
Introduction to WP8360

The WP8360 is a wireless alarm system used to detect and alert the occurrence of a variety of security and safety hazards, including burglary and fire. The WP8360 is governed by a control panel that is designed to collect data from various sensors that are strategically located within and along the perimeter of the protected site.

The alarm system can be armed or disarmed by a variety of key-fobs and keypads using special codes. Proximity tags enable authorised people to enter restricted zones.

In the **armed state**, the system initiates an alarm upon detection of a disturbance in any one of the armed zones.

In the **disarmed state**, the system provides visual information, and initiates an alarm if smoke is detected or upon disturbance in a 24-hour zone.

The system identifies a wide range of events, including alarms, attempts to tamper with sensors, and several types of trouble. Events can be reported automatically to monitoring stations, private telephones, and mobile phones. Events can be reported by SMS and email. Your installer can determine what type of events will be reported to which destination.

① **Note:** A qualified technician must check the system at least once a year.

WP8060 features include the following:

Multiple arming modes

Away, Home, Away-Instant, Home-Instant, Latchkey, and Bypass

Disarm under duress

If a user is forcibly compelled to disarm the system, they can do so using a duress code that disarms the system as usual, but also sends a silent alarm to the monitoring station.

System supervision

All wireless peripherals within the protected site send periodic **keep alive** supervision messages. If a **keep alive** message is overdue, the system reports a **missing** trouble alert.

Battery supervision

The WP8360 continuously monitors the battery condition of the sensors and devices in the system, and sends a **low battery** message whenever a battery needs to be replaced within a maximum of 30 days.

Distress calls

Users can use key-fobs to activate distress calls by pressing two buttons simultaneously.

Access from remote telephones

You can access the WP8360 from a remote telephone and arm or disarm it, or receive status information.

Looking after people at home

The system can be programmed to monitor people's activity within the protected area, and send out an alert message if no movement is detected for a predefined period of time.

Partitioning

Partitioning allows you to divide the system into three independently controllable areas—for example, garage, main house, basement—with different users assigned to each partition whereby each user can arm the partition to which they are assigned.

Common areas

The system supports areas that are used by two or more partitions. Example: a reception area, which is common to two offices, each of which is assigned to a separate partition, is armed only after both partitions are armed. In the armed state the reception area is armed after either partition is disarmed to allow the user of that office to use the reception area without generating an alarm.

WP8360 LED indicators and connectors

Figure 1: WP8360 LED indicators and connectors

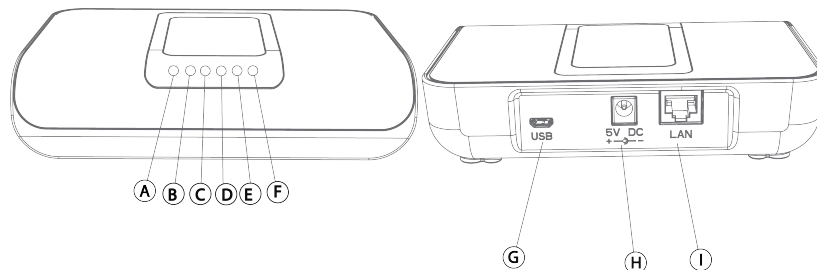









Table 1: WP8360 indicators

LED	Description
A 	AC power Green: the panel is connected to power
B 	Arming status Red: system is armed away Flashing red: system is armed home Off: system is disarmed
C 	System trouble Orange: system detects an abnormal condition
D 	Server connectivity Blue: a connection is active between the panel and the PowerManage server Off: the panel is not connected to the PowerManage server
E 	Smart home service connectivity Blue: the panel is connected to the smart home server Off: the panel is not connected to the smart home server
F 	Wi-Fi connectivity Green: Wi-Fi module is available in the panel Green, blinking slowly: Wi-Fi access point is active
G	Micro USB connection
H	5V DC power connection
I	LAN connection

Operating the alarm system

The alarm system is operated by various remote devices as well as a mobile phone application as follows:

Table 2: Operating the alarm system

<p>Mobile application</p>	<p>The mobile app enables you to control your home and business security remotely. You can see inside your home or business in near real time, and you can make decisions about events and notifications from anywhere using your smart phone.</p>	
<p>Keypads</p>	<p>The WK241 and WK160 keypads enable easy arming and disarming of the alarm system, and initiation of emergency, fire, and panic alarms. The keypads control programmable outputs from anywhere in the home or office and provide homeowners with visual indication of successful command execution and system status.</p>	
<p>Keyfobs</p>	<p>The PGx939 and PGx929 keyfobs are used to arm and disarm the alarm system, for emergency signalling, home automation, and other remote control applications, providing instant visual verification that the requested command has been successfully executed.</p>	
<p>Proximity tags</p>	<p>Proximity tags enable you to perform a variety of functions without entering a user code, for example arming and disarming. Whenever the user code is required, you can present a valid proximity tag and perform the required operation without the need to key in the user code.</p>	

For more information about how to operate each device, please refer to the relevant user guide. You can find online guides on the DSC website: <https://www.dsc.com/>.

Arming and disarming the system

Arming the alarm system is an action that prepares the system to sound an alarm if a zone is violated by motion, or by opening a door or window.

Disarming the alarm system restores the control panel to the normal standby state. In this state, only **fire** and **24-hour** zones sound an alarm if violated, but a **panic** alarm can also be initiated.

The alarm system can be armed or disarmed using keyfobs and keypads.

① **Note:**

- In the **armed state**, the system initiates an alarm upon detection of a disturbance in any one of the armed zones.
- In the **disarmed state**, the system provides visual status information and initiates an alarm if smoke is detected or upon disturbance in a 24-hour zone.

The system supports the following arming options:

Table 3: Arming options

Arm away	Used to arm the system when the protected site is vacated entirely.
Arm home	Used to arm the system when people are present within the protected site, for example, during night-time at home. With home arming, perimeter zones are protected but interior zones are not. Consequently, motion within interior zones will be ignored by the control panel, but disturbance of a perimeter zone will cause an alarm.
Quick arm away	Used to arm away without the need to provide a user code. ① Note: the installer should enable this option, if required.
Quick arm home	Used to arm home without the need to provide a user code. ① Note: the installer should enable this option, if required.
Forced arming	Used to arm away when any of the system zones is disturbed (that is, system not ready). ① Note: Bypassed zones are not protected throughout the arming period. Bypassed zones remain unprotected until the system is disarmed.
Instant arming	You can arm the system away-instant or home-instant , thereby canceling the entry delay for all delay zones for the duration of one arming period. Example: you may arm the system in home instant mode and remain within the protected area. Only perimeter protection is active, and if you do not expect a person to enter while the system is armed, alarm upon entry via the main door is an advantage.
Latchkey arming	A special disarming mode in which designated latchkey users (users 5 to 8) will trigger a latchkey message to be sent to a designated telephone when they disarm the system. Example: A parent wants to ensure that their child has returned from school and disarmed the system. Latchkey arming is only possible when the system is armed away .

Users and codes

As a master user, or user number 1, you need a 4-digit security code to master the system. Code 0000 is not allowed. You can provide security codes to 47 other people to authorize them to use the system. Security codes are used mainly to arm and disarm the system, or to access information that is restricted to authorized users only.

The Duress Code enables you to disarm the system using a special code that sends a silent alarm to the monitoring station.

Alarms

An alarm may be caused by one of the following events:

- Motion detected by a motion sensor
- Change of state detected by a magnetic contact detector, for example, a window or door is opened
- Detection of smoke by a smoke detector
- Tampering with any one of the detectors
- Pressing the emergency buttons on the keypad

When an alarm is initiated, the internal control panel's sounder is activated first for a limited period set by the installer; this is the abort period. If you cause an alarm accidentally, you can disarm the system within the abort period before other indoor or outdoor sirens start, and before an alarm is reported to the remote responders.

There are two types of alarms as follows:

- **Loud alarm.** Sirens constantly blare out a siren, while the control panel reports the event to the designated recipients.
- **Silent alarm.** This is a non-audible siren alarm that is reported by the control panel to the designated recipients.

Bypassed areas

Bypassed areas are areas that are not armed when arming the system. Bypassing permits arming only part of the system while allowing free movement of people within certain zones when the system is armed.

Receiving SMS notifications

The WP8360 system can be programmed to send SMS event notification messages to four pre-selected mobile phone numbers. The messages can be tagged with a **House ID** name, for example, **JOHN'S HOUSE**.

The following are examples of the reported SMS messages:

- JOHN'S HOUSE
AWAY
- JOHN'S HOUSE
DISARM
- JOHN'S HOUSE
WP8360: LOW BATTERY
GARAGE: LOW BATTERY
- JOHN'S HOUSE
STATUS MESSAGE 01
(Event list is displayed)

Operating the alarm system through SMS

The WP8360 system can respond to SMS commands from any cellular telephone.

The various SMS commands are detailed in the following table.

In this table, <code> means a 4-digit user code and _ means blank space.

Table 4: SMS command list

Command	SMS format	SMS format for partitions
ARM AWAY	AWAY_<code> or AW_<code>	P# AWAY_<code> or P# AW_<code>
ARM AWAY INSTANT	AWAY INST_<code> or AWI_<code>	P# AWAY INST_<code> or P# AWI_<code>
ARM AWAY LATCHKEY	LATCHKEY_<code> or LK_<code>	P# LATCHKEY_<code> or P# LK_<code>
ARM AWAY LATCHKEY INSTANT	LATCHKEY INST_<code> or LKI_<code>	P# LATCHKEY INST_<code> or P# LKI_<code>
ARM HOME	HOME_<code> or HM_<code>	P# HOME_<code> or P# HM_<code>
ARM HOME INSTANT	HOME INST_<code> or HMI_<code>	P# HOME INST_<code> or P# HMI_<code>
DISARM	DISARM_<code> or DA_<code>	P# DISARM_<code> or P# DA_<code>
DEFINE HOUSE IDENTITY ¹	HOUSE NAME_<code> <house ID> or HN_<code> <house ID>	P# HOUSE NAME_<code> <house ID> or P# HN_<code> <house ID>
GET SYSTEM STATUS	STATUS_<code> or ST_<code>	P# STATUS_<code> or P# ST_<code>
TURN PGM ON	PGM_XX_ON_<code>	P# PGM_XX_ON_<code>
TURN PGM OFF	PGM_XX_OFF_<code>	P# PGM_XX_OFF_<code>

¹House ID includes up to 16 characters, for example, JOHN'S HOUSE

ⓘ **Note:** There may be some delay in executing the commands sent through SMS messages if the WP8360 panel is communicating at the same time.

Periodic testing

The components of the security system are designed to be maintenance-free as much as possible. It is mandatory to test the system at least once a week, and after an alarm event, to verify that all system sirens, detectors, keyfobs, keypads, and other peripherals function properly. Proceed as described in this section and if there is any problem, notify your installer at once.

The test is performed in four parts as follows:

1. Siren test: Each siren of the system is automatically activated for 3 seconds (outdoor sirens with low volume). In addition, the system tests the siren of enrolled smoke sensors.
2. Temp/light test: For devices with temperature sensing, the panel displays the temperature of each zone in Celsius or Fahrenheit. For devices that have both temperature and light sensing, the panel displays the temperature and light intensity of each zone.

3. Other device test: Each of the other devices in the system is activated by the user and the display indicates which devices were not yet tested. The **it's me** indication helps to identify the untested devices if necessary. A counter also indicates the number of devices that remain untested.
4. Email test: Generates an event to be sent to the predefined private email addresses.

Replacing the WP8360 backup battery

The control panel battery is rechargeable. If a **CPU LOW BATTERY** trouble message is received when the control panel is connected to AC power, and this trouble state continues for more than a few hours, the battery may need to be replaced. Contact Technical Support or your installer for further assistance. Do not attempt to replace the battery yourself. Only an original manufacturer battery must be used.

Replacing batteries in wireless devices

The wireless devices supplied with your system are powered by batteries that last several years in normal use. However, when a battery becomes weak, the device sends a low battery message to the control panel, and a low battery trouble message is displayed along with the zone information. The respective manuals of these sensors or devices should be consulted for proper battery replacement guidelines to be performed by the installer.

- ① **Note:** When the **low battery** message is received, the battery should be replaced within 7 days.

Acknowledging keyfob low battery

Some regulations and institutions require the user to acknowledge when the keyfob enters a low battery condition. In such cases the installer will program the system to operate as follows: If you try to disarm the system with a key-fob whose battery voltage is low, a protest beep will be heard for 15 seconds. During this period press the keyfob disarm button again to disarm the system. If you perform this action during the 15-second period, a **Low Bat** acknowledge message will be stored in the event log. If the disarm button is not pressed again during the 15 seconds period you will not be able to re-arm the system unless you perform either one of the following actions:

- Press **away** twice to arm the system.
- Press **away** and then press disarm button.

Performing either of these two actions stores the acknowledge message in the event log.

Cleaning the control panel

Clean the keypad using a lint-free cloth or soft wipes. Lightly moisten the cloth or wipes with water, household glass-cleaning agent, or low concentration isopropyl alcohol (IPA).

WARNING:

Do not use cleaning products that contain acids, bleach or corrosive agents.

Partitions

The control panel includes an optional partition feature. Partitioning is available only if your installer has enabled the feature. Partitioning allows you to divide the system into three

independently controllable areas with different users assigned to each partition whereby each user can arm the partition to which they are assigned.

Each user code can be assigned to a combination of up to three partitions, and each partition can be armed or disarmed regardless of the status of the other partitions within the system. Example: you can define the garage as partition 1, the basement as partition 2, and the house as partition 3. Because each partition is independent of other partitions, you can arm or disarm each partition as required, without altering the states of the other partitions.

Partitions status is indicated as **P1:X P2:X P3:X**, where each X value indicates a different partition state as described in the following table:

Table 5: Partition status

R	Ready
N	Not ready
A	Away
H	Home
E	Exit delay
D	Entry delay
-	Not used

① **Note:** Remote operation is performed per partition, or per user code defined for a particular partition, when partitioning is enabled.

A partition is alarmed when receiving an event from an alarmed device assigned to that partition. Alarmed devices do not affect partitions to which they are not assigned. A siren is common to all partitions; therefore, an alarm from one or more partitions will activate the siren.

Siren activity in partitions

The following list describes the features of siren activity in partitions:

- For a siren that is common to all partitions, an alarm from one or more partitions will activate the siren.
- If the Siren per partition feature is disabled by the installer, all sirens will be activated if there is an alarm in any partition.
- If the Siren per partition feature is enabled by the installer, a siren will be activated if there is an alarm only in its associated partition or partitions.
- A siren activates exit/entry beeps during exit/entry delay of its associated partition or partitions.
- Overlapping siren activations from different partitions will not cause the duration of the siren to be extended.
- If the Siren per partition feature is disabled by the installer, a siren alarm in a particular partition can be stopped only if the user that disarms the system has permissions to the partition in question.
- A siren that is assigned to common partitions can be disarmed by any user who has permissions to that common partition.

- When a siren sounds, it will not stop until all alarmed partitions are disarmed. However, if the siren is active due to an alarm from a common area zone, and one of the partitions assigned to this area disarms the system, the siren will also stop. If the alarm is initiated from a common area but continues with zones that are not assigned to a common area, the siren will not stop until all partitions assigned to the alarmed zones are disarmed.
- If there is a siren that is common to two partitions, if there is a fire in partition 1 and a burglary in partition 2, the siren will sound FIRE. When partition 1 is disarmed, the siren is deactivated or silenced.

Common areas

The system also supports common areas. Common areas are areas used as walkthrough zones to areas of 2 or more partitions. There may be more than one common area in an installation depending on the layout of the property. A common area is not the same as a partition; it cannot be armed or disarmed directly. Common areas are created when you assign a zone or zones to two or three partitions.

Home fire escape planning

Fire can spread rapidly through your home, leaving you a short time to escape safely. Your ability to get out depends on advance warning from smoke detectors and advance planning—a home fire escape plan that everyone in your family is familiar with and has practiced.

Use the following advice when fire escape planning:

- Pull together everyone in your household and make an evacuation plan.
- Draw a floor plan of your home, showing two ways out of each room, including windows. Do not forget to mark the location of every smoke detector.
- Test all smoke detectors (by a qualified testing laboratory) periodically, to ensure their serviceability. Replace batteries as required.
- Make sure that everyone understands the escape plan and recognizes the sound of a smoke alarm.
- Verify that the escape routes are clear and that doors and windows can be opened easily.
- If windows or doors in your home have security bars, make sure that the bars have quick-release mechanisms on the inside, so that they can be opened immediately in an emergency case. Quick release mechanisms will not compromise your security, but they increase your chances of safely escaping a home fire.
- Practice the escape plan at least twice a year, making sure that everybody is involved. Allow children to master fire escape planning and practice before holding a fire drill at night when they are sleeping. The objective is to practice, not to frighten, so telling children there will be a drill before they go to bed can be as effective as a surprise drill. If children or others do not readily waken to the sound of the smoke alarm, or if there are infants or family members with mobility limitations, make sure that someone is assigned to assist them in fire drill and in the event of an emergency.
- Agree on an outside meeting place where everyone can meet after they have escaped. Remember to get out first, and then call for help. Never go back inside until the fire department gives the OK.
- Have everyone memorize the emergency phone number of the fire department. That way any member of the household can call from a cellular phone or a neighbor's home.

- Be fully prepared for a real fire: when a smoke alarm sounds, get out immediately and once you are out, stay out—leave the firefighting to the professional.
- If you live in an apartment building, make sure that you are familiar with the building evacuation plan. In case of a fire, use the stairs, never the elevator.
- Tell guests or visitors to your home about your family’s fire escape plan.
- When visiting other people’s home, ask about their escape plan. It is important to be aware of the escape plan when children are permitted to attend sleepovers at friends' homes. If they do not have a plan in place, offer to help them make one.

WP8360 specifications

Table 6: Specifications

Feature	Description
Dimensions	15.8x11.45x3.65 cm (6.22x4.5x1.43")
Weight	225g (8 Oz)
Operating temperature	0°C to 49°C (32°F to 120°F)
Humidity	93% relative humidity at 30°C (86°F)
Frequency bands	868-869MHz
Maximum Tx power	868.20-869.05 MHz: 14 MW (PG2) 868.7MHz- 869.2MHz: 14 MW (PG2) 880.2-914.8: 1356 MW (WCDMA) 1710-1784MHz: 1000 MW (WCDMA) 2402-2480MHz: 12 MW (WIFI) 868.0-868.4: 1.25 MW(Z-WAVE)
External AC/DC adaptor	AC 100-240V, 50/60 Hz, 0.4A DC 5.1V, 1.96A
Battery	3.7 V, 1000 mAh LiPo
Backup battery time	4 hrs.
Charging time	~2 hrs, 80%
Number of wireless devices	Accommodates more than 120 wireless devices: <ul style="list-style-type: none"> • Up to 64 zones • Up to 15 PIR cameras, 32 keypads, 32 keyfobs, 8 sirens, 4 repeaters

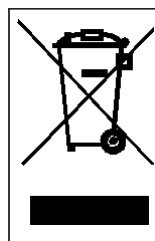
Compliance with Standards



European CE Standards: EN 300220, EN 301489, EN 50130-4, EN 62368-1

Hereby, Tyco Safety Products Canada Ltd. declares that the radio equipment type WP8360 is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available in the appendix to this document.

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Directive 2012/96/EC Waste Electrical and Electronic Equipment.

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WARNING: DSC recommends that the entire system be completely tested on a regular basis. However, despite frequent testing, and due to, but not limited to, criminal tampering or electrical disruption, it is possible for this SOFTWARE PRODUCT to fail to perform as expected.

Always ensure you obtain the latest version of the User Guide. Updated versions of this User Guide are available by contacting your distributor.



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D-308258

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Rev.0 (01/21)





CERTIFICATE NUMBER
2008001

EC DECLARATION OF CONFORMITY

IN ACCORDANCE WITH EN ISO/IEC 17050-1:2004

WE TYCO SAFETY PRODUCTS CANADA LTD.
OF 3301 LANGSTAFF RD. CONCORD, ONTARIO CANADA L4K 4L2

DECLARE UNDER OUR SOLE RESPONSIBILITY THAT:

EQUIPMENT	SELF-CONTAINED WIRELESS ALARM SYSTEM
MODEL NUMBERS	WP8360
FREQUENCY AND POWER LEVEL:	868.20-869.05 MHz: 14mW (PG2) 868.7MHz – 869.2MHz: 14mW (PG2) 880.2-914.8: 1356mW (WCDMA) 1710-1784MHz : 1000mW (WCDMA) 2402-2480MHz: 12mW (WiFi) 868.0-868.4: 1.25mW(Z-WAVE)

IN ACCORDANCE WITH THE FOLLOWING DIRECTIVES:

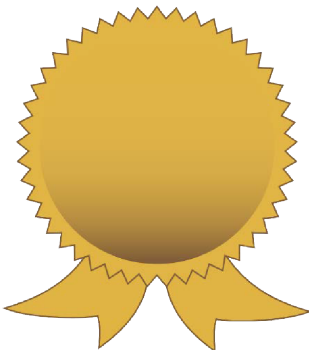
2014/30/EU	THE ELECTROMAGNETIC COMPATIBILITY DIRECTIVE
(EU) 2015/863	THE ROHS DIRECTIVE 2011/65/EU AMENDED
2014/35/EU	THE LOW VOLTAGE DIRECTIVE
2014/53/EU	THE RADIO EQUIPMENT DIRECTIVE

HAS BEEN DESIGNED AND MANUFACTURED TO THE FOLLOWING SPECIFICATIONS:

EN 62368-1: 2014 + A11: 2017
EN 300 220-1 V3.1.1: 2017
EN 300 220-2 V3.1.1: 2017
EN 300 220-2 V3.2.1: 2018
EN 301 489-3: V2.1.1: 2019, CLASS B,
EN 301 489-1: V2.2.3: 2019, CLASS B,
EN 301 489-52: V1.1.0: 2016 (DRAFT), CLASS B,
EN 301 489-17: V3.2.2: 2019 (DRAFT), CLASS B.
EN 50130-4: 2011+ A1 (14)
EN 61000-6-3: 2007 + A1: 2011 + AC: 2012

I HEREBY DECLARE THAT THE EQUIPMENT NAMED ABOVE HAS BEEN DESIGNED TO COMPLY WITH THE RELEVANT SECTIONS OF THE ABOVE REFERENCED SPECIFICATIONS. THE UNIT COMPLIES WITH ALL ESSENTIAL REQUIREMENTS OF THE DIRECTIVES WHEN INSTALLED AND USED AS PER MANUFACTURER'S INSTRUCTIONS.

CE₂₀



SIGNED BY:
NAME: DAN NITA
POSITION: APPROVALS MANAGER
DONE AT: VAUGHAN, ONTARIO, CANADA
UPDATED ON: 07/08/2020

