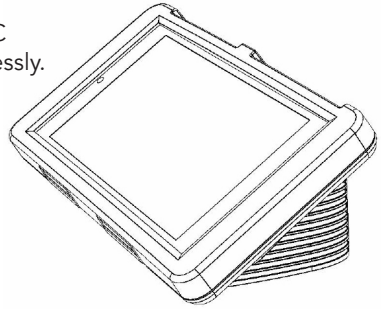# alula™

RE657 Touchpad
Connect+™ Encrypted

INSTALL I GUIDE

The RE657 Touchpad is an intuitive interface for controlling the Connect+ security system. It is AC powered and communicates with the panel wirelessly.

Features

- Real time status
- 7-inch color touchscreen
- Wall or table mounted
- 2-year warranty
- Battery backup

Installation Overview

1. **Confirm the panel has a Wi-Fi DeviceLink** card installed.

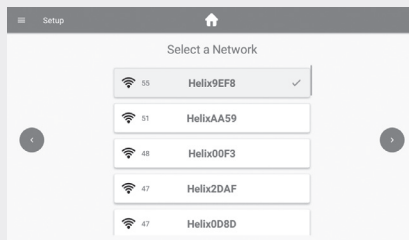   #### Installing the Wi-Fi DeviceLink Card

   - Disconnect the panel's AC power and backup battery.
   - Install the Wi-Fi DeviceLink card in **Slot 2** by carefully aligning the nylon retention posts and the 8-pin connector while pushing the card firmly until all posts are fully seated.
   - Reconnect the panel's AC power and backup battery.
   - Verify the Wi-Fi card LEDs are on.

   AC Power Input

   Slot 2

   Backup Battery
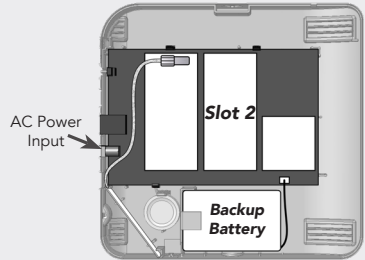
2. **Choose a mounting location** within reach of the 10-foot power cable. (See page 10 for instructions on extending the wire).

3. **Verify signal strength** at the desired location <u>before</u> mounting it permanently. (See page 6 for information on signal strength).

   #### Verifying Signal Strength

   1. Make sure the panel is powered and the Wi-Fi DeviceLink card is installed.
   2. Power up the Touchpad using the included adapter.
   3. Select the "Connect" option to see the available networks. If the "Connect" option is not available, press "Setup" then "Factory Default".
   4. If the signal strength displayed is less than 35, relocate Touchpad or Connect+ panel. If neither options are available, install an RE621 Touchpad Range Extender.

   Setup

   Select a Network

📶 55	Helix9EF8	✓
📶 51	HelixAA59	
📶 48	Helix00F3	
📶 47	Helix2DAF	
📶 47	Helix0D8D	

4. **Enroll the Touchpad** by <u>pressing the enroll button on the side of the panel</u> until it beeps once and then selecting the desired panel on the Touchpad. Note, the Touchpad will list all panels within range, not just the ones in enrollment mode. The network "names" will include the last 4 digits of the MAC Address printed on the panel label.
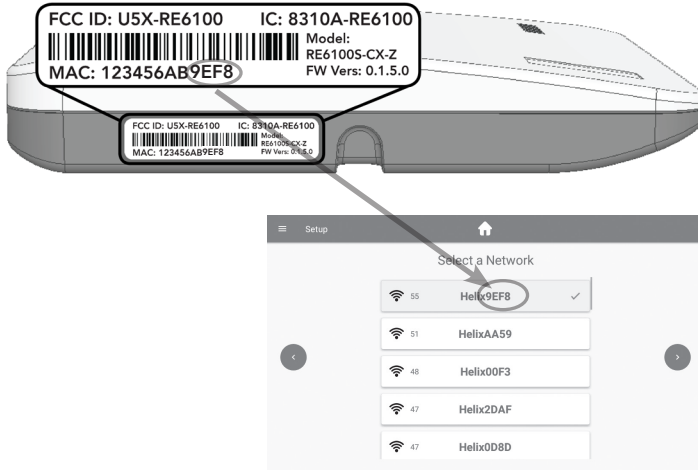

After selecting the desired panel, the Touchpad will progress through stages of discovery and authentication. Upon success it will show the DISARMED screen. If the wrong panel was selected, press the "Restart" button in the side menu.

> **Troubleshooting Steps if Enrollment Fails:**
> - Confirm the panel is disarmed and in wireless enrollment mode. A red light will flash on the panel if in wireless enrollment mode.
> - Check whether the panel is already full. The limit is four Touchpads. To confirm number of Touchpads connected, log into your account.
> - Tap the "Restart" button to try again.

5. **Finish mounting in the desired location.** For tabletop mounting, slide the feet into the tracks on the back of the Touchpad. The fit is intended to be quite snug, so some force may be required for the feet to "click" into place.
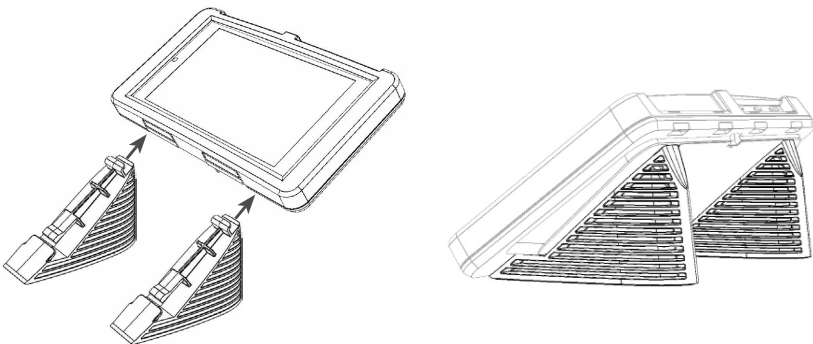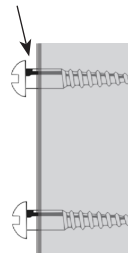

6. **Test the Touchpad** by arming and disarming the panel from the Touchpad.

Wall Mounting Option 1 (No Disassembly Required)

*1.* ***Place the below template on the wall*** and drill holes through the two black dots.

2 ⅜ Inches
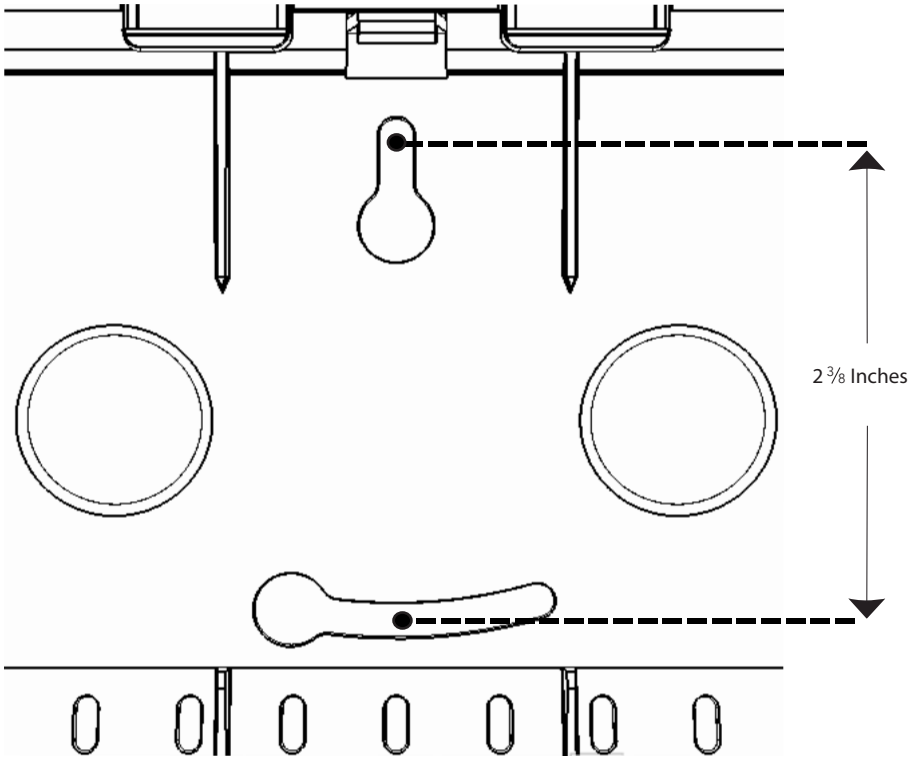
*2.* ***Put the screws in the wall*** but leave a gap (roughly 1/8") for the Touchpad plastic.

3. ***Position the Touchpad*** over the top screw head and then tilt the Touchpad to allow the lower screw head to slip through the lower keyhole.

4. ***Rotate the Touchpad into place*** until level. Ensure the screws are tight enough for a snug fit.

Wall Mounting Option 2 (Disassembly Required)

1. **Open the enclosure** by lifting at the two points shown below and rotating upwards towards the top of the screen. The enclosure is hinged at the top and latched at the bottom.
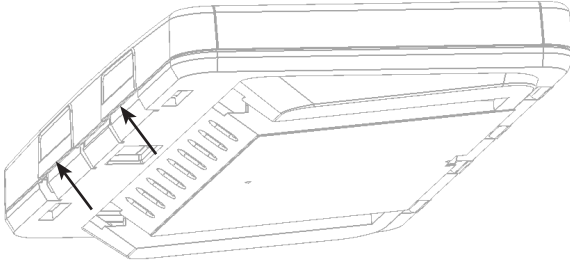
2. **Remove the tablet** by pushing up on the latch at the top of the tablet and tipping the tablet outward. Unplug the power connector and set it aside.
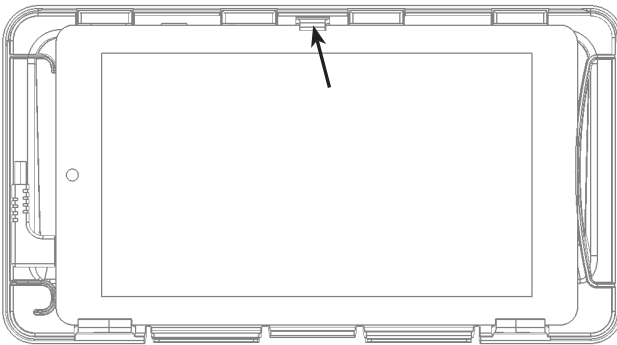

3. **Mount the enclosure to the wall** using the screw holes in the enclosure.
4. **Pull the power cable into the enclosure** through the rectangular hole at the bottom of the enclosure. It can also be hidden completely by drilling a third hole in the wall (through one of the large round holes in the enclosure) and fishing the wire behind the drywall to a location with an AC power outlet.
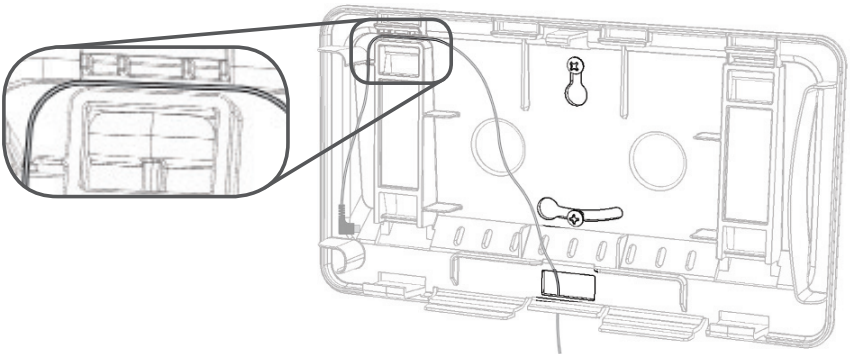
5. **Reconnect the power cable to the tablet** and route the cable through the strain relief channels (see above).
6. **Reinstall the tablet and enclosure cover.**

Menu Guide
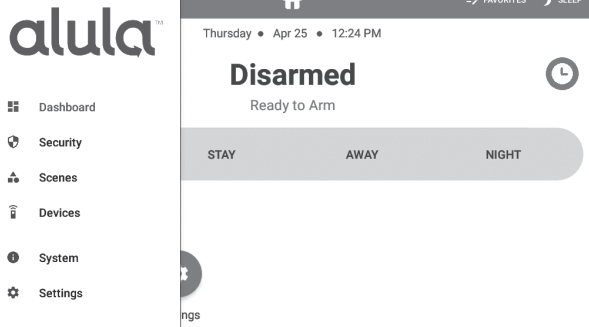
Security
- History - shows event history
- Attention - shows all opened, bypassed, or troubled zone. Zones can be bypassed or activated by pressing the toggle to the right of the zone name.

Scenes
- Create scenes from the Touchpad by clicking the "+ Add" button
- Enable/disable scenes with the toggle button
- Navigate to the edit scene page by selecting an item in the list
- Rename a scene by selecting the name label in the top bar
- Modify the scene by adding/removing triggers and actions

Devices
- Add/Remove Z-Wave® devices using the "+ Add" or "- Remove" buttons in the app bar
- Lock and unlock Z-Wave door locks
- Turn Z-Wave lights on and off
- Set dimmer level for Z-Wave dimmer switches
- Open and close Z-Wave garage door openers
- Control Z-Wave thermostats
- ****PLEASE SEE Z-WAVE USER GUIDE FOR ADDITIONAL INFORMATION****

System
- ### Panel
  - Troubles - shows all system troubles
  - Status - shows all status updates
- ### Touchpad
  - Battery - shows battery level and charging information
  - Network - shows network the Touchpad is connected to
  - Access point MAC
  - Wi-Fi signal strength - must not be less than 35
  - Response Time
  - Wi-Fi channel
  - Touchpad Firmware
  - Touchpad Hardware
  - Updater Firmware
  - Serial Number
  - Uptime

Menu Guide (Continued)

Settings
- ### Display
  - Brightness - adjust slide bar to change brightness level
  - Auto sleep display - when enabled the Touchpad screen will go to sleep after programmed period of inactivity. When disabled the Touchpad screen will stay on and show the system overview page.
  - Entry wake - when enabled the screen will turn on during entry delay
  - Clean screen - ignores touch input on the screen for 30 seconds to allow user to clean the screen

- ### Sound - adjust slide bar to change volume level

- ### Touchpad (must enter code to access)
  - Show Favorites - display favorites menu that shows frequently used zones, scenes, and devices on dashboard
  - Show Panics - ability to turn off individual panics (this option can only be viewed when using installer or dealer code)
  - Lock to Dashboard
    - When enabled only the dashboard menu can be accessed without an access code
    - When disabled no access code is needed to navigate outside of dashboard
  - Return to dashboard - specifies time of inactivity before Touchpad will automatically return to dashboard
  - Dock - specify the items to be displayed in the bottom dock
  - Temperature Scale - option for displaying °F or °C

- ### Panel (must enter code to access)
  - Sensor Chime - enables or disables panel sensor chime mode
  - Keypads - lists the panel's keypads
    - Rename keypads by selecting an item on the list and holding it for 2 seconds
  - Communication Test mode
    - The Touchpad will begin testing communications and display "TESTING"
    - After one minute, the Touchpad will show the result of the test which will be either "GOOD," "FAIR," OR "POOR"
    - If you get a "POOR" test result, try the test again from another location
    - The table below lists the thresholds used to determine the outcome of the test
      - If any statistic falls in the poor range, the test outcome is "POOR"
      - If there are no poor statistics and any statistic is in the fair range, the outcome of the test is "FAIR"
      - If all statistics are in the good range, the outcome of the test is "GOOD"

Statistic	Unit	GOOD	FAIR	POOR
Wi-Fi Signal Strength	dB	Over 39	35 to 39	Under 35
Communication Success Rate	%	Over 89	85 to 89	Under 85
Response Time Average	ms	Under 200	200 to 250	Over 250

Settings (Continued)

- ***Panel*** *(Continued)*
  - Check for updates - this will tell the panel to check for any system updates
  - Z-Wave
    - Join/Leave Another Z-Wave Network - the panel can be placed into Z-Wave inclusion or exclusion mode to allow it to join/ leave existing Z-Wave networks.
    - Soft Reset - a soft reset will reset the Z-Wave controller software. All Z-Wave devices will remain enrolled.
    - Hard Reset - this action will cause your Connect+ Z-Wave module to be restored back to the default state. Warning: Performing this action results in all Z-Wave devices being removed from this Z-Wave controller. To add them back, you will first need to exclude them, and then include them again.
  - ****PLEASE SEE Z-WAVE USER GUIDE FOR ADDITIONAL INFORMATION****
  - About - lists information about the panel's installed hardware and software

Home Screen Functions

The headline indicates panel status such as "Disarmed" or "Armed Stay"

Tap or slide to view Side Menu

Tap to mute beeps during arm/disarm action

≡ Dashboard 🏠 ≣✓ FAVORITES ☽ SLEEP

Wednesday ● Oct 31 ● 1:16 PM

Disarmed

Ready to Arm

STAY AWAY NIGHT

Panics Security Settings

Tap to view Panic options and then press desired Panic option for two seconds to trigger

---

The time zone is configured online

Tap to turn the Touchpad's display off

≡ Dashboard 🏠 ≣✓ FAVORITES ☽ SLEEP

Wednesday ● Oct 31 ● 1:16 PM

Disarmed

Ready to Arm

STAY AWAY NIGHT

Panics Security Settings

Tap to view selected favorite Zones, Devices, and Scenes

Tap to disable entry delay

Tap one of the arming buttons to arm the panel

Panic Functions

Hold for two seconds to trigger fire alarm

Hold for two seconds to trigger police alarm

Hold for two seconds to trigger auxiliary alarm

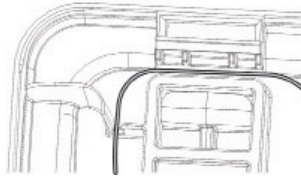Turn on/off individual panics
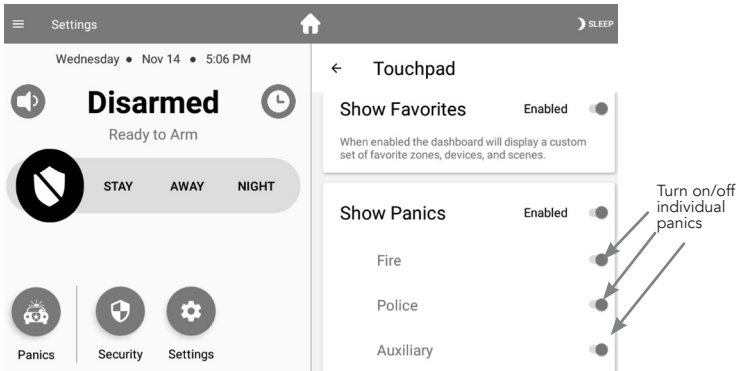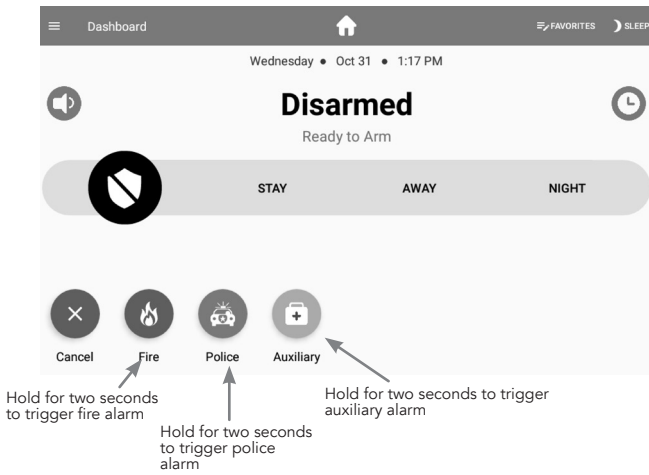
Pro Tips

To remove the Touchpad feet, open the enclosure and remove the tablet. Then locate and depress the locking tab while sliding the foot off the enclosure.

Locking Tab

Always ensure the power cable is properly routed through the strain relief channels when reassembling the Touchpad.

The Touchpad display turns off on its own after specified allotted time of inactivity (Auto sleep display setting). It will turn back on when the screen is touched, or for some alarm conditions. The screen can also be turned off manually by pressing "Sleep."

The power supply MUST be secured to an outlet if installed in the USA.

The power supply MUST NOT be secured to an outlet if installed in Canada.

The Touchpad volume can be changed in the Settings screen. The physical volume rocker switch on the top left side of the Touchpad is **not** enabled.

The Touchpad can be rebooted by holding the power button on the top left side of the Touchpad for several seconds; however, this should never be required.

To unenroll the Touchpad navigate to the Settings menu and then to the section labeled "Panel." Put the panel into wireless enrollment mode and press the unenrollment button. Note: The unenrollment button is displayed only when in enrollment mode.

The Touchpad's power cable can be extended by splicing in a longer wire. To do this first unplug the adapter from the wall. Next cut the power wire 16 inches from the USB connector and 6 inches from the transformer. Discard this section of wire and replace it with the desired wire length per the table below.

WIRE GAUGE	MAXIMUM LENGTH
18	13 feet
16	20 feet
14	31 feet

New
Wire
Here

16"   6"

THIS PAGE IS INTENTIONALLY LEFT BLANK

Specifications

Physical Specifications	
Dimensions With Feet	8.8 x 4.8 x 3.3 inches (22 x 12 x 8.4 cm)
Dimensions Without Feet	8.8 x 4.8 x 1.2 inches (22 x 12 x 3.0 cm)
Weight	18 oz (510 grams)
Mounting Fasteners	#4 or #6 screws (not included)
Environmental Specifications	
Operating Temperature	32°F to 120°F (0°C to 49°C)
Maximum Humidity	85% non-condensing relative humidity
Device Specifications	
Battery Life	4 hours
Wireless Range	~300 feet in open air
Screen Resolution	1024 x 600 pixels
Screen Size	7 inches diagonally
Accessories	
Power Supply	RE012-13
Wi-Fi DeviceLink	RE926RX
Models	
RE657B, RE657W	
Certifications	
RE657B, RE657W	FCC, IC

Specifications subject to change without notice