Solution Connect

App to operate Solution Series control panels

en Operation manual

Table of contents

1	**Use latest software**	**4**
2	**Short information**	**4**
3	**System overview**	**4**
4	**Getting started**	**4**
4.1	How to connect to the app	4
4.1.1	Downloading the app	4
4.1.2	Creating an account	5
4.1.3	Resetting your password	5
4.1.4	Logging in	5
4.2	How to add a control panel	5
4.3	User settings	6
4.3.1	Push notifications	6
4.3.2	Inactivity timeout	6
4.4	How to connect to a control panel	6
5	**App functionality**	**6**
5.1	Security	6
5.1.1	Arming	6
5.1.2	Disarming	7
5.1.3	Panic alarm triggering	7
5.1.4	Faults	7
5.2	History	7
5.3	Events	7
5.4	Outputs	7
5.5	More	8
5.5.1	Zones	8
5.5.2	Doors	8
5.5.3	System information	8
5.5.4	Disconnect	8
6	**Troubleshooting**	**8**
6.1	Problem solving	8
6.2	Frequently asked questions (FAQs)	9
6.3	Technical support contact	10

1 Use latest software

Before operating the device for the first time, make sure that you install the latest applicable release of your software version. For consistent functionality, compatibility, performance, and security, regularly update the software throughout the operational life of the device. Follow the instructions in the product documentation regarding software updates.
The following links provide more information:

- General information: https://www.radionix.com/us/en/service-support/sales-support-services/
- Security advisories, that is a list of identified vulnerabilities and proposed solutions: https://www.radionix.com/us/en/service-support/product-security/security-advisories.html

Radionix assumes no liability whatsoever for any damage caused by operating its products with outdated software components.

2 Short information

This manual describes the operation of the app (Solution Connect) for an iOS device or an Android device.

3 System overview

The app provides remote access to a compatible control panel with a mobile device.
The following functions are available:

- Arming
- Disarming
- Panic alarm triggering
- Outputs operating
- Zones operating (bypassing/unbypassing)
- Doors operating
- Faults inquiry
- History inquiry
- Events inquiry
- System information inquiry
- Date/Time setting

Compatible control panels

- Solution 2000/3000 (v2.0+)
- Solution 2100/3100 (v1.0+)
- Solution 4000 (v1.0+)
- Solution 4100 (v1.0+)

4 Getting started

4.1 How to connect to the app

4.1.1 Downloading the app



Caution!
Data protection and security
Malware is a risk to the security. Download the app only from trustworthy sources. Make sure to always keep the app up to date.

1. If you do not have a Google account or an Apple ID, create one.

2. To access the internet, enable the Wi-Fi and connect to an available network.
3. Open the Google Play Store or App Store.
4. Search for Solution Connect.
5. Install the " Solution Connect " app with the following icon:



4.1.2 Creating an account

1. Open the app.
2. Select **Create account**.
3. Enter all necessary information for **Email** and **Password**.
4. Select **Register**.

– A confirmation email is sent to you.

5. Open your email account and confirm the link in the email.

– If you cannot find the confirmation email, check your spam folder.

4.1.3 Resetting your password

1. Open the app.
2. Select **Reset password**.
3. Enter your email address.
4. Select **Reset password**.

– An email with reset instruction is sent to you.

5. Open your email account and click the link in the email.
6. Enter a new password twice.

4.1.4 Logging in

1. Open the app.
2. Enter your email address and password.
3. Select **Log in**.



Caution!

Data protection if remember me function is activated

If you activate the remember me function, make sure that you use other ways of securing your mobile device to protect your data and to make sure that your system is EN and VdS compliant. E.g. secure your mobile device with a pincode or a fingerprint scan and make sure that the screen of your mobile device turns off automatically after a given time.

4.2 How to add a control panel

1. When you logged in, select  .
2. Select **Add Device**.
3. In the **Name** field, enter the name or a description of the panel.
4. In the **Cloud ID** field, enter the cloud ID provided by your installer.

– Or scan the QR code and ID label provided by your installer.

5. Select **Submit**.

Caution!

Sensitive data protection

The QR code and ID label with the cloud ID provided is unique for each cloud connection. Make sure to store it at a secure location and give it only to persons who should get access to the panel.

4.3 User settings

4.3.1 Push notifications

Per default, push notifications for alarms are sent. Additionally, push notifications for system events and fault/trouble events can be switched on.

1. Select **Settings -> Push notification options**.
2. Select for which events you want to receive a push notification.

The app will send push notifications for the selected actions.

4.3.2 Inactivity timeout

1. Select **Settings -> Inactivity timeout**.
2. Select the desired amount of time.

The app will disconnect the control panel automatically after the selected amount of time if there is no activity.

4.4 How to connect to a control panel

1. When you logged in, select .
2. Choose the panel you want to connect.
3. Select .
4. Enter your user code.
5. Select **Connect**.

5 App functionality

5.1 Security

5.1.1 Arming

Arming modes

The AWAY mode is used to arm the premises to detect a would-be intruder, when you leave the premises and require that all zones are activated in a ready state.

The STAY mode is used to arm the perimeter and unused parts of the premises as defined by the installer to detect a would-be intruder, while at the same time being able to move freely within an area that is automatically isolated.

VdS Home conform arming

To ensure VdS Home conform arming, apply the following:

– Before arming, ensure that no persons are inside or have access to the areas that are about to be armed.
– To arm, use a key switch on-site before proceeding with the app.

How to arm the system (all areas)

1. Select **Security**.

2. Select  .
3. To arm in AWAY mode, select **Away arm**.

– To arm in STAY mode, select **Stay 1 arm** or **Stay 2 arm**.

How to arm a single area

1. Select **Security -> Areas**.
2. Select the area you want to arm.
3. To arm in AWAY mode, select **Away arm**.

– To arm in STAY mode, select **Stay 1 arm** or **Stay 2 arm**.

5.1.2 Disarming

VdS Home conform disarming

To ensure VdS Home conform disarming, use a key switch on-site before proceeding with the app.

How to disarm the system (all areas)

1. Select **Security**.
2. Select  or  .
3. Select **Disarm**.

How to disarm a single area

1. Select **Security -> Areas**.
2. Select the area you want to disarm.
3. Select **Disarm**.

5.1.3 Panic alarm triggering

Panic alarm can be operated whether the area is armed or disarm.

1. Select **Security**.
2. Select **Panic Alarm**.
3. Select **OK** to activate the alarm instantly.

5.1.4 Faults

– Select **Faults**.

The active faults are displayed.

5.2 History

– Select **History**.

The history is displayed.

5.3 Events

1. Select **Events**.
2. Select the event type you want to display.

The areas with events are displayed.

5.4 Outputs

Multiple devices such as sirens or lights can be defined as an output and can be operated via the app.

How to operate an output

1. Select **Outputs**.

2. Select the output you want to turn on.
3. Select **Turn on**.

5.5 More

5.5.1 Zones

If one or more zones are bypassed, they are disabled for one arming cycle. After one arming cycle they are automatically unbypassed.
After bypassing a zone, you can arm areas even when a zone is defect or in alarm state or if you temporarily do not want to use the zone.

How to bypass a zone

1. Select **More** -> **Zones**.
2. Select the zone you want to bypass.
3. Select **Bypass**.

5.5.2 Doors

Up to 4 doors with B901 door controller can be operate via the app.

1. Select **More** -> **Doors**.
2. Select the door you want to operate.
3. Select **Cycle/Lock/Unlock/Secure**.

The door operates as requested.

5.5.3 System information

1. Select **More** -> **System information**.

– The system information is displayed.

Set Date/Time

If needed, select **Set Date/Time** to apply the date and time from the mobile device to the control panel.

5.5.4 Disconnect

1. Select **More** -> **Disconnect**.

– The amount of time of your connection is displayed.

2. Select **Disconnect now**.

6 Troubleshooting

6.1 Problem solving

Problem	Solution
The app crashes or freezes.	1. Close the app. 2. Ensure that the app is not running in the background anymore. 3. Restart the app.
No connection to the panel possible.	1. Check the internet connection of your mobile device. 2. If your internet connection works normally and there is still no connection after several attempts, contact your installer.

Problem	Solution
No push notification even though they are activated in the user settings.	If it is the first time that you are using the app: 1. Close the app. 2. Ensure that the app is not running in the background anymore. 3. Restart the app. 4. Reconnect to the panel. If you have used the app before: 1. Go to "Settings" of your mobile device. 2. Go to the area with push notification settings. 3. Allow push notifications for the app. 4. Reconnect to the panel.
The newest events are not displayed in the event inquiry.	Use the panel keypad to update the date and time of the panel to the current date and time.

6.2 Frequently asked questions (FAQs)

Which devices support the app?

– The app is supported by Android v12.0 and higher, or iOS v15.0 and higher.

Why don't I get a confirmation email after I registered for an account?

– If you cannot find the confirmation email, check your spam folder.
– If there is no conformation email in your spam folder, register again for an account.

Can I share my account?

– Yes, you can share your account with an unlimited amount of users.

Can I create multiple accounts per panel?

– Yes, you can create up to 10 accounts per panel if your panel uses one communicator and up to 20 accounts per panel if your panel uses two communicators. You can use 4 of the accounts per panel simultaneously.

Can the same user be used on multiple accounts?

– Yes, the same user can be used on multiple accounts.

Can I operate multiple panels with the same account?

– Yes, you can operate an unlimited amount of panels with the same account.

How does Radionix protect my data?

Go to the link Data Protection Notice for details.

How do I ensure that my data is secured?



Caution!
Data protection and security
Malware is a risk to the security. Download the app only from trustworthy sources.
Make sure to always keep the app up to date.



Caution!
Data protection if remember me function is activated
If you activate the remember me function, make sure that you use other ways of securing your mobile device to protect your data and to make sure that your system is EN and VdS compliant. E.g. secure your mobile device with a pincode or a fingerprint scan and make sure that the screen of your mobile device turns off automatically after a given time.

Caution!

Sensitive data protection

The QR code and ID label with the cloud ID provided is unique for each cloud connection. Make sure to store it at a secure location and give it only to persons who should get access to the panel.

How can I choose which notifications I get?

1. Select -> Settings -> PUSH NOTIFICATION OPTIONS.
2. Select for which events you want to receive a push notification.

The name of mobile app app will send push notifications for the selected actions.

6.3 Technical support contact

Homepage

www.keenfinity-group.com/au/en

Email address

technical.support.au@keenfinity-group.com

Phone number

Country	Phone number
Australia	+61 2 9842 4777

Radionix B.V.
Achtseweg Zuid 173
5651 GW Eindhoven
The Netherlands
www.radionix.com
© Radionix 2026

202611100413