

Ajax Hub

Quick Start



AJAX

Congratulations on becoming the owner of an Ajax Hub!

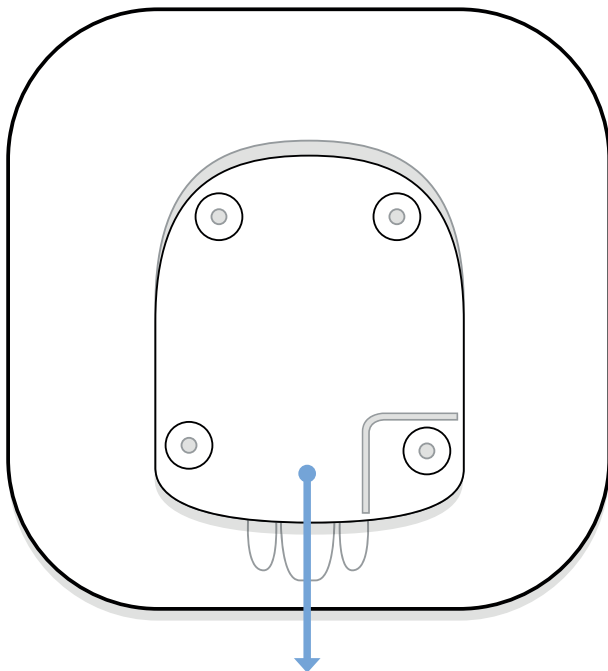
Welcome to the brain of the Ajax security system. Our Jeweller wireless technology allows it to monitor securely all network devices up to 2000 meters (6552 feet) away in open space. Now you can independently monitor any premises: the Ajax Hub evaluates threats, eliminates false alarms and reports real danger to your smartphone and/or to a security company that can connect to the system. It uses the best available components encased in a finely crafted body. This is the new look of professional security: a work of art on your wall and a phone in your pocket.

Follow this guide to install and connect to your Ajax Hub and neutralize any threats of burglary, fire or flood.

The Ajax Systems Team

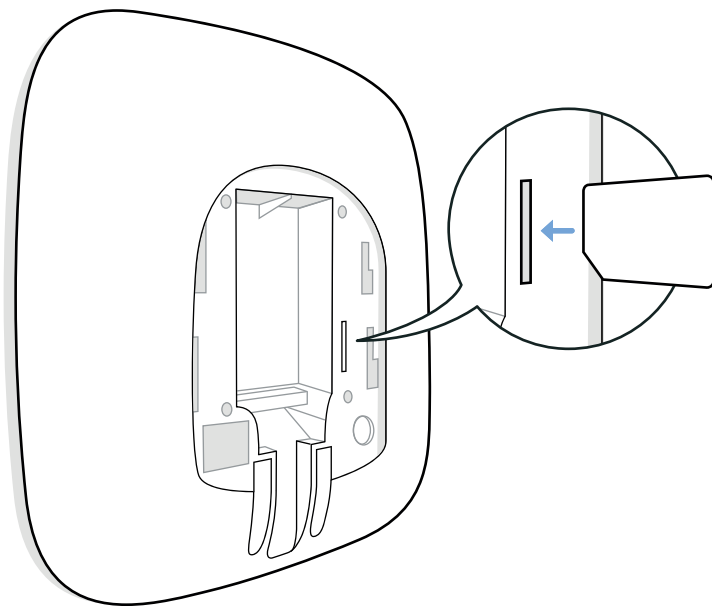
1

Firmly slide down the back cover, and remove it from the hub.
Inside, you'll see slots for a SIM card, power cable and Ethernet



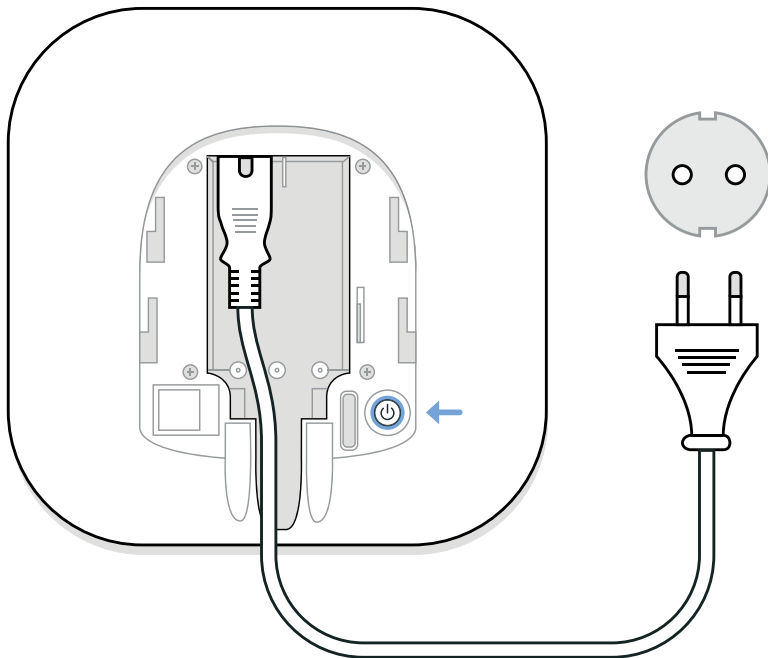
2

The Ajax Hub relies on a GSM connection as a backup communication channel, so you'll need a micro-SIM card. Insert it into the SIM card slot.



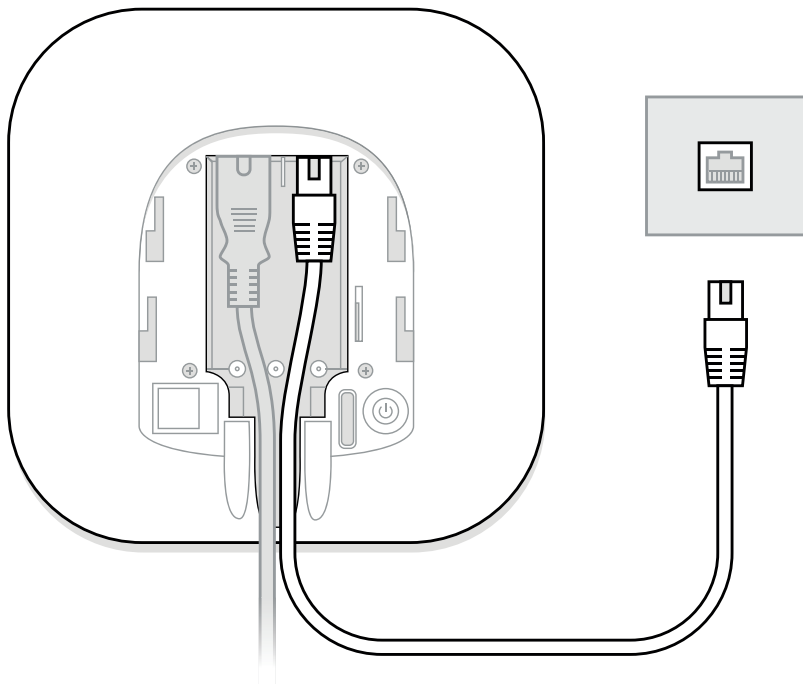
3

Connect the power adapter to the hub and plug it into a power outlet. Press the power button and hold it for 2 seconds until the Ajax logo lights red.



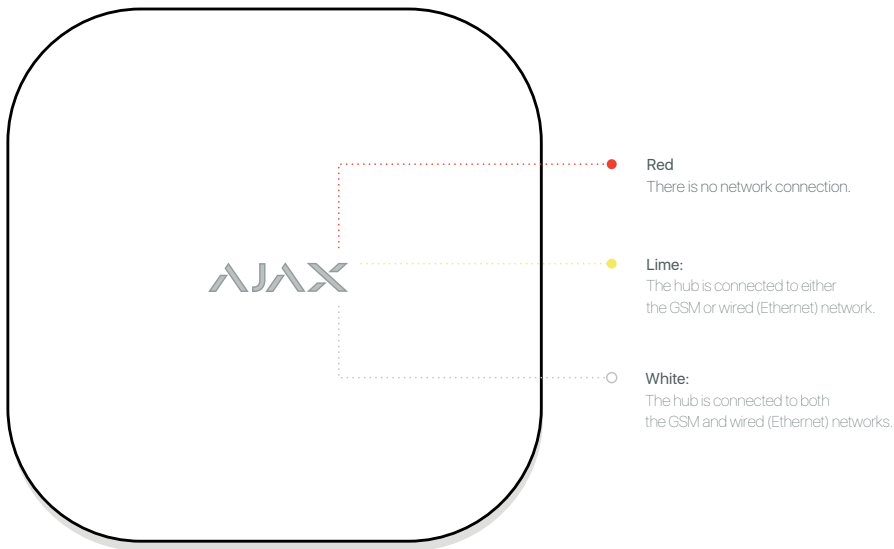
4

Connect the Ethernet cable
to a router or an internet outlet.



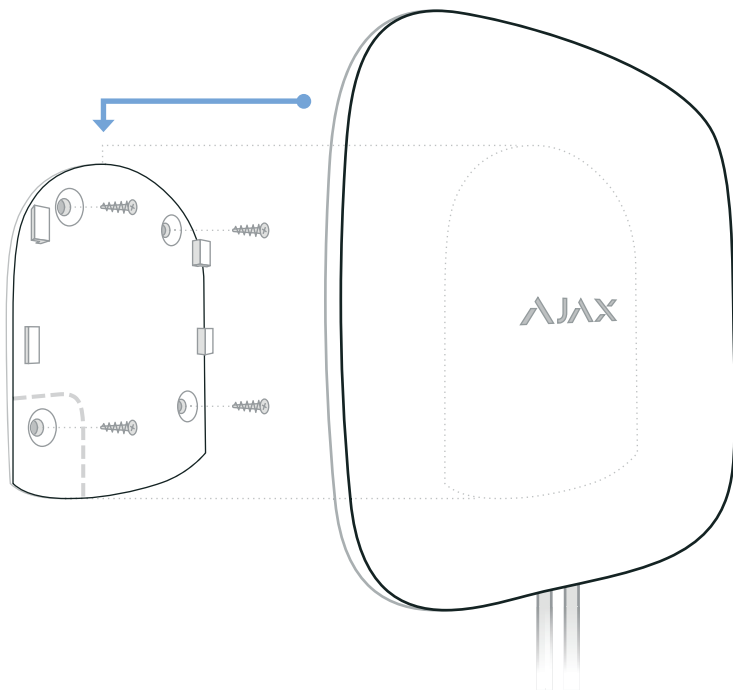
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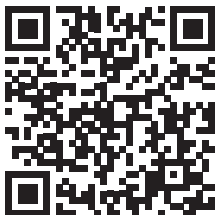
6

Attach the Ajax Hub to the wall using the wall screws from the starter kit.



7

Install the Ajax application on your smartphone (iOS / Android) or open your web browser, and go to app.ajax.systems. A step-by-step guide will help you register and set up the hub.



Supported from iOS 7.1



Supported from Android 4.1

If you have any difficulties, please contact technical support:

 support@ajax.systems



Warranty

We have done everything possible to ensure your satisfaction with the Ajax Hub. If you run into problems, they will be quickly resolved. Within two years of your purchase, you may obtain a warranty on any Ajax Systems Inc. product. To do so, please contact our support. Note that 50% of technical issues can be solved remotely.

- Ajax Systems Inc. ("Manufacturer") is registered at 910 Foulk Road, Suite 201, Wilmington, Delaware, 19803, United States.
- The manufacturer warrants the enclosed product ("Product") against defects in material or workmanship for a period of two (2) years from the original date of purchase.
- If you have technical problems with an Ajax product purchased from one of our partners, please contact them to arrange for repair, exchange or refund in accordance with the warranty.
- If a defect arises and a valid claim is submitted during the warranty period, the manufacturer will, at its sole discretion, repair or replace any defective components or devices free of charge. If it is impossible to carry out repairs to components, the manufacturer reserves the right to replace the Product with a new or refurbished device of similar function.

The Warranty does not apply to Ajax Systems Inc.

Products in the following cases:

- Damage caused by accident, flood, fire, earthquake, abuse, misuse, neglect or other external causes.
- Damage caused by improper use or inappropriate operating conditions, including unstable network connection, poor grounding, external electromagnetic fields, exposure to direct sunlight, high humidity, or vibration.
- Damage caused by service, including the installation of unauthorized updates or extensions, or repairs performed by anyone who is not a representative of Ajax Systems.
- Damage caused by connecting Ajax devices to the products of other manufacturers.
- Replacement of consumable parts, including batteries or cables, unless damage is caused by defects in materials or workmanship.
- Cosmetic damage, including, but not limited to, scratches, dents, or broken plastic.
- Periodic maintenance and inspection of the device, including, but not limited to, cleaning, adjusting, testing, or errors in programming. The warranty does not cover normal wear and tear caused by normal or excessive operation.



FAQ

Problem

Solution

The Ajax Hub is connected to a router, but there's no internet.

Check your router settings. It should be set to DHCP mode.

The Ajax Hub is connected to the internet, but the app says that the hub is offline.

Press the button on the hub. Hold it for 2 seconds until the Ajax logo is no longer lit.

The detectors aren't working. They aren't lit up.

The detectors are working. The LED display only turns on in protection mode.

What kind of SIM card works with Ajax Hub?

A SIM card from any mobile network carrier will work, as long it's a micro-SIM and it supports a GPRS-connection.

How do I check the balance on my SIM card?

Open the application, find the hub, and go to settings. Under the "GSM" tab, select "check balance."

How do I refill my SIM card account?

The number of the SIM card is written on the box. Refill your account as you would a normal mobile phone.

How can I ensure I won't miss a mobile notification from Ajax?

We recommend you activate SMS alerts.

How do I to setup SMS alerts?

Open the application, find the hub, and go to settings. Under the "Users" tab, select the user who wants SMS alerts. Go to that user's settings and activate "SMS."

How do I determine the best location for the detectors?

Use the radio communication test. It can be launched from the detectors settings menu.

Can I install the Ajax Hub horizontally? For example, on a table?

Yes, as long as the test shows a good enough radio communication. But you will still need to secure the hub on the table with the provided screws. This is required to ensure the alarm will work if an intruder tries to dismantle the Ajax Hub.

Do I need to configure port forwarding on my router?	No, Ajax Hub can work without port forwarding.
Is it possible to limit a user from adjusting settings on the Ajax Hub?	The administrator can restrict users from turning on protection and removing protection. You can allow users to receive only security notifications.
How do I add a user to control and/or monitor the Ajax system?	Create a new user account. Select "Users" in the hub settings. Choose "Send an invitation" and enter the login of the new user.
How do I set up partial arming?	Create a "room" in the hub settings, allow partial arming and install the desired detectors in this room.
How much internet traffic does the Ajax system use?	Using the equipment in the Ajax StarterKit and protecting the apartment of an average family of 3, Ajax should consume no more than 5MB of data per day. The Ajax mobile application will use the same amount.
What does "The hub cannot perform the operation at the moment" mean?	The firmware is automatically updating. Please wait 5 minutes and try again.
Why are the free SMS messages from the starter pack used so quickly?	Most likely, several users are receiving SMS alerts.
How can I restore the factory settings?	Press the power button (the Ajax logo will turn off) and hold for 30 seconds, until the logo is flashing red. This will remove all sensor connections, room configurations and users.



Tech specs

Color:	Black/White
Size:	162.7x162.7x35.9 mm
Weight:	320 g
Power:	110–250 V AC
Radio signal power:	25 mW
Operating temperature range:	From 0°C (+32°F) to +50°C (+122°F)
Connection:	GSM (850/900/1800/1900 MHz), Ethernet
Communication protocol:	Jeweller (868/915 MHz, depending on the country of sale)
Operating range:	Up to 2000 m (6552 ft) (in open space)
Back-up battery:	Li-Ion 2 Ah (battery life up to 10 hours*)
Apps available:	iOS 7.1 or later, Android 4.1 or later
Maximum number of users:	10
Maximum number of connected devices:	100
Tamper protection:	Available



Components



Ajax Hub



Power cable



Ethernet cable



Installation set



GSM starter kit*



Manual

*Depending on the country of sale



When security is art

If you have any questions, technical issues or wish to see a list of supported devices, please contact us:



support@ajax.systems



www.ajax.systems



www.facebook.com/ajax.systems