



# WICOMM

## Reference Manual



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# 1. Introduction

This easy to install, “out-of-the-box”, system utilizes cutting-edge technologies to protect your home or small business against intrusion and safety hazards.

Easy to operate and robust, your security system is designed to provide you with peace of mind. Even during a power outage, it keeps fully working, monitoring, and providing alarm notifications.

System configuration and control is performed on-site or remotely using a wireless slim keypad or keychain remote, a mobile device (smartphone or Tablet PC) running the Android or iOS operating system, or a computer / laptop running a browser-based Web application. If using a motion detector with Smartphone and Web application users can also remotely view real-time images of the secured premises upon alarm activation, or at any given time. This “visual verification” feature can help you determine whether an alarm is false or real. In addition, 24/7 monitoring of your system can be available through security-monitoring services.

## Expanding your System

This kit contains all the necessary components required to operate your security system, however you can enhance and customize your system by adding additional detectors and accessories.

**Note:** It is recommended to add additional devices before starting the self-installation process.

## Self-Installation

For basic and simple installation it is necessary to use the RISCO Express Wizard that explains step-by-step on how to program and install the system (*see* 3. GUIDELINES FOR USING THE RISCO EXPRESS WIZARD).

From a computer or tablet with an internet connection and a web browser, follow the instructions from URL: <http://riscocloud.com/express>.

## 2. System Components

### What's Included in the Kit

Control Panel

Model RW232M

FCC-ID: JE4RW232M915

Contains FCC ID:QIPEHS6

Frequency:915Mhz ,916Mhz



Keychain remote

Model:WL 132KF1

FCC ID: JE4WL132KF1915

Frequency:915Mhz



Two Magnetic Door/Window Contacts  
(include sensor and magnet)

Models: RWX73F

FCC ID: JE4RWX73F915

Frequency:915Mhz



A "pet-friendly" PIR Motion Sensor

Models: RWX95P

FCC ID: JE4RWX73F915

Frequency:915Mhz



Electrical power adapter, Ethernet cable,  
screws and anchors



## Optional Devices

Wireless Slim Keypad including proximity  
reader for using proximity tags

Models: RW132KL1P, RW132KL2P

FCC ID: JE4RW132KLXP1356

Contains FCC ID: JE4STAMP915

Frequency:915Mhz,13.56Mhz



LCD Keypad including proximity reader for  
using proximity tags

Model: RW132KPPW3

FCC ID: JE4RW132KPP1356

Contains FCC ID: JE4STAMP915

Frequency:915Mhz,13.56Mhz



Wireless Smoke and Heat Detector

Model: RWX34

Contains FCC ID: JE4STAMP915

Frequency:915Mhz



Indoor Wireless Sounder

Model:WL S42

Contains FCC ID: JE4STAMP915

Frequency:915Mhz



Wireless acoustic Glassbreak Detector

Model: RWT6G

FCC ID: JE4RWT6G915

Frequency:915Mhz



Wireless Flood Detector and Sensor

Model: RWT6F

FCC ID: JE4RWT6F915

Frequency:915Mhz



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**NOTE:** For device Technical Specifications, see RISCO's website at <https://www.riscogroup.com>.

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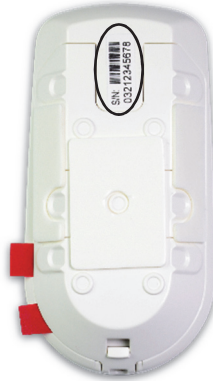
## Serial Numbers

Serial numbers are used to identify the components of your security system as used in the RISCO Express Wizard. Each serial number consists of 11 digits.

Keep a record of components serial numbers and location by entering the relevant information in the table below that correspond to the devices serial numbers, as shown in these illustrations.



Magnetic door/window contact



PIR Motion detector



Keychain Remote



<b>Component</b>	<b>Serial number (S/N)</b>	<b>Installation location / zone description</b>

## 3. Guidelines for using the RISCO Express Installation Wizard

### Self-Installation

It is necessary to use the RISCO Express Wizard to successfully and professionally install your WiComm Smart Hub System.

The RISCO Express Wizard walks you through the programming and installation of the system and connecting to the Cloud and Monitoring Station.

From a computer or tablet with an internet connection and a web browser, follow the stages of the RISCO Express Wizard instructions from URL:

<http://riscocloud.com/express>

### Welcome Screen

Enter the Kit Number **without the “W”** (see Serial Numbers) and 4-digit Verification Code as printed on the package.

### Personal Info

Enter the following registration details (Name, Email and Password) into the provided fields. If you are already registered, enter your email and password on the right side of the window. Next, enter the 4-digit verification code sent to your inbox and used for creating your account.

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If the email is not received, please check your junk mail.

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### System Info

Enter a name for your system, for example, 10 Birchford Street.

The system can be divided into “Areas”, for example, Garage, Home Office and House. Enter a name that is easily recognizable for each of the areas.

## Set-up Devices

This step enables the system to identify the sensors and accessories supplied in the basic kit. Additional sensors and accessories supplied and not shown in the list can be entered one at a time by entering the 11-digit Serial Number of each device.

## User & Codes

Assign new User Codes and a Master User Code.

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**Note:** During system setup, it is recommended to change the Master User Code. The default Master User Code is 1234.

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In addition, you can assign a Proximity Tag that is a personal electronic disc that when presented close to the Proximity-supported keypad functions the same as entering a personal user code.

It is recommended to add a user code for every user operating the system, as this user code will provide historical data of all functions performed by a specific user.

## Install Devices

Select the preferable network connection: Local Network (via router) or Mobile Connection (via SIM card). It is also possible to select both. Next, physically install the devices after considering the best location and then testing the devices detection strength.

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**Note:** It may take up to 3 minutes for the panel to connect to the network. Wait for

the GREEN  LED to turn steady GREEN, which means the smart hub is connected.

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## Connect to Network

### Connecting a network cable to the WiComm

Your WiComm communicates via 3G cellular and/or internet. For 3G cellular you need to install a SIM card with data communication enabled (check with your SIM card provider). For internet communication, connect the incoming network cable to the plug-in.

## SIM Card Installation

Insert the SIM into the dedicated SIM spring-loaded card slot located on the rear side of the control panel. The card clicks into place.

To enable 3G communication please ensure you move the locking switch to the right to **secure the SIM and enable it to operate**.



Locking Switch

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**Important:** Do not install SIM card while power is applied to the WiComm.

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## Connecting the WiComm to Power Supply

1. Plug in the power adapter to your security system. Verify the following:

- The Power Led  is lit in **GREEN**.
- The Status light  is lit in **GREEN**.
- The communication LED  is lit in **GREEN**.

2. If the  LED is not illuminated, check your network connections.

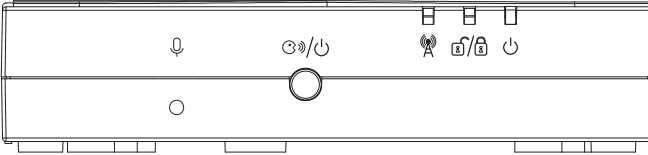
The system will automatically establish communication with the cloud. You may need to wait a few minutes for the communication LED to stop flashing and turn steady ON before continuing.

## Done

You have successfully completed the registration of your security system which is now ready for use.

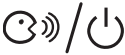
## 4. Control Panel Indications and Connections

### Control Panel Front View



Microphone (for future use)



Status Button




Press 1 second: The system will play local status messages

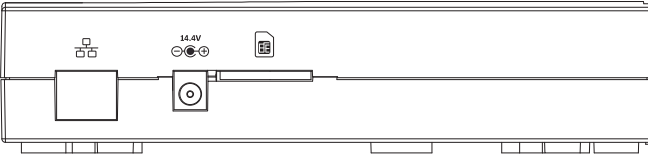
Press 3 seconds: Quick learn mode




Press 5 seconds: Turn Off/On the control panel

LED displays	Color	State	Status
 Power LED	Green	ON	Power OK
	Red	ON	AC trouble
	Orange	ON	Battery trouble.
 Status LED	Red	ON	System armed (Away or Stay)
		rapid flash	Alarm
		slow flash	System is in entry/exit delay before disarming/arming the system
	Green	ON	System ready

LED displays	Color	State	Status
		slow flash	System in Exit delay with front door open
	Orange	ON	System Trouble
	OFF		System not ready for arming
 Communication LED	Green	ON	GSM/IP OK
		slow flash	GSM/IP connecting
	Orange	slow flash	GSM/IP error
All LEDs	Orange	Slow flash	Battery Replacement mode (service mode)
	Green	Sequence flash	Wireless Learn mode

### Control Panel Rear View

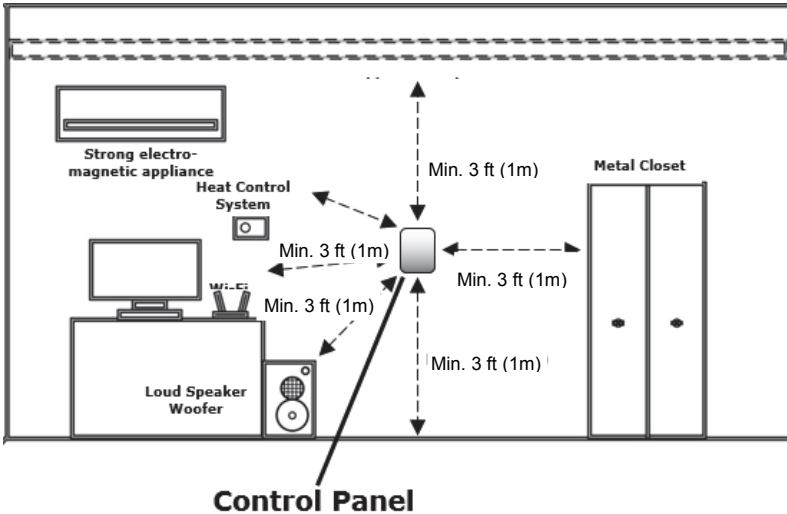


	Ethernet connection
	Power Adaptor connector
	SIM Card slot.

## 5. Device Mounting Considerations

### Mounting Considerations for Control Panel

For optimum installation of the control panel and detectors, make sure to follow the recommendations for the mounting location, as illustrated below.



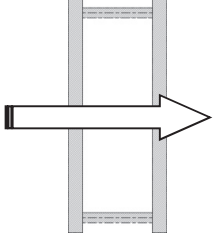
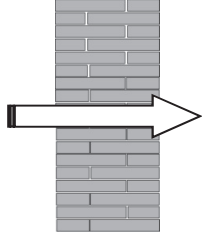
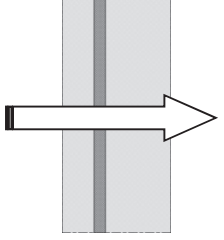
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**NOTE:** The above illustrative diagram is intended to provide best results.

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## Wireless Signal Loss through certain building materials

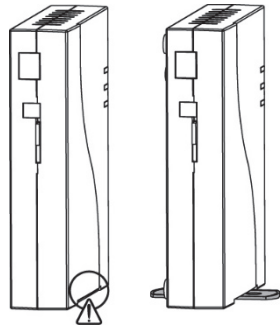
It is helpful to identify certain building materials that may be the cause of loss of signal strength and to make sure that the area around the control panel is free of such materials as much as possible. If signal interference is experienced, you may want to consider moving the control panel.

<p>0% - 10% loss of signal</p>  <p>Wallboard and Wood</p>	<p>5% - 35% loss of signal</p>  <p>Light Concrete or Brick</p>	<p>70% - 90% loss of signal</p>  <p>Heavy Concrete and Steel Reinforcement</p>
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## Placing the main Unit

For upright independent placement:

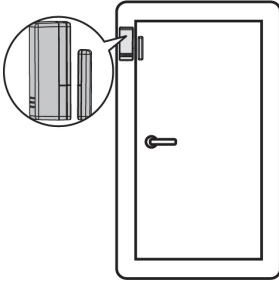
Stand the control panel on a surface (e.g. table), adjust the swivel base of the control panel so that it is a stable upright positioning.



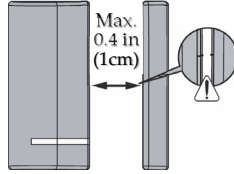


## Mounting considerations for magnetic contacts

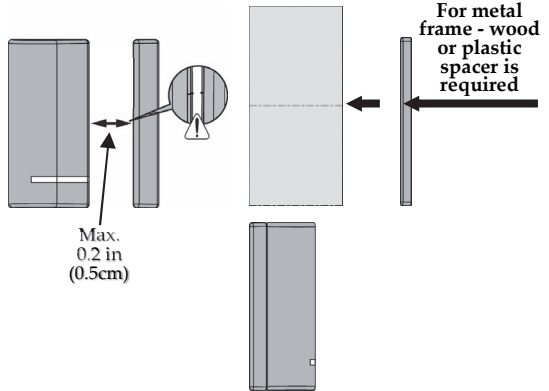
Wood & Metal Frame



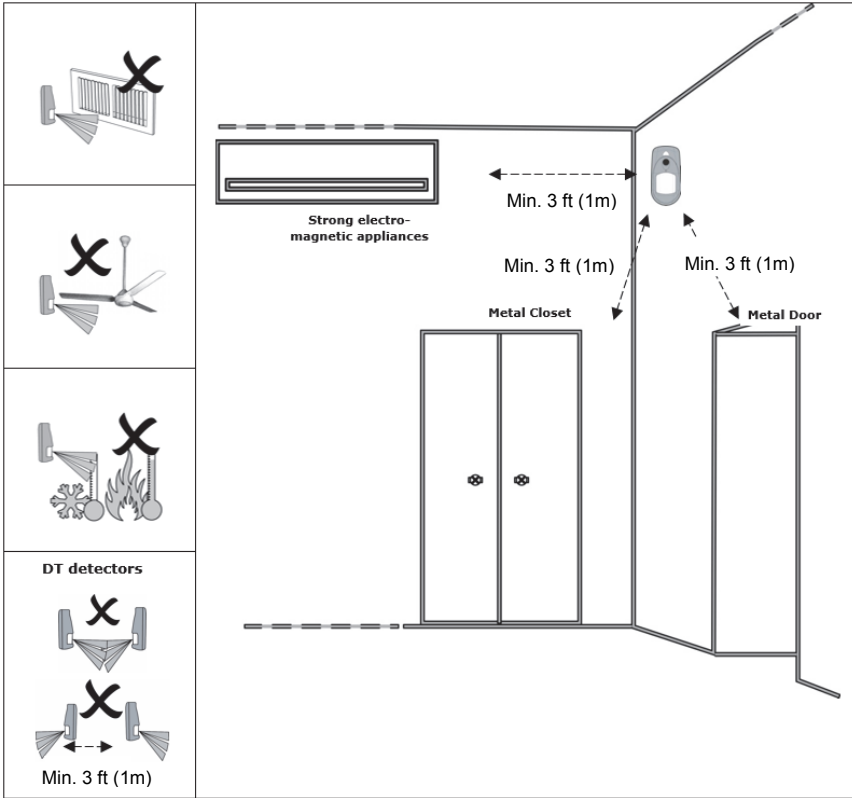
Wood Frame



Metal Frame (possible 30% signal loss)



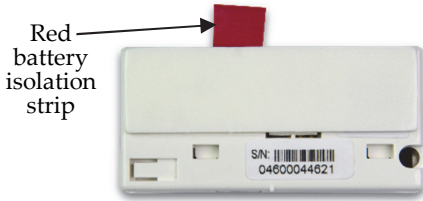
## Mounting considerations for PIR detectors



**NOTE:** Place the sensor just a foot (30 cm) or so lower than the ceiling. To provide maximum coverage, the sensor should be placed in a corner facing away from any windows and ideally towards the entrance of the room, or, follow the height specified in their Installation Instructions

## Activating the Battery of Door / Window Sensor

### Activating the battery

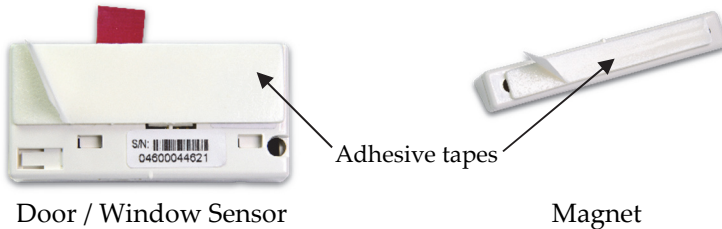


Remove the red battery isolation strip to activate the battery.

## How to Mount the Door / Window Sensor

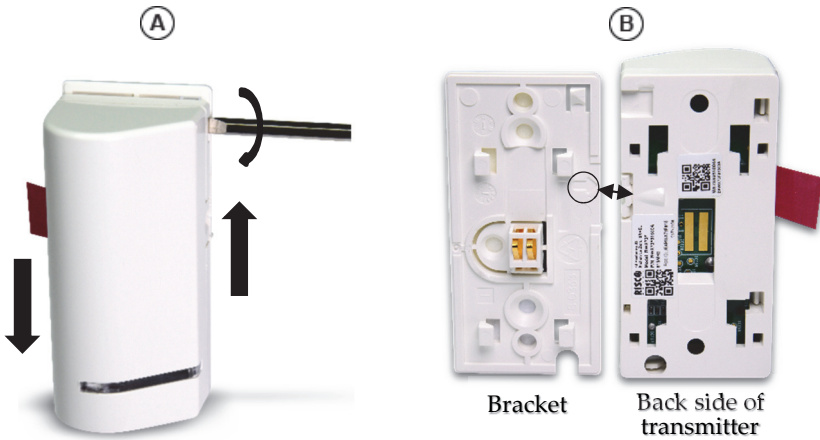
### Mounting with Adhesive Tape

Peel the two-sided adhesive tapes from the sensor and magnet and attach the sensor and magnet to the mounting location.

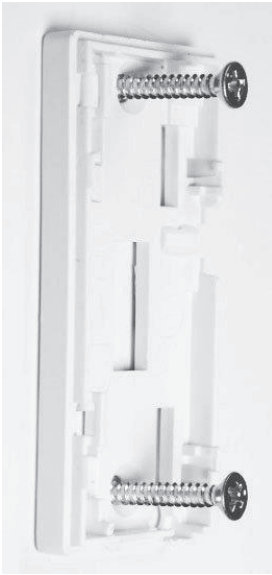


## Mounting with Screws

1. Insert a flathead screwdriver and rotate to detach the back of the transmitter from the back bracket (A). At the mounting location, note the alignment marks for both components (B), and then install accordingly using 2 mounting screws (C).
2. Detach magnet casing (D) and install with mounting screws (E).



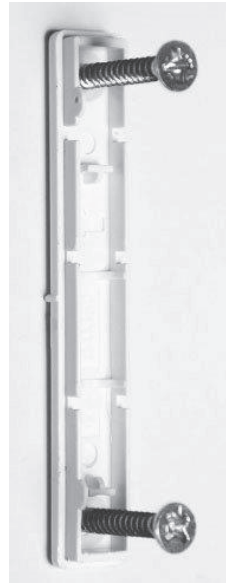
Ⓒ



Ⓓ



Ⓔ



The mark on the magnet's case must be aligned with the mark on the transmitter's case.

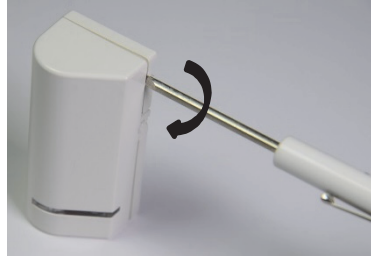
## Battery Replacement of Door / Window Sensor

1. Release screw using a Phillips screwdriver (A) and then insert a flathead screwdriver into the slot and twist to open cover (B).

(A)



(B)



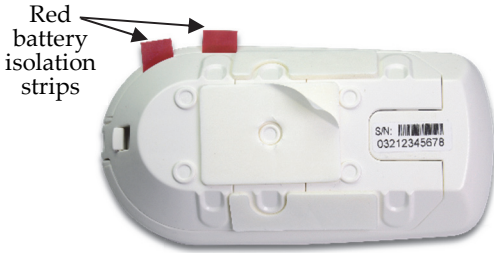
2. Insert the battery while observing + - polarity.



3. Put back cover firmly into place and secure with screw.



## Activating the Batteries of the PIR Detector

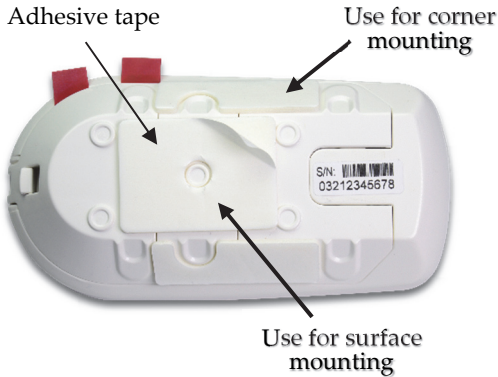


Remove the red battery isolation strips to activate the batteries.

## How to Mount the PIR Detector

### Mounting with Adhesive Tape

Peel the two-sided adhesive tapes from the detector and attach the detector to the mounting location.



## Mounting with Screws



1. Release screw using a Phillips screwdriver.

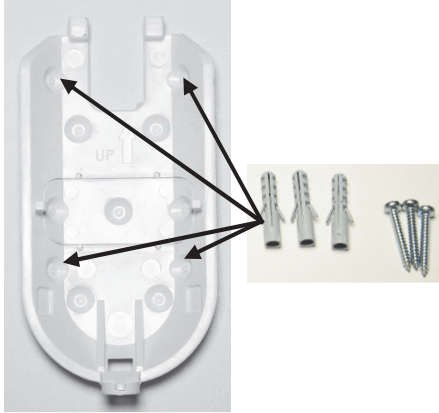


2. Insert a flathead screwdriver into the slot and push to remove cover.

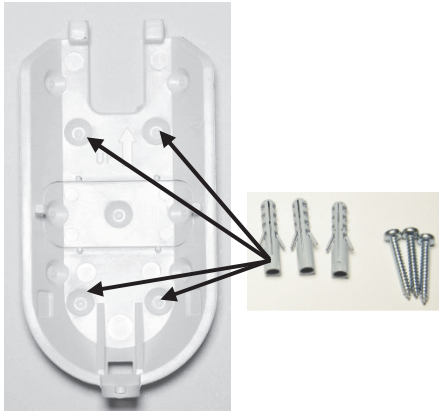


3. Open the knockout holes of the mounting bracket, and use them as a template for mounting.

### Corner Mounting



### Surface Mounting





4. Slide the PIR detector downward onto the mounting bracket.



5. Insert and fasten the screw into the hole located at the bottom of the detector to lock the detector to the mounting bracket.

## Battery Replacement of PIR Detector



1. Press in the tab and lift to open the battery compartment cover.



2. Insert the batteries while observing + - polarity.

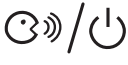
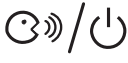


3. Slide back cover into place and secure with screw.

## 6. Wireless Device Allocation






The initial installation of the system must be performed using the RISCO Express Wizard. If additional accessories are purchased at a later stage, they must be allocated (“enrolled”) to the system using the method described below, and not using the RISCO Express Wizard.

You can quickly allocate all system devices (including keypads) at the control panel. In case of future enrollment of additional devices, refer to the device Installation Instructions.

To enter the Smart Hub into Quick learn mode press the  button for 3 seconds – all LEDs will sequentially flash. When the smart Hub is in the Quick learn mode, perform the transmission procedure listed in the table below. When complete, press the  button once to exit this mode.

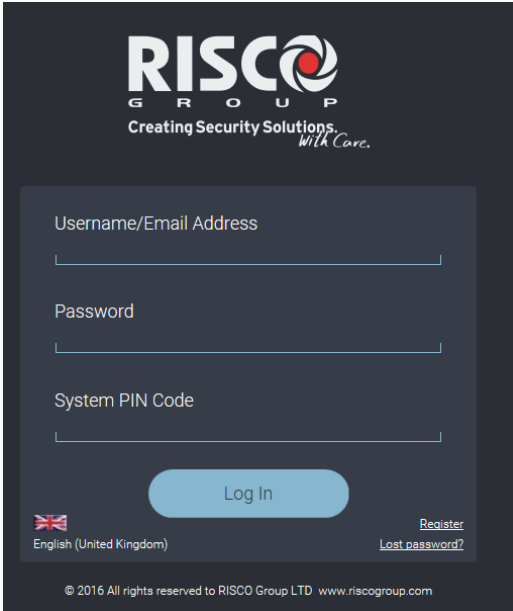
The smart hub will announce when the device is allocated. The zone name may be edited using the user website at <https://www.riscocloud.com>.

## Table of Additional Devices

Wireless Device	Transmission procedure
<b>PIR Detectors:</b> <ul style="list-style-type: none"> <li>• Motion Detector-PIR camera</li> <li>• Motion Detector Pet camera</li> </ul>	Press the tamper switch for 3 seconds.
<b>Door/Window Detector</b>	Press the tamper switch for 3 seconds.
<b>Keychain remote</b>	Click  for at least 2 seconds
<b>LCD Keypad</b>	Press  and  simultaneously for at least 2 seconds
<b>Slim Keypad</b>	Press  and  simultaneously for at least 2 seconds.
<b>Smoke/Heat Detector</b>	After inserting battery, transmission is sent automatically within 10 seconds.
<b>Internal Sounder</b>	Press the reset switch on the siren. After a squawk sounds, you have 10 seconds to press on the tamper switch for at least 3 seconds.
<b>Glassbreak Detector</b>	Press the tamper switch for 3 seconds.

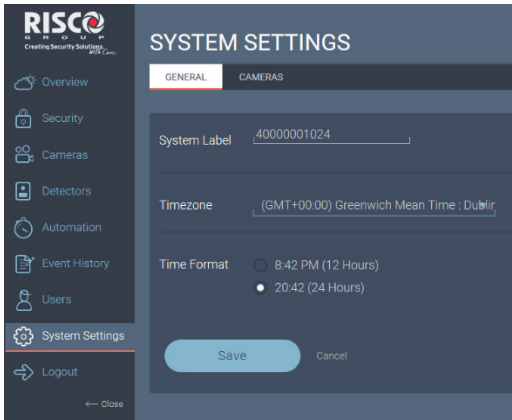
## 7. Logging into the User Web & App

Log into the iRISCO website at <https://www.riscocloud.com>.

A screenshot of the RISCO GROUP login page. The page has a dark blue background. At the top, the RISCO GROUP logo is displayed with the tagline "Creating Security Solutions. With Care." Below the logo, there are three input fields: "Username/Email Address", "Password", and "System PIN Code". Each field has a light blue border and a small blue underline. Below the input fields is a light blue "Log In" button. At the bottom left, there is a small UK flag icon and the text "English (United Kingdom)". At the bottom right, there are two links: "Register" and "Lost password?". At the very bottom, there is a copyright notice: "© 2016 All rights reserved to RISCO Group LTD www.riscogroup.com".

1. Enter your email address and password selected at the start of registration.
2. For the required "PIN Code" enter your assigned 4-digit Master User code selected during the "User & Codes" stage of the RISCO Express Wizard.

## Setting the Time Zone



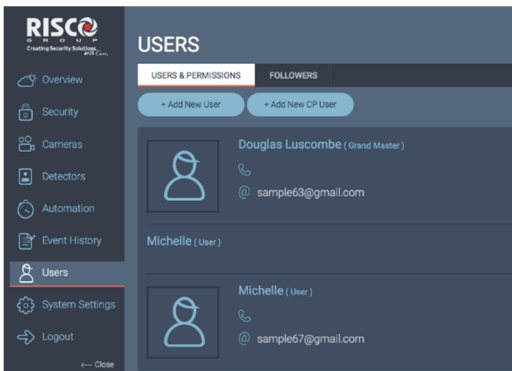
1. Click the **System Settings** link in the left-hand column of the screen; the SYSTEM SETTINGS page displays the current time zone and time format.
2. Make the required changes.
3. Click **Save**.

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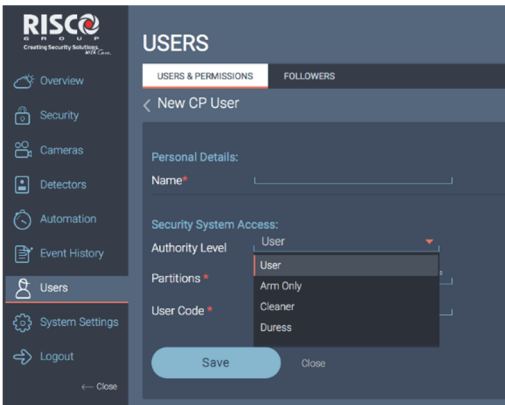
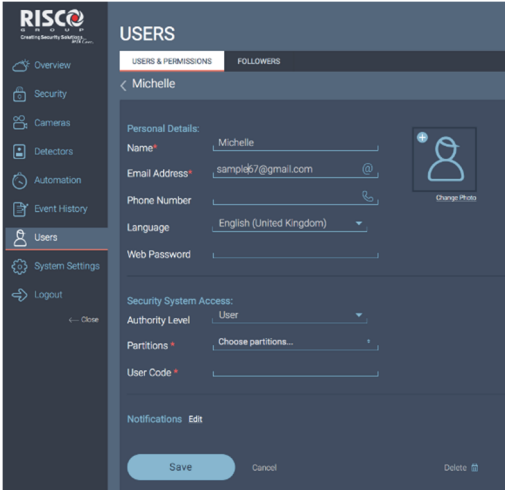
**NOTE:** The date and time, Time Zone descriptions and users cannot be set by the smartphone application and must be set through the website using the Master User / PIN code only.

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## Changing User Codes



1. Click the **Users** link in the left-hand column of the screen.
2. Select an existing user to edit.
3. Select “+Add New User” to add a user that can control the system via the Web/APP and on a keypad, if installed.

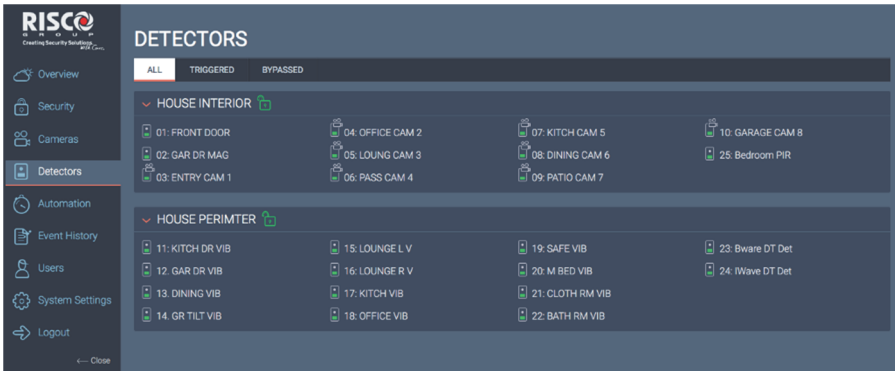


4. Select “+Add New CP User” to add a user that can control the system only via a keypad, if installed.
5. Click the arrow to the right of “Authority Level” and select one of the following:
  - **User** – used to arm/disarm the system.
  - **Arm Only** – used only to arm the system.
  - **Cleaner** – used only for one-time arming and disarming.
  - **Duress** – used to disarm the system when forced to, in which case it will send out a Duress notification.

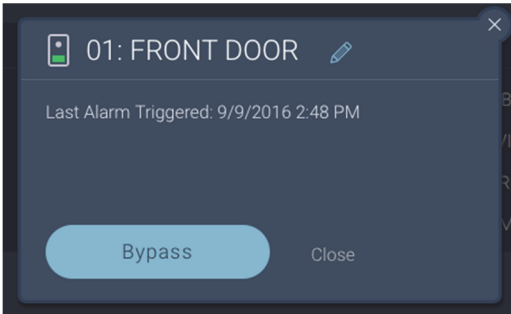


## Change Zone Labels

1. Click the **Detectors** link in the left-hand column of the screen.



2. Select the detector you wish to edit.



3. Select the pencil icon next to the zone label.
4. Edit the zone label.
5. Click **Close**.



# Standard Limited Product Warranty

RISCO Ltd., its subsidiaries and affiliates (“RISCO”) guarantee RISCO’s hardware products to be free from defects in materials and workmanship when used and stored under normal conditions and in accordance with the instructions for use supplied by RISCO, for a period of (i) 24 months from the date of connection to the RISCO Cloud (for cloud connected products) or (ii) 24 months from production (for other products which are non-cloud connected), as the case may be (each, the “**Product Warranty Period**” respectively).

**Contact with customers only.** This Product Warranty is solely for the benefit of the customer who purchased the product directly from RISCO, or from any authorized distributor of RISCO. Nothing in this Warranty obligates RISCO to accept product returns directly from end users that purchased the products for their own use from RISCO’s customer or from any installer of RISCO, or otherwise provide warranty or other services to any such end user. RISCO customer shall handle all interactions with its end users in connection with the Warranty, inter alia regarding the Warranty. RISCO’s customer shall make no warranties, representations, guarantees or statements to its customers or other third parties that suggest that RISCO has any warranty or service obligation to, or any contractual privity with, any recipient of a product.

**Return Material Authorization.** In the event that a material defect in a product shall be discovered and reported during the Product Warranty Period, RISCO shall, at its option, and at customer’s expense, either: (i) accept return of the defective Product and repair or have repaired the defective Product, or (ii) accept return of the defective Product and provide a replacement product to the customer. The customer must obtain a Return Material Authorization (“**RMA**”) number from RISCO prior to returning any Product to RISCO. The returned product must be accompanied with a detailed description of the defect discovered (“**Defect Description**”) and must otherwise follow RISCO’s then-current RMA procedure in connection with any such return. If RISCO determines in its reasonable discretion that any Product returned by customer conforms to the applicable warranty (“**Non-Defective Products**”), RISCO will notify the customer of such determination and will return the applicable Product to customer at customer’s expense. In addition, RISCO may propose and assess customer a charge for testing and examination of Non-Defective Products.

**Entire Liability.** The repair or replacement of products in accordance with this warranty shall be RISCO’s entire liability and customer’s sole and exclusive remedy in case a material defect in a product shall be discovered and reported as required herein. RISCO’s obligation and the Warranty are contingent upon the full payment by customer for such Product and upon a proven weekly testing and examination of the product functionality.

**Limitations.** The Product Warranty is the only warranty made by RISCO with respect to the Products. The warranty is not transferable to any third party. To the maximum extent permitted by applicable law, the Product Warranty does not apply and will be void if: (i) the conditions set forth above are not met (including, but not limited to, full payment by customer for the product and a proven weekly testing and examination of the product functionality); (ii) if the Products or any part or component thereof: (a) have been subjected to improper operation or installation; (b) have been subject to neglect, abuse, willful damage, abnormal working conditions, failure to follow RISCO’s instructions (whether oral or in writing); (c) have been misused, altered, modified or repaired without RISCO’s written approval or combined with, or installed on products, or equipment of the customer or of any third party; (d) have been damaged by any factor beyond RISCO’s reasonable control such as, but not limited to, power failure, electric power surges, or unsuitable third party components and the interaction of software therewith or (e) any delay or other failure in performance of the product attributable to any means of communications, provided by any third party service provider (including, but not limited to) GSM interruptions, lack of or internet outage and/or telephony failure.

BATTERIES ARE EXPLICITLY EXCLUDED FROM THE WARRANTY AND RISCO SHALL NOT BE HELD RESPONSIBLE OR LIABLE IN RELATION THERETO, AND THE ONLY WARRANTY APPLICABLE THERETO, IF ANY, IS THE BATTERY MANUFACTURER’S WARRANTY.

RISCO makes no other warranty, expressed or implied, and makes no warranty of merchantability or of fitness for any particular purpose. For the sake of good order and avoidance of any doubt:

**DISCLAIMER.** EXCEPT FOR THE WARRANTIES SET FORTH HEREIN, RISCO AND ITS LICENSORS HEREBY DISCLAIM ALL EXPRESS, IMPLIED OR STATUTORY, REPRESENTATIONS, WARRANTIES, GUARANTEES, AND CONDITIONS WITH REGARD TO THE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY REPRESENTATIONS, WARRANTIES, GUARANTEES, AND CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND LOSS OF DATA.



WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, RISCO AND ITS LICENSORS DO NOT REPRESENT OR WARRANT THAT: (i) THE OPERATION OR USE OF THE PRODUCT WILL BE TIMELY, SECURE, UNINTERRUPTED OR ERROR-FREE; (ii) THAT ANY FILES, CONTENT OR INFORMATION OF ANY KIND THAT MAY BE ACCESSED THROUGH THE PRODUCT BY CUSTOMER OR END USER SHALL REMAIN SECURED OR NON DAMAGED. CUSTOMER ACKNOWLEDGES THAT NEITHER RISCO NOR ITS LICENSORS CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, GSM OR OTHER MEANS OF COMMUNICATIONS AND THAT RISCO'S PRODUCTS, MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH MEANS OF COMMUNICATIONS.

RISCO IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS. RISCO WARRANTS THAT ITS PRODUCTS DO NOT, TO THE BEST OF ITS KNOWLEDGE, INFRINGE UPON ANY PATENT, COPYRIGHT, TRADEMARK, TRADE SECRET OR OTHER INTELLECTUAL PROPERTY RIGHT

IN ANY EVENT RISCO SHALL NOT BE LIABLE FOR ANY AMOUNTS REPRESENTING LOST REVENUES OR PROFITS, PUNITIVE DAMAGES, OR FOR ANY OTHER INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, EVEN IF THEY WERE FORESEEABLE OR RISCO HAS BEEN INFORMED OF THEIR POTENTIAL.

RISCO does not install or integrate the product in the end user security system and is therefore not responsible for and cannot guarantee the performance of the end user security system which uses the product.

RISCO does not guarantee that the product will prevent any personal injury or property loss by burglary, robbery, fire or otherwise; or that the product will in all cases provide adequate warning or protection.

Customer understands that a correctly installed and maintained alarm may only reduce the risk of burglary, robbery or fire without warning, but is not an assurance or a guarantee that such an event will not occur or that there will be no personal injury or property loss as a result thereof. Consequently RISCO shall have no liability for any personal injury, property damage or loss based on a claim that the product fails to give warning.

No employee or representative of RISCO is authorized to change this warranty in any way or grant any other warranty.

This RISCO product was purchased from:



This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications to this equipment which are not expressly approved by the party responsible for compliance (RISCO Group's.) could void the user's authority to operate the equipment.

### **FCC Note**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures:

- ✦ Reorient or relocate the receiving antenna.
- ✦ Increase the separation between the equipment and the receiver.
- ✦ Connect the equipment into an outlet on to a different circuit from that to which the receiver is connected.
- ✦ Consult the dealer or an experienced radio/TV technician for help.
- ✦ The distance between user and device should be no less than 20cm.

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