

FAQ's – SecuPlace Lite (Order Code: ELKITLITE)

Q: How do I connect my SecuPlace Wi-Fi panel to a Wi-Fi Network?

A: Press and hold [*sos], then enter User Code and follow prompts.

Q: How many wireless devices can I connect to my SecuPlace Wi-Fi panel?

A: A total of up to 32 wireless devices can be connected to the one panel.

Q: What batteries do I use in the wireless detectors?

A: Each wireless detector is fitted with CR123A's batteries, some detectors come with 2.

Q: How long will the batteries last?

A: Depending on usage, usually up to 24 months.

Q: Can I add a wired sounder to my SecuPlace Wi-Fi panel?

A: Yes, the SecuPlace Wi-Fi panel has one hardwired input and an output for bell trigger. We recommend the RISCO XS3D wired external sounder for use with this system.

Q: Can I add a wireless sounder to my SecuPlace Wi-Fi panel?

A: Yes, a *Siren Module* is wired to the panel. Pair the *External Wireless Sounder* to the module before fitting the sounder outside (Order Code for the Wireless Sounder & Siren Module: ELTRIBELLWB). Up to four Wireless Sounders can be connected to the one panel – each sounder requires a Siren Module. Dummy version also available.

Q: Once my panel is connected to the Wi-Fi, how do I register it?

A: Once the panel is connected to the Wi-Fi, you can go to www.riscocloud.com/register and register the panel. This then allows you to go to the Google Play store or Apple App store (depending on your phone) and download the **MyELAS** App. Log-in with your registered details, you now have control over your SecuPlace system.

Q: Can I set/unset my alarm system remotely

A: Yes, once the panel has been registered and the App Downloaded, this gives you control to Arm/Disarm the system, Omit Zones, view event history and much more.

Q: What happens if I get a power cut, is there battery back-up on the panel?

A: You can get up to 8 hours battery back-up once the panel battery is fully charged

Q: Is it possible to link IP cameras to my SecuPlace panel and view images from the one App?

A: Yes, RISCO VUPoint P2P IP Wi-Fi cameras can be linked to the panel and live images can be viewed from the one App

Q: I have a second property, can I have more than one SecuPlace panel working from the same App?

A: Yes, right now, you can add up to 15 different SecuPlace systems to the one App (SecuPlace Lite and/or SecuPlace Plus).

Q: How many 'Users' can I have for the App?

A: You can have up to 25 users for the one App.

Q: Do I need to pay for the MyELAS App?

A: No. But, based on recent Google updates, the user may be prompted to enter Credit Card information upon downloading for the first time. This is because the RISCO Apps have the 'ability' to charge (built inside them), so Google may 'prompt' for this information. You don't need to enter it. Just tap Skip. This may or may not be the same case on the Apple platform.

Q: I've forgotten my MyELAS App log-in password. What should I do?

A: Using a computer, proceed to riscocloud.com > Click 'Lost Password' follow the prompts.

Q: How do I delete a panel from my App?

A: *Android*: From the 'Security' screen, tap the upper right icon, then hold your finger on a panel in the list, and then tap the bin.

A: *Apple*: From the 'Security' screen, tap the upper right icon, click [Edit], and then tap the red delete icon.

Q: Sometimes I have issues with Wi-Fi connectivity, do you do offer another solution?

A: Yes, see ELKITPLUS - Wi-Fi plus GSM built-in (also known as ELKITW2GTRI). As with the SecuPlace Lite kit, the detectors of which there are 3, door contact and keyfob come pre-programmed to the panel. The SecuPlace Plus kit also comes complete with External Wireless Triangular Sounder plus Siren Module. You will find a world roaming SIM card in your instruction pack.

For more information visit: <https://www.riscogroup.com/uk/electronics-line>