

# SIEMENS



## SPC Connect Configuration Manual

V1.0

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# 1 Overview of SPC Connect Configuration

SPC Connect allows users control their panel remotely from <https://www.spconnect.com> and from the SPC Connect mobile app.

This guide is targeted at users with existing knowledge of the SPC product range. It explains how to configure SPC Connect for the following:

- SPC Panel using the keypad, the SPC browser or SPC Pro
- SPC Connect website, [www.spconnect.com](http://www.spconnect.com)
- SPC App for iOS and Android

Product	Configuration Tool	Task	User	Section
SPC Panel	Keypad	During the start up wizard sequence, enable the SPC Connect menu and DHCP for dynamic IP address.	Installation Engineer	SPC Connect Configuration via Start up Settings [→ 6]
		Enable SPC Connect menu on the keypad if it was not enabled at start up.	Installation Engineer	SPC Connect Configuration via the Keypad Menu [→ 6]
		Provide Registration ID to user.	Installation Engineer	
	SPC Engineer Web Pages	Configure SPC Connect ATS and provide user with Registration ID.	Installation Engineer	SPC Connect Configuration via the Browser and SPC Pro [→ 7]
	SPC Pro			
SPC Connect	SPC Connect Website <a href="https://www.spconnect.com">https://www.spconnect.com</a>	Register an SPC Connect user account.	End User	Create a User Account for SPC Connect [→ 10]
		Register a panel to an SPC Connect user account. The panel must have a panel user with web access rights.	End User	Register a Panel to your SPC Connect User Account [→ 10]
		Configuring Panel Manager User Access and Standard User Access.	End User	SPC Connect User Account Access [→ 11]
		Connect to SPC web browser.	End user	SPC Connect Overview [→ 13]
		Deleting a panel	End User	Removing a Panel from SPC Connect [→ 15]

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		Reset encryption key	Installation Engineer	Reset Encryption Key on SPC Connect Server [→ 15]
	SPC Connect App for iOS and Android	Set up access to the SPC Connect website from the SPC Connect app.	End User	SPC Connect Mobile App [→ 18]

## 2 Panel Side Configuration for SPC Connect

Add an SPC Connect ATS to set up a connection between a panel and the SPC Connect website <https://www.spconnect.com>. This enables a panel user to register and access their panel remotely using the SPC Connect website.

### 2.1 SPC Connect Configuration via the Keypad

You can configure SPC Connect on the keypad during the start up settings, see SPC Connect Configuration via Start up Settings [→ 6] or using the engineer programming menu for SPC CONNECT, see SPC Connect Configuration via the Keypad Menu [→ 6].

#### 2.1.1 SPC Connect Configuration via Start up Settings

From firmware version 3.6, the following settings allow you to configure an SPC Connect ATS during the start up configuration. To initialize the start-up configuration press the reset button on the PCB for at least 6 seconds.

SPC CONNECT	Enable SPC CONNECT to allow a panel to communicate with <a href="https://www.spconnect.com">https://www.spconnect.com</a> once the panel IP address is configured.
DHCP	Enable DHCP to automatically assign an available network IP address to the panel. If you've enabled SPC CONNECT and DHCP, an SPC CONNECT ATS is now added to the panel to complete the connection to <a href="https://www.spconnect.com">https://www.spconnect.com</a>
IP ADDRESS	For DHCP enabled panels, the automatically assigned IP address displays in the IP ADDRESS menu. If DHCP is not enabled, the default IP address displays. Choose SELECT to continue. In Engineer Programming mode, under COMMUNICATIONS - ETHERNET PORT, complete the following <ul style="list-style-type: none"> <li>● IP ADDRESS - enter the static IP address for the panel</li> <li>● GATEWAY - Enter a valid gateway address</li> <li>● DNS SERVER - Enter a valid Domain Name Server address</li> </ul>

In Engineer programming, go to SPC CONNECT - REGISTRATION ID and provide this information to the end user to register their panel with [www.spconnect.com](https://www.spconnect.com).

#### 2.1.2 SPC Connect Configuration via the Keypad Menu

If SPC Connect is not enabled during the start up wizard sequence, you can use the SPC CONNECT keypad menu in engineer programming to add an SPC Connect ATS.

ADD	If SPC CONNECT was disabled during the start up wizard, the ADD menu displays. Select ADD to create an SPC Connect ATS. This allows a panel user to register their panel and access their panel remotely using the SPC Connect website, <a href="https://www.spconnect.com">https://www.spconnect.com</a>
REGISTRATION ID	If SPC CONNECT was enabled during the start up wizard, the panel registration ID displays. Provide this information to an end user to allow them to register their panel with the SPC Connect website, <a href="https://www.spconnect.com">https://www.spconnect.com</a> , for remote access to their panel.
COMPANY ID	For future use.
DELETE	To remove an SPC Connect ATS from a panel, select DELETE.

## 2.2 SPC Connect Configuration via the Browser and SPC Pro

The **Add SPC Connect** ATS functionality opens a communication path between the panel (SPT) and the **SPC Connect** server (RCT), <https://www.spconnect.com>. Using the generated SPC Connect ATS Registration ID, a panel user can register a panel to an SPC Connect user account to access their panel remotely.

1. To configure an SPC Connect ATS, go to **Communications - FlexC - FlexC ATS**.
2. In the **ATS Configuration** screen, click **Add SPC Connect** to open a communication path with the SPC Connect server.
  - ⇒ An SPC Connect ATS is added to the **Configured ATS Table** with the following attributes:
    - SPC Connect **ATS Registration ID**
    - Default ATP over Ethernet. For information on ATP fields, see *SPC 4xxx/5xxx/6xxx Installation & Configuration Manual*.
    - Default Events Profile for SPC Connect
    - Default Commands Profile for SPC Connect
    - Default RCT URL is [www.spconnect.com](http://www.spconnect.com)
    - The SPT Account Code for the ATP is populated.
  - Make a note of the SPC Connect **ATS Registration ID** shown in the **Configured ATS** table and provide this to the SPC Connect user along with the *SPC Connect User Manual*.

### SPC Browser

**Configured ATS**

Edit	Delete	Export ATS	ID	ATS Name	ATS Registration ID	ATP Count	Event / Command Profiles	ATS Polling Timeout	ATS Event Timeout	Generate FTC
			1	SPC Connect	T578-G5R9-92XG-SP2G	1	- Default Events [SPC Connect] - Default Commands [SPC Connect]	86400	300	No
			2	ATS Dual Path	K6PG-K37Y-T866-385Y	2	- Default Events - Default Commands	360	300	Yes

**Add SPC Connect**  
 Add an ATS to the SPC Connect Server Add SPC Connect

**Add EN50136-1 ATS**  
 Add an EN50136-1:2012 single path ATS to the system. Add Single Path ATS  
 Add an EN50136-1:2012 dual path ATS to the system. Add Dual Path ATS  
 Add an EN50136-1:2012 dual path and dual Server ATS to the system. Add Dual Path Dual Server ATS

**Add Custom ATS**  
 Add a custom ATS to the system. Up to 10 ATPs may be added to the ATS. Add Custom ATS

**Import ATS**  
 Import an ATS to the system. Browse... Import ATS

## SPC Pro

FlexC-ATS
Event Profiles
Command Profiles

ID	ATS Name	ATP Count	ATS Polling Timeout	ATS Timeout Event	Generate FTC
1	ATS 1	4	360	300	Yes
2	DocTest	3	450	300	Yes
3	ATS 1	1	180	300	Yes
4	SPC Portal	1	86400	300	No
5	ATS 5	1	90	300	Yes
6	ATS 6	0	0	300	Yes
7	ATS 7	0	0	300	Yes
8	ATS 8	1	180	300	Yes
9	ATS 9	4	720	300	Yes

**Add SPC Connect**  
 Add an ATS to the SPC Connect Server

**Add EN50136-1 ATS**  
 Add an EN50136-1:2012 single path ATS to the system   
 Add an EN50136-1:2012 dual path ATS to the system   
 Add an EN50136-1:2012 dual path and dual Server ATS to the system

**Add Custom ATS**  
 Add a custom ATS to the system. Up to 10 ATPs may be added to the ATS

## 3 SPC Connect User Manual

With SPC Connect, you can access your panel remotely from anywhere in the world. This manual describes SPC Connect under the following headings:

- Introduction to SPC Connect, see Introduction to SPC Connect [→ 9]
- Create a User Account for SPC Connect, see Create a User Account for SPC Connect [→ 10]
- Register a Panel to your SPC Connect User Account, see Register a Panel to your SPC Connect User Account [→ 10]
- SPC Connect User Account Access, see SPC Connect User Account Access [→ 11]
- Overview of SPC Connect web server, www.spconnect.com, see SPC Connect Overview [→ 13]
- Delete a Panel from SPC Connect, see Removing a Panel from SPC Connect [→ 15]
- Reset Encryption Key, see Reset Encryption Key on SPC Connect Server [→ 15]

### 3.1 Introduction to SPC Connect

SPC Connect provides the following features:

- Account Set Up and Management
- Registration of Panels
- Connect to the SPC panel's user and engineer web pages
- Remotely connect to a panel or multiple panels
- Control a panel from the SPC Connect website
- View your panel status
- Control your panel devices such as mapping gates via the mobile app
- Access your event log
- View your cameras via the mobile app
- Configure direct messaging of panel events by email to one or multiple recipients
- Download the iOS or Android apps and log in to your SPC Connect account to control your panel from the app

<b>!</b>	<b><i>NOTICE</i></b>
	SPC Connect replaces SPC Portal.

## 3.2 Create a User Account for SPC Connect

<b>Login Information</b>	
Username:	<input type="text"/> *
Password:	<input type="password"/> *
Confirm Password:	<input type="password"/> *
<b>User Information:</b>	
First Name:	<input type="text"/> *
Last Name:	<input type="text"/> *
Other Name:	<input type="text"/> *
Email:	<input type="text"/> *
Address:	<input type="text"/> *
PostCode:	<input type="text"/> *
Phone Number:	<input type="text"/> *
<b>Security Question</b>	
First Security Question:	<input type="text" value="Where did you meet your spouse/partner?"/> *
First Security Answer:	<input type="text"/> *
Second Security Question:	<input type="text" value="What was the make and Model of your first car?"/> *
Second Security Answer:	<input type="text"/> *
* Compulsory Fields	

1. Go to <https://www.spconnect.com>.
2. Click **Register**.
3. Complete the fields.
4. Click **Register Account**.
5. Check your Inbox for an email from [info@spconnect.com](mailto:info@spconnect.com). Check your spam folder if you do not see it.
6. Open the email and click on the link to activate your account. A second email from [info@spconnect.com](mailto:info@spconnect.com) indicates that your account has been successfully activated.
7. Click **Login** and enter your registered username and password.
8. To register your panel to your account, see Register a Panel to your SPC Connect User Account [→ 10].

### See also

- Panel Manager Access [→ 12]

## 3.3 Register a Panel to your SPC Connect User Account

To set up your panel for remote access from the SPC Connect website, you will need:

- Panel Registration ID provided to you by your installation engineer
- SPC Connect account user name and password, see Create a User Account for SPC Connect [→ 10]
- Panel user name and password with web access right enabled



### NOTICE

If you are the first user to register a panel, you have Panel Manager access. For more information on Panel Manager access, see Panel Manager Access [→ 12].

1. Go to <https://www.spconnect.com>

2. Enter your SPC Connect **Username** and **Password**. To register an SPC Connect user account, see Create a User Account for SPC Connect [→ 10]
3. Click **Login**.
4. Scroll down to complete the fields under **Register a Panel to your Account**.

**REGISTER A PANEL TO YOUR ACCOUNT?**

Panel Registration ID:

Panel Username:

Panel Password:

**Add Panel to Account**

5. Enter the **Panel Registration ID** provided by your installer, for example, 123S-456T-789Y-SS56 (dashes are not mandatory).
  6. Enter a **Panel Username** and corresponding **Panel Password** for a user with web access rights on the panel. SPC Connect authenticates this is a valid user on the panel.
  7. Click **Add Panel to Account**.
  8. The panel displays in the **List of Panels** table and the **Online** status displays **OK**. The first SPC Connect account for a panel is given **Panel Manager User Access**. For more information on a Panel Manager and Standard users, see SPC Connect User Account Access [→ 11].
  9. You can add multiple panels to an SPC Account following the same steps.
  10. Click on the **Connect** button for a panel to view the status control page for that panel.
  11. Click the **Edit** icon to view the tabs listed below. For an overview of functions under each tab, see SPC Connect Overview [→ 13].
- Panels
  - Panel Connect
  - Panel Settings
  - Account
  - Help

Panel Name	Panel Address	Panel Registration ID	Online [Last Communication]	User Access	Edit	Connect	Delete
Panel 1.1		T598-9875-4PYT-58KP	OK [14:07:25]	Panel Manager			
Panel 1.2		T86G-SK9G-TY6T-7637	OK [14:07:22]	Panel Manager			
Panel 1.3		S8TR-T73Y-6T53-7TY4	OK [14:07:20]	Panel Manager			
Panel 1.4		TG43-X479-KXRK-R594	OK [14:07:21]	Panel Manager			
Panel 1.5		S372-GSKY-G3K7-92R7	OK [14:07:23]	Panel Manager			
Panel 1.6		RKK4-Y42R-T224-SPYG	OK [14:07:19]	Panel Manager			
Panel 1.7		T2GG-5X5K-S38T-Y3KX	OK [14:07:21]	Panel Manager			
Panel 1.8		Y98P-G3YR-RP2T-7R3P	OK [14:07:22]	Panel Manager			
Panel 1.9		P7Y2-YTS8-RC33-5G7P	OK [14:07:23]	Panel Manager			
Panel 1.10		25RY-8XT2-7PR8-3PXK	OK [14:07:25]	Panel Manager			
Panel 2.1		3522-6858-GR6K-Y54X	OK [14:07:20]	Panel Manager			
Panel 2.2		YP52-8Y42-SY73-5G3P	OK [14:07:18]	Panel Manager			

### 3.4 SPC Connect User Account Access

There are two access levels for SPC Connect user accounts:

- Panel Manager User Access
- Standard User Access

The first SPC Connect user account to register a panel is granted panel manager user access. All other SPC Connect user accounts that register the same panel have standard user access.

An SPC Connect user can have different access levels on different panels. For example, the first SPC Connect user to register a panel will have panel manager access for that panel. If the same SPC Connect user then registers another panel that has an existing panel manager user, they will have standard user access to the panel. For more information, see Panel Manager Access [→ 12] and Standard User Access [→ 13].

### 3.4.1 Panel Manager Access

An SPC Connect user account with panel manager access has the following rights:

- In manual authorisation mode, receives authorisation requests from standard users to access a panel. For more information on authorisation modes, see Authorisation Modes [→ 12].
- In manual authorisation mode, authorises users with standard access to register a panel
- Receives requests from standard users for promotion to panel manager access
- Promotes a user with standard access to panel manager access
- Demotes their own panel manager access to standard user access provided there is at least one other user with panel manager access on the panel
- Removes access to a panel for standard users and panel manager users
- Removes a panel from the **List of Panels** table when there are no standard users on the panel

 USERS WITH PANEL ACCESS

Name	Portal Username	Panel Username	User Type	Authorization State	Authorize	Remove Access	Email Events Enabled
Account1 Siemens	Account1	PMAN 1	Panel Manager	Approved	-	-	Yes
Account2 Siemens	Account2	PMAN 1	Standard User	Approved	-		No
Account3 Siemens	Account3	PMAN 1	Standard User	Approved	-		No
Account4 Siemens	Account4	PMAN 1	Standard User	Approved	-		No
Account5 Siemens	Account5	PMAN 1	Standard User	Approved	-		No
Account6 Siemens	Account6	PMAN 1	Standard User	Approved	-		No
Account7 Siemens	Account7	PMAN 1	Standard User	Approved	-		No
Account8 Siemens	Account8	PMAN 1	Standard User	Approved	-		No
Account9 Siemens	Account9	PMAN 1	Standard User	Approved	-		No
Account10 Siemens	Account10	PMAN 1	Standard User	Approved	-		No
Account11 Siemens	Account11	PMAN 1	Standard User	Approved	-		No
Account12 Siemens	Account12	PMAN 1	Standard User	Approved	-		No
Account13 Siemens	Account13	PMAN 1	Standard User	Approved	-		No
Account14 Siemens	Account14	PMAN 1	Standard User	Approved	-		No
Account15 Siemens	Account15	PMAN 1	Standard User	Approved	-		No
a a	Account16	User 1	Not Approved	Waiting Standard User Approval			No

*Panel Manager with Rights to Remove Panel Access for Standard Users*

#### 3.4.1.1 Authorisation Modes

The SPC Connect user with panel manager access can set the authorisation mode for a panel. There are two standard user authentication modes:

- **Automatically authorise user** on panel - Once an SPC Connect user with standard access registers a panel to their SPC Connect account, they can automatically access the panel remotely. They do not need to wait for authorisation from an SPC Connect user with panel manager access. By default users are automatically authorised for panel access.
- **Manually authorise user** on panel - The panel manager user receives notification that an SPC Connect user with standard access requests permission to access a panel remotely. The **Authorization State** for a standard user changes to "**Waiting Standard User Approval**".



## 3.4.2 Standard User Access

SPC Connect user accounts with standard access have the following rights:

- Add panels to SPC Connect (automatic authorisation) or request authorisation to add a panel (manual authorisation). For more information, see Request Panel Access [→ 13] and Authorisation Modes [→ 12].
- Request panel manager access for a panel, see Request Panel Manager Access [→ 13]
- Remove panels from their SPC Connect account

### 3.4.2.1 Request Panel Access

In manual authorisation mode, take the following steps to request panel access for an SPC Connect user with standard access.

1. Go to **Panel Settings - SPC Connect Account Access**.
2. Click the button to request authorization by the panel manager user for remote access to a panel. The authorization status for a standard user changes to **Waiting Standard User Approval**.
3. The panel manager user receives notification of the request and authorizes the SPC Connect user account with standard access to access the panel.
4. The authorization state for the SPC Connect standard user changes to **Approved**.
5. Register the panel to the authorised SPC Connect account. See Register a Panel to your SPC Connect User Account [→ 10].

### 3.4.2.2 Request Panel Manager Access

Once an SPC Connect user with standard access is authorised on a panel, this user can request panel manager access.

1. Go to **Panel Settings - SPC Connect Account Access**.
2. Click **Request Panel Manager Access** to be promoted to a panel manager user.
3. In the **Users with Panel Access** List, an **Authorize** icon displays and the **Authorization** state displays as **Waiting Panel Manager Approval**.
4. The panel manager user receives notification and clicks the **Authorize** icon to promote the standard user to a panel manager user.
5. In the SPC Connect Account Access group, the button changes to **Demote to Standard User Access**.

## 3.5 SPC Connect Overview

The SPC Connect home screen displays the following tabs:

- Panels
- Panel Connect
- Panel Settings
- Account

- Help

<b>Panels</b>	
List of Panels	Shows all panels registered to your SPC Connect account. For each panel, you can view: <ul style="list-style-type: none"> <li>● Panel Name</li> <li>● Panel Address</li> <li>● Panel Registration ID</li> <li>● Online Status</li> <li>● Last Panel Communication</li> <li>● User Access</li> <li>● Edit - see <b>Panel Settings</b> tab</li> <li>● Connect</li> <li>● Remove</li> </ul>
Register a Panel to Your Account	<ul style="list-style-type: none"> <li>● Registration ID</li> <li>● Username</li> <li>● Password</li> </ul>
Reset the Encryption Key of a Panel without Users	Reset encryption for unregistered panel or panels with no users.
<b>Panel Connect</b>	
Connect to Panel Web Page	Click the <b>Connect</b> button to navigate around the SPC web pages via SPC Connect.
Panel Status	View the status of your alarm system and set or unset.
Panel Events/Log/Details	View all panel log events.
<b>Panel Settings</b>	
Panel Details	<ul style="list-style-type: none"> <li>● Panel Name</li> <li>● Panel Address</li> <li>● Panel Registration ID</li> <li>● Account Code - greyed out</li> <li>● Installation Name - greyed out</li> </ul>
Panel Connection Details	Click <b>Change Panel Connection Details</b> to change Panel Username and/or Password
SPC Connect Account Access	<p>For a standard user the button <b>Request Panel Manager Access</b> displays.</p> <p>For a Panel Manager User the following fields display:</p> <p><b>Demote to Standard User:</b></p> <p>To demote a user with panel manager access to a standard user</p> <p><b>Standard User Authentication Mode</b></p> <p>Authorize a standard user request to access a panel:</p> <ul style="list-style-type: none"> <li>● Automatically authorize user on a panel (default)</li> <li>● Manually authorize user on a panel</li> </ul>
Users with Panel Access *Only available to users with Panel Manager Access	This table displays the list of users with panel access. It identifies the name, SPC Connect username, panel username, user type (Panel Manager Access or Standard User Access), authorization state, authorize, remove access, email events enabled.
Event Notification	<ul style="list-style-type: none"> <li>● Email Events Enable: Enable or disable Email Events.</li> <li>● Email addresses: Add one or multiple email addresses</li> <li>● Email Event Filter: Select from the event filter to receive notifications about certain events. Events</li> </ul>

	are grouped under <b>Intruder/Fire/Medical, System Monitoring</b> and <b>Door and User</b> categories.
<b>Account</b>	
Account Information	Make changes to existing user account information and click <b>Save</b> or <b>Change Password</b> or <b>Delete Account</b> .
Login Information	Display only field showing the username
User Information	<ul style="list-style-type: none"> <li>● First Name</li> <li>● Last Name</li> <li>● Other Name</li> <li>● Email</li> <li>● Address</li> <li>● Post Code</li> <li>● Phone Number</li> </ul>
Security Question	Option to change security questions and answers.
<b>Help</b>	Describes many of the Ethernet connectivity combinations.

### 3.6 Removing a Panel from SPC Connect

A standard user can remove a panel from their account. A Panel Manager user can only remove a panel from their account if there are no users with standard access registered on the panel. For more information on Panel Manager and Standard user access, see SPC Connect User Account Access [→ 11].

1. To delete a panel, in the **Panels** tab, locate the panel in the **List of Panels** table. If the **Remove** icon is not enabled for a user with Panel Manager access, this means there are still standard users registered on the panel. You must remove standard users from a panel before removing a panel.
2. Click **Edit** to open the **Panel Settings** tab.
3. Scroll down to the **Users with Panel Access** table.
4. Click **Remove Access** for each user with Standard Access.
5. Click the **Panels** tab.
6. In the **List of Panels** table, the **Delete** icon displays.
7. Before you delete the panel, make a note of the Panel Registration ID.
8. Click **Remove**.

**See also**

- 📄 Panel Manager Access [→ 12]
- 📄 Reset Encryption Key for Unregistered Panel [→ 16]
- 📄 SPC Connect User Manual [→ 9]

### 3.7 Reset Encryption Key on SPC Connect Server

	<p><b>⚠ WARNING</b></p>
	<p>This feature will only be performed by an installation engineer or in conjunction with an engineer when troubleshooting a new connection.</p>

If an SPC Connect ATS is deleted from the SPC panel and added again, the encryption key will revert to the default. The SPC Connect server stores the old

encryption key for that panel so you must reset the encryption key on the SPC Connect server to the default to enable communications with the panel.

	<b>NOTICE</b>
	To reset the encryption key for SPC Connect, you must be a panel manager user.

**See also**

 Register a Panel to your SPC Connect User Account [→ 10]

### 3.7.1 Reset Encryption Key for Unregistered Panel

	<b>⚠ WARNING</b>
	This feature will only be performed by an installation engineer or in conjunction with an engineer when troubleshooting a new connection.

If the panel side configuration for SPC Connect was completed but the encryption key for that panel is not yet registered with SPC Connect, take the steps below to reset the encryption key.



#### RESET THE ENCRYPTION KEY OF A PANEL WITHOUT USERS?

Panel Registration ID:

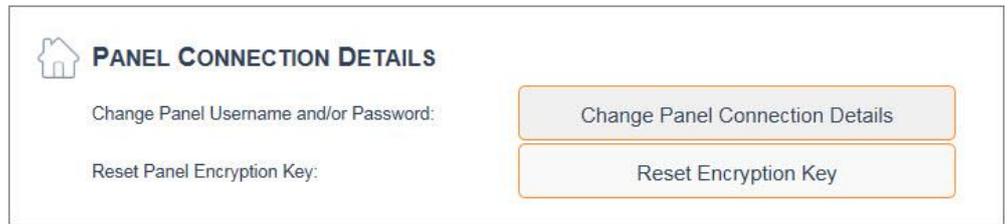
1. Login to <https://www.spconnect.com> as a panel manager user.
2. If a panel is not yet registered with SPC Connect and therefore doesn't display in the **List of Panels** table, scroll down to **Reset the Encryption Key of a Panel without Users**.
3. Enter the Panel Registration ID and click **Reset Encryption Key**.

**See also**

 Register a Panel to your SPC Connect User Account [→ 10]

### 3.7.2 Reset Encryption Key for Registered Panel

	<b>⚠ WARNING</b>
	This feature will only be performed by an installation engineer or in conjunction with an engineer when troubleshooting a new connection.



 **PANEL CONNECTION DETAILS**

Change Panel Username and/or Password:

Reset Panel Encryption Key:

1. Login to <https://www.spcconnect.com> as a panel manager user.
2. In the **Panels** tab, identify the panel in the **List of Panels** table and click **Edit** to open the **Panel Settings** tab.
3. Scroll to **Panel Connection Details**.
4. Click **Reset Panel Encryption Key**.
5. Go to the **Panels** tab and in the **List of Panels** table, the **Online** status for the panel changes to **OK**. This may take a few minutes.

## 4 SPC Connect Mobile App

Set up an account with SPC Connect to remotely access your panels from anywhere in the world. Using the SPC Connect mobile app, you can:

- Create a user account for SPC Connect, [www.spcconnect.com](http://www.spcconnect.com)
- Add panels to an SPC Connect account
- Edit panel details
- Delete panels from your SPC Connect account
- Manage your panel remotely

The SPC Connect mobile app is available for both iOS and Android platforms.

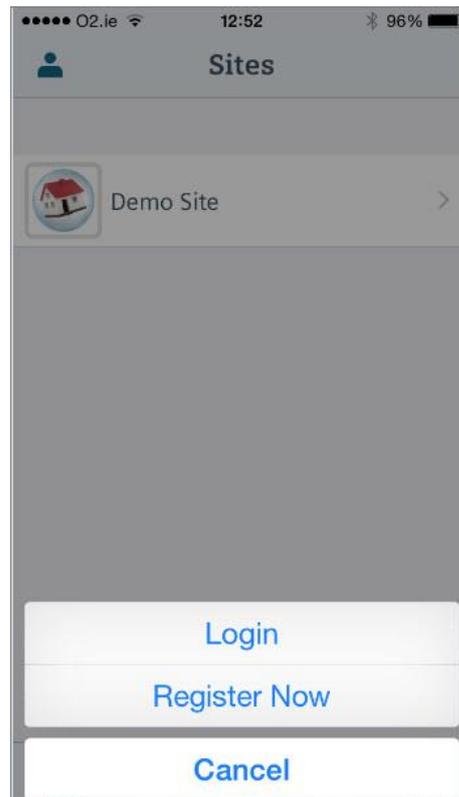
- To set up an SPC Connect user account from your iOS app, see [SPC Connect Mobile App for iOS](#) [→ 18].
- To set up an SPC Connect user account for your Android app, see [SPC Connect Mobile App for Android](#) [→ 21].

### 4.1 SPC Connect Mobile App for iOS

Download the SPC Connect mobile app for iOS from the App Store.

#### 4.1.1 Create a User Account for SPC Connect - iOS

1. Open the SPC Connect mobile app for iOS.
2. Select the user icon in the top left.



3. If you've previously registered an SPC Connect account, select **Login**.
4. Enter your **User Name** and **Password**.

5. If you do not have a SPC Connect account, click **Cancel**.
6. Select **Register Now**.
7. In the **Register Now** screen, complete the fields.

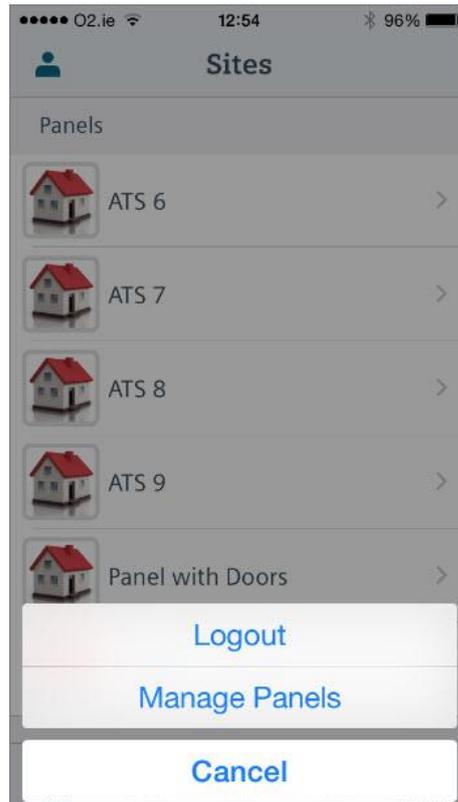
8. Tap **Send** in the top right.
9. A message indicates the information was sent successfully. Click **OK**.
10. Finalize the registration by clicking the confirmation link in an email sent to you from info@spcconnect.com. To register a panel to your SPC Connect, see Register a Panel on the iOS Mobile App [→ 19].

## 4.1.2 Register a Panel on the iOS Mobile App

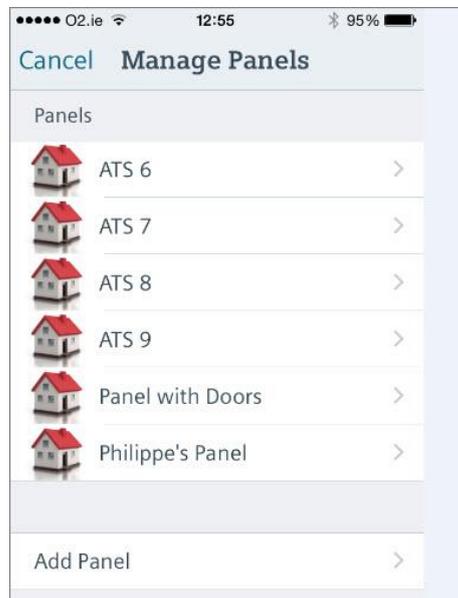
You can register a panel to your SPC Connect account using the mobile app for iOS.

1. Click **Login** and enter your registered **User Name** and **Password**. If you have not created an account with SPC Connect, see Create a User Account for SPC Connect - iOS [→ 18].
1. To register your panel to your account, select the user icon in the top right.

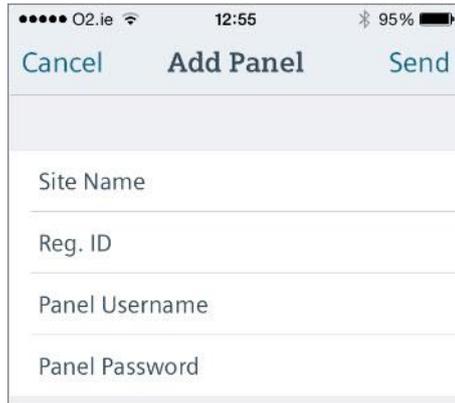
## 2. Select **Manage Panels**.



## 3. Select **Add Panel**.



## 4. Enter a **Site Name** to identify the panel



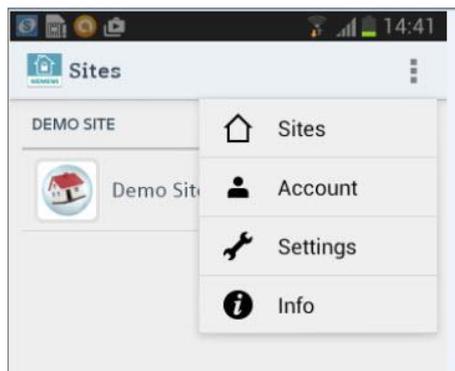
5. In the **Reg. ID** field, enter the **Panel Registration ID** provided by your installer, for example, 123S-456T-789Y-SS56 (dashes are not mandatory).
6. Enter a **Panel Username** and corresponding **Panel Password** for a user with web access rights on the panel. SPC Connect authenticates this is a valid user on the panel.
7. Click **Add Panel to Account**.
8. The panel displays in the **Manage Panels** list.
9. Select the user icon in the top right to **Delete a Panel** or **Edit a Panel**.

## 4.2 SPC Connect Mobile App for Android

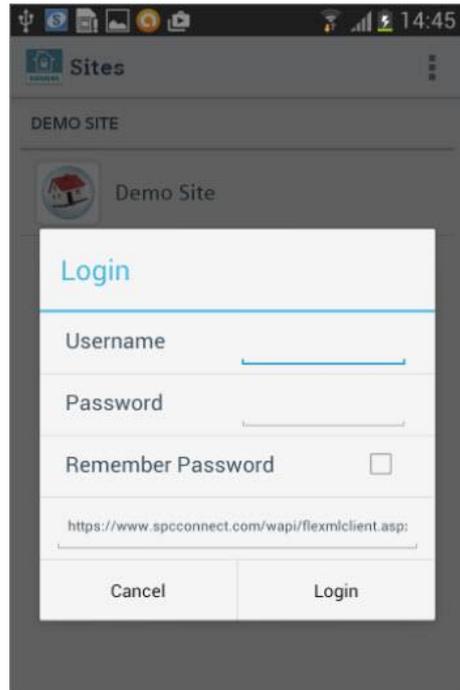
Download the SPC Connect App for Android from the Google Play Store.

### 4.2.1 Create a User Account for SPC Connect - Android

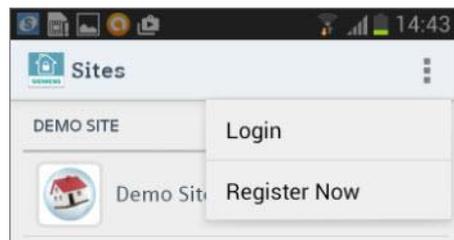
1. Open the SPC Connect mobile app for Android.
2. Select the menu icon in the top right.
3. Select **Account**.



4. If you've previously registered an SPC Connect account, select **Login**.
5. Enter your **Username** and **Password**.



6. If you do not have a SPC Connect account, select **Register Now**.

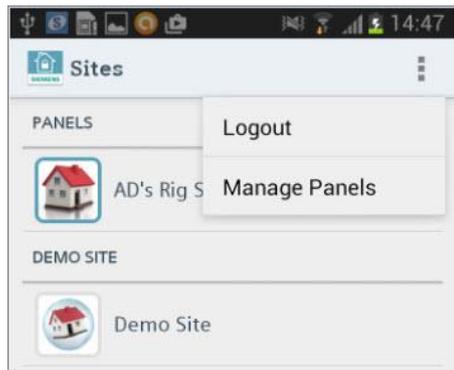


7. Complete the fields.
8. Select **Send** in the top right.
9. A message indicates the information was sent successfully. Click **OK**.
10. Finalize the registration by clicking the confirmation link in an email sent to you from [info@spconnect.com](mailto:info@spconnect.com). To register a panel to your SPC Connect, see Register a Panel on the Android Mobile App [→ 22].

## 4.2.2 Register a Panel on the Android Mobile App

You can register a panel to your SPC Connect account using the mobile app for Android.

1. Click **Login** and enter your registered **User Name** and **Password**.
1. To register your panel to your account, select the menu icon in the top right.
2. Select **Manage Panels**.



3. Select **Add Panel**.



4. Enter a **Site Name** to identify the panel
5. In the **Reg. ID** field, enter the **Panel Registration ID** provided by your installer, for example, 123S-456T-789Y-SS56 (dashes are not mandatory).
6. Enter a **Panel Username** and corresponding **Panel Password** for a user with web access rights on the panel. SPC Connect authenticates this is a valid user on the panel.
7. Click **Add Panel to Account**.
8. The panel displays in the **Manage Panels** list.
9. Select the user icon to **Delete a Panel** or **Edit a Panel**.

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