

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 to configure the panel

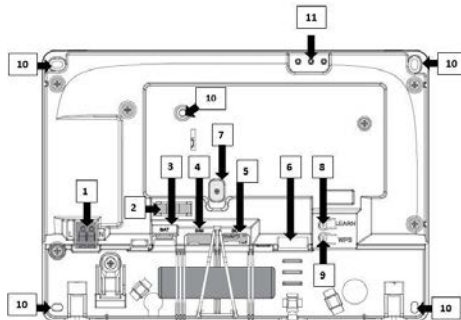
This product is designed for indoor use only

01 BOX CONTENT

	1 Shepherd Panel
	1 AC Cable
	1 Ethernet Cable
	1 Battery Backup

02 PANEL OVERVIEW

Rear View



1	AC Connection
2	Water Level for wall mounting
3	Battery Connector
4	SIM card slot
5	SD card memory slot
6	RJ45 Ethernet connector
7	Tamper switch for cover removal protection
8	Not Enabled
9	WPS
10	Hole for screw wall mounting
11	LED indicators (see manual 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

If you wish to use GSM/GPRS 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.stage-installer.crowcloud.xyz

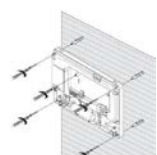
04 INSTALLATION AND CONNECTION



Remove the holding screws

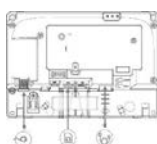


Tilt out the panel cover



Place the unit on the wall and use the water level indicator to position it straight

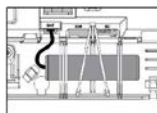
Mark the holding holes on the wall and drill the wall and mount the unit on the wall with screws



Connect the Ethernet cable to a router

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://stage-installer.crowcloud.xyz#!/login> (List of our distributors is available on thecrowgroup.com)

06 QUICK PROGRAMMING

Enter the installer code (by default 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 submit

Users codes and names

Shepherd™ panel can manage up to 16 users. Click on User to change its code and name. Learn remote pendant by inserting its unique ID number. Click "Submit" to save changes and activate users and pendants

Note: to activate pendants, press on the two lower buttons



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 (32 ISM and 32 DECT ULE)

Click on required zone to display its options

Insert unique ID number of the device and give it a name. Set up working mode of the zone (Stay mode, 24-hour...) Specify Area activation assignment

Note:

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 "Radio Zones" and assign the DECT device ID to a zone between zones from 33 to 64.

Outputs

Shepherd™ panel offers up to 32 wireless outputs (16 Radio ISM and 16 DECT ULE)

Click on required output to display its options

Insert unique ID number of the device and give it a name

Note:

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 between 17 to 32.

Report Channels

Shepherd™ panel offers 4 reports channels types for events communication

Click on a report channel to display its options. Select channel type as follow:

TCP/IP	Set channel type as TCP/IP Need to set Ethernet enabled to use this type of channel
Wi-Fi	Set channel type as TCP/IP Need to set Ethernet enabled to use this type of channel Set channel type as Wi-Fi Need to set Wi-Fi enabled to use this type of channel
GPRS	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")
SMS	Set channel type as SMS Text Messages

Active the channel and 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, DHCP is active; the router will assign the internal IP of the Shepherd™.

GSM IP

This option activates the GPRS. Fill the APN received from your provider

GSM SMS

This option activates SMS features in "Report Channels"

Wi-Fi

The Shepherd™ panel can connect to the router in Wi-Fi. Fill the network credentials (SSID, 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 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

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

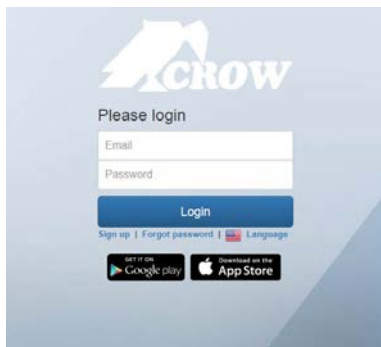
The results of the walk-test will be displayed on the screen to verify which detectors were triggered during walk-test mode

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 <http://Crowcloud.com> and proceed with the user registration to your Shepherd™ panel



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

This personal webpage offers to the end user possibility 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

Forgot Password

Click this link to retrieve your password

Language

Select your preferred language

Mobile Application

Smartphone

Go to App Store and search for "CrowPro Alarm"



With Crow Pro™, you can enjoy main feature of your system:

- Switch between linked panels (home, office...)
- Control panel state (Arm, Disarm...)
- Check latest events
- See and Operate on active Outputs (Activate/Deactivate)
- See and Operate Zones (Activate/Deactivate Bypass)
- Take picture from connected Pircam(s)
- View stored pictures and Share them (via mail, message...)
- Access to Panel & Users Info

Tablet

Go to App Store and search for "Shepherd Keypad"

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

SPECIFICATIONS

Users	Up to 16 users Codes and/or pendants
Zones	Up to 64 2 Way Wireless Zones Up to 32 ISM RF zones Up to 32 DECT zones Working modes: normal, 24H, Chime... Remotely zone configuration Zone supervision
Areas	Up to 4 Partitions areas With Area Name customization
Arming Modes	Total, Stay, Latchkey, Duress, Bypass
Outputs	Up to 32 Two Way Wireless Outputs Up to 16 ISM RF outputs Up to 16 DECT outputs
Visual verification	Up to 8 indoor or outdoor PIRCAM detectors
Communication	GSM / GPRS 3G Ethernet Wi-Fi SMS Control Commands
Report Channels	Up To 8 report channels TCP/IP channel Wi-Fi channel SM/GPRS channel Backup between communication methods SMS Full Duplex voice call
Protocols	Multi-protocol support to CMS CROW Contact ID SIA DC09 – SIA DCS (03) SIA-09 ADM-CID programmable reporting options
Mobile Apps	CrowCloud IOS / Android / Web
Programming	Via Web browser interface
Log Events	2000 events
Time Zones	Up To 8 Time Zones Time zone for Area Arm/Disarm Time zone for an output Time zone for user
Mounting	Desk / Wall mount With Front & Back tamper protection

WIRELESS CAPABILITIES

Communication Protocol	Freewave2™ Two Way ISM GFSK with 5 frequencies & LBT DECT ULE
ISM Frequency Bands	868MHz 916MHZ
DECT Frequency Bands	Europe: 1880-1900 MHz US & Canada: 1920-1930 MHz
Operating Range	Up to 600 meters open space

ELECTRICAL

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

PHYSICAL PROPERTIES

Dimensions	233.8 x 165.8 x 31.6 mm
Weight	1.40Kg including battery
Operating Temperature	-10C° to 55C°
Storage Temperature Range	-20C° to 60C°