The following document outlines how to set up monitoring for customers. Before you can set up monitoring, the customer's module must be completely installed and accessible via the web portal. For module and portal set up, please refer to the **Pro and Customer Account Set Up** guide

While the **Connect2Go Portal** is compatible with all browsers, for users with PCs it is highly encouraged that a standard compliant browser such as Firefox, Chrome or Safari for Windows is used.

Step 1: Login into your Connect2Go Pro Account

1. Go to the Connect2Go home page **www.connect2go.com.**

2. To login to your **Connect2Go Pro Account** move the cursor over **Log In** in the menu bar at the top of the screen.


3. Click **Pro Log In** and enter your credentials.

4. If you are unable to remember your password, select lost password and enter your account User Name (email address) and a temporary password will be sent to you. You are encouraged to change your password often for security purposes.

Step 2: Purchase Unlock Credits

Connect2Go works on a credit system. To enable monitoring for one customer, one unlock credit is required. Unlock credits can be purchased via your **Pro Account** on the portal. This is a one-time monitoring activation charge. In the event the customer no longer requires monitoring via Connect2Go, the unlock credit will be credited back to your account.

1. Once logged in, you will be taken to the **Connect2GoPro Main Screen**. Click the **Place Order** link in the top menu bar.
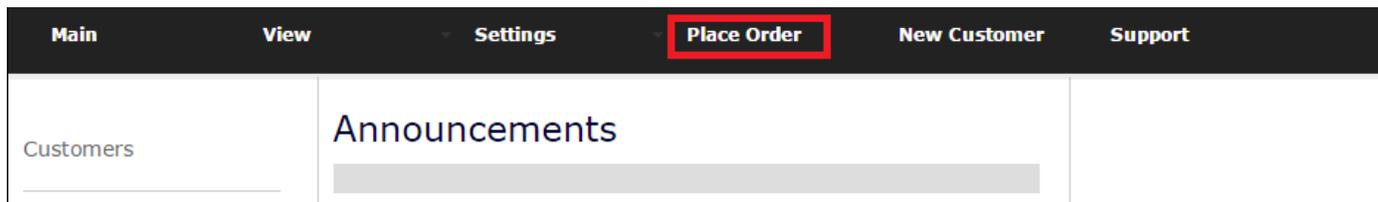
2. To purchase unlock credits, simply add the desired credit package to your cart from the product list by clicking **Add to Cart**. Note that discounts are given when buying unlock credit bundles.

3. Once in your cart, indicate how many units of the selected unlock credit bundle you wish to purchase and click **Update Cart**.
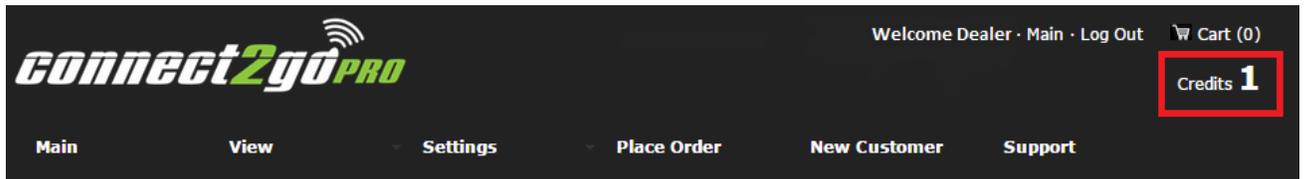
4. If you are done shopping, click **Checkout**. If you want to continue shopping, click **Continue Shopping**.

5. After checking out, you will receive an email confirmation of your purchase and the unlock credits will appear in the upper right hand corner of the **Main** screen.
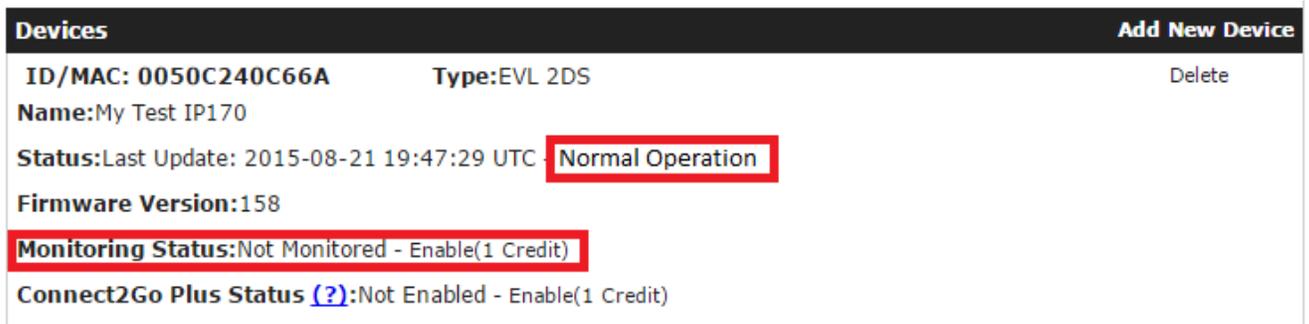

## Step 3: Enable Central Station Monitoring

1. Return to the **Main Screen** by clicking on the **Main** link in the top left hand corner.

2. Select the Customer who requires monitoring.

3. Under **Devices**, confirm that the device requiring monitoring is in "Normal Operation" status. Monitoring Status should be "Not Monitored – Enable (1 Credit)".

4. If the device is in Normal Operation status, click **Enable (1 Credit).** This will enable monitoring for that particular device.
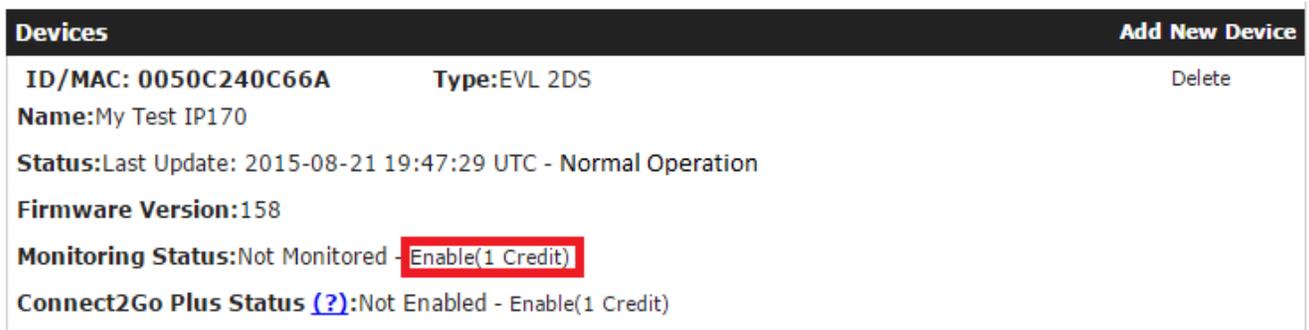
Note: If the customer has more than one device in need of monitoring, repeat Steps 3 and 4 above for each device.

5. Once enabled, the **Monitoring Configuration Screen** will appear. Please review monitoring screen field definitions and instructions on the following page and to ensure configuration Information is entered correctly.

< Back

Monitoring Configuration

Please Enter Configuration Information

Account Information

Device 0050C240C66A

*Account Number (Up to 6 Digits)	
*Receiver IP (e.g. 192.168.1.1)	0.0.0.0
Receiver IP2	0.0.0.0
Receiver IP3	0.0.0.0
*Receiver Port	3061
*Encryption Key	00000000000000000000000
Openings/Closings	☐
Supervision	☐
Supervision Interval(seconds)	30

Zone Type Restoral Disable (optional)

UR ☐ BR ☐ FR ☐ GR ☐ HR ☐ KR ☐ MR ☐ PR ☐ QR ☐ SR ☐
TR ☐ WR ☐ ZR ☐

UA/UR - Untyped Alarm
BA/BR - Burglar Alarm
FA/FR - Fire Alarm
GA/GR - Gas Alarm
HA/HR - Holdup Alarm
KA/KR - Heat Alarm
MA/MR - Medical Alert
PA/PR - Panic Alarm
QA/QR - Emergency Alarm
SA/SR - Sprinkler Alarm
TA/TR - Tamper Alarm
WA/WR - Water Alarm
ZA/ZR - Freeze Alarm
NR - Non-Reporting Zone

Set Zone Definitions (optional)

01 UA/UR ▼	02 UA/UR ▼	03 UA/UR ▼	04 UA/UR ▼
05 UA/UR ▼	06 UA/UR ▼	07 UA/UR ▼	08 UA/UR ▼
09 UA/UR ▼	10 UA/UR ▼	11 UA/UR ▼	12 UA/UR ▼
13 UA/UR ▼	14 UA/UR ▼	15 UA/UR ▼	16 UA/UR ▼
17 UA/UR ▼	18 UA/UR ▼	19 UA/UR ▼	20 UA/UR ▼
21 UA/UR ▼	22 UA/UR ▼	23 UA/UR ▼	24 UA/UR ▼
25 UA/UR ▼	26 UA/UR ▼	27 UA/UR ▼	28 UA/UR ▼
29 UA/UR ▼	30 UA/UR ▼	31 UA/UR ▼	32 UA/UR ▼
33 UA/UR ▼	34 UA/UR ▼	35 UA/UR ▼	36 UA/UR ▼
37 UA/UR ▼	38 UA/UR ▼	39 UA/UR ▼	40 UA/UR ▼
41 UA/UR ▼	42 UA/UR ▼	43 UA/UR ▼	44 UA/UR ▼
45 UA/UR ▼	46 UA/UR ▼	47 UA/UR ▼	48 UA/UR ▼
49 UA/UR ▼	50 UA/UR ▼	51 UA/UR ▼	52 UA/UR ▼
53 UA/UR ▼	54 UA/UR ▼	55 UA/UR ▼	56 UA/UR ▼
57 UA/UR ▼	58 UA/UR ▼	59 UA/UR ▼	60 UA/UR ▼
61 UA/UR ▼	62 UA/UR ▼	63 UA/UR ▼	64 UA/UR ▼

Configuration Screen Field Definitions

Account Number – Account Number refers to the customer account number assigned by the Central Station (CS). DSC systems transmit in SIA format and allows for alpha numeric account numbers with 4-6 digits. For Honeywell systems the account number, sent in Contact ID format, is a numeric four-digit code.

Device 0050C240C66A

*Account Number (Up to 6 Digits) [   ]

Receiver IP –   Receiver IP refers to the CS Receiver IP address. Your CS will provide you with one to three receiver IP addresses. All addresses from the CS are entered on the **Monitoring Configuration Screen**. The first address is the "primary" receiver and is entered in the first **Receiver IP** field. If provided, enter the second receiver IP address in the **Receiver IP2** address field and the third IP address in the **Receiver IP3** field. If the CS only provides one IP address, leave the **Receiver IP2 and Receiver IP3** fields as they appear in default (0.0.0.0). If the CS only provides two IP addresses, leave the **Receiver IP3** field as it appears in default (0.0.0.0).

Receiver Port –Receiver Port refers to the CS receiver port number. Typically, the port number is 3061, but can vary from CS to CS. If the port number you receive is not 3061, simply change the number in the **Receiver Port** field to the assigned receiver port number.

Device 0050C240C66A

*Account Number (Up to 6 Digits) [   ]
*Receiver IP (e.g. 192.168.1.1) [0.0.0.0]
Receiver IP2 [0.0.0.0]
Receiver IP3 [0.0.0.0]
*Receiver Port [3061]
*Encryption Key [00000000000000000000000000]

Encryption Key – Encryption Key refers to the receiver encryption key. If the CS wants you to use encryption with their receiver, enter the 32 digit AES encryption key provided by the CS in the **Encryption Key** field; otherwise simply leave the **Encryption Key** field as it appears in default (000...) to disable encryption.

Device 0050C240C66A

*Account Number (Up to 6 Digits) [   ]
*Receiver IP (e.g. 192.168.1.1) [0.0.0.0]
Receiver IP2 [0.0.0.0]
Receiver IP3 [0.0.0.0]
*Receiver Port [3061]
*Encryption Key [00000000000000000000000000]

Openings/Closings (DSC Only) – Openings/Closings refers opening/closing reports that are generated and sent to the CS. This option is only applicable to DSC systems. To enable report generation and delivery check this **Openings/Closings** box. If the CS does not want to receive opening/closing reports, do not check the **Openings/Closings** box. For Honeywell panels, you must disable opening/closing report generation when programming the panel (i.e. *65, *66).

Supervision – Supervision refers to CS Network Supervision. When CS Network Supervision is enabled, the Conntect2Go module will send periodic "heartbeats" to the CS receiver to alert the receiver that the module is functioning. If no heartbeats are received during a fixed timeout window (typically 3 minutes), the receiver will generate a local SIA signal indicating a network fault. To enable this option, check the **Supervision** box. If this option is not required, do not check the **Supervision** box.

> **Note:** Supervision is only required in ULc installations and not recommended for residential customers.

Supervision Interval – Supervision Interval refers to the number of seconds between supervisory "heartbeats". The recommended value is 30 seconds. Increasing this value will reduce the amount of heartbeats and decrease network traffic, but as the interval increases so does the risk of supervisory false alarms due to network packet loss. Decreasing the value is not recommended as it will increase network traffic without improving performance. To increase or decrease the Supervision Interval, simply enter the new value (in seconds) in the **Supervision Interval** field. If the **Supervision** option has not been enabled, simply leave the **Supervision Interval** field as it appears in default (30 seconds).

Zone Type Restoral Disable (DSC Only) – Zone Type Restoral Disable refers to the option to disable alarm restoral notifications being sent to the CS. If the CS has requested that no alarm restoral notifications are to be transmitted, they can be disabled from the **Monitoring Configuration Screen** by checking the boxes for which no alarm restoral notifications are to be transmitted.

Disabling of alarm restoral notifications is by SIA zone definition provided on the left hand of the **Monitoring Configuration Screen**.

This option is only applicable to DSC systems. For Honeywell systems, you must disable alarm restoral notifications being sent to the CS when programming the panel.

Set Zone Definitions (DSC Only) – The Connect2Go module cannot pick-up zone definitions from the security panel so the definitions must be configured via the **Monitoring Configuration Screen**. Using the SIA zone definition legend on the screen, select the zone definition for each zone in use. This option is only applicable to DSC systems. For Honeywell systems, zone definitions are set when programming the panel using ContactID codes.

6. After entering all Configuration Settings, click **Submit**.

7. After clicking **Submit,** you will be returned to the Customer **Account Settings Screen.** Scroll down to the **Device** Section. Monitoring Status should appear as shown below:

8. It may take up to 10 minutes for the device to come on-line. Once it does, Monitoring Status should appear as shown below:

Manual Test Transmission Option

Once the device is on-line, you can force a transmission to test connectivity to the CS. To test transmission, click Force Test Transmission and a test message will be transmitted to the CS receiver. A message will appear on the screen that the Test Transmission was sent. To verify the transmission was received, check the CS "portal".

Editing Monitoring Configuration

1. To edit the Monitoring Configuration, click **Edit** in the Monitoring Status line. This will take you the **Monitoring Configuration Screen.**

2. Once on **the Monitoring Configuration Screen** make the appropriate changes. For help on this screen refer to Step 3.

Disabling Monitoring
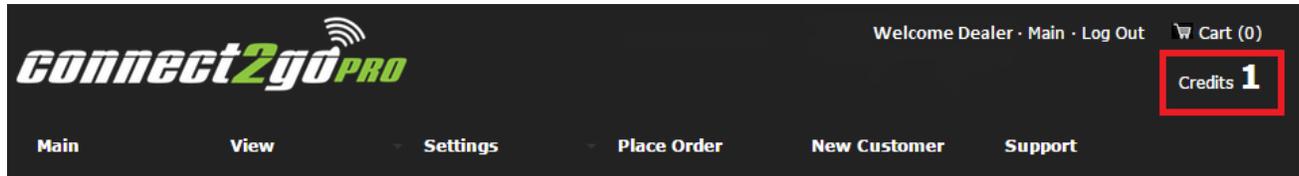
1. To disable monitoring, click **Disable** in the Monitoring Status line.

2. A message will appear confirming you want to disable monitoring. Click **OK.**

This will disable monitoring and return one credit to your account. This Credit will appear in the top right hand corner of the **Main** screen.

The Enable (1 credit) Option will also appear in the Monitoring Status Line once monitoring is disabled.

The customer will also receive an email indicating that monitoring for the device has been deactivated.

Dealer Support Contact Information:

If you have any questions or concerns, or have trouble set up monitoring, please email our Help Desk at support@connect2go.com or call 647-503-3406

Note that phone support is only available, Monday-Friday 9am-4pm EST.