



Connect-FLX

Installation Manual

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Introduction

Connect-FLX is a professional-grade wireless security panel designed to offer advanced home security and automation services. With integrated cellular, Wi-Fi™, Ethernet and Z-Wave* capabilities, it ensures multiple communication channels for primary and backup use. Its long-range, encrypted wireless receiver provides comprehensive whole-home coverage.

Features

- Cellular, Wi-Fi and Ethernet communication channels
- Remotely control from any mobile device
- Industry-leading wireless range
- Z-Wave™ Automation*
- Up to 8 Partitions
- Up to 50 users & 96 zones
- Up to 4 Touchpads
- Up to 8 PINPads
- Up to 50 keyfobs

**Z-Wave functionality is only available for the CONNECT-FLX-Z model.*

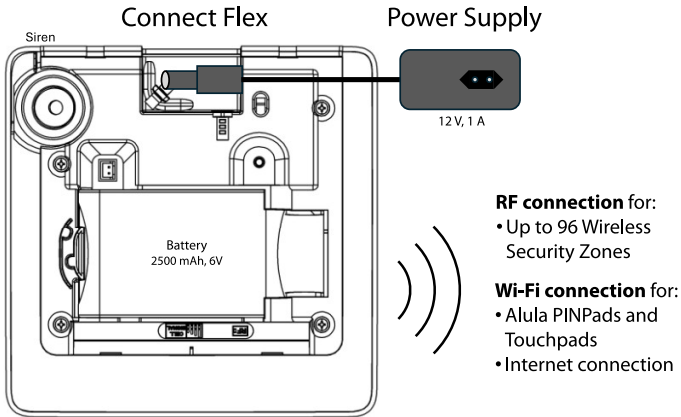
Items included in the box

- Connect-FLX alarm panel
- Rechargeable backup battery
- 12 VDC power adapter
- Table-top mounting base
- Installation Guide
- Siren
- Antenna

Specifications

Physical Specifications	
Housing Dimensions	5.99 x 5.99 x 1.28 inches (15.21 x 15.21 x 3.25 cm)
Weight	16.5 ounces (467 grams)
Environmental	
Operating Temperature Range	32 to 120 °F (0 to 49 °C)
Storage	- 4 to 86 °F (-20 to 30 °C)
Max. humidity	85% non-condensing relative humidity
Panel Specifications	
Cellular Module	Model: Telit ME310G1-WW Supported Modes: Dual Mode LTE-M/2G
Wi-Fi Module 1 & 2	Model: ESP32-WROVER-E Supported mode: 2.4 GHz Protocols: 802.11b/g/n (802.11n up to 150 Mbps) RAM: 520 KB of on-chip SRAM for data and instructions External SRAM: 8 MB External Flash: 8 MB
Ethernet	Chip model: LAN8720A-CP-TR Speed: 10/100
Microcontroller	Model: Atmel ATSAMd5 1P20A Core: ARM Cortex-M4 processor with FPU Operating Frequency: Up to 120 MHz SRAM: 256 KB Flash Memory: 1 MB (with dual bank support) EEPROM: Emulated in flash
Z-Wave™ Module	Model: ZGM130S Frequency: 868.42 MHz
RF Module for Wireless Sensors	Frequencies: 433.92 MHz, 345 MHz, 319.5 MHz Max. number of Wireless Security Zones: Up to 96
Interface Devices	PINpads (RE652): Up to 8 PINpads Touchpads: Up to 4 Touchpads Keyfobs: Up to 50 Keyfobs
Power Supply	Part number: RE012-6 (US), RE012-7 (AUS), RE012-8 (CE) Input: 100-240VAC, 50/60 Hz, 0.5A Output: 12VDC, 1A
Supported Battery	Part number: RE029 Backup: 24 hours minimum Specifications: 6 VDC, 2.5 Ah, NiMH
Charger	Trickle: 25 mA Fast: 95 mA
Max. Number of Users	49 Users + 1 Master User
Siren	Meet UL required 85dBA at 10 feet performance requirements Maximum Number of Sirens: 8

Wiring the Alarm Panel



✓ Connect the Connect-FLX to the 12 VDC, 1A power supply.

System Installation

Panel Location Guidelines

- The panel needs AC power and at least one network connection (Cellular or Wi-Fi).
- Locate the panel centrally on the main floor.
- Avoid mounting below ground level.
- Do not mount near ducts, appliances, or other large metal objects.
- Do not mount directly adjacent to other RF devices.

Mount the panel

Mount the panel to a wall using the mounting holes in the back cover.

Power up the panel

Insert the power supply barrel into the power jack on the side.

NOTE: When on battery Cellular, Wi-Fi, and Ethernet are powered down and only turned on for reporting of a trouble or alarm condition.

System Setup

1. M2M Customer Account

- ✓ **Existing M2M Customer:** Log in to the M2M Admin portal - <https://m2mservices.com/Admin/> with your existing credentials* (user name and password).

Type the serial number of the panel (locate it on the sticker on the panel) into the search field.

**If not sure of the correct ones, please contact your local M2M Distributor or your Central Station.*

- ✓ **New M2M Customer:** Register an account on the M2M Dealers portal <https://m2mdealers.com> to add a device.

Add your Connect-FLX with a serial number and Config key located on the back of the panel. The device will appear in the main grid of your account.

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2. Assign to Alula Customer

- 1) Double-click on the device or Right-click and select **Alula Alarm Settings**.
- 2) Then go to **Device Actions** dropdown menu and select **Assign to Customer***.
- 3) Enter your desired username and all the data required and click **Save and Continue**.
- 4) Click **Confirm** to assign this device to the customer (interactive user).

* To create additional interactive users, click the Add Interactive User button from the **Users** tab.

3. Connect the panel to the Internet

The panel will connect to a Cellular network by itself. Connecting via Wi-Fi or Ethernet requires enrollment into your home router:

- ✓ You can connect your Connect-FLX to the Internet using an **Ethernet** cable. Simply plug one end of the cable into the Connect-FLX panel and the other end into your router.
- ✓ If you are using Wi-Fi, open your device dashboard (double-click on the serial number), navigate to **Settings** -> **Network Settings**. Then select the **Enable WiFi** check box, and set up your wireless network in one of two ways:
 - **Automatically connect to Wi-Fi:** Click the **Search** button and wait for the device to list the available Wi-Fi networks. Click the desired Wi-Fi network, enter the password, click the **Connect** button (for iOS – the **OK** button) and then the **Save Settings** button.
 - **Manually connect to Wi-Fi:** Manually enter the **SSID** and **Password** for the desired Wi-Fi network and click the **Save Settings** button.

4. Partition configuration

From the **RControl Admin App** > **Connect FLX tab** / **RControl Admin Portal** > **Alula Alarm Settings**, Tap on the Panel Settings tab and enable / disable partitions (Maximum number of partitions is 8).

5. Sensor enrollment

- ✓ Enroll sensors and peripherals by first pressing the **Enroll/Reset** button on the back of the panel until it beeps once (approximately 3 seconds) and then sending an enrollment signal from the sensor or peripheral.
- ✓ Sensor enrollment mode is active for 5 minutes and then switches off.

To access enrollment settings, you can use either the **RControl Admin Portal**, or the **RControl Admin App**.

Add zones via the RControl Admin Portal / RControl Admin App

- 1) From the **RControl Admin Portal**, find your Connect-FLX device, right click on it and select **Alula Alarm Settings** (For the **RControl Admin App** select **Connect FLX** tab).
- 2) When you see the main screen of the dashboard, click the menu button in the upper left corner to access the **Peripherals** settings.
- 3) In the **Zones** tab, click the **Add New Zone** button. Then choose between one of the two options:
 - ✓ Enroll Using Hardware ID – In this case you will need to manually enter the Zone Hardware ID, or:
 - ✓ Enroll by Triggering Zone – When this option is selected, enrollment signals can be triggered by removing the battery tab or tampering the device. Refer to the specific device manual for more information.
- 4) Once your zone has successfully sent an enrollment signal to the panel, the zone will pair with the panel and will be visible in the Portal.
- 5) Add zone name (if desired) and click **Save and Exit Enrollment** button to complete the zone installation.
- 6) To assign zones to one or more partitions, go to **Peripherals** tab, click on the zone and from Partition Assignment select one or more Partitions. Click **Save**.

Enrollment Tips

- The RControl Admin Portal provides a way to enter and exit wireless enrollment mode.
- Wireless enrollment mode will end 5 minutes after the last sensor is enrolled.
- Enrolling a Keypad or other 2.4GHz peripheral will automatically end wireless enrollment mode.
- Holding the Enroll/Reset button until the panel sounds one long beep (about 3 seconds) will end wireless enrollment mode.

Sensor removal

Via the RControl Admin Portal

Open the **Alula Alarm Settings** menu -> Navigate to **Peripherals** -> Select the **Zones** tab, locate the zone you want to remove and click the **Delete** button on the right. Then click the **Confirm** button.

4	0D38CCCC0	zone 4	Outdoor PIR	Motion	1	100
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Via the RControl Admin App

Go to the **RControl Admin** App and select the **Connect FLX** tab. Navigate to **Peripherals** -> Select the **Zones** tab, locate the zone you want to remove and click the **Delete** button on the right. Then click the **Confirm** button.

System testing

Test the system after finishing installation, enrollment, and configuration. Verify proper operation of all installed sensors and peripherals using the Alula App or the M2M RControl Admin Portal. All sensors and peripherals should score at least one bar on the RF signal strength indicator. See RF Signal Strength.

RF Signal Strength

RF Signal Strength is an averaged signal-to-noise indication. Even in the absence of sensor transmissions, the panel experiences ambient RF energy (i.e. noise). The RF signal strength indication represents a sensor's signal relative to ambient noise. If multiple sensors score low signal strength, this could be due to one or more of the following:

- 1. High ambient noise** - Ensure the panel is not mounted adjacent to other electronics.
- 2. Panel isn't centrally located, or is mounted below ground** - Move the panel to a central location in the home that is above ground level.
- 3. Panel is located near ducts, appliances, or other large metal objects** - Relocate the panel away from these types of objects.

RF noise – interference

Routers, modems, and other electronic devices emit RF noise. For best results, avoid mounting the panel directly beside other electronic devices!

Camera setup

Enable Video Services:

Go to the **RControl Admin Portal**, find your Connect-FLX device -> Right click on it, select **Alula Alarm Settings**. Click on your user (as a hyperlink). At the bottom of the page, click the **Enable Video** button located under the **Video Service Settings**. Enter the number of your doorbells / cameras in the Cameras text field and click **Save**.

Important notes:

- ✓ In order to set up cameras, you will need to connect your Connect-FLX device to the internet via Wi-Fi first!
- ✓ The cameras must be connected to the same network as the Connect-FLX panel!
- ✓ Alula doorbells / cameras can be added **only from the Alula app**.

Automatically add ONVIF or RTSP cameras

- 1) Open your RControl Admin app and search for your device Serial number. Then go to **Settings** menu -> **Camera Settings**.
- 2) The app will automatically search for cameras on your local network.
- 3) Click on the desired camera and enter User name and Password and click **CONNECT**. If your camera is not found, manually add it by following **Steps 1 and 2**, and then follow the instructions in the **Manually add ONVIF or RTSP cameras** section:

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Manually add ONVIF or RTSP cameras

- 1) Click on one of the links below, according to the camera type – **Manually add ONVIF cameras / Manually add RTSP cameras.**
- 2) If the camera supports the ONVIF protocol, the app will require you to enter the IP address of the camera, or, if you are adding an RTSP camera, you will need the URL address of the camera.
- 3) Enter the Username and Password of the camera you are adding.
- 4) Click **CONNECT**.

Remove ONVIF/RTSP cameras

From the **Camera Settings** menu, click the **Delete** button located on the right side of the camera you want to remove.

Triggers

The Connect-FLX allows pre-post verification of alarm events transmitted through the panel. When such an event is sent to the device's event log, customers can set up a camera to take a series of snapshots. Any type of event can trigger the creation of a snapshot (alarms, trouble, info, etc.). A custom CID code can also be set as a trigger.

Note: *Triggers can be registered for ONVIF and RTSP Cameras only.*

To register triggers, login to the **RControl Admin app / RControl Admin Portal**, go to **Settings -> Camera Settings**, open the desired camera and then select **Triggers**, located at the bottom of the screen. Then click the "+" button in the upper right corner of the screen.

- **Trigger type:**

Alarm, Perimeter Alarm, Panic, Medical, Arm, Disarm, Arm by User, Disarm by User, Custom CID

- **Event/Restore**

- If **the Event** option is selected, you will receive one event with snapshots only when a specific event occurs.
- If **the Restore** option is selected, snapshots are sent only when a restore occurs.
- If the **Both** option is selected, you will receive two events with 10 snapshots each – one for the **event** and another one for the **restore**.

- **Zone** – trigger a snapshot for a particular zone. If you leave it empty you will get snapshot verification from any zone number.

When all fields (Trigger type, Event/Restore, and Zone) are set, click the **Save Settings** button.

View Trigger Events

In the **Alula app** you can view the trigger events either just below the camera view, as a list, or in the **Event log** page of the app. On the right of each event you will notice a camera icon that indicates camera events. Click the event to see the snapshots.

Edit or delete triggers

Once you've set at least one trigger, you can re-enter the **Triggers** menu in the **RControl Admin app: Settings tab > Camera Settings** to delete the current trigger or to set another type of trigger if needed.

Snapshot count

For each event that occurs, the app will always take a total of 10 snapshots. By default, there will be 5 photos taken before the event and 5 photos taken after. You can set the Snapshot count by sliding the **Pre alarm / Post alarm** slider.

Note: *If event triggers are already set for three cameras, you can only set 10 post verification snapshots for the next cameras added.*

Streaming on Demand

Open your Alula app and initially you will see the Dashboard on the screen, and depending on your device OS, you need to do the following:

For iOS: From the **Home** screen tab, click on the **Cameras** tab on the main screen.

For Android: Click on the top-left menu button -> Cameras.

Then click on the camera you want to start Streaming on-demand and you will see a loading screen for a few moments until it starts buffering the video content.

Add Alula Wi-Fi Doorbells / Cameras

- 1) Follow the Quick Start Guide included in the Alula Wi-Fi Doorbell / Camera box to install and wire your doorbell / camera.
- 2) Connect the Doorbell / Camera to the power source.
- 3) Go to the **RControl Admin Portal**, find your Connect-FLX device -> Right click on it and select **Alula Alarm Settings**. Click on your user (as a hyperlink). At the bottom of the page click the **Enable Video** button located under the **Video Service Settings**. Enter the number of your doorbells / cameras in the **Cameras** text field and click **Save**.
- 4) From your Alula app **Cameras** menu, click on the "+" button located on the top-right corner of the screen (both Android and iOS). A QR-code scanner will appear on your screen – use it to scan the QR code from your Alula Doorbell to add it to the app.

Alternatively, you can add it manually from the QR code scanner screen:

- ✓ **For iOS:** Click the **Configure manually** button on the bottom of the screen.
 - ✓ **For Android:** Manual configuration option will appear on Android if your device failed to scan the QR code. In this case you will see an **Add Camera Failed** message – then click the **Add manually** button.
- 1) Then enter the Device ID (DID) code – it is placed below the QR code on the doorbell. Click the **Add** button to confirm.
 - 2) Follow the on-screen instructions, then select Wi-Fi connection by clicking the corresponding button. Enter the SSID and password for your Wi-Fi network and click the **Configure camera** button.
 - 3) Enter your preferred doorbell name (not required) and click the **Save name** button, and finally, click the **Done** button.
 - 4) To make this device visible on your Alula app main page, click the Edit button located on the top-right corner of the app, select the device and add it to Favorites.

Remove Alula Wi-Fi Doorbells / Cameras

On the top-right side of the doorbell / camera preview there is a **Settings** (Gear) button. Click on it and you will see the settings for the selected doorbell. Next:

- ✓ **For iOS:** From this screen click on the **Unregister Camera** button and then confirm by clicking the **Continue** button.
- ✓ **For Android:** From this screen, click on the **More** (:) button located on the top-right corner of the screen. Then click on the **Remove camera** button, and then confirm by clicking the **Remove camera** button.

Add EUFY Cameras

- 1) Follow the Quick Start Guide included in the EUFY Camera box to install and wire your camera.
- 2) Go to the **RControl Admin Portal**, find your Connect-FLX device -> Right click on it and select **Alula Alarm Settings**. Click on your user (as a hyperlink). At the bottom of the page click the **Enable Video** button located under the **Video Service Settings**.
- 3) Enable the **Enable Eufy** option. Enter the number of your cameras in the **Cameras** text field and click **Save**.
- 4) From your Alula app **Cameras** menu, click on the "+" button located on the top-right corner of the screen (both Android and iOS). A QR-code scanner will appear on your screen – use it to scan the QR code from your Eufy camera to add it to the app.
- 5) Follow the on-screen instructions, then select Wi-Fi connection by clicking the corresponding button. Enter the SSID and password for your Wi-Fi network and click the **Configure camera** button.
- 6) Point the QR code displayed on your phone at the camera.
- 7) Enter your preferred camera name (not required) and click the **Save name** button, and finally, click the **Done** button.
- 8) To make this device visible on your Alula app main page, click the Edit button located on the top-right corner of the app, select the device and add it to Favorites.

Remove Eufy Cameras

On the top-right side of the camera preview there is a **Settings** (Gear) button. Click on it and you will see the settings for the selected camera. Next:

- ✓ **For iOS:** From this screen click on the **Unregister Camera** button and then confirm by clicking the **Continue** button.
- ✓ **For Android:** From this screen, click on the **More** (:) button located on the top-right corner of the screen. Then click on the **Remove camera** button, and then confirm by clicking the **Remove camera** button.

Z-Wave setup*

***Z-Wave functionality is only available for the CONNECT-FLX-Z model.** Each Z-Wave device (Lights, Wall Plugs, Power Strips, Door Locks, Thermostats, Water Valves, Garage Door Openers, etc.) may require a specific action to enter inclusion mode. For more information, follow the instructions provided with your Z-Wave device.

Add new Z-Wave devices (inclusion)

Via the RControl Admin portal

Enter the RControl Admin portal and search for your device. Then right click it and select **Alula Alarm Settings**. Go to the **Peripherals** menu, then select the **Z-Wave** tab.

Click the **Z-Wave Actions** button, located on the right side of the screen and select **Add New Device**.

Via the Alula mobile app

To add new Z-Wave device go to the Alula app, open the main menu (... button for iOS), select **Devices** and click the "+" button located on the top of the screen.

Via the Alula Touchpad

Go to the **Devices** tab and all the paired devices will be listed. To add new Z-Wave device, click the "+Add" button at the top, and the panel will start the inclusion mode.

Remove Z-Wave devices (exclusion)

Via the RControl Admin portal

Navigate to **Peripherals** -> **Z-Wave** and click the **Z-Wave Actions** button. Select the **Remove Z-Wave Device** option.

Via the Alula mobile app

Go to **Devices** -> Click the **More** (:) button and select **Remove device**.

Via the Alula Touchpad

Go to the **Devices** tab and all the paired devices will be listed. To remove a Z-Wave device, click the "-Remove" button at the top, and the panel will start the exclusion mode.

Emergency Planning Tips

- ✓ Periodically discuss and rehearse emergency plans.
- ✓ Understand how to use your security system.
- ✓ Know the normal states of doors and windows: open, closed, or locked.
- ✓ Escape fast! (Do not stop to pack.)
- ✓ Use a different escape route if closed doors feel hot to the touch.
- ✓ Smoke is toxic. Stay low and breathe strategically when escaping a burning building.
- ✓ Designate a nearby landmark as a safe family re-grouping location.
- ✓ Emphasize that no one should return to the premises if there is a fire.
- ✓ Call the emergency assistance as soon as possible but do so from a safe location.
- ✓ Do not enter the premises if you arrive and hear sirens. Call for emergency assistance from a safe location.

Using the PINPad (see PINPad™ manual

for detailed operation)

- ✓ **Disarm the system** by entering a valid user code on the number pad.
- ✓ **Arm Away** by pressing ARM AWAY  until the PINPad LED flashes red.
- ✓ **Arm Stay** by pressing ARM STAY  until the PINPad LED flashes red.
- ✓ **Trigger a panic alarm** by pressing ARM STAY  & ARM AWAY  together until the PINPad LED flashes red.



Troubleshooting

Symptom	Troubleshooting Steps
Network Connectivity LED OFF	Wi-Fi Connections Ensure the panel has been configured with the proper Wi-Fi credentials and the Wi-Fi LED on the panel is on solid. If the LED is blinking, either the network is not in range, or the Wi-Fi credentials are incorrect (refer to System Installation). Cellular Connections 1. Ensure the cellular connection is properly configured, and the Power LED on the panel is pulsing. 2. Inspect the LED on the panel. • A solid LED indicates the panel is connected to the network. • A flashing LED indicates the panel has found a tower and is attempting to connect to the network. Wait until the LED is solid. If the LED has been double flashing for more than ten minutes, try power cycling the panel.
M2M Platform or Central Station Connectivity LED OFF	1. Ensure the Network Connectivity LED is on. If it is off, see the network connectivity troubleshooting section above. 2. Ensure port Outbound TCP/UDP 9000 is open in the router/modem settings. 3. Ensure the panel is registered to an account with M2M and the account is active.
System Firmware Update LED OFF	Ensure port Outbound TCP/UDP 9000 is open in the router/modem settings. The panel and peripherals will not be able to receive firmware updates if this port isn't available or is already in use.

Alula mobile application features

- ✓ Arm and disarm the alarm panel remotely
- ✓ Monitor the current status of the panel
- ✓ Add Alula Cameras / Doorbells
- ✓ Add ONVIF and RTSP cameras
- ✓ Video streaming on-demand
- ✓ Get real-time notifications
- ✓ View events log

Download the **Alula** end user mobile application:



RControl Admin application

- ✓ Advanced Settings for the Connect-FLX panel
- ✓ Add ONVIF and RTSP cameras
- ✓ Internet settings configuration
- ✓ Enroll zones and Z-Wave devices

Download the **RControl Admin** mobile application:



Trademarks

- ✓ RControl is a trademark of M2M Services.
- ✓ Alula and Connect-FLX are trademarks owned by Alula LLC.
- ✓ Wi-Fi is a trademark of The Wi-Fi Alliance.
- ✓ Z-Wave is a trademark of Silicon Labs.
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- ✓ Use of these trademarks, logos, product names, service names and brand names does not imply endorsement.

RF Exposure Notice

In order to comply with FCC and ISED RF Exposure requirements, a minimum separation distance of 20 cm must be maintained between the device and all persons during normal operation.

Add the alarm panel for monitoring with the following **Config Key***:

*Navigate to <https://m2mservices.com/Admin> -> **CMS** -> **Config New Device / Monitor New Device**.