



P ▲ R ▲ D O X™

Insite Gold New Installation Setup Guide

Document version: 3.16
March 4th 2019
Created by: Victor Maciuca

Preface

This document guide you through the setup process of creating a new SWAN account with Insite Gold application.

Known Limitations

1. No support for HD77 camera.
2. No support for site where IP150 password was changed from its default when used with IP150 version 4.0.4.
3. No support for some models of cellular routers with HDXX camera setup, due to lack of real UPNP support on router or with IP150 due to lack of open ports.
4. No official support for site with HDXX camera without IP150 / PCS communication device.

Prerequisite Firmware Upgrade

1. Upgrade the panel firmware to the latest version, posted on the Paradox website, in order to benefit from all the functionalities.
2. Update the PCS communication module firmware version to the latest version posted on the Paradox website.
3. Upgrade the IP150 module to the latest firmware version posted on the Paradox website (4.40 or later).
4. Make sure to use the HD78 camera version 2.3.17 or later - please upgrade the camera to the latest version from Insite Gold, after creating the site.
5. Make sure to use the HD88 camera version 1.0 or later - please upgrade the camera to the latest version from Insite Gold, after creating the site.

Note: In the case of using an older HD78 camera version or older HD88 camera version, connect camera over wired LAN connection and proceed with the installation. Once Site is created, upgrade the camera to the latest version from within the application. The camera can then be switched to use a Wi-Fi connection.

IP150 Setup and Prerequisite

Connect using Infield to verify that IP150 Firmware version is 4.40.004. Verify that panel firmware version is the latest posted on Paradox website. Upgrade panel and IP150 firmware version as necessary.

Note: Once IP150 is connected to the Internet and to SWAN the “Link” and “Internet” lights on the device are both ON.

Some routers may prevent bi-directional communication between IP150 and SWAN server, in such case please verify that the following URLs are accessible on the outbound direction to allow IP150 to connect with SWAN:

1. turn.paradoxmyhome.com; Ports 53, 3478
2. api.insightgoldatpmh.com; Ports 80, 443
3. upgrade.insightgoldatpmh.com; Ports 80, 10000
4. Allow ICMP protocol. No port here

PCS Setup and Prerequisite

Connect using Infield to verify that the PCS firmware version is the latest. Verify that panel firmware version is the latest posted on Paradox website. Upgrade panel and PCS firmware version as necessary.

HDXX Camera Setup and Prerequisite

Connect HDXX camera either using LAN connection (wired) or Wi-Fi connection.

Some routers may prevent bi-directional communication between HDXX and SWAN server, in such case please verify that the following URLs are accessible on the outbound direction to allow HDXX to connect with SWAN:

1. turn.paradoxmyhome.com; Ports 53, 3478
2. api.insightgoldatpmh.com; Ports 80, 443
3. 0a34.relay.insightgoldatpmh.com; TCP port source: 49152 to 65535 (supports up to 80 TCP connections)
4. 0a34.relay.insightgoldatpmh.com; UDP port source: 49152 to 65535 (supports up to 16 UDP connections)

Note: Please consider 0a34 as a dynamic value used when the guide was drafted, so the whitelist should allow all relay.insightgoldpmh.com subdomains.

System Prerequisite

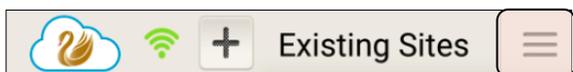
1. Connect HDXX camera to the same panel where IP150 or PCS device is connected
2. Perform full bus scan to re-scan connected modules

Notes: Make sure to avoid any of the following actions which may result with an installation failure:

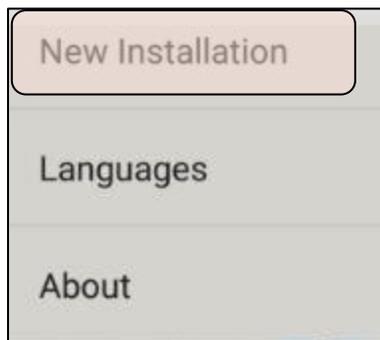
1. Do NOT change panel during the installation.
2. Do NOT move communication modules from one panel to another during the installation.
3. Communication modules that are already associated with an existing site cannot be used for creating a new site.

Creating a New Site Procedure

1. Open all cameras tamper switch (if any)
2. Launch Insite Gold
3. Click on the menu icon



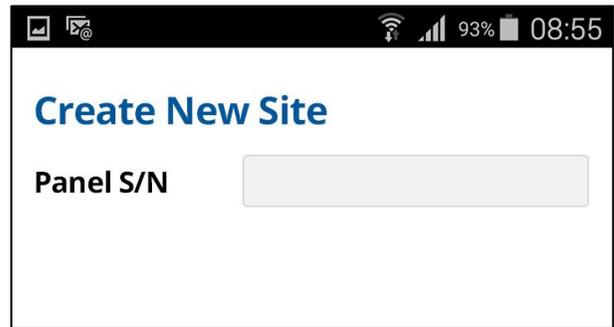
4. Click on **New Installation**.



5. Click on **Create**.



6. Enter the Control Panel Serial Number (last 8 digits).



A screenshot of a mobile application interface titled "Create New Site". The status bar at the top shows signal strength, Wi-Fi, 93% battery, and the time 08:55. Below the title, there is a single input field labeled "Panel S/N" which is currently empty.

7. Enter the desired Site ID, Site Email and confirm email.



A screenshot of the "Create New Site" form with the following fields filled: "Panel S/N" is 0579b199 with a green checkmark; "Site ID" is smithhouse; "Email" is johnsmith@gmail.com with a green checkmark; "Confirm Email:" is johnsmith@gmail.com with a green checkmark; "Installer Email:" is (Optional). Below the form is a section titled "Modules List" containing the text "IP150, S/N 7106d9ba". At the bottom are two buttons: "ADD WiFi CAMERA" and "CREATE NEW SITE".

8. Check under MODULES LIST section that the panel is polling with correct IP150/PCS/HDXX cameras.

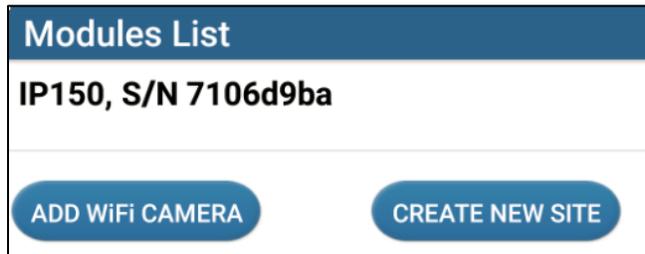
Confirm Email: johnsmith@gmail.com ✓
Installer Email: (Optional)
Modules List
IP150, S/N 7106d9ba

Notes:

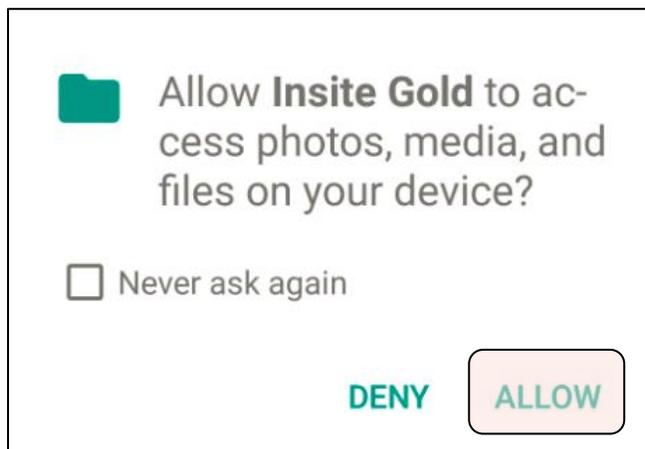
- a. For site equipped with LAN HDXX cameras, check under MODULES LIST section that cameras are connected and polling.
- b. In case an incorrect panel serial number is entered or in the case that a panel has no connection with SWAN, no modules will be visible under module list. In such a case, the following message may appear: "Fill all fields". Make sure to check internet connection and serial number entered.
- c. In case a no communication device is listed, make sure to verify the Internet connection and proceed with the installation only after correct communication device is presented. Once connected to the internet, IP150 will have its "internet" light ON to confirm connectivity and SWAN polling. The PCS device will have its STATUS LED ON to confirm its connectivity to cell phone provider.

Make sure to check that communication device is not associated with another SWAN site. In such a case, the device needs to be deleted from the SWAN database. Please contact your local distributor to perform this action.
- d. In case the LAN camera is not listed, make sure to check the Internet and bus connection and proceed with installation only after cameras are presented.

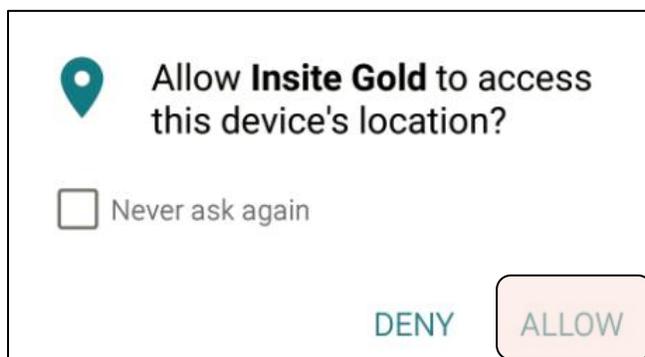
9. For a site equipped with an HDXX Wi-Fi camera, press **ADD WIFI CAMERA**. For a site equipped only with an IP150 / PCS communication device or with an HDXX camera connected through the LAN, then press **CREATE NEW SITE**.



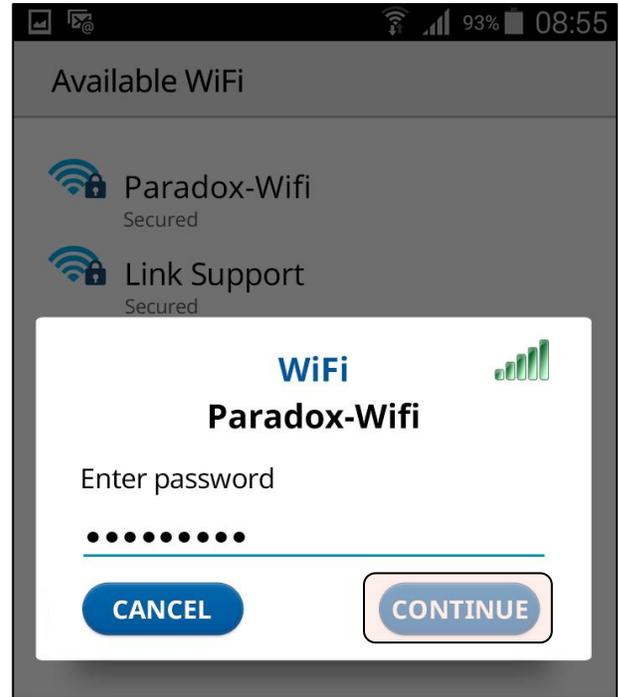
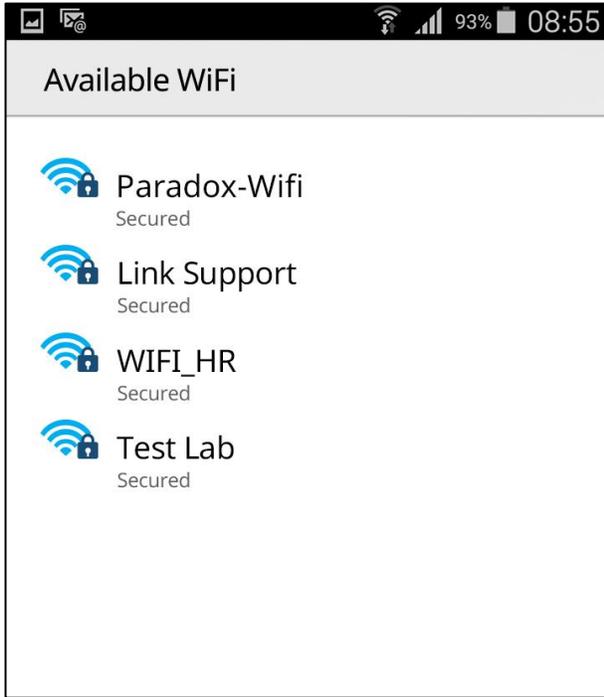
10. Press **ALLOW** once the following message appears. This action allows storing the site's media on the phone's gallery.



11. Press **ALLOW** once the following message appears. This action presents the available Wi-Fi network(s).



12. Select the Wi-Fi network, enter the password and press **CONTINUE**. This will generate a QR code.



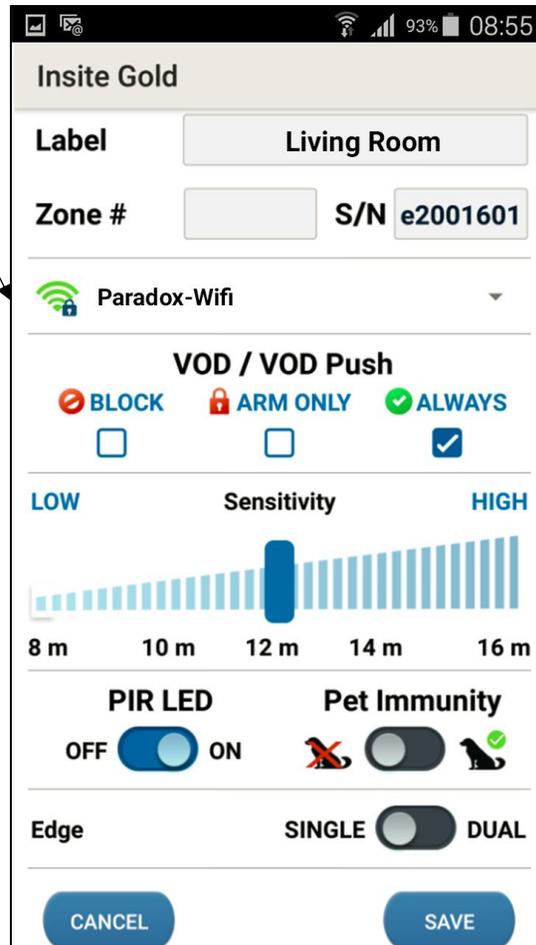
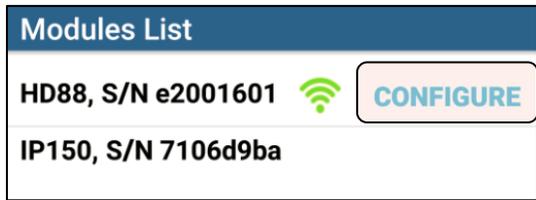
13. Hold the phone firmly in front of the camera's lens at about a 20 cm distance to present the QR Code. As a result, the Right "Network" LED  will flash rapidly, and the camera will set to connect through Wi-Fi with the SWAN, indicated by having the "Connection" LED  turned on.

Note: Continue to present the QR Code in front of the camera for about 5 seconds after the "Network" LED  will start to flash rapidly.

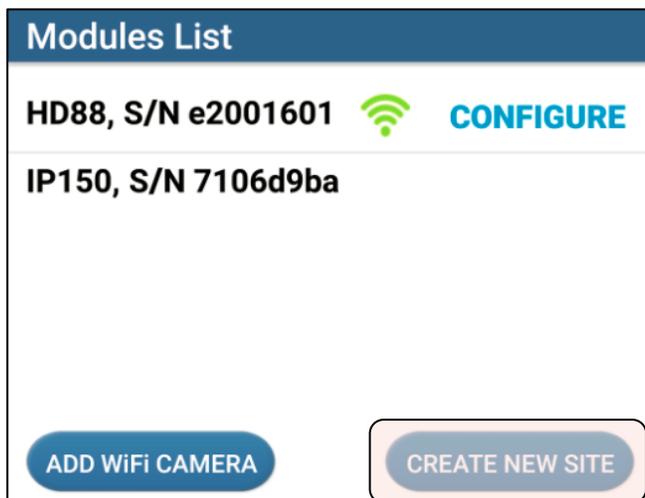
14. Once connected, press **CONTINUE**.



15. Once the camera is connected, it will appear under the Modules List. Press **CONFIGURE** to set the camera and press **SAVE**.



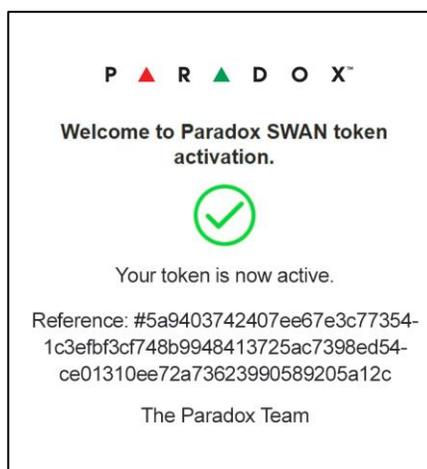
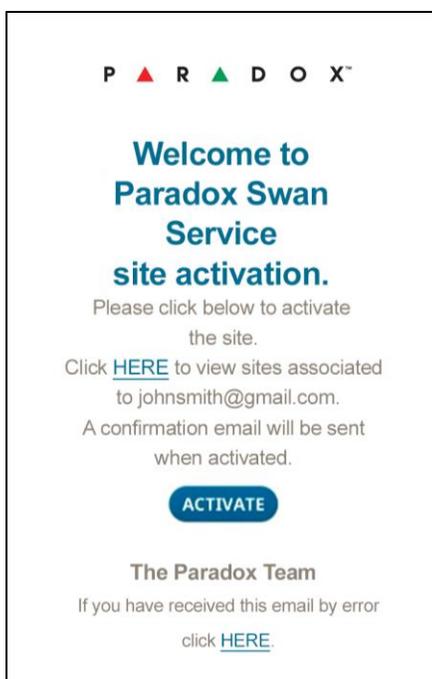
16. Press **CREATE NEW SITE**.



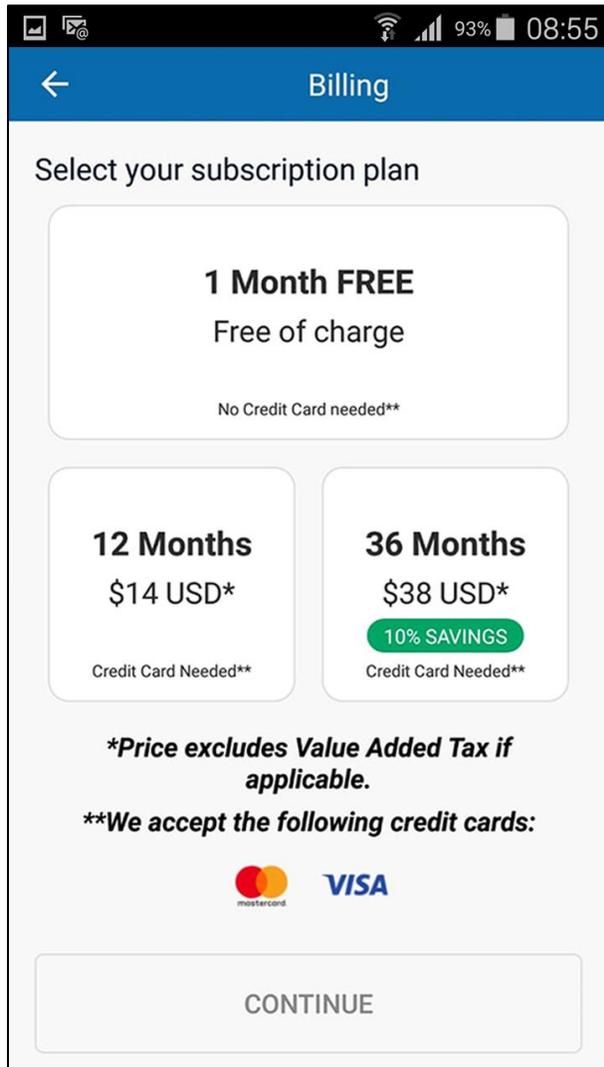
17. Once the following screen appears, make sure to have access to the email entered as you will need to activate the SWAN token, when prompted, as part of the setup process.



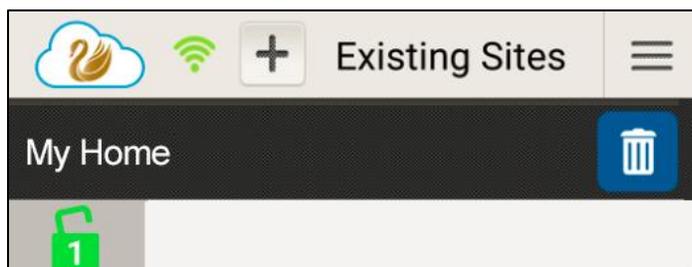
18. ACTIVATE the token. Once the token is activated, a new email confirmation will arrive. The app will redirect you to the billing screen.



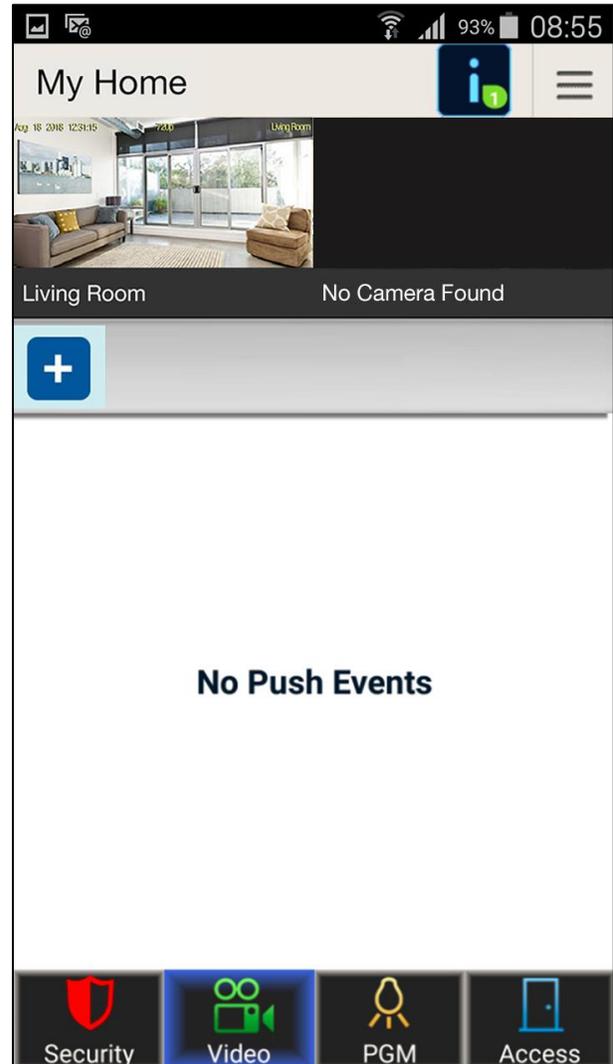
19. Select subscription plan and enter payment details.



20. The created site will appear in site list.



21. Press the site name and enter the user code.



22. Close camera's tamper.

23. You are set and ready to go.