CRIMEWATCH
SECURITY

P ▲ R ▲ D O X®
SECURITY SYSTEMS

Paradox Alarm
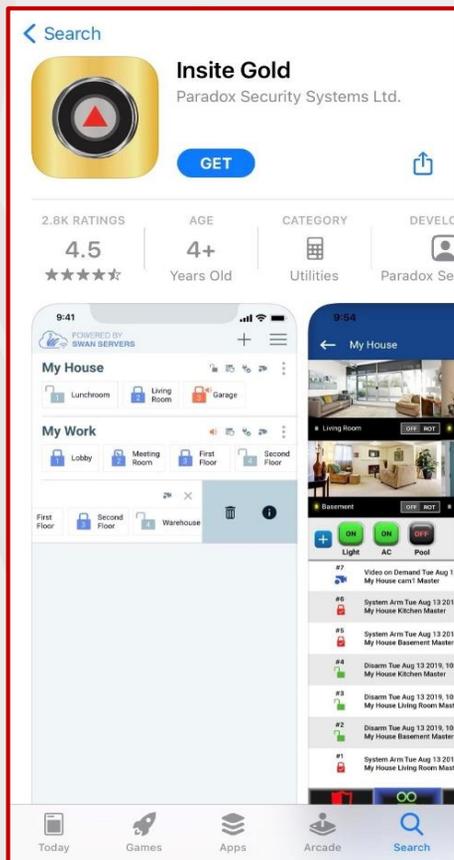# SP5500 & EVO192
Insite Gold App & IP Module
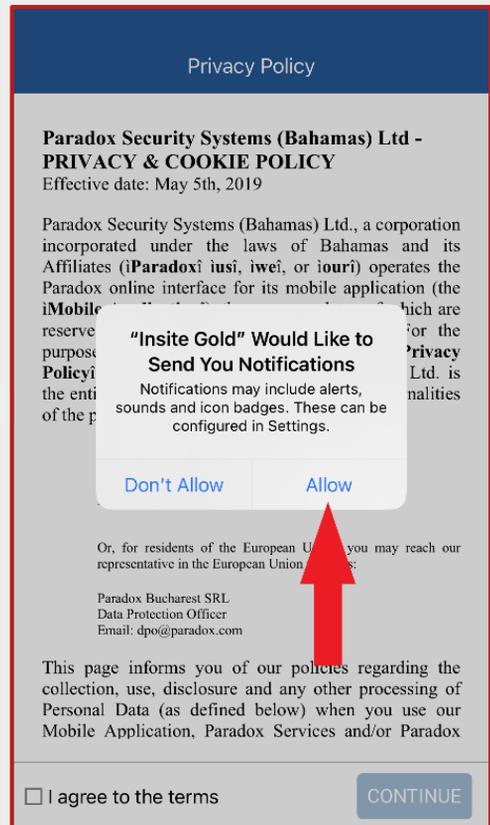# Setup Guide

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Initial Setup

- Locate the Alarm Panel (this will be located in a Cupboard or WIR).
- Open the panel and look for a white sticker with the Serial Number on it.
- Take a photo or write this Serial Number down, it will be required later.

1. Download the Insite Gold App from the Apple App Store or Google Play Store.

2. Open the App. It will prompt you to Allow Notifications. Click ' **Allow** '. This is how Insite Gold will inform you if your Alarm goes off.
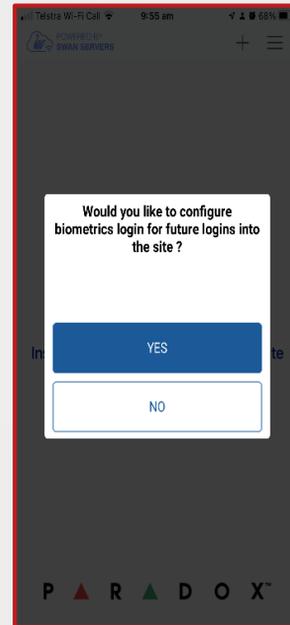
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3. Read through the Privacy Policy and if you agree, select the box ' **I agree to the terms** '. If it won't let you select the box, scroll to the bottom of the policy.
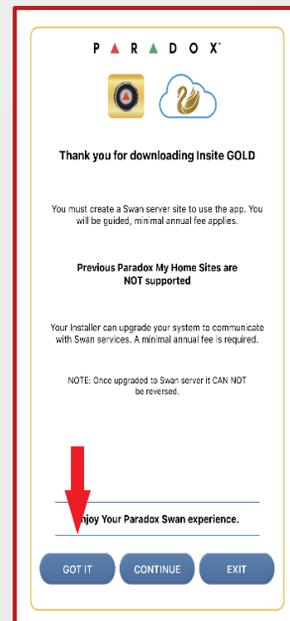

4. Click on the ' **Continue** ' button.

5. It may prompt you to use biometrics to login. This means it will use your fingerprint or face ID to unlock the App instead of your Alarm Code. Select either ' **Yes** ' or ' **No** '.
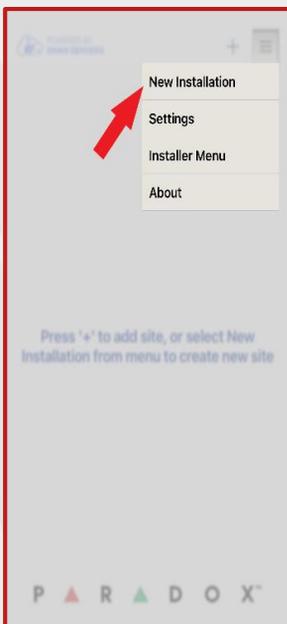

6. The App will open to a disclaimer page. Read it and select ' **Got it** '. Selecting anything else will make the App always boot to this disclaimer.
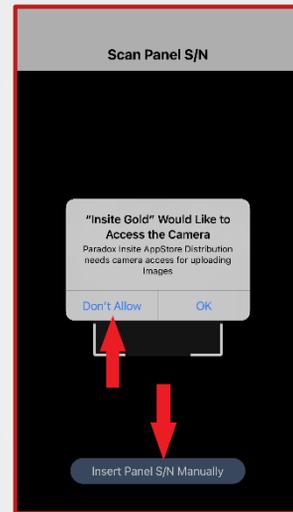
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7. The App will then take you to the Home Screen. Here you need to select the menu button in the top right hand corner.

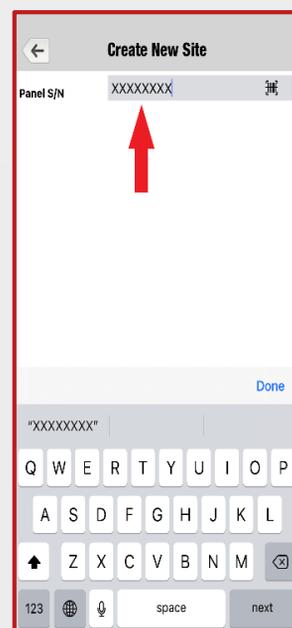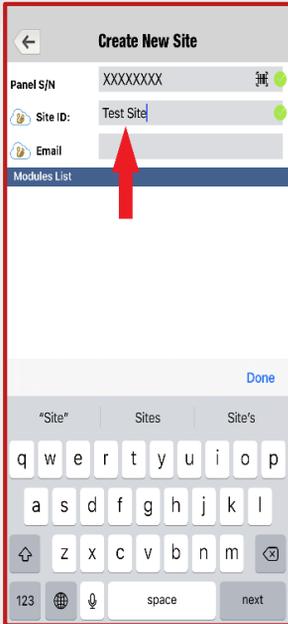9. It will then prompt to use your camera. This is not required as we will enter manually. Select the ' **Insert Panel S/N Manually** ' button.
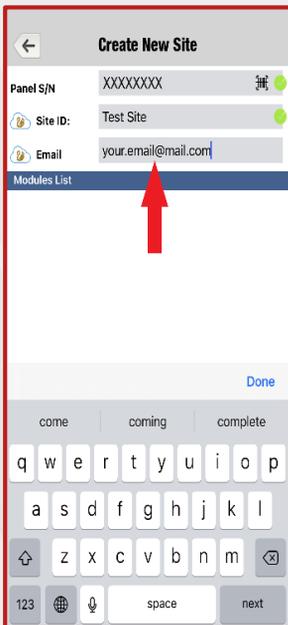

8. Then select ' **New Installation** '.

10. Enter the Serial number you wrote down from Step 1 of this guide. If you have an SP5500 Alarm Panel Do Not include the first 2 digits. (usually S and 5)
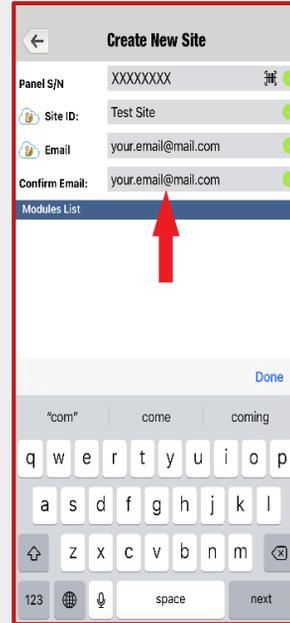
11. The enter your Site ID, this can be anything you want to call it i.e. Home, Office, Work, 12BridgeSt and select **Done**.

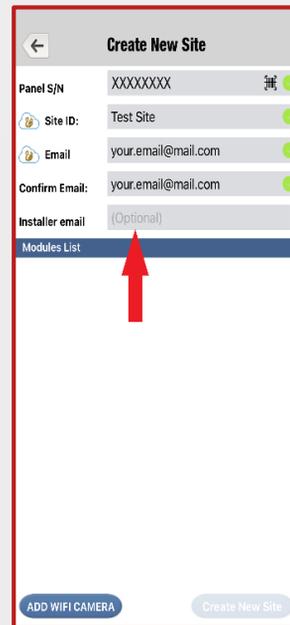12. Enter your email address and select **Done**.

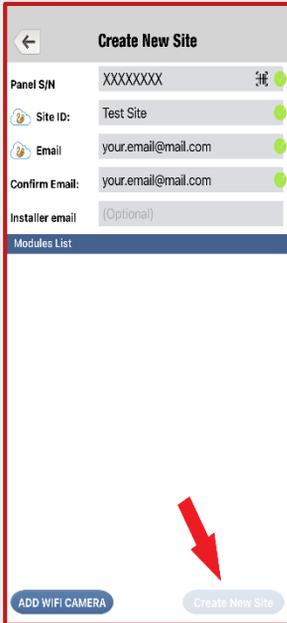13. Confirm your email address and select **Done**.

14. You can leave the installer email as blank or enter the following:
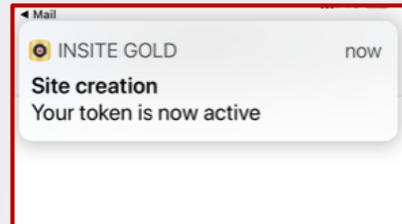
    techsupport@crimewatch.com.au

15. If the ' **Create Site** ' button is greyed out and can't be selected then there is an issue with the connection to the internet. Check all internet cables and reboot modem if required otherwise click ' **Create Site** '.
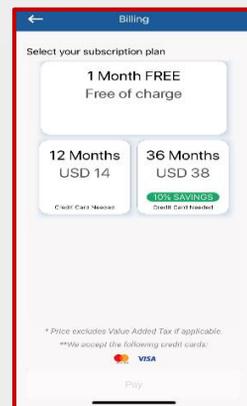
16. Check your email, you should an email to activate the site. Click the ' **Activate** ' button.

17. You will receive a notification on your phone that the site is now Active.

18. Inside the App you are now asked to select the subscription you wish to choose, Make your select and fill out your card information and confirm.

19. The App will then prompt you to fill out a Customer Information page with all of your details. Once completed select ' **Continue** ' and you're done.