USER GUIDE

DEFENDEX Installer — working with the app

Edition: 18.11.2026 · Android · v1.1.14

With the app the installer registers a device in the Defendex system on site, checks that the monitoring receiver hears it (over GSM or radio), runs a zone walk test and immediately creates the client's sign-in to the "Defendex" app. For wiring the devices, see the separate "RT4-5 installer cheat sheet".

CONTENTS

1. What the app does
2. Signing in
3. Finding a site
4. Registering a new device
5. Owner — client access
6. Object check
7. Zone walk test
8. Editing and deleting
9. A typical site visit — step by step
10. If something is wrong
11. The ⋮ menu and web access

1 What the app does

Task	Where in the app
Find a site	"DEVICES" screen → search bar
Register a new device	**+ Device** button, bottom right
Fix site data	Tap the site card
Check the connection and walk the zones	Antenna icon 📡 on the card → "Object check"
Delete a site	Trash 🗑 on the card (if the administrator granted the right)
Help, language, sign out	Menu ⋮, top right

2 Signing in

1. The login and password are issued by the system administrator. Role — "Installer" or higher.
2. Language (RU / EN / LV) — the switch at the top of the sign-in screen, later — in the ⋮ menu.
3. Press **SIGN IN**. The app remembers the sign-in.

Message	What to do
Wrong login or password	Check the keyboard layout; a new password comes from the administrator
This role has no access	Ask the administrator for the "Installer" role
Connection error	Check the phone's internet (Wi-Fi / mobile data)

> You see only the sites and channels the administrator has opened to you in "Visibility".

3 Finding a site

The list stays empty until you say what to look for — this keeps the app fast even with thousands of sites.

- The channel list narrows the search to one channel.
- The card shows: number, name, channel, device type, IMEI or radio address and connection — yes / no.

Type	Finds
site number	the site by number
IMEI (part is enough)	the site by IMEI
part of the name	the site by name
system/slot/number	a radio transmitter
*	the whole list available to you

4 Registering a new device

The **+ Device** button on the “DEVICES” screen. The form has four parts.

- **1. Device.** Site number (NR) — the same account programmed in the device; it must be free. Name — how the client will see the site (“Garage”, “Warehouse at Brīvības 12”). IMEI — 15 digits from the module label or from SMS 99.C4; the SIM phone number (7–15 digits) also works.
- **2. Communication channel.** GSM / LTE — choose the server (channel) the device is programmed to send events to; the device must be registered on that server with the same account. Radio — system (00, 0A, 0B…), slot and transmitter number; the site is identified by the triplet.
- **3. Configuration.** Device type: RT4-5GP/4, RT4-5GL, RT4-5se… Panel type — by the module’s DIP MODE: DSC1 (DSC Key-BUS), Esprit / Magellan / EVO (Paradox), RT4 (no panel), GLpanel (GL in panel mode), CPRC-8D-4x2 (radio). Partitions 1…8 — the number of ARM/DISARM buttons the client will see.
- **4. Owner** — see the next section.

Error on saving	Cause and action
Site number already taken	Search for the site — it may already be registered; otherwise use another number (and reprogram the device account)
A device with this IMEI is already registered	The module was moved from another site — find the old site by IMEI and fix it
Radio address already linked to another site	Search for system/slot/number
Enter IMEI (15 digits)…	Extra spaces or an incomplete IMEI

5 Owner — client access

Tick **“Add owner”** to give the client access to the “Defendex” app straight away:

Field	What to enter
Login	Short, in Latin letters (e.g. the surname). If the login already exists, that user simply gets access to the site; their password does not change
Password	Leave empty — the app creates a one-time password
Name, phone, email	To contact the client; Telegram ID — if the client wants notifications in Telegram
Role	“Client”

> After “SAVE DEVICE” the app shows the owner’s one-time password once. Press “Copy” and give it to the client together with the login. At first sign-in the client must change it to their own. The password cannot be seen again — if it is lost, the administrator issues a new one.

6 Object check

The antenna icon 📡 on the site card, or “Check” after registration. Period — 24 h, 7 or 30 days; ⟳ — refresh.

- **GSM:** the last event and communication test — minutes ago, not hours. CSQ 15 and above — good, lower — antenna or mounting place (the receiver measures CSQ every half hour).
- **Radio:** “On air”, number of receptions in the period, average level (out of 7), which repeaters relay the signal.
- **Events:** what the device sent in the period — by zone.
- **Interference:** whether a repeater detected jamming in the channel.

Message	Means
Object outside your scope	Not in your “Visibility” — contact the administrator
Repeater unavailable	The radio channel server does not respond — try later
No receptions in this period	The device is not on air: power, antenna, address, channel

7 Zone walk test

1. In “Object check” press **START TEST**.
2. Walk through the site and trigger every zone: open the door, walk past the motion detector, press the panic button.
3. Triggered zones are marked in the list (“triggered N of M”). Zones missing from the site’s zone list are shown separately — the administrator fills in their names.
4. **FINISH** — the test stops; “Start again” — repeat.

> Before the walk test, warn the security company / monitoring operator: alarms during the test are real and reach the client (siren, push, Telegram) if the site is armed.

8 Editing and deleting

- **Edit** — tap the card: the same form opens (“Edit device”). For example, a new IMEI after replacing the module, another panel type, the number of partitions.
- **Delete** — trash 🗑 → type the site number to confirm. The site, its zones, codes and links are deleted; events in the archive remain. Deletion is irreversible. The trash icon appears only if the administrator granted the “Delete objects” right.

9 A typical site visit — step by step

Step	What to do
Before the visit	Get the site number (account) and channel from the administrator; take a SIM (4G, PIN off)
Mounting the module	Per the “RT4-5 installer cheat sheet”: terminal block, DIP MODE before power-up, antenna
Programming	Account = site number, channel server and port (USB_Reader or SMS). Check: 99.C4 → Online
Registration	App → + Device: NR, name, IMEI, channel, module and panel type, partitions
Owner	In the same form “Add owner”, password empty → give the client the login and one-time password
Connection check	📡 → GSM: last event / communication test recent, CSQ ≥ 15 (or radio: “On air”, level)
Walk test	Warn the monitoring centre → “Start test” → walk all zones → all marked
Arm / disarm	From the panel keypad or the client app: ARM → arming event received, DISARM → disarming
For the client	Install “Defendex” (Google Play), sign in with the issued password, change it; turn on the siren on the phone (⚙ in the site card)

10 If something is wrong

Symptom	What to check
Device registered but no connection	The device is registered on the server chosen at registration with account = site number; communication tests arrive (📡 → GSM → last test). Module: 99.C4 → Online
Events arrive but the client cannot see the site	The owner is not linked: “Add owner” on the card or ask the administrator
The client forgot the password	The administrator issues a new temporary password
Zones without names in the walk test	The administrator fills in the site’s zone list
Arm status does not change after ARM/DISARM	The status changes only on the device’s confirmation. Wrong panel type or DIP MODE → the device does not send arm/disarm
Module replacement (GL / GP-2G → GP/4)	Separate replacement diagram; in the app — fix the site’s IMEI and panel type

11 The ⋮ menu and web access

- **Help** — short in-app help (RU / EN / LV), updated from the server without reinstalling.
- **Language** — Russian, English, Latvian. **Sign out** — switch accounts.
- **installer.cortex.eu** — the installer portal in a browser: diagnostics, documentation (sign in with the “Installer” role).

> Do not share your installer login with clients or anyone else: it shows all sites in your area. The client gets only their own sign-in created at registration.