

## QUICK INSTALLATION GUIDE

This manual is a part of manuals set. Read carefully all manuals before install the product and please refer to the installation manual available on [www.thecrowgroup.com](http://www.thecrowgroup.com) to configure the panel.

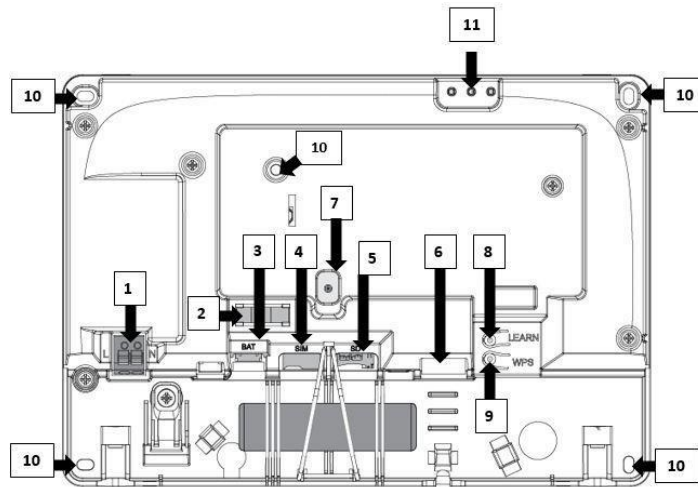
This product is designed for indoor use only.

### 01 BOX CONTENT

	1 x Shepherd™ Panel
	1 x AC Cable (already plugged)
	1 x RJ45 Ethernet Cable
	1 x Battery backup

### 02 PANEL OVERVIEW

#### Rear View



1	Power AC connection
2	Water Level indicator for wall mounting
3	Battery connector
4	SIM Card slot for Micro SIM Card
5	SD Card Memory slot (Not available)
6	RJ45 Ethernet connector (connect to router)
7	Tamper Switch for cover removal protection
8	Learn Device button (not enabled)
9	WPS
10	Hole for screw wall mounting
11	LED Indicators (see Installation Manual on page 5)

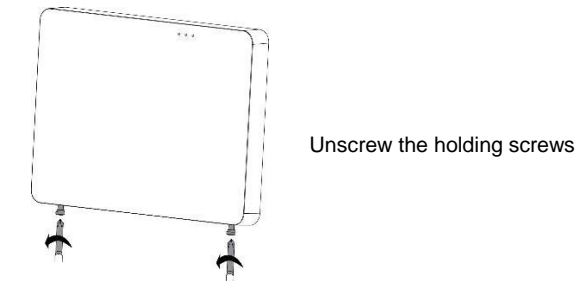
### 03 BEFORE THE INSTALLATION

Shepherd™ must be installed close to a power socket and connected to an Internet connection through Ethernet RJ45 cable, Wi-Fi or GPRS/3G. If you wish to use GSM/GPRS/3G feature, please install a micro SIM card (not supplied) into your panel and make sure that the quality of reception is sufficient.

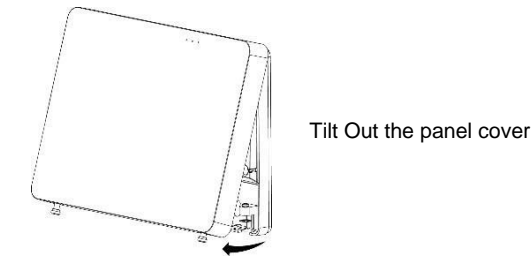
The internet connection allows the installer to configure and the end-user to remotely monitor and control the SHEPHERD™ panel.

The connection to the panel can be done via:  
 Web Personal page at [www.crowcloud.com](http://www.crowcloud.com)  
 Smartphone Android or Ios ("Crow Pro Alarm" mobile application)  
 Tablet Android App ("Shepherd keypad").  
 Installer Web page at <https://installer.crowcloud.xyz>

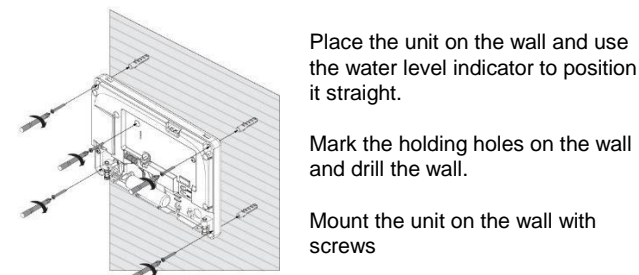
### 04 INSTALLATION AND CONNECTION



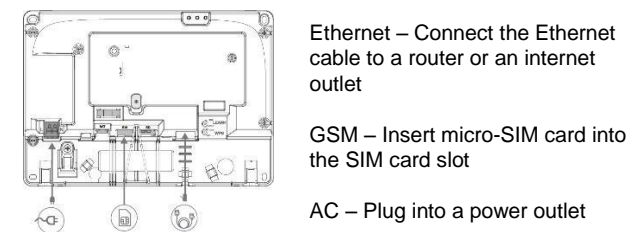
Unscrew the holding screws



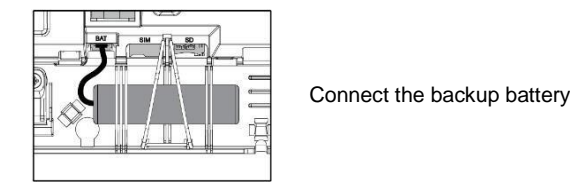
Tilt Out the panel cover



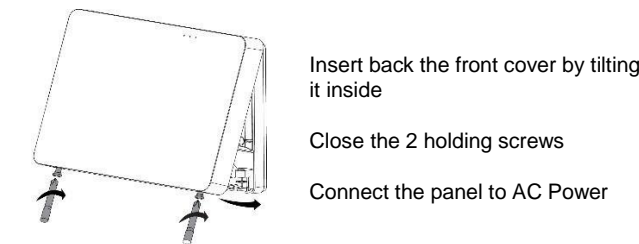
Place the unit on the wall and use the water level indicator to position it straight.  
 Mark the holding holes on the wall and drill the wall.  
 Mount the unit on the wall with screws



Ethernet – Connect the Ethernet cable to a router or an internet outlet  
 GSM – Insert micro-SIM card into the SIM card slot  
 AC – Plug into a power outlet



Connect the backup battery



Insert back the front cover by tilting it inside  
 Close the 2 holding screws  
 Connect the panel to AC Power

### 05 PANEL CONFIGURATION

After mounting the Shepherd™ panel, connect it to the AC and to the internet via the Ethernet cable plugged into the router.

The panel is configured to automatically connect and register on the CrowCloud™.

The configuration of the Shepherd™ panel has to be performed through the web installer interface. This part of the CrowCloud™ allows access to an online full configuration interface of the Shepherd™ control panel.

Please refer to your local distributor for information and credentials to <https://installer.crowcloud.xyz> (List of our distributors is available on [www.thecrowgroup.com](http://www.thecrowgroup.com))

Please unscrew the mounting bracket from the panel. Then lift the two notches located on the both sides of the bracket

### 06 QUICK PROGRAMMING

Launch the web installer page, enter your installer login details, select the required panel. Click on it and, Enter the installer code (by default the code is 000000).

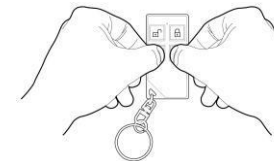
**Installer code**  
 For security reasons, it is highly recommended to change the installer code. Go to "Miscellaneous" and change the installer code in Panel Options and Save Configuration.

#### Users codes and names

Shepherd™ panel can manage up to 20 users. Click on User level to change its code and name

Learn remote pendant by inserting its unique ID number

Click " Save Configuration " to save changes and activate users and pendants  
**Note:** to activate pendants, press on the two lower buttons and hold, follow the remote's led flashing alternately red/green and ends with green.



#### Areas Names

Shepherd™ panel offers up to 4 areas (partitions) Select the Area to change its name (Ex: Home)

#### Zones

Shepherd panels offers up to 64 wireless zones (ISM and/or DECT ULE devices)

#### Learning ISM devices

Select the required zone # to display its options, Add Zone, Insert Link Type:" ISM", Insert unique ID number of the device, Select Device Type. Set up working mode of the zone (Stay mode, 24-hour...) Specify Area activation assignment and etc, insert battery/batteries to complete the learn of device, Save Configuration.

#### Learning DECT devices

The pairing of DECT ULE device must be preliminarily performed from "Communication" → "DECT" → "Learn DECT Device". And press the device's pairing button until device's led starts flashing When the DECT device pairing is done and successfully, you can then go to "Radio Zones" and assign the DECT device ID to a zone.

Click Save Configuration to save changes and activate learned zones.

### Outputs

Shepherd™ panel offers up to 32 wireless outputs (ISM and/or DECT ULE e.g. AC Smart Plugs)

#### Learning ISM devices

Select the required Output # to display its options, Add Output, Insert Link Type:" ISM", Insert unique ID number of the device, Select Device Type. Set up the configuration, Save Configuration.

#### Learning DECT devices

The pairing of DECT ULE device must be preliminarily performed from "Communication" → "DECT" → "Learn DECT Device". When the DECT device pairing is done, then you can go to "Outputs" and assign the DECT ID to an output.

#### Report Channels

Shepherd™ panel offers 8 reports channels for events communication.ch. 8 is dedicated for cloud communication. Click on the report channel to display its

options. Select channel type as follow:

<b>TCP / IP</b>	Set channel type as TCP/IP Need to set Ethernet enabled to use this type of channel
<b>Wi-Fi</b>	Set channel type as Wi-Fi. Need to set Wi-Fi enabled to use this type of channel
<b>GPRS</b>	Set channel type as GPRS 3G Need to set 3G IP enabled to use this type of channel in setting "Communication" → "GSM" (see below in para "Communication")
<b>SMS</b>	Set channel type as SMS Text Messages
<b>VOICE</b>	Set channel type as VOICE (when using AVM module for event announcements )

Active the channel and insert the destination address or phone number

Select the operated protocol ("Crow" by default. Change it if needed for connection to monitoring station)

If the selected channel is a backup of another channel, you can edit it.

#### Communication

Default remote access password is "12345678", we recommend modifying it.

Activate communication paths configured in "Report Channels".

#### TCP/IP:

By default, the DHCP is active; the router will assign the internal IP of the Shepherd™. You can assign a dedicated IP address to the panel by filling its static IP, Subnet mask and its Gateway (address of the router).

#### GSM IP:

This option activates the GPRS/3G. Fill in the APN received of your provider.

#### GSM SMS:

This option activates SMS features if enabled in "Report Channels".

#### Wi-Fi:

The Shepherd™ panel can connect to the router in Wi-Fi. Fill the network SSID (name of the wireless network), Security type and network password.

#### DECT:

Learn DECT devices and go to "Zones" or "Outputs" to assign paired devices.

#### RF Repeater:

The shepherd™ panel can support up to 4 wireless repeaters. Insert the ID number of repeater. In case of jamming, you can adjust the RF Channel frequency range between 1 to 5.

## Diagnostic

After submitting the configuration, check connections status of the panel:

- Battery Status
- Ethernet network status with internal connection status.
- Wi-Fi connection status
- GSM and GPRS / 3G status with RSSI level
- ISM 2-Way Wireless Radio information

## Walk Test

Check Zones connection status, device type and RSSI signal of each ISM detectors.

Go to Overview level and Click on "Start Walk Test" to start the test.

By cross-walking all of the detectors connected to the system and activating them, the associated zone will latch up to allow verification that all zones are working properly.

Press "Exit & Stop Walk Test" button, the walk-test mode will be terminated

The results of the walk-test will be displayed on the screen to verify which detectors were triggered during walk-test mode

## 07 CROWCLOUD WEB SERVICES

### End User Personal Web Page

Your Shepherd™ panel is configured by default for direct communication to CrowCloud™.

After configuration of your panel, go to [www.Crowcloud.com](http://www.Crowcloud.com) and proceed with the user registration to your Shepherd™ panel.



The Crow Cloud personal user webpage gives to the end user direct access to all of its registered control panels.

This personal webpage offers to the end user options to:

- Connect to its registered control panel
- Monitor and Control panel and connected devices
- Browse alarm pictures and request for immediate take picture
- Get panel connection info
- Manage cloud users

### Login:

If you already have an account on Crow Cloud, fill these form

### Sign up:

Click this link to start registration of new user (new account)

### Forgot Password:

Click this link to retrieve your password

### Language:

Select your preferred language

## Mobile Applications

### Smartphone iOS and Android



### Tablet Application



The Shepherd Tablet Keypad application provides you the easiest way to monitor and control your Crow system.



## Features

<b>Users</b>	Up to 20 users Codes and/or pendants/Tags
<b>Zones</b>	<b>Up to 64 2 Way Wireless Zones</b> ISM (RF) and/ or DECT zones Working modes (normal, 24H, Chime.....) Remotely zone configuration Zone supervision
<b>Areas</b>	<b>Up to 4 Partitions (areas)</b> With Area Name customization
<b>Arming Modes</b>	Total, Stay, Latchkey, Duress, Bypass
<b>Outputs</b>	<b>Up to 32 Two Way Wireless Outputs</b> ISM (RF) and / or DECT outputs
<b>Visual verification</b>	Up to 8 indoor or outdoor PIRCAM detectors
<b>Communication</b>	GSM / GPRS 3G Ethernet Wi-Fi SMS Control Commands
<b>Report Channels</b>	<b>Up to 8 report channels</b> TCP/IP channel Wi-Fi channel GSM/GPRS/3G channel Backup between communication methods SMS Full Duplex voice call (with DECT Panic devices) Voice Channel for AVM function only
<b>Protocols</b>	<b>Multi-protocol support to CMS</b> CROW Contact ID SIA DC09 – SIA DCS (03) SIA-09 (ADM-CID) programmable reporting options
<b>Mobile Apps</b>	CrowCloud™ (iOS / Android / Web) Crow Pro alarm
<b>Programming</b>	Via Web browser interface
<b>Log Events</b>	2000 + events
<b>Time Zones</b>	<b>Up To 8 Time Zones</b> Time zone for Area - Arm/Disarm Time zone for an output Time zone for user
<b>Mounting</b>	<b>Desk / Wall mount</b> With Front & Back tamper protection

## Technical Specification

WIRELESS CAPABILITIES	
<b>Communication Protocol</b>	Freewave2™ Two Way ISM GFSK with 5 frequencies & LBT DECT ULE
<b>ISM Frequency Bands</b>	868MHz 916MHZ
<b>DECT Frequency Bands</b>	Europe: 1880-1900 MHz China: 1900-1920 MHz Japan: 1893-1906 MHz Latin America: 1910-1930 MHz US & Canada: 1920-1930 MHz
<b>Operating Range</b>	Up to 600 meters open space

ELECTRICAL	
<b>Power Input</b>	110V-230V AC 50/60Hz
<b>Power Supply Type</b>	Internal AC/DC Adaptor 6V/2A
<b>Low Battery Threshold</b>	3.6V (±0.1V) DC
<b>Backup Battery Type</b>	Battery Pack 3.7V/2600mAh
<b>Time to Charge</b>	24 hours
<b>Battery Autonomy</b>	More than 12 Hours ( w/o DECT active)
<b>Battery Charge Max current</b>	Approx. 500mA
<b>Current Consumption</b>	Average: 120mA (with DECT active 230mA)

PHYSICAL PROPERTIES	
<b>Dimensions</b>	233.8 x 165.8 x 31.6 mm
<b>Weight</b>	1.40Kg including battery
<b>Operating Temperature</b>	-10° C to 55 °C
<b>Storage Temperature Range</b>	-20 °C to 60 °C



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