



## **WeBeHome Network Module Configuration Guide for LS-10/LS-20/BF-210**

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## 1. Introduction

**WeBeHome** is a powerful cloud based service for the **AlarmBox** LS-10/LS-20/LS-30. Using the cloud service you can control and monitor your solution via iPhone, iPad and Android Apps as well as web portal for administration of your solution.

An IP connection is opened from the local Network module to **WeBeHome** via Internet which have 2 very important advantages:

- 1) It is not and should not be possible to instantly connect to the AlarmBox since the network adapter is not configured to accept incoming connection and it should be placed behind a firewall.
- 2) The local Network module connect itself to **WeBeHome** which removes the need for configure firewalls with port forwarding rules and it does not matter if the public IP of the router changes or if the Box is moved to a new location.

**For security reasons we strongly recommend that the AlarmBox is placed behind a firewall/router so no one can reach it from the Internet.**

Most routers today have a built-in firewall and have the local network separated from the Internet so by default it will not be possible to reach the security solutions Network module.

When a Box is connected to **WeBeHome** all changes of settings should be done via **WeBeHome** user interface. Changing settings directly in the Box might lead to unexpected and unwanted behavior. It is especially important to never change the CMS1 field and the CMS reporting settings.



## 2. Configuration of Network module

The LS-10 and LS-20 has a BF-210 Network module include in the box.  
(The LS-30 needs an external network module like BF-210 or BF-450)

### Step 1: Plug in and power up

Plug in the network cable between the LS-10/LS20/BF-210 and your router.

Plug in the power to the AlarmBox.

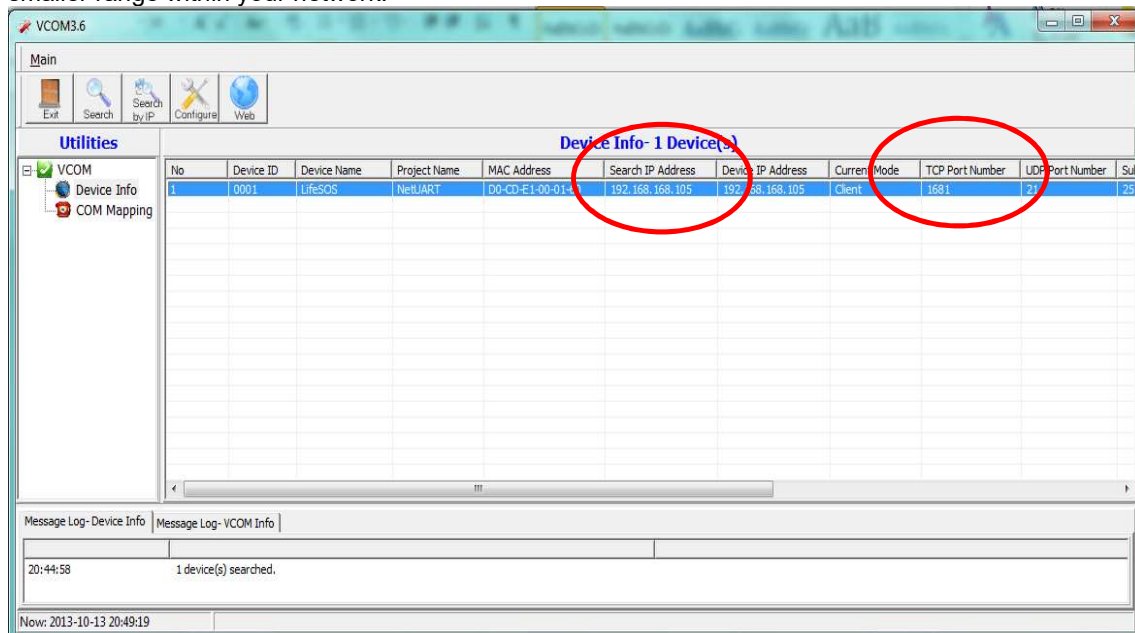
### Step 2: Find the Network module on the network

Install and start the VCOM software. (See alternative method to VCOM in chapter 4)  
It can be downloaded from here [https://webehome.com/download/BF-210\\_vcom\\_setup.rar](https://webehome.com/download/BF-210_vcom_setup.rar)

If no device appears in the list, here is some tip on how to find it

- Check that the Link LED on the LS-10/LS-20/BF-210 is light up or flashing
- Try to search again
- Disable firewalls etc on your own computer (remember to activate then immediately after configuration)

Note: In some cases, the VCOM hangs when searching, then try to use "Search by IP" and give a smaller range within your network.





### Step 3 – Open browser to network module

*This will work if the network module doesn't have port 80 as TCP port number in the VCOM list.*

Click on the **WEB-button** in VCOM and the Internet Explorer will open with a Login window OR enter the IP-Address directly in Internet Explorer to open the Login window.

**Do NOT use the Configure button in VCOM since it will not show correct values or make correct updates.**

The standard User name is "**admin**" with the Password "**admin**"

#### **NOTE: If TCP-port is 80 on network module**

To enable access to the network module, the TCP port first needs to be changed using the VCOM software. Select the network module in the list in VCOM and then click Configure.

Change port number to 1681 and restart network module (without change any other settings)

The standard User name is "**admin**" with the Password "**admin**"

When the network module has restarted it should be possible to access it using a web browser.



#### Step 4 – Administrator Settings page

Open the “Administrator Setting” page and check “IP Configure”, set it to DHCP

#### Administrator Setting

Kernel Version	V1.43.12 2012/03/22
MAC Address	D0:CD:E1:00:01:67
Nickname	<input type="text" value="WeBeHome"/>
IP Setting	
IP Configure	<input type="radio"/> Static <input checked="" type="radio"/> DHCP
Password Setting	
Username	<input type="text" value="admin"/> max:15
Password Confirm	<input type="password" value="****"/> max:15 <input type="password" value="****"/>
<input type="button" value="Update"/>	
Load Default Setting to EEPROM	<input type="button" value="Load"/>

**IMPORTANT – Change “IP Configure” only works well using Internet Explorer. The factory default is DHCP and therefore it is usually not necessary to change it. But if it for some reason needs to be changed the user interface only works correct in Internet Explorer.**



### Step 5 –TCP Mode page

Open the “TCP Mode” page and change the settings according to the picture below and the Network module will then make a connection to cluster001.webehome.com at port 80.

Critical values are "Client" using port "1681" to remote server "cluster001.webehome.com"

If these are not set correct, it will not be able to connect to WeBeHome.

### TCP Control

Item	Value
Telnet Server/Client	<input type="radio"/> Server <input checked="" type="radio"/> Client <input type="radio"/> Disable
Port Number	<input type="text" value="1681"/>
Remote Server IP Address	<input type="text" value="cluster001.webehome.com"/>
Client mode inactive timeout	<input type="text" value="10"/> minute (1~99,0=Disable)
Server mode protect timeout	<input type="text" value="60"/> minute (1~98,0=Disable,99=Can't replace)
<input type="button" value="Update"/>	

To save changes click “Update” and then “Reset” to take effect and the new settings will be used.

### Step 6 – Recommendation: Change User name and Password

There is always a risk than non-authorized people try to get access to your Box

Therefore the default User name and Password can be changed under the “Administrator Setting” window.

Please use an 8 digit user name and an 8 digit password. Combine capital letters, lower case letters and numbers in a random order.

### Done

When Step 5 is done, the IP Address set automatically and no reconfiguration is necessary when installation the unit at different customer sites as long as there is DHCP support in the network connection



### 3. Alternative configuration with Fixed IP and/or Port 80

There is an alternative configuration where the Network adapter use fixed IP addresses on the local network.

Such configuration eliminates some possible problems **BUT** needs to be changed if the Network adapter is moved to different network or the router is replaced to one with different network settings.

We have noticed that the DNS function don't work for some routers unless static IP and a public DNS is used (like Google DNS at 8.8.8.8)

To change from Dynamic IP to Static IP of the Network module, change from DHCP to **Static IP**:

- IP Address = **An IP on your local network that is free and outside the DHCP interval**
- Subnet mask = **Subnet of your local network, usually 255.255.255.0**
- Gateway = **IP of your router**
- DNS = **Use Google Public DNS 8.8.8.8**
- Connection Port Number: **Instead of 1681, port 80 can be used**

**Example: The IP address and Gateway needs to be adjusted to your network**

Kernel Version	V1.43.12 2012/03/22
MAC Address	D0:CD:E1:00:01:67
Nickname	<input type="text" value="WeBeHome"/>
IP Setting	
IP Address	<input type="text" value="192"/> <input type="text" value="168"/> <input type="text" value="1"/> <input type="text" value="251"/>
Subnet Mask	<input type="text" value="255"/> <input type="text" value="255"/> <input type="text" value="255"/> <input type="text" value="0"/>
Gateway	<input type="text" value="192"/> <input type="text" value="168"/> <input type="text" value="1"/> <input type="text" value="1"/>
DNS	<input type="text" value="8"/> <input type="text" value="8"/> <input type="text" value="8"/> <input type="text" value="8"/>
IP Configure	<input checked="" type="radio"/> Static <input type="radio"/> DHCP
Password Setting	
Username	<input type="text" value="admin"/> max:15
Password Confirm	<input type="password" value="****"/> <input type="password" value="****"/> max:15
<input type="button" value="Update"/>	
Load Default Setting to EEPROM	<input type="button" value="Load"/>



## 4. Alternative method to VCOM to find network module

Use an IP scanner software to find the IP address of the network module.

This is a software that works on Windows

<https://www.advanced-ip-scanner.com/>



Similar software's can be found for Mac and Linux.

The MAC address for the network module starts with "D0:CD"

Open a web browser towards the IP that is shown. In this case it should be open to

<http://192.168.1.231>

Continue with Step 4 in Chapter 4.





## 5. FAQ

1)

**“No new Base Unit found!” is displayed in the web page “Add new Box to the customer”**

This message is displayed when:

- The new LS-10/LS-20/LS-30 is not connected to WeBeHome (see causes below)
- Your computer is not connected to Internet from the same public IP address as the Network module. For example if you are located somewhere else when pairing the LS-10/LS-20/LS-30 or if you use a mobile internet and the Box use a fixed internet connection

2)

**I have a Thomson TG799 router**

For some reason the router Thomson TG799 sometimes don't assign an IP-address to the network module. If it happens you have to set a fixed IP-address to the network module.

Go to chapter 3, an Alternative configuration and use the values below.

The column IP Address is probably set to 0.0.0.0. If you are using the default setup of the router and don't have any devices manually configured, you can set:

IP Address: 192.168.1.60  
Subnet mask: 255.255.255.0  
Gateway: 192.168.1.1  
DNS 8.8.8.8

3)

**The alarm has been connected but is now OFFLINE in WeBeHome**

The network connection has probably been lost for some reason (Internet is by default not 100% stable). Try the following:

- Restart the Network module
  - For LS-10: Unplug the power cable. Wait about 20 seconds and then plug the power cable back again.
  - For LS-20: Unplug the power cable to the LS-20 and then press the BAT button on the back of the LS-20. **Wait** about 20 seconds and then plug the power cable in again and wait for a few minutes
  - For BF-210/BF-450: Unplug the cable that goes to the AlarmBox LS-30. **Wait** about 20 seconds and then plug the cable in again and wait for a few minutes
- Restart the Network module and your router
  - For LS-10: Unplug the power cable.
  - For LS-20: Unplug the power cable to the LS-20 and then press the BAT button on the back of the LS-20.
  - For BF-210/BF-450: Unplug the cable that goes to the AlarmBox LS-30.
  - Unplug the power to your Router and **wait** about 20 seconds.
  - Plug the power back to the router and **wait** about 5 minutes so the router can get online again.
  - Plug the LS-10/LS-20/BF-210/BF-450 again and then wait a few minutes
- Check if you have access from your network to Internet from a computer by connecting the network cable that goes to the LS-10/LS-20/BF-210/BF-450 to your computer. Then open an internet browser and check that you get access to internet.



4)

**I have manually changed the settings and the LS-10/LS-20/LS-30 is now OFFLINE**

WeBeHome use for example CMS1 and some other settings in the LS-10/LS-20/LS-30 to identify it. If these are changed manually (not via WeBeHome) then WeBeHome will no longer recognize the LS-10/LS-20/LS-30 and then assign new CMS1 etc to the system. It will then behave like a new LS-10/LS-20/LS-30 and the old one will be forever Offline. We strongly recommend to only use WeBeHome to change settings and never change any settings direct to the LS-10/LS-20/LS-30. You need to add a new location (from the Customer page) and then add your AlarmBox like it was a brand new one.

5)

**I have made a Reset of my LS-10/LS-20/LS-30 and it is now OFFLINE**

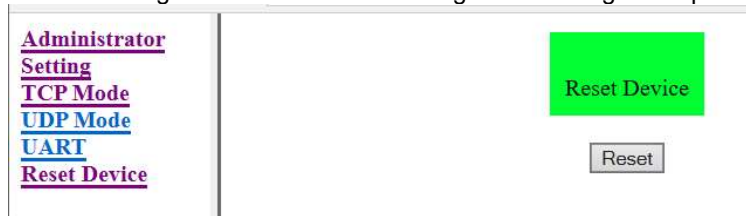
It will behave like a new LS-10/LS-20/LS-30 and the old one will be forever Offline. You need to add a new location (from the Customer page) and then add your AlarmBox like it was a brand new one.

6)

**Everything looks OK but the AlarmBox is offline**

Try to make a reset of the network module using the “Reset device” from the web interface of the network module. Follow this steps:

- Press the “Reset” button
- Wait about 20 seconds
- Restart the network module using instructions in point 4 above. This is important since it sometimes does not release network information unless this is done
- Configure the network module again according to chapter 2.



7)

**The alarm is causing network problems in my local network**

A possible reason is that the DHCP handling with Router isn't working as it should, a solution is to set static network addresses of the network module as shown in the Alternative configuration above.

If the network module already has static IP-addresses, then the configuration of the static IP is probably not correct.

8)

**The connection to WeBeHome is not stable**

Enter Static IP-addresses which can remove some kinds of network related problems. See chapter 3.



9)

**There are several “Reconnections” in the event log in WeBeHome**

A reconnection is when there is an open connection to WeBeHome and for whatever reason the Network module opens a new connection. Then the existing connection at WeBeHome is merged to the new connection.

That is pretty common. Even with good network connections that will happen from time to time. If there are more than 10 to 20 reconnections per 24 hours, then there is a reason to be worried.

10)

**There are several “New connections” to WeBeHome**

When the LS-10/30 BF-210/450 has been completely disconnected and a new connection is opened. Usually a new connection is done on next event from the LS-10/30 which should be within 6 minutes.

If there are a lot of these kinds of disconnections and new connections every day, then something is wrong in the network / internet connection and should be taken care of.

11)

**There is connection problem and none of the above helps**

There are several ways a router/firewall and internet operator can disturb or block the connection.

Here is a list of potential issues:

- Packet inspection is turned on which inspects communication between the alarm and the cloud which block/remove the content. Turn packet inspection off in router/firewall will solve this issue.
- Outgoing traffic is blocked, either completely or for some devices. Check rules for blocking outgoing traffic in the router/firewall and make sure no rule affect the alarm connection.
- The router/firewall or internet provider could have a rule that close connections that has been open for longer than a certain time. Disable such rules to avoid disconnections.

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**The connection to WeBeHome is not stable**

Enter Static IP-addresses which can remove some kinds of network related problems. See chapter 3.

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