

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.

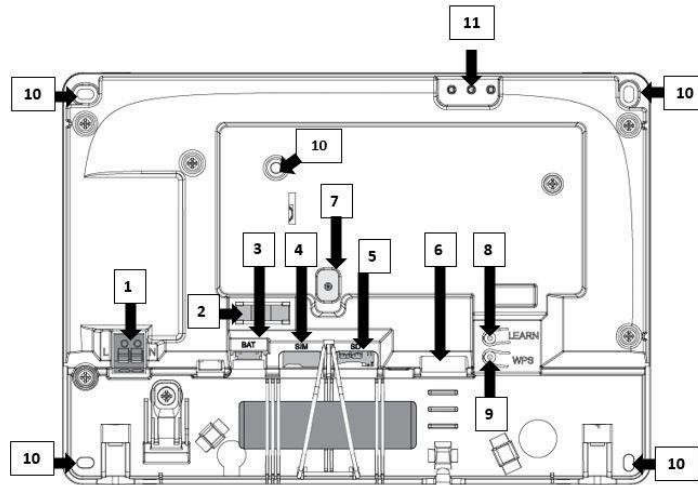
This product is designed for indoor use only.

01 BOX CONTENT

	1 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)

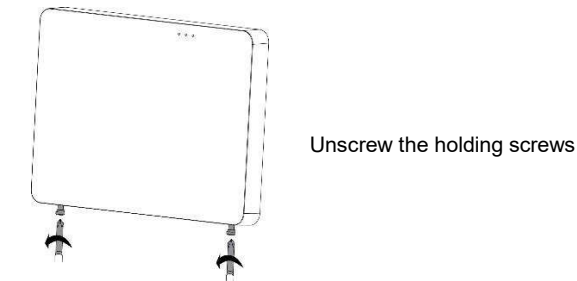
03 BEFORE THE INSTALLATION

Shepherd™ must be installed close to a power socket and connected to an Internet connection through Ethernet RJ45 cable, Wi-Fi or GPRS. 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.

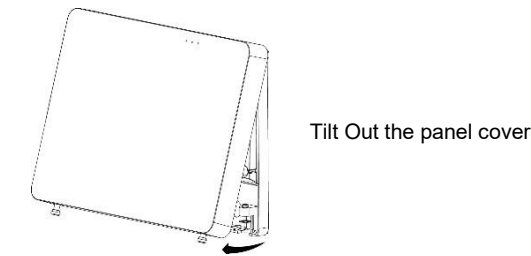
The internet connection allows the installer to configure and the end-user to remotely monitor and control the SHEPHERD™ panel.

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

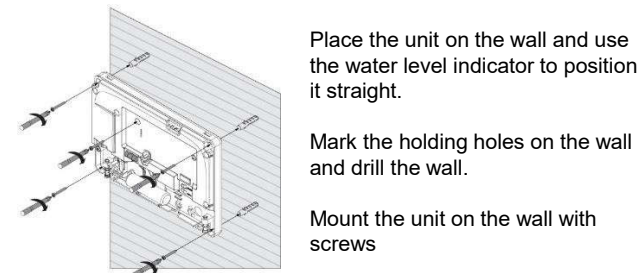
04 INSTALLATION AND CONNECTION



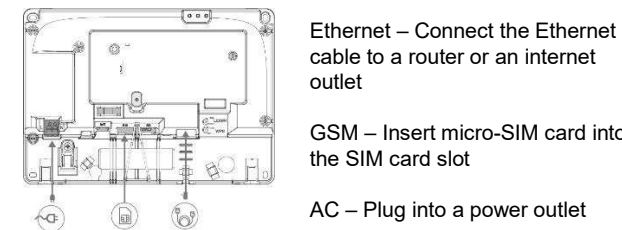
Unscrew the holding screws



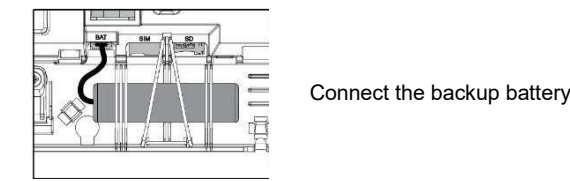
Tilt Out the panel cover



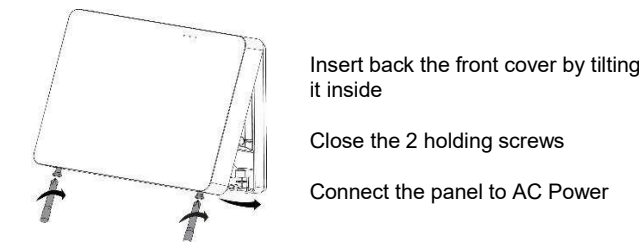
Place the unit on the wall and use the water level indicator to position it straight.
 Mark the holding holes on the wall and drill the wall.
 Mount the unit on the wall with screws



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/#/login> (List of our distributors is available on 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

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 submit.

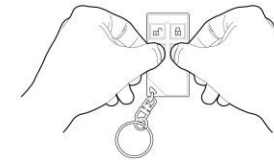
Users codes and names

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 33 to 64.

Click "Submit" to save changes and activate learned zones.

Outputs

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

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 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, 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. Fill 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 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

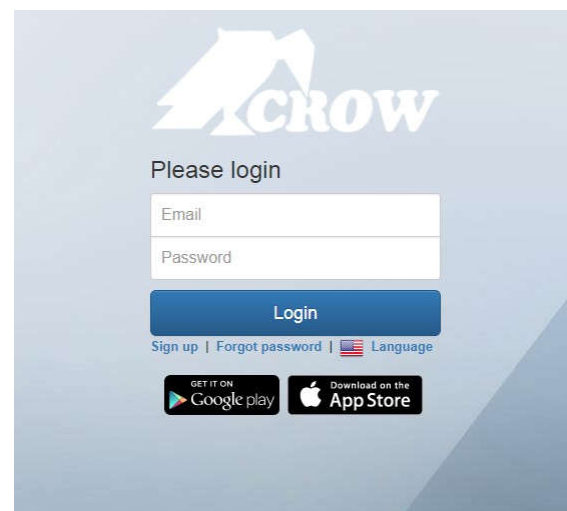
The results of the walk-test will be displayed on the screen to verify which detectors were triggered during walk-test mode

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:

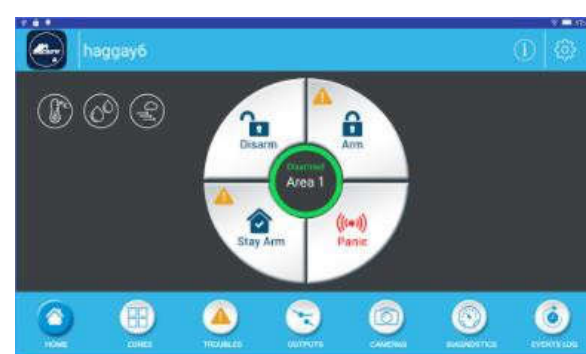
Select your preferred language

Mobile 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

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 GSM/GPRS channel Backup between communication methods SMS Full Duplex voice call (with DECT Panic devices)
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

Technical Specification

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 China: 1900-1920 MHz Japan: 1893-1906 MHz Latin America: 1910-1930 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	232mm x 164mm x 31mm
Weight	1.40Kg including battery
Operating Temperature	-10° C to 55 °C
Storage Temperature Range	-20 °C to 60 °C



12 Kineret Street, Airport City, 70100 Israel

Tel. +972 3 9726000
Fax. +972 3 9726001

sales@crow.co.il
support@crow.co.il

www.thecrowgroup.com



These instructions supersede all previous issues in circulation prior to March 2018