

Bedienungsanleitung für DoorProtect S Jeweler

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DoorProtect S Jeweler ist ein kabelloser Tür- und Fensteröffnungsmelder für den Innenbereich. Mit einer vorinstallierten Batterie kann es bis zu 7 Jahre betrieben werden. DoorProtect S verfügt über eine Buchse zum Anschluss eines externen Melders.



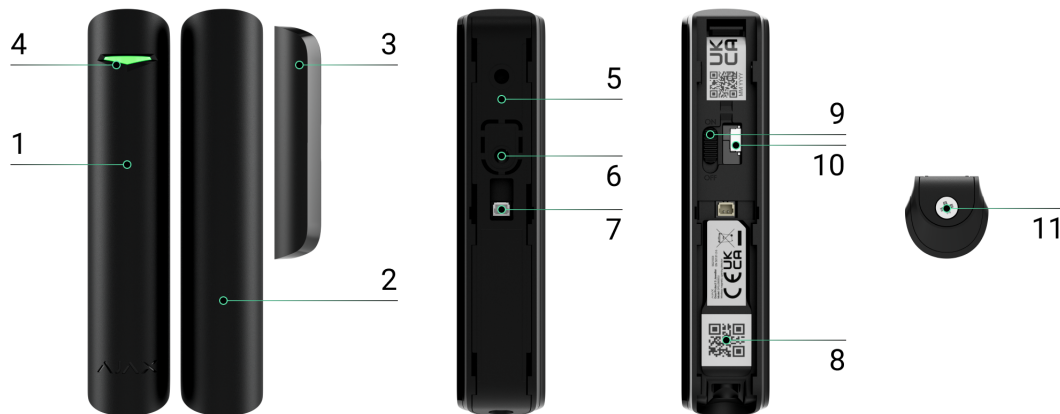
Das Funktionselement von DoorProtect S ist ein Reed-Relais mit versiegeltem Kontakt. Es besteht aus ferromagnetischen Kontakten in einer Glühbirne, die unter der Wirkung eines Dauermagneten einen kontinuierlichen Stromkreis bilden.

DoorProtect S kommuniziert über das sichere Funkprotokoll Jeweler mit einem Hub, um Alarme und Ereignisse zu übertragen. Die Kommunikationsreichweite ohne Hindernisse beträgt bis zu 1.200 Meter.



Diese Produktlinie wird für Projekte entwickelt. Nur akkreditierte Ajax Systems-Partner können Superior-Produkte installieren und verwalten.

Funktionselemente



1. DoorProtect S Juwelier Öffnungsmelder.
2. Großer Magnet. Funktioniert in einem Abstand von bis zu 2 cm vom Detektor.
3. Kleiner Magnet. Funktioniert in einem Abstand von bis zu 1 cm vom Detektor.
4. LED-Anzeige.
5. SmartBracket-Montageplatte. Um die Blende zu entfernen, schieben Sie sie nach unten.
6. Perforierter Teil der Montageplatte. Erforderlich, um im Falle eines Versuchs, den Melder von der Oberfläche zu lösen, eine Sabotage auszulösen. Brechen Sie es nicht ab.
7. Steckverbinder zum Anschluss eines kabelgebundenen Detektors eines Drittanbieters mit Öffnerkontakt (NC).
8. QR-Code mit der Geräte-ID. Es wird verwendet, um den Detektor zum Ajax-System hinzuzufügen.
9. Geräteschalter.
10. Manipulationsknopf . Wird ausgelöst, wenn versucht wird, den Melder von der Oberfläche zu lösen oder von der Montageplatte zu entfernen.

Kompatible Hubs und Range Extender

Für den Betrieb des Detektors ist ein Ajax-Hub mit der Firmware OS Malevich 2.16 und höher erforderlich.

Hubs	Funksignal-Reichweitenverlängerer
• <u>Hub Plus</u> • <u>Hub 2 (2G)</u> • <u>Hub 2 (4G)</u> • <u>Hub 2 Plus</u> • <u>Hub-Hybrid (2G)</u> • <u>Hub-Hybrid (4G)</u>	• <u>ReX</u> • <u>ReX 2</u>

Funktionsprinzip

DoorProtect S besteht aus zwei Teilen: dem Melder mit zwei versiegelten Kontakt-Reed-Relais und dem Konstantmagneten. Befestigen Sie den Melder am Türrahmen, während der Magnet am beweglichen Flügel oder Schiebeteil der Tür befestigt werden kann. Befindet sich das Reed-Relais mit versiegeltem Kontakt im Erfassungsbereich des Magnetfelds, schließt es den Stromkreis, was bedeutet, dass der Melder geschlossen ist. Beim Öffnen der Tür wird der Magnet aus dem versiegelten Kontakt-Reed-Relais gedrückt und der Stromkreis geöffnet. Auf diese Weise erkennt der Melder die Öffnung.



Der Magnet kann an beiden Seiten des Melders angebracht werden. DoorProtect S funktioniert mit nur einem Magneten auf einer Seite. Bei beidseitig angebrachten Magneten kann der Melder die Öffnung nicht korrekt erkennen.

Nach der Betätigung übermittelt DoorProtect S sofort das Alarmsignal an den Hub, aktiviert die Sirenen und benachrichtigt den Benutzer und das Sicherheitsunternehmen.

Juwelier-Datenübertragungsprotokoll

Jeweler ist ein bidirektionales drahtloses Datenübertragungsprotokoll, das eine schnelle und zuverlässige Kommunikation zwischen Hub und Geräten ermöglicht. Der Melder nutzt einen Jeweller zur Übermittlung von Alarmen und Ereignissen.

[Erfahren Sie mehr](#)

Senden von Ereignissen an die Überwachungsstation

Das Ajax-System kann Alarme in den Formaten **SurGard (Kontakt-ID)**, **SIA (DC-09)**, **ADEMCO 685** und anderen Protokollen an die PRO Desktop-Überwachungs-App sowie die zentrale Überwachungsstation (CMS) übertragen .

DoorProtect S kann folgende Ereignisse übertragen:

1. Manipulationsalarm. Manipulationswiederherstellung.
2. Detektoralarm.
3. Alarm/recovery of a third-party wired detector connected to DoorProtect S.
4. Loss of connection with the hub (or radio signal range extender).
Restoration of connection.
5. Permanent deactivation / activation of the detector.
6. One-time deactivation / activation of the detector.

When an alarm is received, the security company monitoring station operator knows what happened and precisely where to send a fast response team. The addressability of Ajax devices allows sending events to the PRO Desktop or the

CMS the type of the device, its name, security group, and virtual room. Note that the list of transmitted parameters may differ depending on the kind of CMS and the selected protocol for communication with the monitoring station.



The device ID and the loop (zone) number can be found in [device states in the Ajax app](#).

Adding to the system



DoorProtect S is incompatible with Hub, third-party security control panels, and ocBridge Plus and uartBridge integration modules.

To connect DoorProtect S to the hub, the detector must be located at the same secured facility as the system (within the range of the hub radio network). For the detector to work via the [ReX](#) or the [ReX 2 radio signal range extender](#), you must first add the detector to the hub, then connect it to ReX or ReX 2 in the settings of the range extender.



The hub and the device operating at different radio frequencies are incompatible. The radio-frequency range of the device may vary by region. We recommend purchasing and using Ajax devices in the same region. You can check the range of operating radio frequencies with the [technical support service](#).

Before adding a device

1. Install an [Ajax PRO app](#).
2. Create [an account](#) if you don't have one. Add a compatible hub to the app, make the necessary settings, and create at least one [virtual room](#).
3. Ensure the hub is switched on and has internet access via Ethernet, Wi-Fi and/or mobile network.
4. Ensure the hub is disarmed and does not start updates by checking its status in the Ajax app.



This product line is developed for projects. Only accredited Ajax Systems partners can install, and administer Superior products.

Connecting to the hub

1. Open the Ajax PRO app. Select the hub where you want to add the device.
2. Go to the **Devices**  tab and click **Add device**.
3. Name the device, scan, or type in the QR code (placed on the device and the package box), and select a room and a group (if Group mode is enabled).
4. Press **Add**.
5. Switch on the device.

If the connection fails, turn the detector off and try again in 5 seconds. Note that if the maximum number of devices has already been added to the hub (depending on the hub model), you will be notified when you try to add a new one.

The detector connected to the hub will appear in the list of hub devices in the Ajax app. Updating the statuses of devices in the list depends on the **Jeweller** or **Jeweller/Fibra** settings; the default value is 36 seconds.



DoorProtect S works with one hub. When connected to a new hub, the detector stops sending events to the old one. When added to a new hub, the detector is not removed from the device list of the old hub. This must be done through the Ajax app.

Malfunctions

When a malfunction is detected, the Ajax app displays a malfunction counter on the device icon. All malfunctions are shown in the detector states. Fields with malfunctions will be highlighted in red.

A malfunction is displayed if:

- The detector temperature is outside acceptable limits.

- The detector enclosure is open (tamper is triggered).
- No connection with the hub or radio signal range extender via Jeweller.
- The device battery is low.

Icons

The icons display some detector states. To access them:

1. Sign in to the [Ajax app](#).
2. Select the hub.
3. Go to the **Devices**  tab.

Icon	Meaning
	Jeweller signal strength. Displays the signal strength between the hub and the detector. The recommended value is 2–3 bars. Learn more
	The detector battery charge level. Learn more
	The detector has a malfunction. The list of malfunctions is available in the detector states. Learn more
	Displayed when the detector is operating via a radio signal range extender.
	The detector operates in the Always Active mode. Learn more
	Delay When Entering and/or Leaving enabled. Learn more

	Detector is permanently deactivated. Learn more
	Detector has tamper triggering events permanently deactivated. Learn more
	Detector is deactivated until for a time the armed mode is active. Learn more
	Detector has tamper triggering events deactivated for a time the armed mode is active. Learn more

States

The states include information about the device and its operating parameters. The states of **DoorProtect S** can be found in the Ajax app:

1. Go to the **Devices**  tab.
2. Select **DoorProtect S** from the list.

Parameter	Value
Malfunction	Clicking on  opens the list of the detector's malfunctions. The field is displayed only if a malfunction is detected.
Temperature	Detector temperature. The acceptable error between the value in the app and the temperature at the installation site: 2 °C.

	The value is updated as soon as the module detects a temperature change of at least 1 °C. You can create a scenario by temperature to control automation devices. Learn more
Jeweller Signal Strength	Signal strength between the detector and the hub (or the range extender) via the Jeweller channel. The recommended value is 2–3 bars. Jeweller is a protocol for transmitting DoorProtect S events and alarms.
Connection via Jeweller	Connection status on the Jeweller channel between the detector and the hub (or the range extender): • Online — the detector is connected to the hub or the range extender. • Offline — the detector is not connected to the hub or the range extender. Check the detector connection.
ReX range extender name	Radio signal range extender connection status. Displayed when the detector works via radio signal range extender.
Battery Charge	Battery level of the device. Displayed as a percentage. How battery charge is displayed in Ajax apps
Lid	The status of the detector tamper that responds to detachment or opening of the device enclosure: • Open — the detector was removed from the SmartBracket, or its integrity was compromised. Check the device.

	• Closed — the detector is installed on the SmartBracket mounting panel. The integrity of the device enclosure and the mounting panel is not compromised. Normal state. Learn more
Primary Detector	Status of the detector's opening sensor: • Disabled — primary contact is disconnected. • Open — primary contact is open. • Closed — primary contact is closed.
External Contact	The status of the external detector connected to DoorProtect S: • Disabled — the external contact is disabled (the option is disabled in the app). • Open — the external contact is connected and in the open state. • Closed — the external contact is connected and in the closed state.
Always Active	If the option is active, the detector is always in armed mode and notifies about alarms. Learn more
Permanent Deactivation	Shows the status of the device temporary deactivation function: • No — the device operates normally and transmits all events. • Lid only — the hub administrator has disabled notifications about triggering on the device body. • Entirely — the device is completely excluded from the system operation by the hub administrator. The device does not follow system commands and does not report alarms or other events.

	• By number of alarms — the device is automatically disabled by the system when the number of alarms is exceeded (specified in the settings for Devices Auto Deactivation). The feature is configured in the Ajax PRO app. • By timer — the device is automatically disabled by the system when the recovery timer expires (specified in the hub settings for Devices Auto Deactivation). The feature is configured in the Ajax PRO app. Learn more
One-Time Deactivation	Shows the status of the device one-time deactivation setting: • No — the device operates in the normal mode. • Lid only — notifications on the tamper triggering are disabled for a time the armed mode is active. • Entirely — the detector is entirely excluded from the operation of the system for a time the armed mode is active. The device does not execute system commands and does not report alarms or other events. Learn more
Alarm Reaction	
Operating Mode	Shows how the detector reacts to alarms: • Instant Alarm — the armed detector immediately reacts to a threat and raises the alarm. • Entry/Exit — when a delay is set, the armed device starts the countdown and doesn't raise the alarm even if triggered until the countdown ends. • Follower — the detector inherits the delays from Entry/Exit detectors. However, when

	the Follower is triggered individually, it immediately raises the alarm.
Delay When Entering, sec	Delay when entering (alarm activation delay) is the time the user has to disarm the security system after entering the premises. Learn more
Delay When Leaving, sec	Delay when leaving (arming delay) is the time the user has to leave the premises after arming. Learn more
Arm in Night Mode	When this option is enabled, the detector will enter the armed mode when the system is set to Night Mode .
Night Mode Delay When Entering, sec	Entry delay time in Night Mode. Delay when entering (alarm activation delay) is the time the user has to disarm the security system after entering the premises. Learn more
Night Mode Delay When Leaving, sec	Exit delay time in Night Mode. Delay when leaving (arming delay) is the time the user has to leave the premises after arming. Learn more
Firmware	Detector firmware version.
Device ID	Detector ID. Also available on the QR code on the detector enclosure and its package box.
Device №	Number of the device loop (zone).

Settings

To change the detector settings in the Ajax apps:

1. Go to the **Devices**  tab.
2. Select **DoorProtect S** from the list.
3. Go to **Settings** by clicking on the gear icon .
4. Set the required parameters.
5. Click **Back** to save the new settings.

Meaning	Value
Name	Name of the detector. Displayed in the list of hub devices, text of SMS and notifications in the events feed. To change the name of the module, click on the text field. The name can contain up to 12 Cyrillic characters or up to 24 Latin characters.
Room	Selecting the virtual room to which DoorProtect S is assigned. The room name is displayed in the text of SMS and notifications in the events feed.
Alarm LED indication	When the option is disabled, the LED indicator of the detector doesn't inform about alarms and tamper triggerings.
Primary Detector	If active, DoorProtect S responds to opening and closing.
External Contact	If active, DoorProtect S registers alarms of a third-party wired detector connected to it.
Always Active	If the option is active, the detector is always in armed mode and notifies about alarms. Learn more
Alert with a siren if opening detected	If active, sirens added to the system are activated when the opening detected.
Activate the siren if an external contact opened	If active, sirens added to the system are

	activated during an external detector alarm.
Chime Settings	Opens the settings of Chime. How to set up Chime What is Chime
Alarm Reaction	
Operating Mode	Specify how this device will react to alarms: • Instant Alarm — the armed detector immediately reacts to a threat and raises the alarm. • Entry/Exit — when a delay is set, the armed device starts the countdown and doesn't raise the alarm even if triggered until the countdown ends. • Follower — the detector inherits the delays from Entry/Exit detectors. However, when the Follower is triggered individually, it immediately raises the alarm.
Delay When Entering, sec	Delay when entering (alarm activation delay) is the time the user has to disarm the security system after entering the premises. Learn more
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Night Mode Delay When Entering, sec	Entry delay time in Night Mode. Delay when entering (alarm activation delay) is the time the user has to disarm the security system after entering the premises.

	Learn more
Night Mode Delay When Leaving, sec	Exit delay time in Night Mode. Delay when leaving (arming delay) is the time the user has to leave the premises after arming. Learn more
Jeweller Signal Strength Test	Switches the detector to the Jeweller signal strength test mode. Learn more
Detection Zone Test	Switches the detector to the detection zone test mode. Learn more
Signal Attenuation Test	Switches the detector to the signal attenuation test mode. Learn more
User Guide	Opens DoorProtect S user manual in the Ajax app.
Permanent Deactivation	Allows the user to disable the device without removing it from the system. Three options are available: • No — the device operates in normal mode and transmits all events. • Entirely — the device does not execute system commands and does not participate in automation scenarios, and the system ignores alarms and other device notifications. • Lid only — the system ignores the detector tamper triggering notifications. Learn more

	The system can also automatically deactivate devices when the preset number of alarms is exceeded or when the recovery timer expires. Learn more
One-Time Deactivation	Allows the user to disable events of the device until the first disarm. Three options are available: • No — the device operates in the normal mode. • Lid only — notifications on the tamper triggering are disabled for a time the armed mode is active. • Entirely — the detector is entirely excluded from the operation of the system for a time the armed mode is active. The device does not execute system commands and does not report alarms or other events. Learn more
Unpair Device	Unpairs the detector, disconnects it from the hub, and deletes its settings.

How to set Chime

Chime is a sound signal that indicates the triggering of the opening detectors when the system is disarmed. The feature is used, for example, in stores, to notify employees that someone has entered the building.

Chime is set in two stages: setting up opening detectors and setting up sirens.

[Learn more about Chime](#)

[How to set up a siren for Chime](#)

Indication

DoorProtect S LED indicator lights up when the detector is triggered, and it can notify about its other states.

LED indication	Event	Note
Lights up green for about one second	Turning on the detector	
Lights up for a few seconds	Detector connection to the hub	
Lights up green for 1 second	Alarm in case of opening or tamper triggering	Alarm is sent once in 5 seconds
During the alarm, it slowly lights up green and slowly goes out	Detector batteries need to be replaced	Replacement of the detector battery is described in the Battery Replacement manual

Functionality testing

The Ajax system offers several tests to help select the device installation place. Tests do not start immediately. However, the waiting time does not exceed the duration of one “hub—device” polling interval. The polling interval can be checked and configured at hub settings (**Hub** → **Settings**  → **Jeweller** or **Jeweller/Fibra**).

To run a test, in the Ajax app:

1. Select the required hub.
2. Go to the **Devices**  tab.
3. Select **DoorProtect S** from the list.
4. Go to **Settings** .
5. Select a test:

1. Jeweller Signal Strength Test

2. Detection Zone Test

3. Signal Attenuation Test

6. Run the test.

Detector placement



The device is designed for indoor use only.

When choosing where to place **DoorProtect S**, consider the parameters that affect its operation:

- Detection zone.
- Jeweller signal strength.
- Distance between the detector and the hub or range extender.
- Presence of obstacles for radio signal passage: walls, interfloor ceilings, large objects located in the room.

Consider the recommendations for placement when developing a project for the security system of the facility. The security system must be designed and installed by specialists. A list of recommended partners is [available here](#).

The detector is located either inside or outside of the door case. When installing the detector in the perpendicular planes (e.g. inside a door frame), use the small magnet. The distance between the magnet and detector should not exceed 1 cm.

When positioning the parts of DoorProtect S in the same plane, use the big magnet. Its actuation threshold – 2 cm.

Attach the magnet to the moving part of the door (window). If necessary, the detector may be positioned horizontally.



The magnet can be attached to the right or to the left side of the detector. DoorProtect S works with one magnet on one side only. If magnets are attached on both sides, the detector cannot detect the opening correctly.

Signal strength

The Jeweller signal strength is determined by the number of undelivered or corrupted data packages over a certain period of time. The icon  on the **Devices**  tab indicates the signal strength:

- **Three bars** – excellent signal strength.
- **Two bars** – good signal strength.
- **One bar** – low signal strength, stable operation is not guaranteed.
- **Crossed out icon** – signal is missing.



Check the Jeweller signal strength before final installation. With a signal strength of one or zero bars, we do not guarantee stable operation of the device. Consider to relocate the device as repositioning even by 20 cm can significantly improve the signal strength. If there is still poor or unstable signal after the relocation, use a [radio signal range extender](#).

Detection zone

Consider the operating area of the magnet when choosing the installation location. Smaller magnets act at distances up to 1 cm from the reed switch, while larger ones act at distances up to 2 cm.

When installing the detector, perform the [Detection Zone Test](#). This allows you to check the operation of the device and accurately determine the sector in which the detector reacts to movement.

Do not install the detector

1. Outdoors. This can lead to false alarms and detector failure.

2. Inside metal structures. This may result in the loss of the radio signal.
3. Near mirrors. This may result in the shielding or attenuation of the radio signal.
4. Inside premises with temperature and humidity outside the permissible limits. This could damage the detector.
5. Closer than 1 meter from the hub or radio signal range extender. This can lead to a loss of communication with the detector.
6. In a place with a low signal level. This may result in the loss of the connection with the hub.

Installation



Before installing DoorProtect S, ensure that you have selected the optimal location that complies with the requirements of this manual.

To mount a detector:

1. Remove the SmartBracket mounting panel from the detector by sliding it down. Unscrew the holding screw first.
2. Fix the SmartBracket panel using double-sided tape to the selected installation spot.



Double-sided tape can only be used for temporary installation. The device attached by the tape may come unstuck from the surface at any time. As long as the device is taped, the tamper will not be triggered when the device is detached from the surface.

3. Place the detector on SmartBracket. The device LED indicator will flash. It is a signal indicating that the tamper on the detector is closed.



If the LED indicator doesn't light up during placing the detector on SmartBracket, check the tamper status in the Ajax app, the integrity of the fastening, and the

4. Fix the magnet on the surface with double-sided tape.
5. Run the Jeweller signal strength test. The recommended signal strength is two or three bars. If the signal strength is low (a single bar), we do not guarantee stable operation of the device. Consider relocating the device as repositioning even by 20 cm can significantly improve the signal strength. If there is still poor or unstable signal after the relocation, use a radio signal range extender.
6. Run the Detection Zone Test. To check the detector operation, open and close the window or door where the device is installed several times. Monitor the reaction of the LED: it should flash every time the door/window is opened or closed. If the detector doesn't respond in 5 out of 5 cases during the test, try to change the installation spot or method. The magnet may be too far from the detector.
7. Run Signal Attenuation Test. During the test, the signal strength is artificially reduced and increased to simulate different conditions at the installation location. If the installation spot is chosen correctly, the detector will have a stable signal strength of 2–3 bars.
8. If the tests are passed successfully, secure the detector and magnet with bundled screws. Use all fixing points.
 1. **To mount the detector:** remove it from the SmartBracket mounting panel. Then fix the SmartBracket panel with bundled screws. Install the detector on the panel.
 2. **To mount a big magnet:** remove it from the SmartBracket mounting panel.
Then fix the SmartBracket panel with bundled screws. Install the magnet on the panel.
 3. **To mount a small magnet:** disassemble its enclosure by prying up the back with a flat object. Use a slotted screwdriver for this. Fix the part with magnets on the surface; use the bundled screws for this. Then install the front panel in its place.
9. Tighten the holding screw on the bottom of the detector's and magnet's enclosure. The screw is needed for more reliable fastening and protection of the detector and the magnet from quick dismantling.



If using screwdrivers, set the speed to the minimum so as not to damage the SmartBracket mounting panel during installation. When using other fasteners, ensure they do not damage or deform the panel. To make mounting the detector or magnet easier, you can pre-drill the screw holes while the mount is still secured with double-sided tape.

Connecting a third-party wired detector

A wired detector with an NC (normally closed) contact type can be connected to DoorProtect S using the outside-mounted terminal clamp.

DoorProtect S will not power the third-party detector. The detector should be connected separately. To learn the type and input voltage of the third-party detector, refer to the device documentation or contact the manufacturer's technical support.

Install the third-party detector no more than 1 meter away from DoorProtect S Plus. Increasing the length of the wire degrades the quality of communication between devices.

To connect the third-party wired detector:

1. Remove the detector from the mounting panel if already installed.
2. Carefully break out the plugs in the detector enclosure for the output of wires.
3. Route the cable of the third-party wired detector into the DoorProtect S enclosure.
4. Connect the wired detector to DoorProtect S terminals.
5. In DoorProtect S settings, enable the **External Contact** option.
6. Check operation of the connected wired detector. If the external detector is actuated, you will receive a notification.

Maintenance

Check the functioning of the detector regularly. The optimal frequency of checks is once every three months. Clean the device enclosure of dust, cobwebs, and

other contaminants as they emerge. Use a soft dry wipes suitable for equipment care.

Do not use substances that contain alcohol, acetone, petrol, and other active solvents to clean the detector.

DoorProtect S runs for up to 7 years with bundled batteries at 10 openings/closings per day with the 60 seconds ping interval (**Jeweller** or **Jeweller/Fibra** settings). Setting the ping interval of 12 seconds will reduce the battery life to 2 years.

The security system will send an early warning about replacing the batteries. In case of an alarm, the LED will slowly light up green and go out.

How to replace batteries

Technical specifications

All technical specifications of DoorProtect S Jeweller

Compliance with standards

Warranty

Warranty for the Limited Liability Company "Ajax Systems Manufacturing" products is valid for 2 years after the purchase.

If the device does not function correctly, please contact the Ajax Technical Support first. In most cases, technical difficulties can be resolved remotely.

Warranty Obligations

User Agreement

Contact Technical Support:

- e-mail

- [Telegram](#)

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