

Technical FAQ

Paradox *Insight*[™]
Designed for your lifestyle

We've compiled a list of frequently asked questions regarding your Insight solution. If you have a question that does not appear on the list below, we want to know! Call us at Paradox Support: Tel: +1-450-491-7444 (Canada) or support@paradox.com.

Insight - General

1. How many PGMs can the system accommodate without an expansion module?

A PGM is a programmable output that toggles to its opposite state (i.e. a standard open PGM will close) when a specific event occurs in the system. For example, a PGM can be used to reset smoke detectors, activate strobe lights, open/close garage doors and and turn on/turn off other devices. The EVOHD control panel supports five on board PGMs.

2. Can I combine wired and wireless modules?

Yes, the EVOHD is compatible with wireless Paradox products and can be combined for use with the RTX3 and K641LX wireless expansion module.

3. What happens to the files when the micro SD card is full?

The micro SD card can hold approximately 140 alarm files. Once the micro SD card is full, the files are replaced according to first-in-first-out (FIFO).

Programming and Registration

4. When I delete a site from my ParadoxMyHome (PMH) and I try and reregister the site, I get an error message that the site is still there. What does this mean?

If you delete a site from PMH on the Registered Devices page, go to the Deleted Devices page and delete it again from this page. If not, the PMH keeps the site active.

5. I upgraded the firmware on the HD77 and now it won't connect to BabyWare. It shows that the HD77 is offline on BabyWare. What should I do?

Wait until the unit performs recovery. This should take approximately the same time as the upgrade. This procedure may take up to 5 minutes.

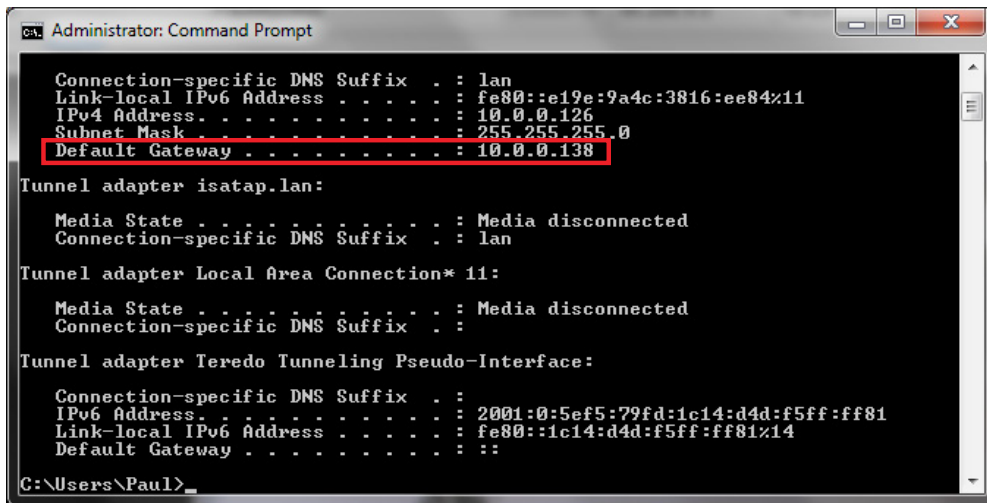
Router Configuration

6. How can I retrieve the IP address for my customer's router?

Look on the router for an IP address.

If you can't find the IP address on the router, do the following:

- ▶ Windows => in the search bar type in "command" and select the command prompt
- ▶ Type "ipconfig"



```
Administrator: Command Prompt
Connection-specific DNS Suffix . . : lan
Link-local IPv6 Address . . . . . : fe80::e19e:9a4c:3816:ee84%11
IPv4 Address. . . . . : 10.0.0.126
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 10.0.0.138

Tunnel adapter isatap.lan:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . : lan

Tunnel adapter Local Area Connection* 11:
Media State . . . . . : Media disconnected
Connection-specific DNS Suffix . :

Tunnel adapter Teredo Tunneling Pseudo-Interface:
Connection-specific DNS Suffix . :
IPv6 Address. . . . . : 2001:0:5ef5:79fd:1c14:d4d:f5ff:ff81
Link-local IPv6 Address . . . . . : fe80::1c14:d4d:f5ff:ff81%14
Default Gateway . . . . . :

C:\Users\Paul>
```

- ▶ The default gateway IP will be your router IP address. In the above example the router IP address is 10.0.0.138
- ▶ Open a window in your browser
- ▶ Type in the IP address in the address window and press Enter
- ▶ You will be asked for a user name and password
- ▶ You can try "admin" and "admin"
- ▶ If this does not work, you will have to search the Internet for the router manufacturer and model number and obtain the user name and password. You may have to contact the ISP service provider for this information

7. I see the HD77 module booting up and going online but it does not display in BabyWare. What am I doing wrong?

Perform the following steps:

- ▶ Confirm that the external port is NOT 80 and that the internal port is 80
- ▶ Do not use the external port 80 to forward to the HD77 port 80, use any other port
- ▶ Verify that the IP addresses are correct
- ▶ Close BabyWare
- ▶ Ensure that the IP Explorer tool is closed
- ▶ Reopen BabyWare

Insight App

8. My Internet crashed and I can't connect through my smartphone. What should I do?

The HD77 transmits via the Internet. Correct your Internet connection and try again.

9. When I select a camera on my smartphone, the screen goes black and the camera does not display on my device. What am I doing wrong?

This is probably a network connection issue. Make sure you have a strong cellular signal. If the cellular signal is weak, the screen may go black.

10. How do I set the Send Outgoing Mail on the end-user's smartphone?

This depends on the master user's email server. Every server has its own unique STMP server and port numbers. Go on the Internet and search for the email server (i.e., "Yahoo") deployed by the end-user and its corresponding STMP. You will find the STMP address and the port number. Use this information to complete the details required in the Outgoing Mail.

11. How do I download the 720p recorded file?

Only the master user can download files. The master user can access the App from the dropdown menu on the main account page. After logging in to the site, select Media Files, select the file you want to download, then select Download. You will receive an email with a link to a site to download the file. This link is only valid for 15 minutes.