

# i-on Security System User Guide

For i-on30R+, i-on40H+, i-onG2SM, i-onG3MM and i-onG3LM  
(a separate user guide is available for i-on Compact)

## Contents

<b>About this guide</b> . . . . .	<b>1</b>
<b>About i-on alarm systems</b> . . . . .	<b>1</b>
<b>System components</b> . . . . .	<b>2</b>
Control unit. . . . .	2
Keypads. . . . .	2
Detectors. . . . .	2
Scantronic SecureConnect™ . . . . .	3
Proximity tags. . . . .	3
Internal radio sounders. . . . .	3
External sirens . . . . .	3
Network cameras . . . . .	3
Remote controls . . . . .	3
Hold-up alarm transmitters. . . . .	3
Output devices . . . . .	3
<b>Operational features</b> . . . . .	<b>4</b>
Comprehensive set/unset flexibility . . . . .	4
Alarm communication. . . . .	4
User options . . . . .	4
Users and user types. . . . .	4
HUA/panic alarms . . . . .	4
Full logging. . . . .	4
Test options . . . . .	5
Installer remote access . . . . .	5
Jamming and tamper monitoring . . . . .	5
<b>Using the system</b> . . . . .	<b>5</b>
Keypad keys . . . . .	5
About the standby screen . . . . .	6
Setting the system . . . . .	6
Unsetting the system. . . . .	6
Managing alarms. . . . .	7
Managing alerts . . . . .	7
Accessing the User menu . . . . .	8
Omitting zones . . . . .	8

## About this guide

Thank you for choosing an i-on alarm system – one of the most advanced and trusted products available today to protect people and property.

This guide provides an introduction to i-on alarm systems for users. It describes the main components, the key features and how to carry out typical day-to-day tasks.

If you need additional information, including details of the options in the User menu, please refer to the *Administration and User Manual*. This and other publications referred to in this guide are available from the Scantronic web site.

**Note:** Some features described in this guide may not be available, depending on configuration. Please ask your installer if you would like them to be available.

## About i-on alarm systems

The i-on range of alarm systems are suitable for domestic and commercial properties and can use wired and/or wireless (radio) detectors, depending on the panel and peripherals selected.

Support is provided for a wide range of communication options, configuration settings and peripheral devices, which gives the flexibility needed to customise the system to match the needs of the most demanding applications.

## Connecting to a network

Your system has a built-in Ethernet port for optional connection to your home or office network, and the internet. Optional modules also allow connection to a Wi-Fi network, or to access the internet over a mobile (4G/3G/2G) network.

Connecting your system to a network enables:

- You to (for example) set, unset and monitor your system over the internet from your phone or tablet.
- Your system to be updated automatically with the latest software and new features.
- An installer to configure, monitor and administer your system remotely (if permitted).
- You to access a virtual keypad through a web browser.
- Your system to communicate alarms to an Alarms Receiving Centre (ARC) over the internet. (Communication via a landline is also possible.)

## System components

This section outlines typical components that your alarm system may include. Your installer may have added other items, depending on your requirements.

If there are components described here that you would like to add to your system, please contact your installer.

### Control unit

The control unit is the main processing unit of the alarm system and is usually located out of sight. Please ensure that it is accessible for your installer to carry out periodic maintenance tasks.

The control unit must be opened only by an installer. If you attempt to do this yourself, an alarm will be sounded, and you may need your installer to reset the system.

## Keypads



Keypads provide the main means of operating the system, such as to set or unset the system, access options and acknowledge alarms.

There are several different types and styles of keypad, including radio keypads, which communicate with the system wirelessly.

You can identify yourself to the system by entering your unique access code at the keypad. Alternatively, if the keypad includes a proximity tag reader, you can simply present your proximity tag.

The LCD display shows messages, prompts and options that guide you through the user interface.

## Detectors

Detectors are devices that detect alarm conditions. Some models connect wirelessly to the system (via radio), others use physical wire. The following shows some popular examples.



Passive Infra-Red (PIR) movement detector. Pet-tolerant versions are available.



Dual-technology (PIR and microwave) movement detector. These are suitable for more demanding environments such as garages and conservatories (please ask your installer for advice).



Smoke detector.



Slimline door contact and/or shock sensor – to detect when doors are opened, or when a door or window is forced.

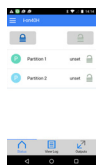


Perimeter PIR detector – to monitor external areas such as gardens. Dual-sensor technology and pet-tolerant mode ensure reliable outside operation.

**Note:** Other detectors are available – please contact your installer for details.

**Note:** Since there is normally only one detector per zone, the terms “zone” and “detector” are often used interchangeably.

## Scantronic SecureConnect™



The SecureConnect app allows you to monitor and control your alarm system over the internet from your phone or tablet.

## Medical/social care transmitters



These pendants and wrist-worn transmitters allow the wearer to signal that medical or social-care assistance is needed.

## Proximity tags



Each user can have a unique proximity tag. When presented to a keypad, the tag performs the same action as entering an access code.

Proximity tags make it easier for you to set or unset the system, and there is no need to remember an access code.

## Remote controls



Each user can have a portable remote control to set or unset the system or operate output devices from a distance.

## Internal radio sounders



These are intended for use in areas that are out of audio range of a keypad but where you need to hear alarms, entry tones, exit tones and other sounds.

## External sirens



These are mounted externally, high up in a visible location for deterrence. They include a powerful sounder and strobes. Wired and radio sirens are available. Several radio sirens can be used for strategic placement around your property.

## Network cameras

Internal and external network cameras are available. These allow the control unit to record images when an alarm occurs.

You can view the images through the system log, including via the SecureConnect app. SecureConnect can also send images automatically to an email address when an alarm occurs.

## Hold-up alarm transmitters



Small portable Hold-Up Alarm (HUA) transmitters, also known as Panic Alarms (PAs), allow you to start a hold-up alarm from anywhere in range of your control unit.

## Output devices

Your installer can set up your alarm system to switch external devices, such as lights or heating systems, on or off.

Devices can switch on or off automatically, such as when the system is set or when an alarm occurs. Alternatively, you can

switch them on or off manually from a keypad, using a remote control or from the SecureConnect app.

## Operational features

This section provides an overview of other operational features of i-on alarm systems from a user's perspective.

### Comprehensive set/unset flexibility

There are many options available to the installer to configure the setting/unsetting process to match your specific requirements.

If at any time, your requirements change, please contact your installer, who may be able to adjust the set/unset procedure without making any physical changes.

Your system is configured either as a part-setting system or as a partitioned system:

#### Part-setting system

In a part-setting system, the system can set in one of four ways: either full set or one of three part sets (part set B, C or D). When the system is full set, all zones are set. When the system is part set, only the zones that belong to the part set are set.

A part set may, for example, set the downstairs areas, leaving the upstairs unset (e.g. for use during the night).

#### Partitioned system

A partitioned system is designed for larger installations, such as office blocks occupied by several companies.

A partitioned system consists of several partitions (perhaps one per company) that can be individually set or unset without affecting the others.

In addition, each partition can be set or part set (part set B, C or D) in exactly the same way as for a part-setting system.

## Alarm communication

When the system detects an alarm, it starts the external sounder/strobe units and operates internal sounders, including the sounder in keypads.

If you wish, your installer can also configure the system to communicate alarms externally to:

- An Alarm Receiving Centre (ARC), via the internet or a fixed-line or mobile telephone network.
- An email address (via SecureConnect).
- A phone using a text or speech message.

**Note:** Communications via the internet is provided as standard. Connecting the control unit to a mobile (4G/3G/2G) or fixed-line (PSTN) phone network requires the installer to fit a plug-on module.

## User options

Authorised users can access a User menu from a keypad. The menu contains options to add users, omit zones, view log information, test the system, configure the system and switch devices (outputs) on or off.

You can find full details of the user options in the *Administration and User Manual*.

## Users and user types

i-on gives you the ability to define many different users, each of which can have a unique access code, proximity tag, remote control, medical/social care pendant and HUA transmitter.

Each user has a user type, such as Normal User, Admin User or Master User. The user type determines the privileges that the user has to the system.

## HUA/panic alarms



You can generate Hold-Up Alarm (HUA), otherwise known as a panic alarm, from a keypad, a remote control, hand-held HUA transmitter or using a separate panic button.

## Full logging

The control unit logs all actions, alarms and alerts. You can review the logged events through the User menu.

## Test options

The User menu contains a comprehensive set of options that you can use to test the system or to determine the owner of a device such as a proximity tag or remote control.

## Installer remote access

The installer has a separate Installer menu, which contains the options needed to configure your system. The menu can be accessed through a keypad.

An alternative is to allow the installer to access your system remotely over the internet, which may provide service benefits.

You have the ability to enable or disable remote access as required through the User menu.

## Jamming and tamper monitoring

i-on alarm systems use advanced techniques to monitor your system continuously for possible jamming or tamper attacks.

## Using the system

This section describes typical tasks that you may need to carry out from time to time once the system is set up.

**Note:** For further information about these and other tasks, please refer to the *Administration and User Manual*.

## Keypad keys

Figure 1 shows the layout of keys on a typical keypad.

The purpose of each key (other than the numerical keys) is described next.

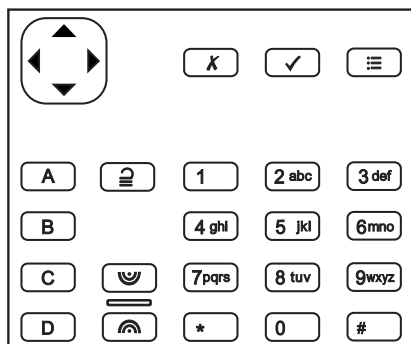


Figure 1. Typical keypad keys



Navigation key:

▲ Scrolls up, or moves the cursor left.

▼ Scrolls down, or moves the cursor right.

► Changes the value, displays further information, or inserts a space.

◀ Changes the value, or deletes the character to the left.

The key glows red or green to indicate system status (green = normal; red = alarm/fault).



This key exits an option or cancels a change.



Confirms an action, such as selection of an option or acknowledgement of an alarm.



Pressing this key gives you access to the user menu when the standby screen is displayed (see page 7).



For a part-setting system, this fully sets the system\*. For a partitioned system, it fully sets partition 1\*.



For a part-setting system, these set part set B, C or D\*.  
For a partitioned system, they fully set partition 2, 3 and 4 respectively\*.



Unsets the system.



A Hold Up Alarm (HUA) is started when both of these keys are pressed (if enabled by the installer).

\*This is the default action; the installer can configure these keys perform a different setting action, or to operate an output.

## About the standby screen

When the system is idle (either while set or unset), the display shows the “standby screen”. For example:

```
i-on40H+
10:43 03/12/2021
```

## Setting the system

Readying the system to start an alarm if someone moves into a protected area is called “setting” the system.

You can set your system using a variety of different methods, depending on system configuration. The following explains a typical method using a keypad.

**Note:** Please refer to the *Administration and User Manual* for full details.

1. Enter your access code or present your proximity tag at the keypad. If you enter your access code, the display shows a \* for each completed digit:

```
Enter Access Code:
(* )
```

2. If setting options are displayed, you can press ▲ or ▼ followed by ✓ to choose the option you require:

```
Setting Options
Full Set All
```

- **Full Set/Full Set All:** To set the whole system. Alternatively, press the A key\*.
- **Part Set B|C|D:** To set part set B, C or D only. Alternatively, press the B, C or D key\*.
- **Partitions:** To set or part set a partition. Alternatively, press the B, C or D key to full set a partition\*.

\*Your installer may have configured the system to allow you to quick set using A, B, C or D without entering an access code or presenting a proximity tag first.

3. You will hear a continuous exit tone (unless the system is configured for silent or instant setting).

The system sets when one of the following occurs, depending on how the system is configured:

- Immediately.
- After a period of time.
- When you exit the premises.

The A, B, C or D key illuminates to indicate the set status (unless disabled by the installer). For example, in a part-setting system, the A key is illuminated if the system is fully set.

## Unsetting the system

Disarming the system so that people can move freely is called “unsetting”.

To unset the system from a keypad:

1. Enter through the designated entry route. Do not stray from this route – you may cause an alarm.
2. If you hear a tone, go directly to the keypad, since you will have limited time to unset the system before it generates an alarm.
3. Enter your access code or present your proximity tag.

## Managing alarms

If there is an alarm, you will need to silence the sirens and sounders (if they are still running), acknowledge the cause of the alarm and reset the system.

**Note:** Please refer to the *Administration and User Manual* for full details.

To silence, acknowledge and reset an alarm:

1. Make sure that it is safe to enter the premises.
2. Enter your access code or present your proximity tag in the normal way. This silences the alarm (if the sirens and sounders are still operating).

3. The navigation key glows red and the display shows, for example:

```
Press tick to reset
Zone 000
```

The display alternates between showing the zone number (e.g. "Zone 000") and alarm type.

4. If you see "reset" in the message (see above):
  - Press ✓ – this acknowledges the alarm and resets the system. The system returns to standby and is ready to set again. The navigation key returns to its normal (green) state.

If you see "Call Installer" or "Call ARC" at the top of the screen:

- Press ✓ – this acknowledges the alarm, but you will need to call the installer or ARC to reset the system. Although the system is not reset, you will still be able to set and unset the system normally. The navigation key and applicable set/unset icons stay red until the alarm is reset.

## Managing alerts

An alert is an event that is not directly related to an intrusion event, such as a low battery or a communications fault.

An alert does not cause an alarm sound. Instead, the navigation key on keypads glows red when the system is unset, and keypads give a short "beep" approximately every second if the alert has not been acknowledged.

To view the cause of the alert:

1. Make sure the system is unset and that the keypad shows the standby screen.
2. Before entering your access code, press ✓.
3. Enter your access code or present your proximity tag to the keypad. The bottom line displays the most recent alert. For example:

```
Tick to continue
Bat Low/Missing
```

4. Press ✓ to acknowledge that you have read the alert. Repeat this step for any other alerts that may be active.
5. If you see a message similar to the following:

```
RESET FAULTS
Z041 FREEZER
```

This indicates that the alert has been caused by a "technical" zone (which typically is used to monitor equipment such as a freezer), and the detector is still active. If you can, rectify the problem and repeat the procedure.


If you cannot clear the fault, please contact your installer.

6. The standby screen is displayed and the beeping stops. The navigation key continues to glow red until the faults are rectified.

## Accessing the User menu

The User menu gives access to user options such as to omit zones, view log information and add new users. The range of options available to you depends on your user type (privileges).

To access the User menu:

1. Make sure the display shows the standby screen.
2. Press .
3. Enter your user code:

```
Enter Access Code:
(* )
```

The first option is displayed:

```
MENU
Omit Zones >
```

Press ▲ or ▼ to scroll through the options, followed by ✓ to select the option you require. The options are fully documented in the *Administration and User Manual*.

4. To leave the menu and return to the standby screen, press ✕ (if necessary, several times).

## Omitting zones

You can omit a zone before setting the system. Omitting a zone prevents it from generating an alarm if the zone is triggered while the system is set. You may, for example, want to omit a zone that protects a garage to enable access without causing an alarm while the system is set.

**Note:** The zone returns to normal operation when the system is unset.

**Note:** You can omit only those zones that the installer has specified can be omitted.

To omit zones:

1. Access the User menu, as described in the previous section.

2. Select the *Omit Zones* option. The first zone you can omit is displayed. For example:

```
OMIT ZONES
Zone 000 I
```

An “O” is displayed at the end of the line if the zone is Omitted. An “I” is displayed if the zone is Included.

3. Press ▲ or ▼ to display the zone you wish to omit, then ► to mark it for omission. Press ► again if you made a mistake and want the zone to be included.

Repeat this step for any other zones you wish to omit (or change to be included).

4. Press ✓ to store changes.

This product must be installed and maintained only by qualified service personnel.

The information, recommendations, descriptions and safety notations in this document are based on Eaton Corporation's ("Eaton") experience and judgment and may not cover all contingencies. If further information is required, an Eaton sales office should be consulted. Sale of the product shown in this literature is subject to the terms and conditions outlined in appropriate Eaton selling policies or other contractual agreement between Eaton and the purchaser.

THERE ARE NO UNDERSTANDINGS, AGREEMENTS, WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY, OTHER THAN THOSE SPECIFICALLY SET OUT IN ANY EXISTING CONTRACT BETWEEN THE PARTIES. ANY SUCH CONTRACT STATES THE ENTIRE OBLIGATION OF EATON. THE CONTENTS OF THIS DOCUMENT SHALL NOT BECOME PART OF OR MODIFY ANY CONTRACT BETWEEN THE PARTIES.

In no event will Eaton be responsible to the purchaser or user in contract, in tort (including negligence), strict liability or otherwise for any special, indirect, incidental or consequential damage or loss whatsoever, including but not limited to damage or loss of use of equipment, plant or power system, cost of capital, loss of power, additional expenses in the use of existing power facilities, or claims against the purchaser or user by its customers resulting from the use of the information, recommendations and descriptions contained herein. The information contained in this manual is subject to change without notice.

© 2022 Eaton.

Eaton, Security House, Vantage Point Business Village,  
Mitcheldean, GL17 0SZ. [www.myscantronic.com](http://www.myscantronic.com)  
SecureConnect is a trademark of Eaton.

Part number 14199583  
Issue 3 24/01/2022

