



# SYSTEM ENHANCEMENT MODULE

Honeywell/ADEMCO VISTA®

**INSTALLATION GUIDE**



DUAL PATH

INSTALL WIZARD AVAILABLE AT [ALARM.COM/SEMVISTA](https://www.alarm.com/semvista)

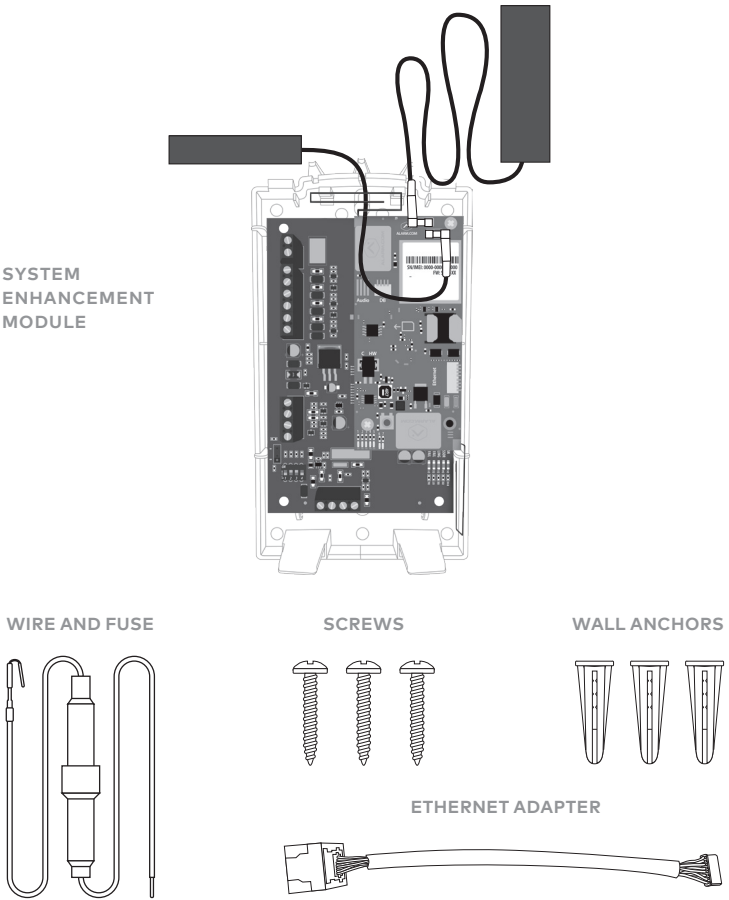
## OVERVIEW

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The System Enhancement Module (SEM) can be used with Honeywell/ADEMCO VISTA-10P, VISTA-15P, and VISTA-20P panels to enable wireless reporting of alarms and other system events over the wireless cellular network and optional broadband Ethernet. The SEM is intended to be used as the primary communication path for all alarm signaling to the central monitoring station. The wireless alarm signaling and routing service is operated by Alarm.com. The SEM also features integrated support for Alarm.com's home automation services with built-in Z-Wave capabilities.

## EQUIPMENT

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## TOOLS AND SUPPLIES NEEDED

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- Small blade screwdriver and Phillips screwdriver
- Drill and bits for screws and/or wall anchors
- Four-conductor, 22-gauge or larger stranded wire
- Alpha keypad

Alarm.com strongly recommends installing an alpha keypad with at least 32 zones to ensure the "Communication Failure" trouble condition is displayed to the user. See FAQs for more information.

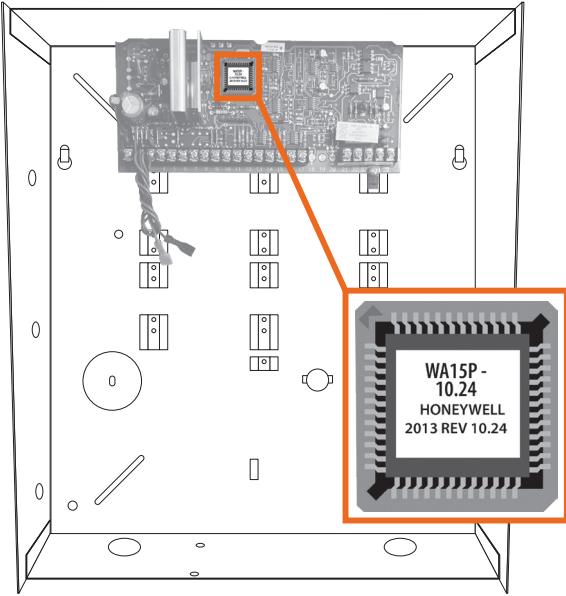
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# STEP 1: VERIFY PANEL COMPATIBILITY

The SEM is compatible with Honeywell/ADEMCO VISTA-10P, -15P, and -20P panels and the equivalents below, dating back to 2005. The date will be printed on the chip inside the panel as shown below.



Honeywell/ADEMCO  
VISTA-10P

Honeywell/ADEMCO VISTA-10PSIA  
First Alert FA130CP  
First Alert FA130CPSIA

Honeywell/ADEMCO  
VISTA-15P

Honeywell/ADEMCO VISTA-15PSIA  
First Alert FA148CP  
First Alert FA148CPSIA

Honeywell/ADEMCO  
VISTA-20P

Honeywell/ADEMCO VISTA-20PSIA  
First Alert FA168CPS  
First Alert FA168CPSSIA



*The SEM is not compatible with POTS. The SEM should be the only communication path for alarm signaling to the central station.*

Please see the Alarm.com Partner Portal Knowledge Base ([www.alarm.com/dealer](http://www.alarm.com/dealer)) for the most up to date list of compatible panels.

## TOUCHSCREEN KEYPADS

Touchscreen keypad compatibility details can be found on page 14.



*Some system changes will not be processed by Alarm.com unless the touchscreen keypad is used in Console Mode.*

## STEP 2: CREATE AN ACCOUNT

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Before installing the SEM, first create a new Alarm.com customer account.

We recommend creating the account at least 24 hours prior to installation. This will ensure that the SEM is activated prior to installation. To create an account go to the Alarm.com Partner Portal or MobileTech and log in. You will need the following information to create the account:

- Customer Address
- Customer Phone Number
- Customer Email Address
- Preferred Login Name for the Customer
- Alarm.com Module Serial Number
- Existing Panel Installer Code

During **Step 4** of the “Create New Customer” process, you will be prompted to enter the **current Installer Code** on the panel. Alarm.com will use this code to access panel programming and read information stored on the panel.

System Information

Coverage Summary (Based on Installation Address) [show](#)

Please verify coverage above, then enter Control Panel and Alarm.com module information into the fields below.

\* Control Panel Type:

\* Module Serial #:

→ \* Existing Installer Code:

[Where is the serial number?](#)

At the end of the “Create New Customer” process, you will be able to print or email a Welcome Letter for the customer, which includes login information for the Alarm.com Customer Website.

# STEP 3: ENABLE KEYPAD ADDRESS

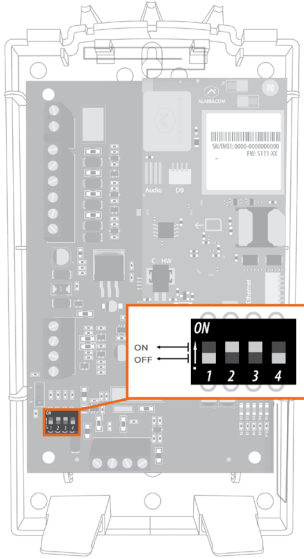
## ENABLING KEYPAD 8 DEVICE ADDRESS 23

The SEM communicates with the VISTA panel as if it is a keypad. By default, the SEM will use **Keypad 8 Device Address 23** to communicate. Address 23 must be enabled via panel programming. To do this, enter programming and select **\*196 + [1] + \*99** at the keypad.

## IF ADDRESS 23 IS ALREADY IN USE

In most cases, Address 23 will be available. If another keypad is already connected to Address 23, you will need to manually select a different keypad address. You can do this by using the DIP switches on the SEM, as pictured below.

1. Identify an available keypad address.
2. Using the chart below, change the DIP switches on the SEM to match the corresponding keypad address.
3. Enable the address by entering the corresponding VISTA programming command at the panel.



Keypad Address	DIP Switch Setting	VISTA Programming Menu
17	None—all OFF	*190
18	Switch 4 ON, others OFF	*191
19	Switch 3 ON, others OFF	*192
20	Switch 3 and 4 ON, others OFF	*193
21	Switch 2 ON, others OFF	*194
22	Switch 2 and 4 ON, others OFF	*195
23	Switch 2 and 3 ON, others OFF	*196

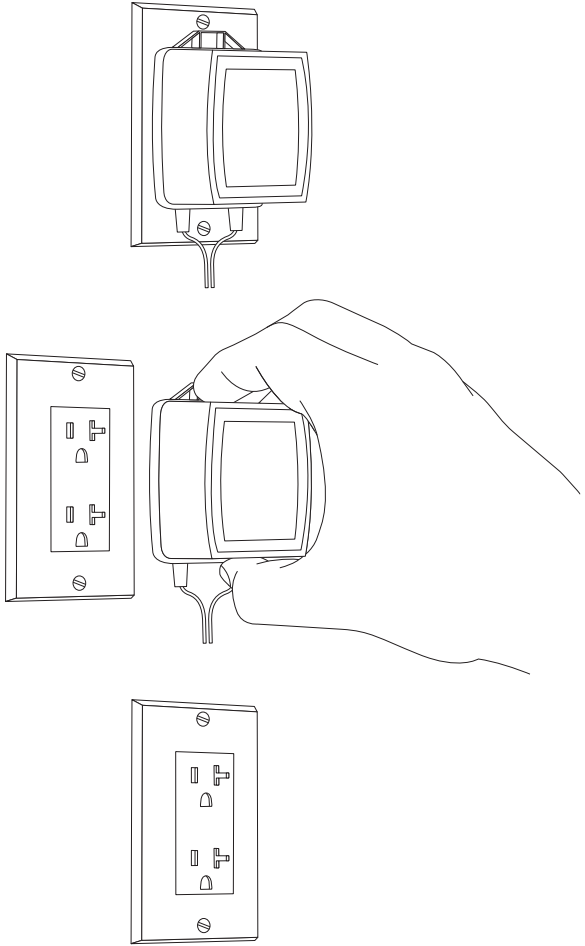


*If the correct keypad address is not enabled, repeated reports of Panel Malfunction will be shown in the Event History on the Partner Portal or MobileTech once the SEM is powered on and connects to the network.*

## STEP 4: DISCONNECT POWER FROM PANEL

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Prior to disconnecting power from the panel, first verify that the panel is disarmed. Next, remove panel AC Power and disconnect the backup battery.



*This is necessary to prevent damaging the panel or module while making wiring connections.*

## STEP 5: MOUNT THE SEM

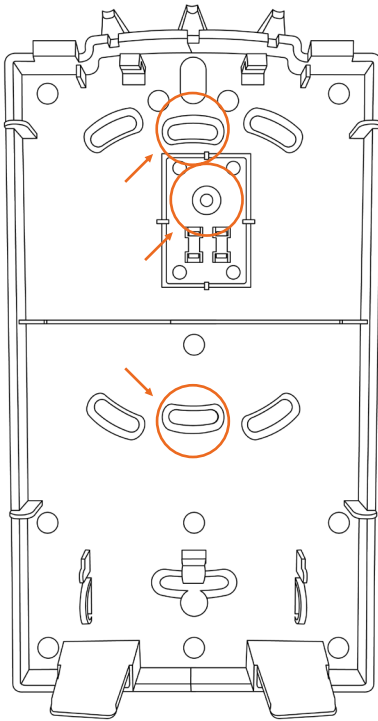


*You must be free of static electricity before handling electronic components. Touch a grounded metal surface before touching the circuit board.*

Press down on the bottom tabs of the enclosure cover to remove it and set it aside.

Carefully remove the SEM circuit board by depressing the interior bottom tab.

Place the SEM back plate on the wall at the desired mounting location and mark the three mounting holes as shown below.



Set the back plate aside and drill holes at the mounting locations.

Use wall anchors where studs are not present and secure the back plate to the wall with the enclosed screws.

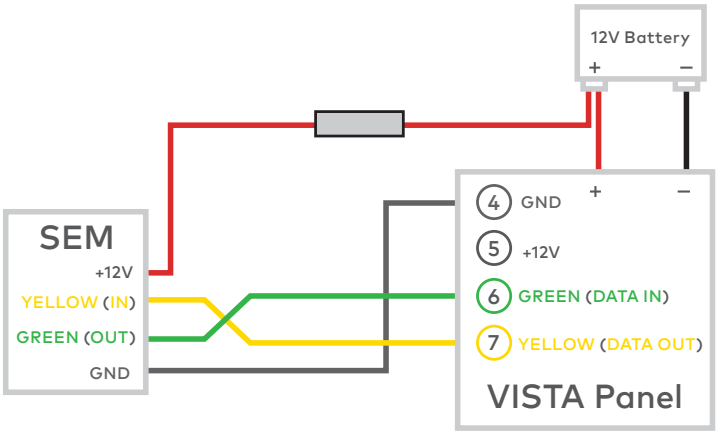
Insert the SEM circuit board back into the back plate.



## STEP 6: WIRE THE SEM TO THE VISTA PANEL

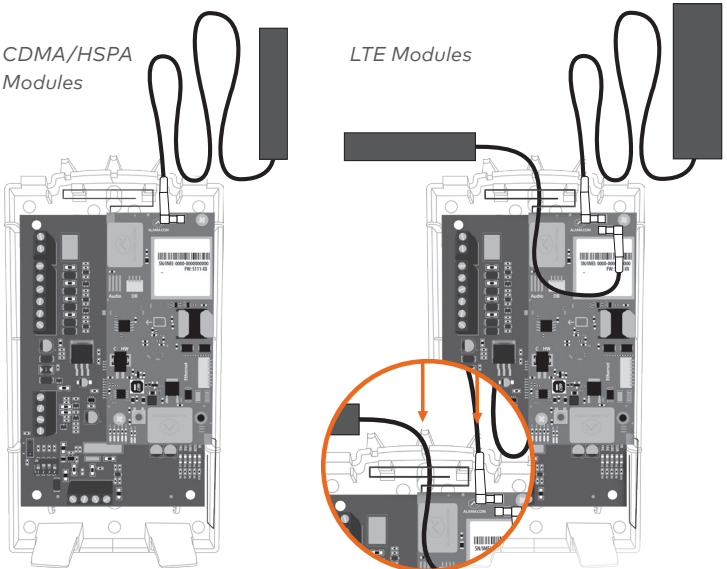


Verify panel AC Power is removed and the backup battery is disconnected.



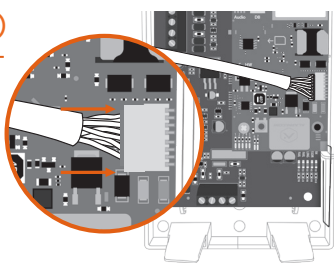
- Connect panel terminal 4 (GND) to SEM GND.
- Connect panel terminal 6 (GREEN: DATA IN FROM KEYPAD) to GREEN (OUT).
- Connect panel terminal 7 (YELLOW: KEYPAD DATA OUT) to YELLOW (IN).
- Use the included red cable with the two prong battery connector to connect the battery to both the SEM and the panel. For a power-limited circuit, ensure the fuse is inside the VISTA panel.

Once wiring is complete, route the antenna(s) outside of the enclosure, away from the SEM, and replace the enclosure cover. Please note that the antenna(s) should be routed through the second and third channel openings at the top of the enclosure (see zoom view below).



## DUAL PATH (OPTIONAL)

For Broadband Ethernet, connect the provided Ethernet Dongle to the connector on the SEM. Connect the Ethernet cable to the provided Ethernet Dongle.



## STEP 7: POWER UP THE PANEL

Connect the backup battery and restore AC power to the panel.

For the SEM to interact with the existing zones on the system, it must read them from the VISTA panel. The SEM will do a "zone scan" to read this information.

Additionally, the SEM will automatically set the panel settings needed for the SEM to communicate. These settings can be found on **page 15**.



### ZONE SCAN

~3 minutes

*Do not touch the panel or keypad.*

The zone scan will automatically begin after the panel is powered up. On the keypad you will see a series of disarms and programming setting changes before seeing "MODEM COMM" on the screen.



### ZONE SCAN COMPLETE

When the zone scan is complete the keypad will display the home screen. This process will take less than 3 minutes.

Now that the zone scan is complete, the Equipment list should be updated on the Partner Portal and the Installer and Master User codes should be synced with the SEM.



*If you do not see the MODEM COMM message appear on the keypad during zone scan and instead notice the keypad scrolling through each zone individually, the SEM is using an alternate zone scan method. Wait for the SEM to finish scanning and leave programming before interacting with the panel. Resync the panel master code with the SEM by changing the Master Code at the panel or through the Customer Website.*

## ADD & DELETE Z-WAVE DEVICES

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Please visit the Alarm.com Knowledge Base for a complete explanation of Z-Wave communication, Z-Wave signal strength, and additional installation resources.

Alarm.com will not recognize any Z-Wave devices previously learned into the panel. These devices will need to be deleted from the previous Z-Wave network and added to the SEM for the customer to use Alarm.com's home automation services (for example, automation control using the Customer Website, Mobile App, and intelligent automation rules).

### TIP:

*If the customer is on a different interactive platform, we recommend having them log in to that site and taking screenshots of notifications, rules, and home automation device names for reference later.*

### ADDING Z-WAVE DEVICES

Using the Partner Portal or MobileTech is strongly recommended.

#### To add Z-Wave devices using MobileTech:

1. Move all Z-Wave devices to their final location on the property.
2. Log in to MobileTech.
3. Find the customer account.
4. Tap **Equipment**.
5. Tap **Z-Wave Devices**.
6. Tap to expand **Z-Wave Actions**.
7. Tap **Add Z-Wave Devices**.
8. Wait for the bolded message: **Checking for new devices on the network**.
9. Trigger a device to add it to the network.
10. When a device is added successfully, it shows up on this screen following a 30-second delay.
11. Continue triggering devices. You may add several devices to the network without re-entering Add Mode.

#### To add Z-Wave devices using the Partner Portal:

1. Move all Z-Wave devices to their final location on the property.
2. Log in to the Partner Portal.
3. Find the customer account.
4. Click **Equipment**.
5. Click the **emPower Devices** tab.
6. Click **Add Z-Wave Devices**.
7. Wait for the bolded message: **Checking for new devices on the network**.
8. Trigger a device to add it to the network.
9. When a device is added successfully, it shows up on this screen following a 30-second delay.
10. Continue triggering devices. You may add several devices to the network without re-entering Add Mode.

### To add Z-Wave devices using the SEM:

1. Press and hold the Z-Wave button on the Alarm.com module.
2. Release the button after LED L5 flashes in groups of four. L2 also flashes.
3. Trigger a device to add it to the network.
4. When a device is added successfully, L5 illuminates solid.
5. You need to re-enter Add Mode before triggering the next device.

### TIP:

*If you cannot add a device to the network, you may need to delete the device's current network data using the device deletion process before you can add it to the new network (some devices come from the factory with network data).*

## DELETING Z-WAVE DEVICES

Using the Partner Portal or MobileTech is strongly recommended.

### To delete Z-Wave devices using MobileTech:

1. Log in to MobileTech.
2. Find the customer account.
3. Tap Equipment.
4. Tap Z-Wave Devices.
5. Tap to expand Z-Wave Actions.
6. Tap Delete Z-Wave Devices.
7. Wait for the bolded message: **Checking for deleted devices on the network.**
8. Trigger a device to delete it from the network.
9. When a device is deleted successfully, and its network data is erased, it will show up on this screen following a 30-second delay.
10. Continue triggering devices. You may delete several devices from the network without re-entering Delete Mode.

### To delete Z-Wave devices using the Partner Portal:

1. Log in to the Partner Portal.
2. Find the customer account.
3. Click Equipment.
4. Click the emPower Devices tab.
5. Click Delete Z-Wave Devices.
6. Wait for the bolded message: **Checking for deleted devices on the network.**
7. Trigger a device to delete it from the network.
8. When a device is deleted successfully, and its network data is erased, it will show up on this screen following a 30-second delay.
9. Continue triggering devices. You may delete several devices from the network without re-entering Delete Mode.

### To delete Z-Wave devices using the SEM:

1. Press and hold the Z-Wave button on the Alarm.com module.
2. Release the button after LED L5 flashes in groups of two. L2 also flashes.
3. Press and hold the Z-Wave button on the module a second time.
4. Release the Z-Wave button after LED L5 flashes in groups of two.
5. Trigger a device to erase its network data and delete it from the network.
6. When a device is deleted successfully, L5 illuminates solid.
7. You need to re-enter Delete Mode before triggering the next device.

## TOUCHSCREEN KEYPADS

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The SEM is compatible with AUI devices, including the 6280, Tuxedo Touch, and other touchscreen keypads. Arming, disarming, panics, and alarms initiated on these keypads will be processed by Alarm.com and reported to the central station. However, the following activity will not be processed by Alarm.com **unless the keypad is used in Console Mode.**

- **Changing the Installer Code via Quick Programming mode**
- **Bypassing open sensors**
- **The specific user that armed or disarmed the system**

Please note that the SEM supports Z-Wave automation via Alarm.com only. This means that customers using the Tuxedo Touch to control their Z-Wave devices will need to choose whether to continue using the Tuxedo Touch for Z-Wave automation, or whether to switch to Alarm.com (for example, automation control using the Customer Website, Mobile App, and intelligent automation rules). If the customer chooses to switch to Alarm.com Z-Wave control, all of the Z-Wave devices will need to be deleted from the Tuxedo Touch and learned into to the SEM.

Even if customers choose not to switch to Alarm.com for Z-Wave automation, they will still be able to enjoy access to video, garage door automation, and Lutron lighting control in addition to interactive security with Alarm.com.

## PANEL SETTINGS

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For the SEM to communicate with the panel and report all alarms, the following VISTA settings need to be set at the panel. These settings are automatically changed during first power up after account creation so no further action should need to be taken. Here is a list of the automatic programming changes, for reference.

### ENABLE IP/GSM

\*29 IP/GSM needs to be set to [1]. This will ensure that the panel is communicating with the SEM.

### SILENT ALARMS

For the SEM to report silent and duress alarms, the following VISTA settings are automatically changed at the panel.

- \*41 Primary Phone No. needs to be cleared.
- \*42 Secondary Phone No. needs to be cleared.
- \*43 Partition 1 Primary Acct. No. needs to be set to a four-digit number. Alarm.com automatically set this setting to 1234.
- \*45 Partition 2 Primary Acct. No. needs to be set to a four-digit number. Alarm.com automatically set this setting to 4321.
- \*48 Report Format needs the primary phone number format set to [77].
- \*55 Dynamic Signaling Priority needs to be set to [1].
- \*64 Test Report Code needs to be set to [1,0].
- \*92 Phone Line Monitor Enable needs to be set to [0,0].
- The Zone 92 reporting code needs to be enabled for duress reporting.

#### **TIP:**

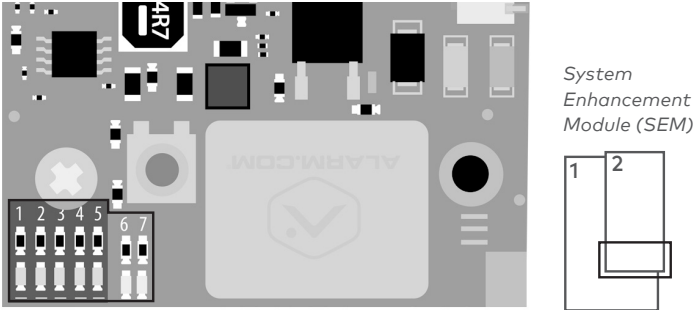
*The customer's actual Central Station Forwarding Settings should be set up on the Alarm.com Partner Portal.*

### BYPASS OPEN SENSORS

Before the customer can use the bypass open sensors feature on the Customer Website or Mobile App, \*23 Quick (Forced) Bypass needs to be enabled. **This setting is not automatically enabled.** If the customer would like to use this feature on the Customer Site or Mobile App, please enable this setting.

# LEDs

The Alarm.com Module LEDs can be used to indicate communication errors, panel communication, network communication, and signal strength.



BOTTOM OF ALARM.COM MODULE

## LED FUNCTION

- L1** Error LED: L1 will flash 1 to 8 times in a four-second interval to indicate specific error conditions such as a network error, panel communication error, or radio error.
- L2** Panel communication LED: L2 flashes every time a data packet is received from the panel.
- L3** Cellular communication LED: L3 flashes every time a data packet is received from the cellular radio.
- L4** Cellular signal level LED: L4 flashes 0 to 5 times indicating the cellular signal strength, or toggles on/off when communicating with the Alarm.com servers.
- L5** Z-Wave Error LED: Visit the Knowledge Base on the Partner Portal or MobileTech for additional Z-Wave installation resources.
- L6** Reserved for future use.
- L7** Reserved for future use.

## LED L1 (RED)

L1 flashes when an error is encountered. The number of flashes indicates the error number. If there are two or more errors at the same time, the errors will flash one after the other. The LED will stay off for at least four seconds between errors.

## NUMBER OF LED L1 ERROR DESCRIPTIONS AND SOLUTION FLASHES

- 1** Alarm.com module cannot communicate with the panel. Perform a power cycle on the panel. If the error persists lift the Alarm.com module out of the SEM circuit board and re-insert it while power is disconnected from the system.
- 2 then 4** The Alarm.com module provisioning process could not be completed. If the error persists, power cycle the system, then contact Technical Support.
- 2 then 5** The Alarm.com module provisioning process could not be completed because the module is currently roaming off the carrier's primary network.



- 3 The Alarm.com module is trying to register on the cellular network. If it persists for more than a few minutes, the module is having problems registering. Check L4 for signal level. If signal level is lower than 2 bars, change the panel's location or use a remote antenna option.
- 4 The Alarm.com module is registered on the cellular network but could not connect with Alarm.com. Contact Alarm.com Technical Support.
- 5 The radio on the module is not working correctly. If this persists for more than a few minutes the module may need to be replaced. This error is extremely rare, so please verify that the module is flashing 5 times.
- 6 This indicates an error only if it persists for more than a minute. Otherwise, it's an indication that the module is resolving an unusual condition regarding communication with the cellular network.
- 7 The SEM is unable to access panel programming. Check panel wiring and Installer Code.
- 8 If this error persists, the account may have been set up incorrectly. Check that the serial number being used matches the serial number used to create the account. If the serial numbers are the same, contact Technical Support.

### LED L2 (YELLOW)

L2 flashes with every communication between the SEM and the panel. The normal pattern calls for a series of quick flashes every two seconds when the Alarm.com module is in Idle mode or four seconds in PowerSave mode. See Alarm.com Module States (modes) for an explanation of the three modes.

L2 also occasionally flashes in patterns to indicate Z-Wave status, when the SEM is being used to add or remove Z-Wave devices.

### LED L3 (GREEN OR YELLOW)

L3 flashes with every communication between the SEM and its radio unit in Idle mode, and with every communication with Alarm.com in Connected mode. In PowerSave mode this LED flashes in unison with LED L2.

### LED L4 (GREEN OR YELLOW)

L4 indicates the cellular signal level as a number of flashes (0 to 5 bars). The number of bars may not correspond to the number of bars shown on your cell phone. A level of 5 bars is obtained only in the strongest signal conditions. Signal level is updated every ten seconds if it fluctuates, or every 30 seconds if it is fairly stable.

If LED L4 is continuously flashing, the module provisioning process is in progress. LED L4 will begin flashing to indicate signal level as soon as the provisioning process is complete.

If LED L4 is not flashing, this means one of the following:

- The Alarm.com module is in PowerSave mode
- The Alarm.com module just powered up
- There is no cellular coverage in the area

In Connected mode, LED L4 toggles on and off.

**TIP:** *Alarm.com recommends a steady signal level of two or higher for proper operation of the SEM.*

## LED L5 (YELLOW)

L5 indicates Z-Wave errors. If you can't add a device to the network, try deleting the device and re-adding it to the network. Contact Alarm.com Technical Support with additional issues.

## ALARM.COM MODULE STATES (MODES)

There are three Alarm.com module states (modes).

### Idle Mode

In Idle mode, the AC power is up, the battery level is greater than 11.5 volts, and the SEM is not currently connected to the Alarm.com servers. This is normal for the SEM and is the most common state.

- L1 Flashes errors, if any
- L2 Communication with panel
- L3 Communication with radio unit
- L4 Signal level (0 to 5 bars)
- L5 Flashes errors, if any

### PowerSave Mode

In PowerSave mode, the module just powered up, AC power is down, or battery level is less than 11.5 volts. The radio part of the SEM draws 10 mA in PowerSave mode. It is fully functional and will go into Connected mode as soon as a signal needs to be sent. Performing an Alarm.com phone test will switch the module into Idle mode and update the signal level reading.

- L1 Inactive
- L2 Communication with panel
- L3 Same flashing pattern as L2
- L4 Inactive
- L5 Inactive

### Connected Mode

In Connected mode, the SEM is connected to the Alarm.com servers and reported an alarm or other condition. The module stays in Connected mode for at least six minutes after the last message is exchanged. Entering Installer programming will cause the SEM to go into Idle mode.

- L1 Flashes errors, if any
- L2 Communication with panel
- L3 Communication with Alarm.com
- L4 Alternates two seconds on, then two seconds off
- L5 Inactive

## FREQUENTLY ASKED QUESTIONS

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### Will the customer be notified if the panel fails to communicate with Alarm.com?

The SEM displays a Check 103 LRR message locally at the panel immediately when a failure to communicate (FTC) condition arises. During the FTC event, all events will still be picked up as normal by the SEM. To clear the message, the user must disarm the panel twice. If the FTC event is not over after clearing (disarming twice), the trouble condition will be re-issued at the next supervised event.

### How should I choose the best location to install the SEM?

- Check the signal strength before choosing a final location. Perform a walking signal strength test by powering the SEM using the battery directly (connect the GND and +12V terminals). After two minutes, cellular signal level LED L4 will flash between one and five times to indicate the signal strength (where five is the strongest signal). Alarm.com recommends a signal level of two or higher for proper operation of the SEM.
- Avoid mounting the SEM in areas with excessive metal or electrical wiring, such as furnace or utility rooms.
- Mount the module near an outside wall, preferably on an upper level.
- Do not mount the SEM inside of the panel's metal box. Doing so will negatively impact Z-Wave performance.
- For homes or businesses located in canyons or with hills nearby, it may be necessary to place the antenna higher in the building.
- If the SEM location requires a longer power cable, splice the provided power wire with the fuse to your wire and leave the fuse inside the VISTA panel enclosure.

### Why do I need to enter the Installer Code during account creation?

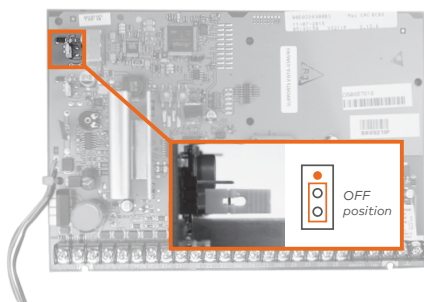
The Installer Code entered during account creation (see Step 2) will be used to access and read the zones currently learned into the panel. The Installer Code can be changed after the zone scan is complete.

### How do I initiate or test communication between the SEM and Alarm.com?

Perform an Alarm.com phone test by pressing [#] + [9] + [8] + [7] + [\*]. This phone test will not be viewable on the keypad but can be verified on the Partner Portal or MobileTech Event History.

### Is the SEM compatible with the VISTA-21iP?

The SEM is compatible with the 21iP, if the Internal IP/GSM Jumper is set in the OFF position.



### **Does the SEM support reporting multiple alarms on a single zone (Swinger Suppression \*93)?**

The SEM will only report one instance of each alarm per alarm event regardless of the settings specified on the panel in the \*93 programming menu. The SEM does not support reporting multiple alarms on a single zone.

### **Is the SEM compatible with POTS?**

No, the SEM should be the only communication path for alarm signaling to the central station.

### **How does SEM handle dialer delay?**

The SEM uses the Dialer Delay value that is stored in the panel. This value can be changed using the Partner Portal, MobileTech, or on the panel in programming section \*50.

### **Is the SEM compatible with Honeywell's Street Smart Series Code Encryptors?**

Yes, the SEM is compatible with Honeywell's Street Smart Series Code Encryptors. As with other touchscreen keypads or AUI devices on a system with a Code Encryptor, the following steps will need to be followed to install the SEM.

1. Disconnect power from the panel.
2. Disconnect the touchscreen keypad or AUI device from the panel.
3. Install the SEM, following the SEM installation steps (without the touchscreen keypad or AUI device connected).
4. Once the SEM is installed and working properly, power down the system.
5. Reconnect the touchscreen keypad or AUI device.
6. Restore power to the panel and SEM.

### **Does the SEM support multiple partitions?**

The SEM does support partitions. The panel can have up to the maximum number of partitions the panel supports; however, zones are not supported throughout all partitions. Zones should only be enrolled in a single partition. Zones in multiple partitions are not supported by the SEM.

### **Can I add and delete sensors remotely?**

Yes, sensors can be added, changed, or deleted using MobileTech or the Remote Toolkit on the Partner Portal.

### **Are the additional terminals on the SEM circuit board used or needed for the install?**

No, these terminals are for future development. Please disregard the relay, zone, ring, and tip terminals on the SEM circuit board.

### **Does the SEM support Cross Zones?**

No, the SEM does not support the Cross Zone attribute. The SEM will not report the Cross Zone event to the central station.

## **Are both communication pathways (cellular and broadband) required?**

We recommend using both the cellular and broadband connections. However, if broadband is disabled the SEM will continue to communicate using cellular.

## **TROUBLESHOOTING**

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### **Arming with the Alarm.com App or Customer Website isn't working**

If you are unable to arm your system remotely, please change the Master User Code locally to a code of your choosing and then change it back to your desired Master User Code.

### **The Equipment List is empty on the Partner Portal or MobileTech**

If the Equipment List is not showing on the Partner Portal or MobileTech and the SEM failed to do a zone scan when initially powered on, verify that:

- The correct keypad address is enabled
- All wiring is correct
- The Installer Code is synced (if the Installer Code is out of sync you can change it locally at the panel and power cycle).
- The panel is disarmed, and select Get Equipment List on the Partner Portal or power cycle the panel

### **The SEM is failing to zone scan and the Event History shows several Panel Malfunction error messages**

Verify the Keypad Address is enabled correctly. See Step 3.

### **None of the LEDs on the SEM are ON.**

Remove power from the panel and verify that all wiring is correct.

### **My panel changed from ARM AWAY to ARM STAY automatically.**

Auto Arm Stay is enabled by default on the VISTA panel. If enabled, the panel will change from ARM AWAY to ARM STAY if a sensor is not opened and closed during the exit delay. This arming status will then be updated on the Customer Website and Mobile App. This setting can be disabled using the Partner Portal, MobileTech, or on the panel in programming section \*84 (select [0] to disable or [1] to enable).

### **The panel continues to send alarm notifications after disarming locally.**

To clear a stored alarm from memory the panel must be disarmed twice. If alarm notifications are continually received from a panel in disarm state, disarm again locally at the panel or from the Mobile App.

### **My keypad will occasionally display "MODEM COMM".**

The keypad may display "MODEM COMM" for brief moments while interacting with the SEM. This is normal and expected behavior.

# SPECIFICATIONS

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<b>Compatibility</b>	Honeywell/ADEMCO VISTA-10P, VISTA-15P and VISTA-20P (Please visit <a href="http://alarm.com">alarm.com</a> /dealer for a full list of supported panels and compatibility information)
<b>Power Requirements</b>	12V nominal, 130mA (continuous) 2000mA (instantaneous peaks) maximum (from panel battery)
<b>Cellular Network</b>	Dual Band CDMA (3G), Dual Band HSPA (3G), or Dual Band LTE (4G)
<b>Panel Interfaces</b>	One ECP three 2-terminal keypad bus 12V power and ground to panel battery
<b>Alarm.com Module Indicators</b>	One module/panel communication status LED, one module power LED, one automation LED, three wireless communication status LEDs
<b>SEM Circuit Board Indicators</b>	One LAN LED, one processor LED, one COMM fail LED
<b>Operating Temperature</b>	32 to 120°F (0 to 49°C)
<b>Storage Temperature</b>	-30 to 140°F (-34 to 60°C)
<b>Humidity</b>	90% relative humidity non-condensing
<b>Enclosure Dimensions</b>	(L x W x D) 7.5 x 4.25 x 1.5 in. (19.05 x 11.43 x 3.81 cm)
<b>Enclosure Color</b>	White
<b>Case Material</b>	High-impact, ABS plastic
<b>Listings</b>	FCC part 15, Verizon Certified

## REGULATORY INFORMATION

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Changes or modifications not expressly approved by Alarm.com can void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with the FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

## IC REGULATIONS

### *Contains Model:*

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

## SEM QUICK TIPS

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1

### SET KEYPAD ADDRESS

Ensure the SEM's keypad address is enabled in VISTA programming. The default keypad address is 23 enabled in \*196 VISTA programming.

See **Step 3** for additional addresses and their corresponding programming sections.

2

### WIRING IS CORRECT

- [PANEL] GREEN DATA IN → [SEM] GREEN (OUT)
- [PANEL] YELLOW DATA OUT → [SEM] YELLOW (IN)
- SEM is powered from 12V battery with included connector and fuse

3

### INSTALLER CODE SYNCED WITH SEM

The Installer Code entered during account creation is applied to the SEM during the initialization process. If the system still fails to initiate a zone scan, set the Installer Code to a new value and power cycle.

## Z-WAVE

If the customer has existing Z-Wave devices, they will need to be deleted from the previous controller and added to the SEM. Tuxedo Touch users will need to choose between leaving devices enrolled on the Tuxedo for local control or enrolling them on the SEM to enable remote control capability.

## CONTACT INFORMATION

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If you've completed the steps above, but are experiencing difficulties with SEM installation, please visit [www.alarm.com/supportcenter](http://www.alarm.com/supportcenter) or contact Alarm.com Technical Support at **866-834-0470** and we'll be happy to assist you further.