MyAlarm3 Cloud



INSTALLATION MANUAL

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My3 Cloud

SENECA

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Electrical and electronic waste disposal (applicable in the European Union and other countries with recycling). The symbol on the product or its packaging shows the product must be surrendered to a collection centre authorized to recycle electrical and electronic waste.



The full content of this manual must be read before any operation.
The device is to be exclusively used by qualified electricians.



Damaged parts must be replaced by the manufacturer, who is also responsible for repairing the device. The product is sensitive to electrostatic discharges. Take appropriate measures during any operation.



The warranty shall become null and void in the event of improper use or tampering with the device or accessories supplied by the manufacturer as necessary for its correct operation, and if the instructions contained in this manual are not followed.

⚠ WARNING

• Do not apply different voltages or higher voltages than indicated between terminals, or between any terminal and earth (voltages greater than 50Vdc).
• Do not use the MyAlarm3 Cloud control unit if damaged, or if signs of possible damage are visible on it.
• Do not remove the internal battery.
• Do not use the MyAlarm3 Cloud control unit if it runs abnormally.
• Do not touch the control unit terminals during use.
• For a correct use, use the cables supplied.

⚠ CAUTION

• Make sure the internal battery is charged if you intend to use the MyAlarm3 Cloud control unit without power.
• Use the MyAlarm3 Cloud control unit as described in this manual.
• Before each use, refer to the electrical connections shown in the manual.

REFERENCE STANDARDS:

ETSI EN 301-489-7
EN 301 511
EN 301 489-1
IEC / EN 60950

CE

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2-PRODUCT DESCRIPTION

MyAlarm3 Cloud is a monitoring system consisting of an intelligent control unit for remote control of homes, systems, machinery and unattended instruments. The system is based on a Cloud platform offered by Seneca s.r.l. (https://cloud.seneca.it).
The Cloud service subscription is included with the purchase of the product.
The MyAlarm3 Cloud service is free for the first year from the product activation date.
For information and service renewal costs go to:

www.seneca.it/myalarm3-cloud.

MyAlarm3 Cloud is a service offering the main functions useful to monitoring through immediate consultation and the practical use of both web browser and mobile APP. Using the app, available in the Apple and Android stores, you can check the state of the control unit in real time in case of an alarm (push notifications).

ASSEMBLY REGULATIONS

If the purchased model has GPS. For optimum reception of the GPS signal given by satellites, it is better to place the MyAlarm3 Cloud vertically in an area not covered by metal structures.

SYMBOLS ON THE ENCLOSURE


ON / OFF power button


Connector for charging and connecting to the power supply


Menu access button


SIM slot


SD card slot


Digital input connector

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TECHNICAL SPECIFICATIONS	
Power supply *Voltage* *Absorption* *Internal batteries*	 6 - 15 Vdc (enter value) 500 mA Max 3.5 W Max Lithium Ion 3.7 V -1100 mAh, rechargeable non-replaceable
Voltage output	+12 Vdc 50 mA (maximum current)
Temperature sensor	NTC internal (as standard), external (option) thermistor
Ambient conditions *Temperature* *Humidity* *Storage temperature* *Protection rating*	Seneca recommends use at 0 to 45°C for correct operation With the power supply present: -20 .. +55°C With use of the battery (when discharged): -20 .. 45°C. Charging is possible in the range: 0 .. +45°C 30%– 90% non condensing. from -20°C to +20°C < 1 year; from -20°C to +45°C < 3 months; from -20°C to +60°C < 1 month IP40
Connections	Spring clamps, 3.5 mm pitch, connector for Micro USB and SMA connector for GSM, MMCX for GPS antennas (option)
Internal memories	FLASH 1 MB + 8 MB
Slot Type/ Memory Micro SD	Push-Push for SD card and SD HC card / max 32GB
Slot Type SIM	Push-Push for mini SIM (15 x 25 mm)
Digital inputs *Type* *Maximum frequency* *Threshold OFF* *Threshold ON*	4 inputs Reed, contact, PNP, Pulsecap 30 Hz 0 - 3 Vdc, I > 1 mA 6 - 24 Vdc, I > 3 mA
Analogue inputs	2 inputs, Voltage 0- 30 Vdc / Current 0- 20 mA, 0.1% of full scale
Display	128x32 LCD Dots with visible area of 39 mm x 8.6 mm
USB	1 micro USB for configuration and supply
CPU	120 MHz 32 bit ARM
GSM	QUAD BAND (850 / 900 / 1800 / 1900 MHz)
Digital outputs	2 outlets Relay 3 A max - 250 V SPST (with shared terminal)
GPS SPECIFICATIONS (if present in the purchased model)	
RECEIVER	22 channels
SENSITIVITY	-165 dBm
FIX TIME	32 s usually
ACCURACY	Up to 2.5 m

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MyAlarm3 Cloud control unit



Technical characteristics:

- Display LCD 128 x 32 Dots
- Rechargeable Li-Io buffer battery, up to 8 hours' autonomy
- GSM/GPRS antenna
- Slot for mini SIM (15x25 mm)
- Internal GPS module with built-in antenna (OPTION)
- ON/OFF key and display scroll key
- Status LED: device power/status, GSM/GPRS status
- Slot for mini SIM card (for any firmware update) and to allow the device access to the 2G network through the best known SIM telephone providers

LED	STATUS	LED MEANING
GSM (YELLOW)	Off	MyAlarm3 Cloud OFF
	Fast flashing (64 ms ON / 300 ms OFF)	Network search No signal SIM card with incorrect pin
	Slow flashing (64 ms ON / 3000 ms OFF)	GSM network registration successful, but internet connection not active
	Medium flashing (64ms ON/ 800 ms OFF)	Successful access to the Internet correct APN Registration to the GPRS network successful
PWR (GREEN)	On	MyAlarm3 Cloud ON
	Off	MyAlarm3 Cloud OFF

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3-PACKET CONTENT

1 - MyAlarm3 Cloud control unit

2 - NTC sensor for temperature measurement
(Included in the control unit)

3 - Installation manual

4 - Power supply unit 12 V

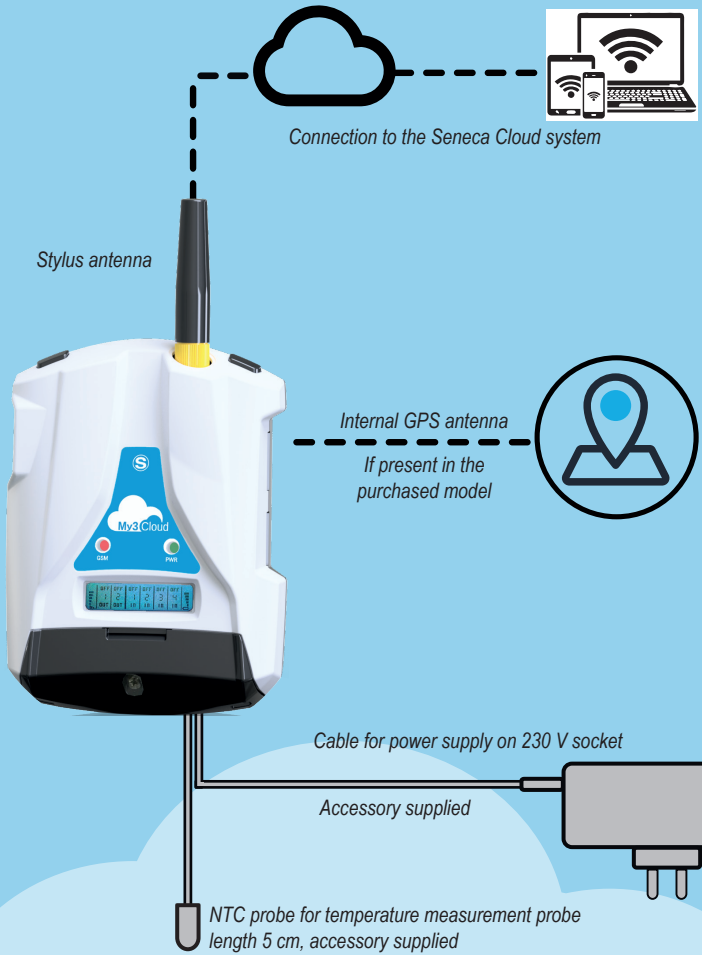
5 - Coupling system for the control unit (wall or DIN rail)

6 - SD card

7 - Stylus antenna

N.B.: The NTC sensor and the stylus antenna can be replaced with an external sensor and an external antenna respectively.
To see the available accessories, access the "ACCESSORIES" section on: www.seneca.it/myalarm3-cloud.

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First startup procedure:

1. Insert the mini SIM card into the switched-off MyAlarm3 Cloud (*);
2. Check that the SD card is correctly inserted (see image 2);
3. Power the control unit connecting the power supply to the Power Supply socket or alternatively use the cable with the forks.

To confirm the first startup procedure is correct, the Yellow GSM LED will change flashing from 1 to 3 times a second.

(*) Ensure you have removed the locking PIN when you switched on using another device (i.e. a smartphone)

Switching on and menu keys:

MyAlarm3 Cloud is fitted with an ON/OFF PWR key positioned in the LH top corner (Figure 3).

To switch it off, keep the PWR key pressed for a few seconds.

The device is fitted with a MENU key, in the RH top corner.

Pressing this key displays the parameters.

N.B.: for optimum reception of the GPS signal (if supported in the purchased version), it is better to place the MyAlarm3 Cloud horizontally on a surface. If the control unit has a weak or absent signal, you can use the external GPS antenna accessory which can be purchased separately in the accessories section of the web page:
www.seneca.it/products/myalarm3-cloud

FW update procedure:

The update of the control unit firmware is possible via the micro SD card supplied (or via App). Follow the procedure below:

1. Copy the file FW2.BIN in the main folder of the micro SD card;
2. Insert the micro SD card into the MyAlarm3 Cloud control unit;
3. Power the control
4. Wait for the message confirming the detection of the new firmware;
5. Press “OK” and wait for installation to complete with the unit restarting.
6. When the power is turned back on, use the “SCR” button to select the “Cloud” menu, press and hold the “SCR” button to enter the menu, select “default config.” and confirm with the “PWR” button.The procedure is now complete.

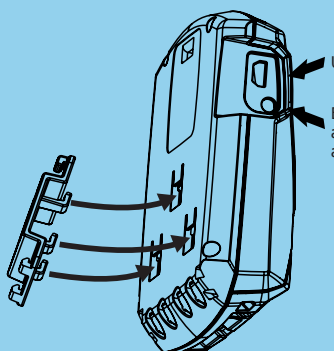
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N.B.: in order to guarantee the correct operation of the MyAlarm3 Cloud control unit, THE CONTENT OF THE SD CARD MUST NOT BE REMOVED

Follow the instructions below to update the firmware via the app:

1. From the “home” screen, select “settings” via the dedicated icon
2. Select “options”.
3. Select “installation
4. Select “update firmware” and wait for the installation procedure.

Image 1



*For the installation of the A-GPS accessory (external GPS antenna) follow the instructions in chapter 9.

Image 2

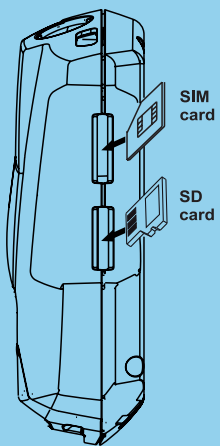
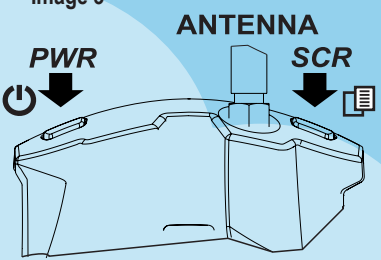


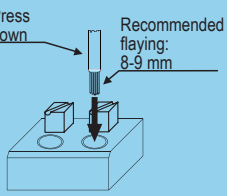
Image 3



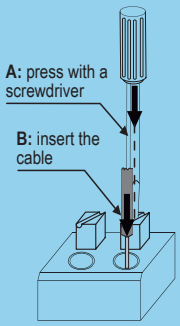
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USE OF THE PUSH-WIRE TERMINALS

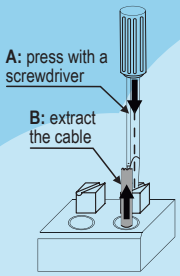
Insertion of a rigid cable



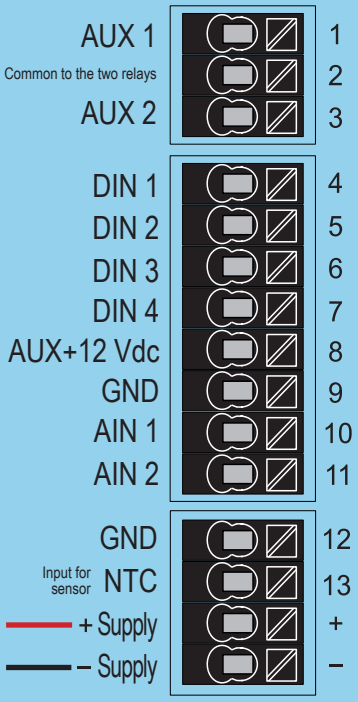
Insertion of a thin cable



Extraction of a cable

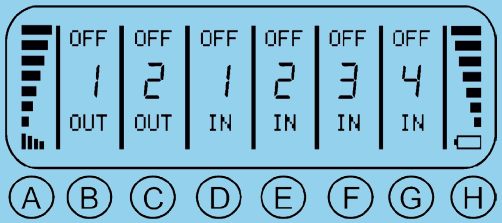


TERMINAL BLOCK CONTACT KEY



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The main MyAlarm3 Cloud display page provides the following information:



A - GSM signal level
B - output 1 status
C - output 2 status
D - digital input 1 status
E - digital input 2 status
F - digital input 3 status
G - digital input 4 status
H - battery level

To choose the desired command use the SCR key which allows you to scroll through the various options, to confirm the desired option press the PWR key.
It is also possible to call up the contextual menu of a page by holding down the SCR key for a few seconds. Through a contextual menu it is possible to display other sub-pages and / or information. Pages with contextual menus are identifiable by a triangle in the display top right corner.

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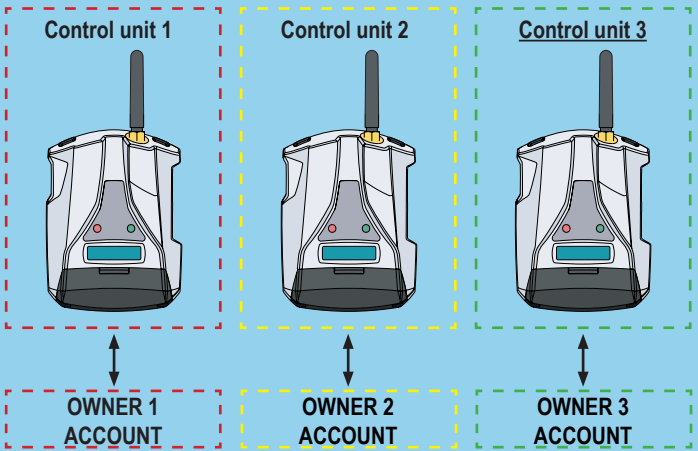
To use the MyAlarm3 Cloud monitoring system, it is necessary to register a SENECA Cloud account and activate the dedicated service.
Preliminary information: in this chapter the concepts of account, service, owner and user are explained.

ACCOUNT: is an individual registered in the Seneca Cloud and identified with name, surname and email.
SERVICE: is the MyAlarm3 Cloud device registered in the Seneca Cloud.
OWNER: is the account that activates and manages the individual MyAlarm3 Cloud service owned and managed by it.
USER: is the account that can use the single MyAlarm3 Cloud service after receiving the invitation from the owner of the service.

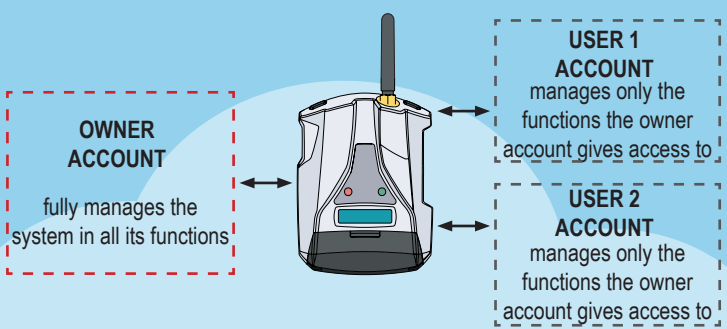
Each activated Service (therefore each MyAlarm3 Cloud) is managed only by the "OWNER ACCOUNT", which also has full responsibility for it, while several "USER ACCOUNTS" can use the individual service after receiving the invitation from the "OWNER ACCOUNT".
The "OWNER ACCOUNT" can either invite other "USER ACCOUNTS" to use its MyAlarm3 Cloud as guest users, or be invited by other owner accounts to use their MyAlarm3 Cloud as a guest user.
The "USER ACCOUNT" is the guest user of MyAlarm3 Cloud not owned by him after the invitation to use by the respective "OWNER ACCOUNTS".
It is not necessary to have a MyAlarm3 Cloud to register in the Seneca Cloud and be invited by an "OWNER ACCOUNT".
In this way, it is possible to create cross fleets of MyAlarm3 Clouds with owners of one or more devices, individual users of a device and system maintainers with access to groups of systems consisting of multiple MyAlarm3 Cloud devices.
Some examples are shown on the opposite page:

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Example 1: three “OWNER ACCOUNTS” manage just their devices:

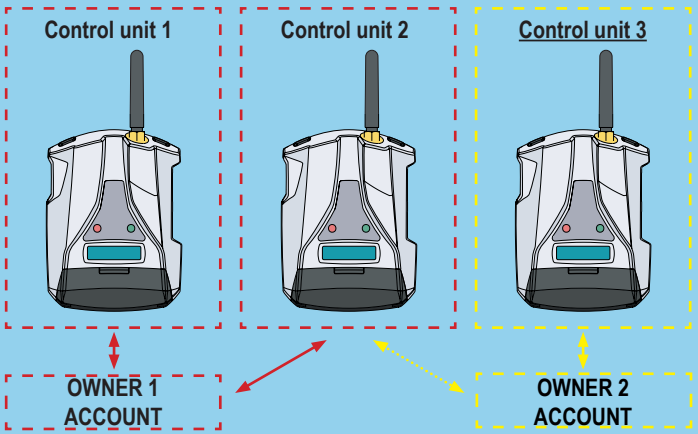


Example 2: A device is managed by one “OWNER ACCOUNT” and two “USER ACCOUNTS”:

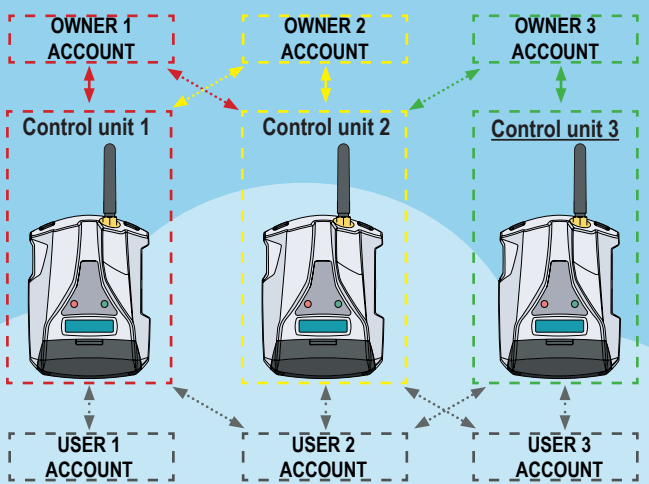


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Example 3: two "OWNER ACCOUNTS" own one device, a third device is used by the two different accounts, one as the "OWNER ACCOUNT" and one as the "USER ACCOUNT":



Example 4: groups of crossed devices



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To use MyAlarm3 Cloud, it is necessary to register a SENECA Cloud account and activate the dedicated service.
The MyAlarm3 Cloud KIT includes a usage fee for **12 months** from first activation. For further information and renewal costs go to:

https://www.seneca.it/myalarm3-cloud

The activation procedure is available from both WEB browser and MyAlarm3 Cloud mobile app.

Activation from WEB browser

1. Start the control unit as per first startup procedure (see chapter 5 of the following manual);
2. Connect to https://cloud.seneca.it to register your own SENECA Cloud account (if not previously done to activate services related to other MyAlarm3 Cloud devices owned or to be able to access as a guest user services related to MyAlarm3 Cloud belonging to other accounts after their invitation).
Wait for an account activation email;
3. After receiving the account activation email, select the "ACTIVATE ACCOUNT" key;
4. After activating the account, connect to https://cloud.seneca.it again to log in. Select the "CLOUD SERVICES" key and select "ADD" in the top right hand corner;
5. Enter the “Activation code” of 5+10 characters found on the back of the control unit (and inside the package) and select the “ADD” key again; (*)
6. From now on, the service is active and the control unit's owner account can access the MyAlarm3 Cloud system from both the web browser and the MyAlarm3 Cloud mobile app of the same name, as well as invite other users to use his newly activated MyAlarm3 Cloud. (For activation and access from a mobile app see the next paragraph. To invite other users to use the newly activated MyAlarm3 Cloud service, see next chapter).

(*) The operation requires less than 1 minute during which the device is synchronized with the Seneca Cloud platform.

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Activation via MyAlarm3 Cloud app

1. Start the control unit as per first startup procedure (see chapter 5 of the following manual);
2. Install the MyAlarm3 Cloud app by Seneca available in the iOS and Android stores, using the following QR codes or searching for MyAlarm3 Cloud by SENECA:



3. Open the appropriate app and register your Seneca cloud account (if not previously done to activate services related to other MyAlarm3 Cloud devices owned or to be able to access as a guest user services related to MyAlarm3 Clouds owned by other accounts after their Invitation). Wait for an account activation email;
4. After receiving the account activation email, select **"ACTIVATE ACCOUNT"** key;
5. After activating the account, open the app again and log in for the first time by entering your newly created username and password;
6. Enter the 5 + 10 character "activation code" on the back of the control unit (and inside the package) and select the "ACTIVATE" button (if it is not the first service associated with the account, from the app click "change system "and then select the" ADD "button); (*)
7. From now on, the service is active and the control unit's owner account can access the MyAlarm3 Cloud system from both the web browser and the MyAlarm3 Cloud mobile app of the same name, as well as invite other users to use his newly activated MyAlarm3 Cloud. (For activation and access from a web browser, see the previous paragraph. To invite other users to use the newly activated MyAlarm3 Cloud service, see next chapter).

(*) The operation requires less than 1 minute during which the device is synchronized with the Seneca Cloud platform.

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Entering new users invited by the owner account:

The addition of new users to the MyAlarm3 Cloud service is an operation that can be performed both from the HTML 5 WEB browser and via the MyAlarm3 Cloud mobile app. It is possible to define users with different authorizations according to the needs of the owner account: non-owner administrator (ADMIN), EDITOR, USER:

ADMIN: displays information, sends commands, modifies settings.

EDITOR: displays information, sends commands

USER: displays information

Instructions for inviting new users to the MyAlarm3 Cloud service from a WEB browser

1) Access your Cloud account via the https://cloud.seneca.it WEB browser;

2) Select “Cloud Services”;

3) Select the "MANAGEMENT" button on the MyAlarm3 Cloud service (owned by you) that you want to make other users use;

4) Select the "ADD" button in the "Invitations" section;

5) Enter the email of the user to be invited and the role (ADMIN, EDITOR, USER) to be assigned, then select the "ADD" button. If the user is already registered as an account in the Seneca Cloud, go to point 9). If he is not registered, the system reports that the user is not present in the Seneca Cloud as an account, then asks if you want to send him an invitation (via email) to register. Click on "YES". The user will have to wait to receive the invitation email to register on the Seneca Cloud;

6) After receiving the invitation email to register the account on the Seneca Cloud, the user must select the "REGISTER" button, then follow what is required in the registration procedure and once registered he must wait for the account activation email;

7) After receiving the account activation email, the user must select the **“ACTIVATE ACCOUNT”** key. Once activated, he can be invited to use the MyAlarm3 Cloud service by the owner account. Wait for the invitation;

8) Once the user to be invited has registered and activated an account on the Seneca Cloud, it is finally possible to send him an invitation to use the MyAlarm3 Cloud service (owned by you), then return to point 5) of the guide;

9) Upon receiving the invitation email to use the MyAlarm3 Cloud service, the user must select the **"ACCEPT INVITATION”** key. Alternatively, the owner account from a web browser (or from the MyAlarm3 Cloud app) can force acceptance of the invitation and at any time modify the role assigned;

10) From now on, the user account can use the MyAlarm3 Cloud service for which it received the invitation to use from the device owner account

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Instructions for inviting new users to the MyAlarm3 Cloud service from the MyAlarm3 Cloud App:

1) Open the app and select "INVITATIONS" from the options menu (if you manage multiple MyAlarm3 Cloud services from the app, when opening the app will show the status of the last MyAlarm3 Cloud which was accessed then, selecting invitations, you can invite the user account to use this MyAlarm3 Cloud. Clearly the invitations section in the app is only available to the owner of the Myalarm3 Cloud);
2) Enter the email of the user to be invited and the role (ADMIN, EDITOR, USER) to be assigned, then select the "INVITE" button. If the user is already registered as an account in the Seneca Cloud, go to point 6). If he is not registered, the system reports that the user is not present in the Seneca Cloud as an account, then asks if you want to send him an invitation (via email) to register. Click on "YES". The user will have to wait to receive the invitation email to register on the Seneca Cloud;
3) After receiving the invitation email to register the account on the Seneca Cloud, the user must select the "REGISTER" button, then follow what is required in the registration procedure and once registered he must wait for the account activation email;
4) After receiving the account activation email, the user must select the “ACTIVATE ACCOUNT” key. Once activated, he can be invited to use the MyAlarm3 Cloud service by the owner account. Wait for the invitation;
5) Once the user to be invited has registered and activated an account on the Seneca Cloud, you can send him an invitation to use the MyAlarm3 Cloud service (owned by you), then go back to point 2) of the guide;
6) Upon receiving the invitation email to use the MyAlarm3 Cloud service, the user must select the "ACCEPT INVITATION” key from the email or from the App main menu select “change device” from the App. Alternatively, the owner account can force acceptance of the invitation from the MyAlarm3 Cloud app (or from a web browser) and at any time modify the role assigned;
7) From this moment, the user account can use the MyAlarm3 Cloud service for which it received the invitation from the device owner account (For the insertion of new invited users via web browser see the previous paragraph).

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Factory data reset:

To reset the MyAlarm3 Cloud monitoring system to the factory settings, follow the instructions below:

Access your Cloud account via the https://cloud.seneca.it WEB browser (that can also be opened from the MyAlarm3 Cloud app by going to: "options" → "Account" and selecting the "Manage cloud service" key.

Select “Cloud Services”.

Select the "MANAGEMENT" key for the Service you want to reset.

Select from the "ADVANCED" menu the item Remove "service name" Service (e.g. Remove MyAlarm3 Cloud xxxxx Service).

Proceeding with the removal of the service, all the settings and information related to it will be irreversibly reset. The Service will no longer be associated with the owner account and the activation code can be used again by another account (which will become the owner of this service).

Now the MyAlarm3 Cloud service is reset to factory data.

N.B.: the "OWNER ACCOUNT" is responsible for Seneca's Cloud service and its renewal, and it is also responsible for the use and maintenance of the control unit. Seneca S.R.L. is not responsible for any inappropriate use and for functions and installations not indicated in this manual.

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Change of ownership

To transfer ownership of the MyAlarm3 Cloud control unit to another administrator account (*) follow the instructions below:

- Log in to the administrator Cloud account where the service to be transferred is located by connecting to https://cloud.seneca.it.
- Select “CLOUD SERVICES
- Select the “MANAGE” button for the Service you want to transfer
- Select the item “Change of ownership” from the “ADVANCED” menu and enter the email address of the new administrator (*)
- The new administrator will receive an email summarising the operation.

To complete the procedure the new administrator will have to reactivate the service using the activation code on the back of the product.

(*) before proceeding with the migration, the new owner must have/create his/her own administrator account on https://cloud.seneca.it.

Cloud Service Renewal

Before proceeding with extending the expiry date of your Cloud Service, please make sure you have a valid renewal code.
More information and costs at: www.seneca.it/prodotti/my3c-1y
Renewal procedure:

- Log in to your Cloud service administrator account by logging in at https://cloud.seneca.it.
- Select “CLOUD SERVICES
- Select the “MANAGEMENT” button for the Service you want to renew
- Select “Renew Service” from the menu “ADVANCED” (If you need to purchase a renewal code, using the “GO TO CART” button you will be directed to the SENECA portal where you can register and make the purchase)
- Enter the renewal code in the field indicated and select “APPLY CODE”.
- The expiration date of the service will be extended by 12 months

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Remove Guest User

- To remove a guest user via the service administrator account:
- Log in to the Cloud administrator account by logging in at: https://cloud.seneca.it
- Select “CLOUD SERVICES”.
- Select the “MANAGE” button for the Service
- In the list of users at the bottom select the drop-down menu next to the USER you want to remove → “DELETE”.

To remove a guest user through his account

- Log in to the guest cloud account by connecting to the address: https://cloud.seneca.it
- Select “CLOUD SERVICES
- Select “Invited cloud services”
- Select the “DELETE” button and confirm

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⚠ WARNING

The use of the A-GPS accessory (external GPS antenna) is only allowed for My3Cloud models with GPS.

To install and activate the A-GPS accessory (external GPS antenna with 3 meter cable) follow the procedure below:

1. Connect the external antenna through the dedicated connection (image 1 on page 11) as shown in figure 1;
2. Place the antenna in a place not protected by metal covers using the magnetic base;
3. Using the SCR key (image 3 page 11) scroll the pages of the control unit menu until you reach the section dedicated to GPS as shown in figure 2;
4. Keeping the SCR key pressed, enter the GPS options menu as shown in figure 3;
5. Using the PWR key (image 3 page 11) change the antenna setting from internal to external as shown in figure 4;
6. The procedure is finished and now the control unit will use the external antenna instead of the supplied internal antenna.

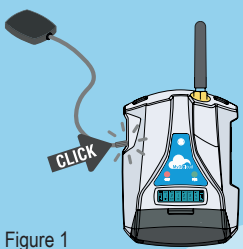


Figure 1

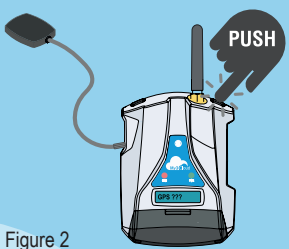


Figure 2

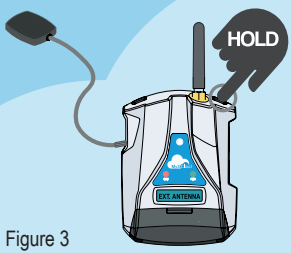


Figure 3

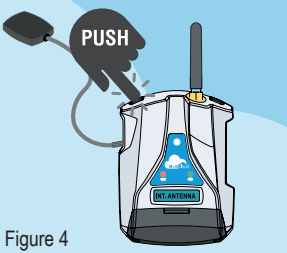


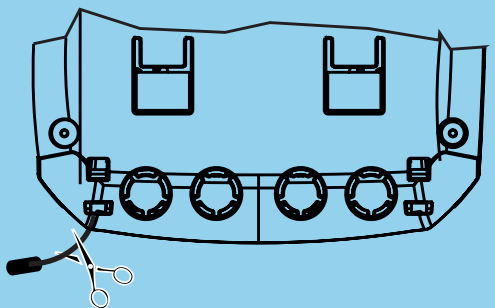
Figure 4

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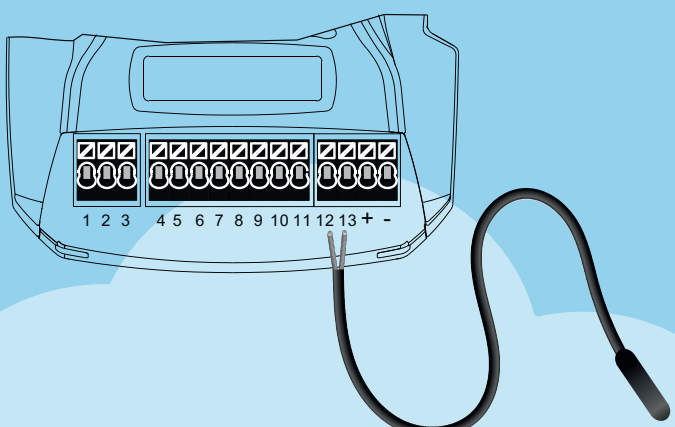
CAUTION

Disconnect the power supply before proceeding with the wiring.

Before proceeding with the installation of the external NTC probe, it is necessary to remove the NTC probe supplied with the control unit. It will be sufficient to cut or remove the probe located on the back of the control unit.



Once the pre-installed probe has been removed, connect the NTC probe wiring the cables to terminals 12 and 13 as shown in the figure below.



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CONTROL UNIT OPERATION PHASES:

PHASE 1	PHASE 2	PHASE 3	PHASE 4
SWITCHING THE CONTROL UNIT ON	GSM NETWORK SEARCH	CONNECTION TO THE GSM NETWORK	CONNECTION TO THE GPRS/CLOUD NETWORK

Once connected to the cloud service, switch off the unit by holding down the PWR button for a few seconds until the display turns off. Switch the control unit back on as per the initial procedure.

STATUS LED INFORMATION			
STATUS	**NOTIFICATIONS**	**MEANING**	**DURATION**
GSM NETWORK SEARCH (PHASE 2)	Yellow GSM LED flashing quickly and no GSM signal indication on the display	The control unit is connecting to the GSM network	Some seconds
CONNECTION TO THE GSM NETWORK (PHASE 3)	Yellow GSM LED flashing slowly. GSM signal indication on the display	The control unit is correctly connected to the GSM network	Some seconds
CONNECTION TO THE GPRS/ CLOUD NETWORK (PHASE 4)	Yellow GSM LED flashing quickly and GSM signal indication on the display	The control unit is correctly connected to the GPRS network and to the Seneca cloud	Active until the control unit is switched off

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CONTROL UNIT STATUS	PROBLEM CAUSE	SOLUTION
The control unit is in the “GSM NETWORK SEARCH“ phase	No GSM signal	Move the control unit, wait at least 1 minute and check that the number of GSM signal notches on the display exceeds 1.
	SIM card not recognized or not activated	Contact the SIM supply service.
	SIM card with PIN enabled	Insert the SIM into a phone and disable the PIN.
The control unit remains in the GSM NETWORK CONNECTION phase“	SIM with data service not yet active	The SIM card is active and the GSM signal is sufficient (appearance of the GSM signal notches on the display) but does not allow internet access.
	SD card not inserted or not recognized	The control unit cannot recover the data of the telephone operators from the SD card. Turn off the control unit and insert the SD card correctly.
	SIM active but of an unknown telephone operator	1. Download the updated "APN.bin" file from the Seneca website and replace the one on the SD card. 2. If your telephone provider is not among those on the list, download the APN configurator for the MyAlarm series via the www.seneca.it/myalarm3-cloud website. 3. Contact Seneca technical support.
	SIM does not support 2G data traffic (GPRS)	Contact the SIM supply service.

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