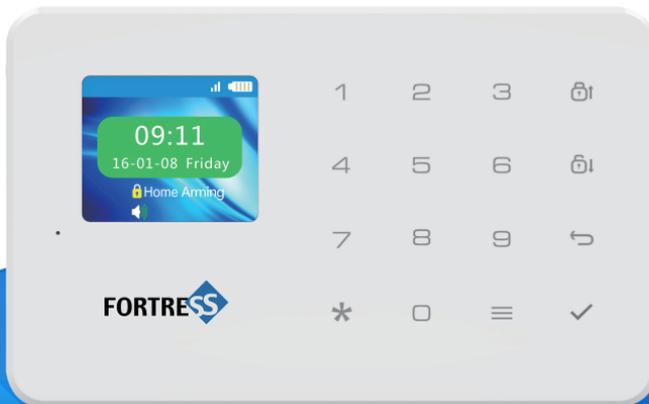




# VEA 3G/4G SYSTEM

## USER MANUAL



[www.FortressSecurityStore.com](http://www.FortressSecurityStore.com)

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## APPEARANCE

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# GETTING STARTED

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## • INSTALLING HARDWARE

All equipment that needs mounting hardware will come with the appropriate pieces required.

## • ALARM PANEL INITIAL SETUP

- Insert SIM card if it's not already inserted
- Connect power adapter.
- Install mounting bracket in desired location. We recommend placing your panel in a secluded location such as a closet to keep it protected.

## • ACTIVATING SERVICE

The SIM card inserted in your panel will need to be activated before it will call or text you in the event of an emergency.

- Go to <https://fortresssecuritystore.com/activate/>  
Confirm that you are within the service area (service is for US customers only - see coverage map).
- Enter your SIM Card's activation code.  
You'll have an activation code included with your SIM card.
- Read and accept the Terms and Conditions, then click "**Activate.**"  
Clicking on the pop-up will open more information about the recurring service in a new browser tab or window.  
Click the "X" on this pop-up to be taken to the Shopping Cart.

- **Login to the website** with your email address and password (**or Register and create a new account**).

If you don't remember your login information, you can click on the "Forgot Your Password?" link on that page to recover your login information.

- Once you complete the order, you'll receive a **confirmation email** with your system's new phone number.

(If you don't see this email right away, check your Junk Mail / Spam folder.)

We recommend saving this number in your phone's contacts so that you can quickly see when your system is calling you.

- **Power cycle** the main panel for your alarm system.
  - Turn off the panel's power switch, and unplug the power cable.
  - Wait 30 seconds with the main panel completely powered down.
  - Plug the power cable back in, and then turn the panel's power switch back on.
- **Your system's SIM card is now activated!** You should see an icon on the screen of the alarm indicating bars of signal strength, and you can now begin testing and using the calling and texting features of the system.

## • CONFIGURING SETTINGS AND OPTIONS

All equipment that needs mounting hardware will come with the appropriate pieces required.

### ▪ NUMBER SETTINGS

Program phone numbers that will be contacted in case of an emergency.

## ▪ TYPES OF NUMBERS

**Alarm Numbers:** Numbers that will be called in the event of a system alarm.

**CID Numbers:** CID numbers are what you will use if utilizing a third party monitor service.

**Help Numbers:** These numbers will be called when the HELP SENIOR zones are triggered. The sirens will not sound in this case.

**SMS Numbers:** These contacts will be sent a text message when the alarm is triggered.

**Voice Calls:** This menu allows you to make outbound calls from the panel, using the built-in speakerphone

## ▪ SYSTEM SETTINGS

### **Delay Settings**

- Set how long the arming/entry delays are.
  - Note: When an entry or exit delay is set, it will apply to the whole system, and all zones.

### **Password Settings**

- Change the user password and turn on/off the keypad lock.
  - When the keypad lock is turned off, no password is required to arm/disarm the system or enter programming mode.

### **Voice Settings**

- Change the system volume (beeps) and turn on/off the system voice.

### **Siren Settings**

- Adjust the built in siren volume as well as how long it will sound for.

## Phone and SMS Setting

- When 'SMS Reply' is on, the panel sends text replies back to you. When 'Outlet' is on, the panel notifies you when outlets are turned on or off.

## Sound Settings

- Set if the sirens will sound for any individual zone.

## Timing Settings

- Set auto arm/disarm on your system.
  - Week settings will be what days of the week you would like the system to arm/disarm on. 1 = Sunday, 7 = Saturday

## CID Settings

- CID settings will be used if you are utilizing a third party monitoring company. Input what CID code your system is assigned, if your system sends arm/disarm notifications to your monitoring company and when the test time will be.

## Panel Settings

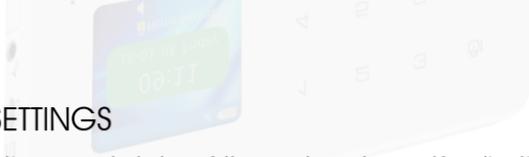
- Toggle the screen timeout (LCD Saver), the panel's tamper switch, the Ready to Arm feature, the AC Failure feature, and the language settings.

## Factory Reset

- This will restore all settings on the system to factory defaults.
  - Note: This will remove any programming that has been done on the system. All sensors/sirens will be deleted.

## ▪ MESSAGE RECORD

A message can be recorded that will play back to you when the system calls. If you do not record a message the system will only say the zone number and that the system is alarming.



## ▪ CLOCK SETTINGS

Adjust the time and date of the system here. If adjusting both date and time, adjust the date first, then save, then adjust the time and save again.

## • FIRST-TIME TESTING

Once you have your system power on and sensors out of their boxes installed or otherwise, you are ready to begin testing!

The first thing you will want to do is arm your system.

- Press the arming button (top right hand corner of panel) once to arm in away mode or three times to arm in home mode. Alternatively, you could use any of your remote controls to arm.
  - Keep in mind that arming in away mode will give you a 30 second arming delay (this is designed to give you time to exit the building before the alarm is set).

Once the system is armed you are ready to trigger a sensor.

- Start with whatever sensor you would prefer. Door/window contacts will need to be separated from their magnets to send a signal, motion detectors will need to see movement, etc.
  - Keep in mind that if you are armed in home mode, your motion detectors are set to be inactive.

It is now time to disarm the system.

Once the alarm is triggered there are many ways to disarm the system.

**Disarming by phone:** Press the number 2 key on your phone after you pick up the call from your alarm system to disarm.

**Disarming by app:** Press the disarm button on the application to disarm the system.

**Disarming by key fob:** Press the disarm button on the key fob.

**Disarming by panel:** Press the disarm button on the panel.

# PROGRAMMING

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## Foreword:

If you have purchased a system from Fortress Security Store or affiliate sellers directly, all accessories are programmed to your system already. There will be no need to repeat the programming process.

## Picking a zone to program your sensor to

There are 99 zones on your alarm system. If you already have sensors programmed to your system, count up how many sensors you have to determine what zone number to program your next sensor to.

Note: It is possible to program up to 10 sensors per zone if you would like to. There is enough room on the system to have all sensors on zones by themselves.

## Accessory types

- Remote controls menu is for your key fobs and RFID keypads.
- Detectors menu is for any sensor you will be programming to your system such as smoke detectors, motion detectors, door/window contacts, panic buttons, etc.
- Smart Accessories menu is for the TS Smart Outlets.

## • DETECTOR PROGRAMMING INSTRUCTIONS:

- From the home screen, type in your four digit password then press the ☰ button.
- Next, scroll to "Add Accessories" using the disarm key.
- Press the ✓ button to enter the "Add Accessories" menu.
- Press the ✓ button on "Add Detector"
- Type in the zone number you would like to program a sensor to
  - Be careful to use a two digit number like 05, not 5.
- Trigger your sensor.
  - See the Sensor Programming table below on how to trigger the sensor you have.
    - Device list is in alphabetical order.
- Press the ↩ button to get out of the add device menu.

SENSORS	HOW TO TRIGGER WHEN PROGRAMMING
DOOR/WINDOW CONTACT	Separate the contact from the magnet. The red LED will illuminate.
GAS LEAKAGE DETECTOR	Press and release the black button on the left side of sensor.
GLASS BREAK SENSOR	Tap on the sensor or clap your hands loudly within close proximity.
MOTION DETECTOR	Turn on or make motion in front of if sensor already turned on.
PANIC BUTTON	Press and release the panic button.
PET IMMUNE MOTION	Turn on motion then wait 15 seconds. Press black code button.
SMOKE DETECTOR	Press and release the test button. (Be sure you remove plastic battery covering)
VIBRATION SENSOR	Shake the vibration sensor (If mounted already hit mounting surface)
WATER SENSOR	Slide up the float. The red LED will illuminate.

## • REMOTE CONTROL PROGRAMMING INSTRUCTIONS:

The remote controls menu is for you key fobs and RFID keypads. If you have purchased a system from Fortress Security Store directly, all accessories are programmed to your system already. There will be no need to repeat the programming process.

Follow the below instructions to program.

### KEY FOB:

- From the home screen, type in your four digit password then press the ☰ button.
- Next, scroll to "Add Accessories" using the disarm key.
- Press the ✓ button to enter the "Add Accessories" menu.
- Press the ✓ button on "Add Remote Control"
- Type in the remote control number you would like to add a new remote to then press the ✓ button.
- Press any button on your key fob.
- The panel should say, "Add, Successfully Programmed".
- Press the ↶ button to get out of the add device menu.

## RFID KEYPAD:

- From the home screen, type in your four digit password then press the ☰ button.
- Next, scroll to “Add Accessories” using the disarm key.
- Press the ✓ button to enter the “Add Accessories” menu.
- Press the ✓ button on “Add Remote Control”
- Type in the remote control number you would like to add a new remote to then press the ✓ button
- Type in the four digit user password onto your RFID key pad (default is 1234).
- Press any of the command keys on the RFID keypad (Arm, Disarm, SOS, or Home)
- The panel should say, “Add, Successfully Programmed”.
- Press the ↶ button to get out of the add device menu.

## SYNCING SIRENS WITH THE SYSTEM

- From the home screen, type in your four digit password then press the ☰ button.
- Next, scroll to “Smart Accessories” using the disarm key.
- Press the ✓ button to enter the “Smart Accessories” menu.
- Put your siren into programming mode.
  - See the Siren Programming table below to see how to get your siren into programming mode.
    - Siren list is in alphabetical order.
- Press the Zero key followed by the arming button to send a signal to the siren.
- The siren will beep several times once it receives signal from the panel.
- Unplug and turn off the siren to finish.
- Press the ↶ button to get out of the smart accessories menu.

SIREN TYPE	HOW TO ENTER PROGRAMMING MODE
BLACK INDOOR/OUTDOOR	This is the trickiest siren to program. Plug in the siren, you will hear two beeps immediately. Unplug the siren and plug in a second time, you will hear two beeps immediately. Unplug and plug in a third time. You should hear a set of three or 5 beeps.
INDOOR/OUTDOOR STROBE	Press and release the "Add Remote" siren on the back of the siren.
SOLAR SIREN	Press and hold the volume button on the back of the siren.
PLUG IN STROBE	Press and release the black button on the left hand side of the siren.
TOTAL PLUG IN STROBE	Press and hold the white button on the back of the siren for 3 seconds.

## • ZONE SETTINGS

All zones can have their attributes customized on your alarm system.

### ATTRIBUTES AND WHAT THEY MEAN

- **NORMAL:**

This zone type will instantly trigger in home or away mode. Best sensors to use with this zone type are door/window contacts, vibration sensors, and glass break detectors.

- **HOME ARM:**

Home type zones will trigger instantly in away mode but be inactive during home mode. The best sensors to use with this zone are motion detectors and any interior door/window contacts you may be using.

- **SMART:**

This zone type is the same as "HOME ARM" except it needs to be triggered twice within 30 seconds. The best usage of this zone type would be for motion detectors.

Note: This zone type can help with false alarms especially if there are pets or rodents that will be around the area of installation.

- **EMERGENCY:**

Emergency zones will trigger instantly in all panel modes: Home Arm, Away Arm, and Disarm.

- **DISABLED:**

Disabled zones will make the sensor inactive.

- **CHIME:**

Sensors on a chime zone type, when triggered, will cause the main panel to chime when the system is disarmed. When the system is armed they will operate as "NORMAL" sensors.

- **WELCOME:**

Sensors on a welcome zone type, when triggered, will cause the main panel to say "welcome" when the system is disarmed. When the system is armed they will operate as "NORMAL" sensors.

- **HELP SENIOR:**

This zone type will instantly trigger in any system status but will not sound the sirens. The system will contact all inputted phone numbers silently.

## **OTHER ZONE SETTINGS:**

- **CID EVENT CODE**

The CID Event code can be changed. If you are using a third party monitoring company they may ask you to change this number

- **SIREN**

The siren setting will turn on/off the siren for the zone number you adjusting. When turned off, no siren will sound when sensor is tripped.

- **ZONE DIAL**

Specify which Contact Number(s) should be called if this Zone is triggered. For example, '125' for the first, second, and fifth numbers.

## HOW TO CHANGE ZONE TYPES:

- From the home screen, type in your four digit password then press the  button.

Next, scroll to "Zone Settings" using the arm or disarm keys.

- Press the  button to enter the "Zone Settings" menu.
- Type in the zone number of the sensor you would like to change settings on.
  - If you are unsure what zone number the sensor is you can find out using two techniques.
    - First, arm the system and trigger the sensor you want to change the zone settings on. The number that shows up on the screen will be the zone you want.
- Be sure you do not accidentally trigger a motion detector during this process.
  - Second option would be to follow the programming steps listed on page XXXXX. Since the sensor is programmed already, it will give you an error and tell you which zone it is already programmed to.
- Press the  button after you have typed in the zone number.
- Make desired changes.
- Press the  button to save settings changes.
- Press the  button to get out of the Zone Settings menu.

## HISTORY LIST

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The history list is where all alarm events and arm/disarm history will be stored. If you need to see when your system was alarmed, or what zone number triggered it, view these menus.

# CONTROLLING THE SYSTEM OVER THE PHONE

Calling into the SIM card inserted into your system will allow you to control the system remotely. When the system answers, enter your four digit password. Be sure you allow time to hear a confirmation response back after ever number input. Once your password has been typed in you will hear, "Password Successfully Programmed". See the key commands below:



- |   |                                       |   |                                       |
|---|---------------------------------------|---|---------------------------------------|
| 1 | ARM                                   | 6 | TURN OFF 1 WAY<br>INTERCOM FROM PHONE |
| 2 | DISARM                                | 7 |                                       |
| 3 | TURN ON 1 WAY<br>INTERCOM FROM PANEL  | 8 |                                       |
| 4 | TURN OFF 1 WAY<br>INTERCOM FROM PANEL | 9 |                                       |
| 5 | TURN ON 1 WAY<br>INTERCOM FROM PANEL  | 0 |                                       |
|   |                                       | * | HANG UP CALL                          |

## APPLICATION

### • DOWNLOADING THE APPLICATION

Search for "Fortress Vea" on the app store for your device. Once downloaded, launch the application and get started controlling your system!

### • MAIN SCREEN APPLICATION OPERATION

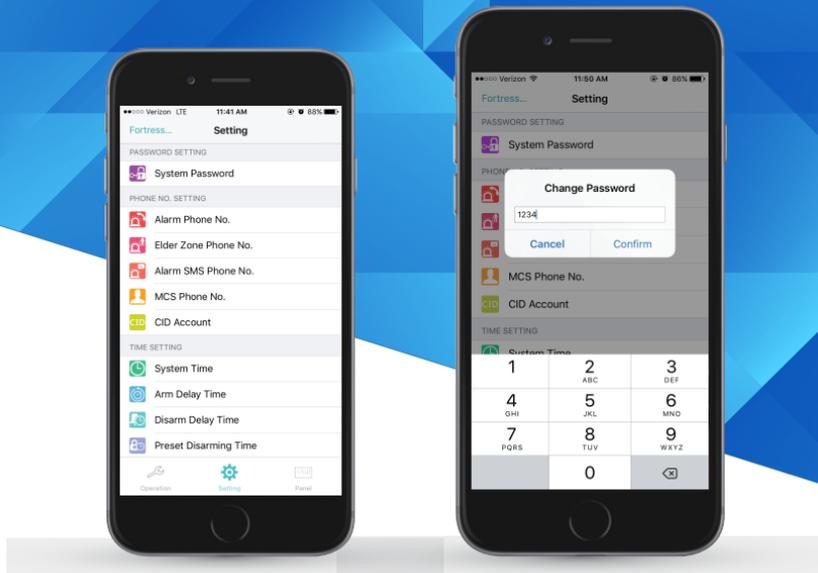
From the main screen you can arm/disarm your system, modify the stored phone numbers, and monitor your system (if you have any Fortress cameras).

If you would like to make further changes check out the "Set" tab and the "Other" tab.

## • SETTINGS

### ■ SYSTEM PASSWORD

The password can be changed in the "Set" tab, under the "Safety Set" option, and then "Password." Enter a new password, then press confirm.



### ■ PHONE NUMBER SETTINGS

To add or delete phone numbers follow the below instructions:

- Click on the "Dashboard" tab.
- Select "Alarm Phone No." (numbers the system will call) or "SMS Phone No." (numbers the system will text)
- Add or modify numbers in the list, and press the Back arrow when finished.

## ■ “SET” Tab

### Safety Set:

Password - change the system’s password

CID Number - This setting is not currently used.

CID Code - This setting is not currently used.

### Time Set:

Host Time - Change the time and date on the panel

Delay Arm Time - Change how long the Arm Delay lasts

Delay Alarm Time - Change how long the Alarm Delay lasts

Timing Arm / Disarm - Set a schedule for Auto Arm and Disarm

### Zone Set:

Zone Type - Allows you to change zone settings for each zone

Zone SMS - Allows you to set a custom message / custom name for each zone

Zone CID Code - This setting is not currently used

### Outlet:

Outlet ON - Turns on all connected outlets

Outlet OFF - Turns off all connected outlets

## ■ “OTHER” Tab

### Switch:

Change between multiple panels, if you have more than one

### Change Host:

Change the phone number associated with the panel (a.k.a. Host Number) - this is the number that the app sends text messages to.

### Language:

Allows you to change the language settings in the app.

## ■ ABOUT US

The about us tab will display your application version number.

## ■ HELP DOCUMENT

If you are wondering why your system isn't working as it should be, there are some helpful troubleshooting tips in the help document. To get there, follow the steps below:

- Click on the Panel tab.
- Select Help Doc
- Scroll through until you see what you are looking for! If you do not, click on the support articles link for more in depth information.

## SYSTEM VERSION AND IMEI

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Some issues will require us to ask you for your device system version. If you need your IMEI number you will also find it here. To find it follow these steps:

- From the home screen, type in your four digit password then press the  button.
- Scroll to System Version
- Press the  button on System Version.
- You will find your device version, and IMEI number here.
- Press the  button to exit the System Version menu.

## TECHNICAL PARAMETERS

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Power Input - Micro-USB (DC 5V, 1000mA), cable included  
Works with 220V circuits (adapter required for non-US countries)  
Internal Rechargeable Battery Backup  
Compatible with 3G and 4G GSM SIM Cards  
433 MHz Wireless Accessories

SPACE FOR NOTES

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# Safety Done Simply

[www.FortressSecurityStore.com](http://www.FortressSecurityStore.com)

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