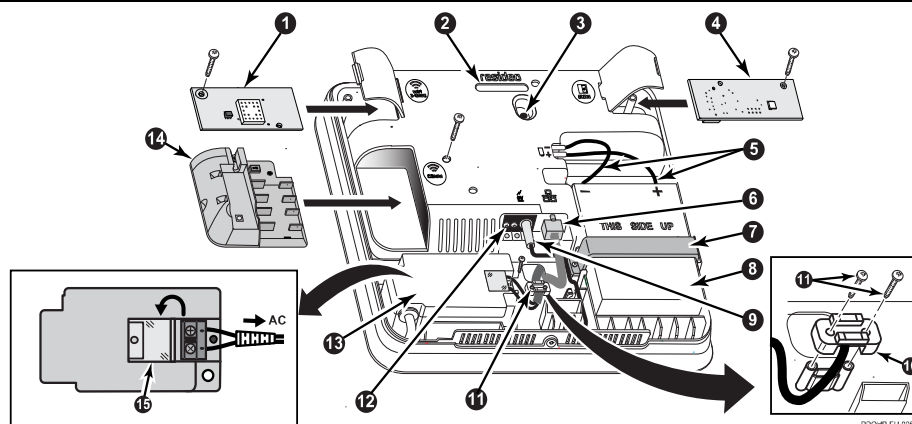


Figure 1: Installing the Control Panel

Connect the PROBOX-EU (Continued)

Optional Communications Module Note: Refer to the *Specific Module Installation* section in the *Installation & Reference Guide* for installation information and instructions.



PROBOX-EU Control Panel Components

| | | | | | |
|---|--------------------------|----|---------------------------|----|--------------------------|
| 1 | PROWIFI-EU Module | 6 | Ethernet Connector | 11 | Long Pan Head Screws (2) |
| 2 | LED Light Hole | 7 | Battery Clip | 12 | DC Terminals (Not Used) |
| 3 | Front Tamper | 8 | Battery | 13 | Power Supply |
| 4 | PROZB-EU (Zigbee) Module | 9 | Power Supply DC Connector | 14 | PROLTE-EU Series Module |
| 5 | Battery Cables (2) | 10 | Plastic Wire Clamp | 15 | Clear Cover (flips open) |

Figure 2: Installing the Control Panel

Table 1 - PROBOX-EU LED Status

| LED Status | Meaning |
|------------|--|
| Steady | AC Connected, Panel ON, Battery Charged |
| Blinking | AC present, Panel ON, Battery Trouble (Low Battery, Battery malfunction or not detected) |
| Off | No AC Power, Panel ON or OFF |

Connect the PROBOX-EU

The Resideo Pro App is required to set up the communication links on the panel (Refer to QR Code on page 3). A home router is required for Ethernet and/or Wi-Fi communications. An LTE Communicator on the panel is required for cellular data communication. The router must be powered on and connected for Wi-Fi operation (alarm reporting) to occur. The system uses dual communication paths (Internet and Cellular) but reporting is serial. Any failure in the communication paths will cause a message to be sent to the Central Monitoring Station.

- Connect the Resideo Pro App to the panel via Bluetooth.
 - Open the panel cover to enable Bluetooth pairing with the Resideo Pro App.
 - Run the Resideo Pro App on your smartphone.
 - Select the "Set Up Product".
 - Select the Pro Security Panel and allow the smart device to search for the panel (Ensure that Bluetooth is turned ON).
 - Check the smart device, after a moment the panel is displayed.
 - Select the panel. Panel-xxxxx where xxxxx = the 5 last digits of the panel MAC address (printed on the panel label).
 - Enter the panel's CRC then select "Enter".
 - Enter the Installer code (4112) then select "Connect".
 - The panel and the App are connected.
- Use the Resideo Pro App to set up the Wi-Fi connection and/or LTE settings. Follow the instructions provided on the App screens.
- Save and disconnect from the Resideo Pro App
- Close the front cover and secure it with the provided flat head screw [S].
- Connect the panel to AN360 by selecting the Register button on the AN360 account.

Configure the PROBOX-EU

IMPORTANT: Once the unit is powered up and the programming procedure is underway, do not remove power, disconnect the battery, or open the case. Disconnecting power or activating the tamper switch can cause unpredictable programming results. Registration and Programming is conducted via the AlarmNet 360 cloud-based management platform.

Note: It is recommended that a keypad or a siren be enrolled, to enable sound notifications, before enrolling sensors

- Program the panel settings and enroll wireless devices using AN360. Use Sensor Learn mode to program sensors.
- Setup Wi-Fi Keypads, and Z-Wave devices.
- Verify sensor signal strength via AN360 Installation Quality feature and refer to the signal strength table below: The MINIMUM possible signal strength is 1 bar, but the RECOMMENDED strength is 2 bars or higher. For EN certified installations a MINIMUM of 2 bars is required.

| Icon | Description | Signal Strength Quality |
|------|------------------|---|
| | No Green Bars | Signal Too Weak |
| | One Green Bar | Installation possible but not recommended (risk of supervision failure) |
| | Two Green Bars | Good signal (minimum recommended level) |
| | Three Green Bars | Strong signal (High quality) |
| | Four Green Bars | Very Strong signal (Very high quality) |
| | Five Green Bars | Very, Very Strong signal (Top quality) |

Confirm the PROBOX-EU System Installation

The following test modes are available:

- Test Sensors (Walk Test) [Accessible from keypad(s) only]
- Test Communicator (AN360 only)

Enter Test mode (Walk Test)

1. At the keypad enter User (PIN) code + 5 + 1 (walk). The system enters Walk Test mode.
2. The external sounder should sound for about 1 second then turn off. The "Walk Test" display appears only on the Keypad (PROSIXLCD-EU only) that started the test.
3. Open each protected door and window in turn and listen for three beeps from the Keypad. Each faulted detection point should appear on the display (PROSIXLCD-EU only). The display clears when the door or window is closed.
4. Walk in front of any interior motion detectors (if used) and listen for three beeps. Each detector should appear on the display (PROSIXLCD-EU only) when it is activated. The display clears when no motion is detected. Note that if wireless motion detectors are used, there is a 3-minute delay between activations to conserve battery life.
5. Test all smoke detectors, following the manufacturer's instructions.
When all detection points have been checked and are intact (closed), there should be no zone numbers displayed (PROSIXLCD-EU only).
6. Exit test mode by entering the User (PIN) code + 1 (Off)

Commission the PROBOX-EU System

1. Commission the system via AN360.

This system must be checked by a qualified technician at least once every three (3) years.

Shutting Down the System

To avoid corrupting the control's memory, before removing power from the system:

1. Disarm the system.
2. Wait 30 seconds.
3. Unplug the power supply.
4. Disconnect the battery.

Features and Capacities

| Feature | Details |
|-----------------|---|
| Partitions | 4 (independent) |
| Maximum Devices | <ul style="list-style-type: none">• 250 Intrusion/Fire Zones<ul style="list-style-type: none">- 139 SiX Series devices (sensors, keyfobs, keypads, motion viewers)• 32 SiX Series Keyfobs• 8 SiX Series Wireless Keypads / Touchscreens |
| Z-Wave | Supports up to 72 Z-Wave devices with the following maximums: Door Locks6 Z-Wave Thermostats*6 |
| Bluetooth | Used to pair the control with the Resideo Pro App |
| Security Codes | 96 User (PIN) codes (Includes Master User #2) Up to 10,000 4-digit PIN combinations (with no limitations) |
| Event Log | 4,000 events |

Specifications

| | |
|-------------------------|---|
| Dimensions: | 228mm W x 238mm H x 64mm D |
| Weight: | 1.83kg |
| Power Supply | 100-240 Vac, 50/60Hz, Max.0.4A |
| Voltage Input: | P/N R300-11433 – 9.3 VDC, 1.5A |
| 48-Hour Backup Battery: | PROBOXBAT-EU – Sealed Lead-Acid battery rated at 4V, 8.6 Ah Battery Charge Time: 48 Hours Low Battery Message @ 3.84VDC |

Warranty, Training, Documentation and Technical Support

PLEASE, before you contact Technical Support, be sure you:

READ THE INSTRUCTIONS AND VIEW THE INSTRUCTIONAL VIDEOS

- Determine that the power supply and/or backup battery are supplying proper voltages.
- Verify your programming information where applicable.
- Note the proper model number of this product, and the version level (if known) along with any documentation included with the product.
- Note your Resideo customer number and/or company name.
- Additional documentation including full Installation and Setup and User Guides for the PROBOX-EU Control Panel can be found by scanning the provided QR code with a smart device

Keeping this information handy will make it easier for us to serve you quickly and effectively.



RESIDEO EMEA Security Technical Support (Office hours – UTC+3)

EN +44 8002 793643

FR +33 801 840 536

ES +34 900 933 295

IT +39 0 399 590 905



Instructional Videos



Documentation



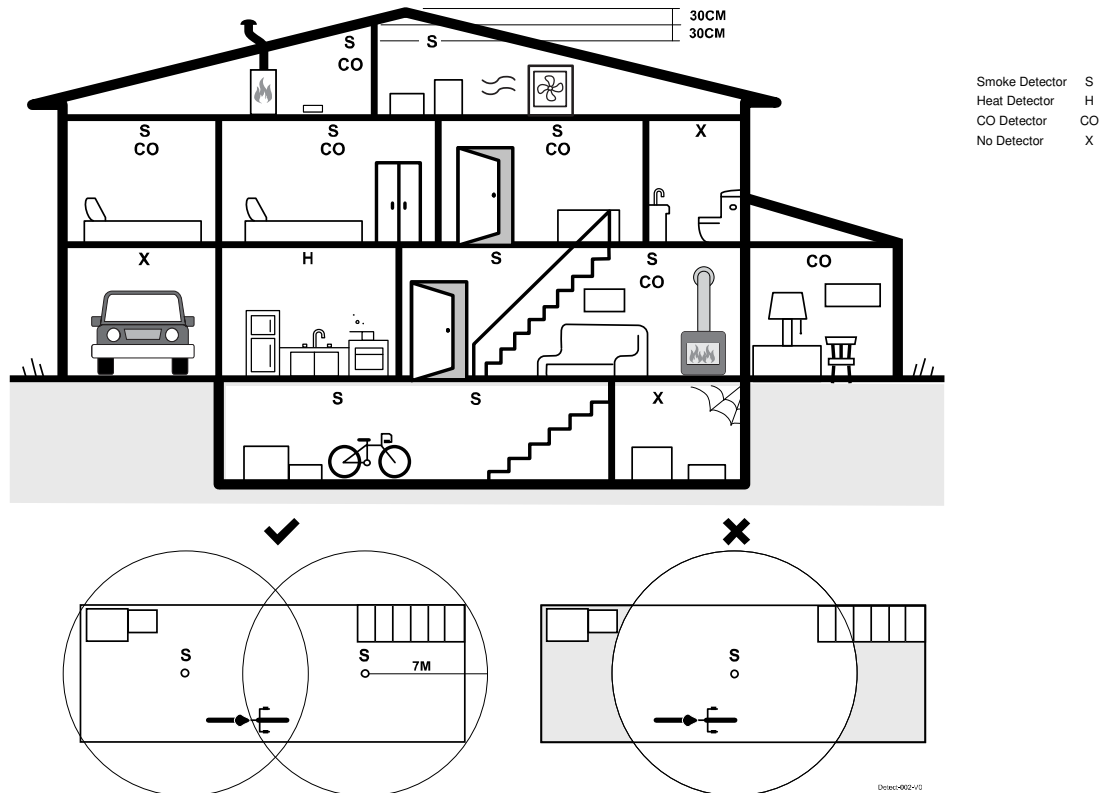
Resideo Pro App

**only if you have an assigned Sale Support Specialist =>* EMEASecuritySupport@resideo.com

Recommendations for Proper Protection

Recommendations for Smoke, CO and Heat Detectors

With regard to the number and placement of Smoke, CO and Heat detectors, refer to the below:



Early warning smoke detection is best achieved by the installation of smoke detection equipment in all rooms and areas of the household as follows: For minimum protection a smoke detector should be installed outside of each separate sleeping area, and on each additional floor of a multi-floor family living unit, including basements. The installation of smoke detectors in kitchens or in garages is not normally recommended. It is recommended that you install smoke detectors in the living room, dining room, bedroom(s), kitchen, hallway(s), attic, furnace room, utility and storage rooms, basements and attached garages.

- Install a smoke detector inside every bedroom.
- Install multiple smoke detectors in larger rooms as noted in the diagram above.
- Install smoke detectors in the room where the alarm control panel is located.
- Install CO detectors between 1m–3m from all potential sources of carbon monoxide (fuel burning appliances).
- Install Heat detectors in any room with a heat source and are best suited to areas where dust, fumes and moisture can cause nuisance alarms and smoke alarms (i.e.; kitchens).

Recommendations for Proper Intrusion Protection

- For proper intrusion coverage, sensors should be located at every possible point of entry to a home or premises. This would include any skylights that may be present, and the upper windows in a multi-level building.
- In addition, we recommend that radio backup be used in a security system. This will ensure that alarm signals can be sent to the alarm monitoring station if the communications are out of order (if connected to an alarm monitoring station).

Note: In the event that the panel detects a Fire or Co Alarm at the same time as a Burglary Alarm, the Life Safety Alarm will always have preference with reporting to the Central Station.



The product should not be disposed of with other household waste. Check for the nearest authorized collection centers or authorized recyclers. The correct disposal of end-of-life equipment will help prevent potential negative consequences for the environment and human health.

Any attempt to reverse-engineer this device by decoding proprietary protocols, de-compiling firmware, or any similar actions is strictly prohibited.



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1198, Avenue du Docteur Maurice Donat
06250 Mougins - FRANCE



Ademco 1 Ltd., 200 Berkshire Place
Winnersh Triangle, Berkshire,
RG41 5RD – UNITED KINGDOM

Product must be tested at least once each year

This product manufactured by Resideo Technologies, Inc. and its affiliates.

resideo

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