**Manuals+** — User Manuals Simplified.

AJAX Hub 2 Plus Systems Support

# AJAX Hub 2 Plus Systems Support User Manual

**Contents**

AJAX

**AJAX Hub 2 Plus Systems Support**

## Product Information

### Specifications

- **Product Name:** Hub 2 Plus
- **Updated:** February 21, 2024
- **Connection:** Ethernet, Wi-Fi, 2 SIM cards (2G/3G/4G)
- **Maximum Devices Supported:** Up to 200 Ajax devices
- **Communication Range:** Up to 2000m without obstacles

## Product Usage Instructions

### Installation

- The Hub 2 Plus central unit must be installed indoors only.
- Connect all communication channels (Ethernet, Wi-Fi, SIM cards) for a reliable connection with Ajax Cloud.

### Connectivity

- Hub 2 Plus requires Internet access to connect to Ajax Cloud service for configuration and management.

- Ensure the central unit is connected to the Internet via Ethernet, Wi-Fi, or SIM cards.

**Functionality**

- The hub controls all connected devices, reports security events like door openings, and window breakage, and automates actions using scenarios.
- It supports visual alarm verification with MotionCam detectors.

**Operating Principle**

- The hub communicates with devices using the Jeweller encrypted protocol.
- It raises alarms in 0.15 seconds upon detection, activates sirens, and notifies the central monitoring station and users.
- It can switch frequencies to combat interference or jamming attempts.

**FAQ:**

**How do I set up push notifications on iOS?**

- To set up push notifications on iOS, follow these steps
- Open the Ajax app on your iOS device.
- Go to settings and enable push notifications.
- Customize notification preferences for different events.

**How do I set up push notifications on Android?**

- To set up push notifications on Android, follow these steps
- Open the Ajax app on your Android device.
- Access the settings menu and enable push notifications.
- Adjust notification settings based on your preferences.

**What is the jamming of a wireless security system and how to resist it?**

Jamming is an attempt to disrupt the system's communication.

- **Hub 2 Plus** combats jamming by switching frequencies and sending notifications to the central monitoring station and users.
- Hub 2 Plus is a central device in the Ajax system, which controls the operation of all connected devices and interacts with the user and the security company.
- The hub reports the opening of doors, breaking of windows, and threat of fire or flood, and automates routine actions using scenarios.
- If outsiders enter the secure room, Hub 2 Plus will send photos from MotionCam / MotionCam
- Outdoor motion detectors and notify a security company patrol.
- Hub 2 Plus central unit must be installed indoors only.
- Hub 2 Plus needs Internet access to connect to the Ajax Cloud service. The central unit is connected to the

Internet via Ethernet, Wi-Fi, and two SIM cards (2G/3G/4G).

- Connecting to Ajax Cloud is necessary for configuring and managing the system through Ajax apps. transmitting notifications about alarms and events, as well as updating OS Malevich.
- All data on Ajax Cloud is stored under multilevel protection, information is exchanged with the hub via an encrypted channel.
- Connect all communication channels to ensure a more reliable connection with Ajax
- Cloud and to secure against interruptions in the work of telecom operators.
- You can manage the security system and quickly respond to alarms and notifications through apps for iOS, Android, macOS, and Windows.
- The system allows you to choose of what events and how to notify the user: by push notifications, SMS, or calls.
- How to set up push notifications on iOS
- How to set up push notifications on Android
- If the system is connected to a security company, events and alarms will be transmitted to the monitoring station – directly and/or through Ajax Cloud.
- Buy Hub 2 Plus central unit

## Functional elements
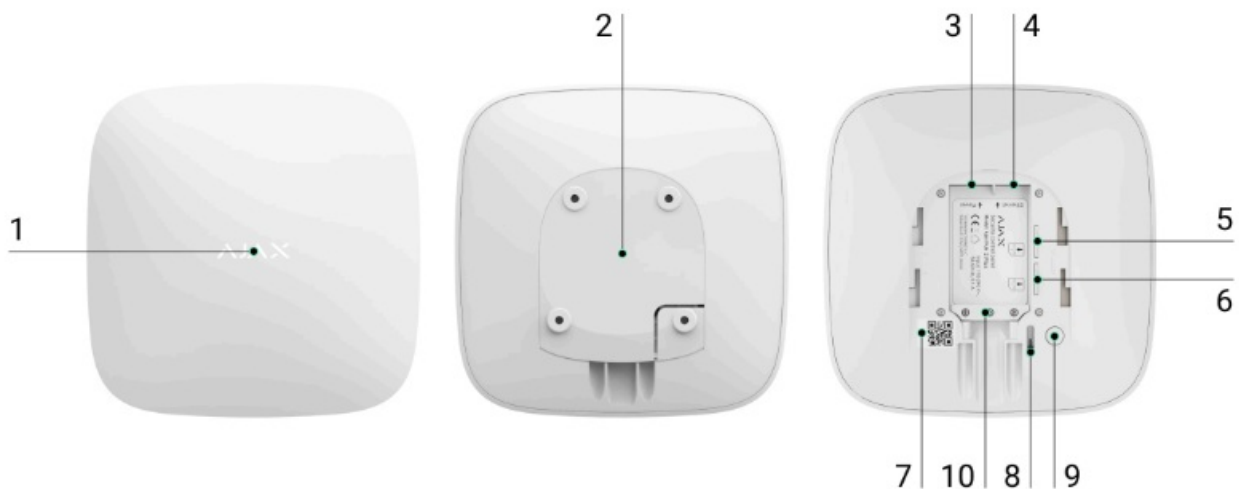


1. Ajax logo featuring LED indicator
2. SmartBracket mounting panel. Slide it down with force to open
    - A perforated part is required for actuating the tamper in case of any attempt to dismantle the hub. Do not break it off.
3. Power cable socket
4. Ethernet cable socket
5. Slot for micro SIM 2
6. Slot for micro SIM 1
7. QR Code
8. Tamper button
9. Power button

10. Cable retainer clamp

## Operating principle

- The hub monitors the security system operation by communicating with connected devices via the Jeweller encrypted protocol.
- The communication range is up to 2000 m without obstacles (for example, walls, doors, inter-floor constructions).
- If the detector is triggered, the system raises the alarm in 0.15 seconds, activates the sirens, and notifies the central monitoring station of the security organization and the users.
- If there is interference at the operating frequencies or when jamming is attempted, Ajax switches to a free radio frequency and sends notifications to the central monitoring station of the security organization and system users.
- What jamming of a wireless security system is and how to resist it Hub 2 Plus supports up to 200 Ajax devices connected, which protect against intrusion, fire, and flooding, as well as control electrical appliances automatically according to scenarios or manually from an app.
- To send photos from the MotionCam / MotionCam Outdoor motion detector, a separate Wings radio protocol, and a dedicated antenna are used.
- This ensures the delivery of visual alarm verification even with an unstable signal level and interruptions in communication.

### List of Jeweller devices

- Hub 2 Plus is running under a real-time operating system OS Malevich. Similar OS control spacecraft systems, ballistic missiles, and car brakes. OS Malevich expands the capabilities of the security system, automatically updating by air without user intervention.
- Use scenarios to automate the security system and decrease the number of routine actions. Set up the security schedule, and program actions of automation devices (Relay, WallSwitch, or Socket) in response to an alarm, temperature change, pressing of the Button, or by schedule. A scenario can be created remotely in the Ajax app.

**How to create and configure a scenario in the Ajax system**

## LED indication

00:00                                                                    00:06

The hub LED has a list of indications showing the system state or events occurring. The Ajax logo on the front side of the hub can light up red, white, purple, yellow, blue, or green, depending on the state.

| Indication | Event | Note |
|---|---|---|
| Lights up white. | Two communication channels are connected: Ethernet and SIM card. | If the external power supply is off, the indicator will flash every 10 seconds.<br><br>After a loss of power, the hub will not light up immediately, but will start flashing in 180 seconds. |
| Lights up green. | One communication channel is connected: Ethernet or SIM card. | If the external power supply is off, the indicator will flash every 10 seconds.<br><br>After a loss of power, the hub will not light up immediately, but will start flashing in 180 seconds. |
| Lights up red. | The hub is not connected to the internet or there is no connection with the Ajax Cloud service. | If the external power supply is off, the indicator will flash every 10 seconds.<br><br>After a loss of power, the hub will not light up immediately, but will start flashing in 180 seconds. |
| Lights up 180 seconds after the loss of power, then flashes every 10 seconds. | The external power supply is disconnected. | The LED indication colour depends on the number of communication channels connected. |
| Blinks red. | The hub is reset to factory settings. | |

- If your hub has different indications, please contact our Technical Support. They will help you.

## Access to indications

**Hub users can see the Alerts and Malfunctions indication after they:**

- Arm/disarm the system using the Ajax keypad.
- Enter the correct user ID or personal code on the keypad and perform an action that has already been performed (for example, the system is disarmed and the disarm button is pressed on the keypad).
- Press the SpaceControl button to arm/disarm the system or activate Night Mode.
- Arm/disarm the system using Ajax apps.
- All users can see the Changing hub's state indication.

**British Disco**

- The function is enabled in the hub settings in the PRO app (Hub → Settings → Services → LED indication).
- Indication is available for hubs with firmware version OS Malevich 2.14 or higher and in apps of the following versions or higher:
- **Ajax PRO:** Tool for Engineers 2.22.2 for iOS
- **Ajax PRO:** Tool for Engineers 2.25.2 for Android
- **Ajax PRO** Desktop 3.5.2 for macOS
- **Ajax PRO** Desktop 3.5.2 for Windows

| | | |
|---|---|---|
| Red and purple LED flashes in sequence for 5 seconds. | Confirmed hold-up alarm. | There is an unrestored state after a confirmed hold-up alarm.<br><br>ⓘ The indication is displayed only if **Restoration after confirmed hold-up alarm** is enabled in the settings. |
| Red LED lights up for 5 seconds. | Hold-up alarm. | There is an unrestored state after a hold-up alarm.<br><br>⚠ The indication is not displayed if there is a confirmed hold-up alarm state.<br><br>ⓘ The indication is displayed only if **Restoration after hold-up alarm** is enabled in the settings. |

| | | |
|---|---|---|
| Red LED flashes. | The number of flashes equals the Device No. of a hold-up device (DoubleButton), the first to generate the hold-up alarm. | There is an unrestored state after the confirmed or unconfirmed hold-up alarm:<br><br>• **Single hold-up alarm**<br><br>or<br><br>• **Confirmed hold-up alarm** |
| Yellow and purple LED flashes sequentially for 5 seconds. | Confirmed intrusion alarm. | There is an unrestored state after the confirmed intrusion alarm.<br><br>ⓘ The indication is displayed only if **Restoration after confirmed intrusion alarm** is enabled in the settings. |
| Yellow LED lights up for 5 seconds. | Intrusion alarm. | There is an unrestored state after the intrusion alarm.<br><br>⚠ The indication is not displayed if there is a confirmed intrusion alarm condition. |

| | | |
|---|---|---|
| | | ⓘ The indication is displayed only if **Restoration after intrusion alarm** is enabled in the settings. |
| Yellow LED flashes. | The number of flashes equals the Device No. that first generated the intrusion alarm. | There is an unrestored state after the confirmed or unconfirmed intrusion alarm:<br><br>• **Single intrusion alarm**<br><br>or<br><br>• **Confirmed intrusion alarm** |
| Red and blue LED flashes in sequence for 5 seconds. | Lid opening. | There is an unrestored tamper state or an open lid on any of the devices, or the hub.<br><br>ⓘ The indication is displayed only if **Restoration after Lid opening** is turned on in the settings. |

| | | |
|---|---|---|
| Yellow and blue LED flashes in sequence for 5 seconds. | Other malfunctions. | There is an unrestored fault state or a malfunction of any device or the hub.<br><br>ⓘ The indication is displayed only if **Restoration after faults** is enabled in the settings. |
| | | ⚠ Currently, **Restoration after faults** is not available in Ajax apps. |
| Dark blue LED lights up for 5 seconds. | Permanent deactivation. | One of the devices is permanently deactivated or the lid state notifications are disabled. |
| Blue LED lights up for 5 seconds. | Automatic deactivation. | One of the devices is automatically deactivated by an opening timer or the number of detections. |
| Green and blue LED flashes in sequence. | Alarm timer expiration.<br><br>Learn more about Alarm confirmation feature | Displayed after the alarm timer expires (to confirm the alarm). |

- When nothing is happening in the system (no alarm, malfunction, lid opening, etc.), the LED displays two hub states:
- Armed/partially armed or Night Mode enabled — the LED lights up white.
- Disarmed — the LED lights up green.
- In hubs with firmware OS Malevich 2.15.2 and higher, the LED lights up green when set to Armed/partially armed or Night Mode.

**Alert indication**

- If the system is disarmed and any of the indications from the table are present, the yellow LED flashes once per second.
- If there are several states in the system, the indications are displayed one by one, in the same sequence as shown in the table.

## Ajax account

- The security system is configured and controlled through Ajax apps. Ajax applications are available to professionals and users on iOS, Android, macOS, and Windows.
- The settings of Ajax system users and the parameters of connected devices are stored locally on the hub and are inextricably linked with it. Changing the hub administrator does not reset the settings of the connected devices.
- To configure the system, install the Ajax app and create an account. One phone number and email address may be used to create only one Ajax account.
- There is no need to create a new account for each hub — one account can manage multiple hubs.
- Your account can combine two roles: the administrator of one hub and the user of another hub.

## Security requirements

- When installing and using Hub 2 Plus, strictly adhere to the general electrical safety regulations for using electrical appliances, as well as the requirements of regulatory legal acts on electrical safety.
- It is strictly forbidden to disassemble the device under voltage. Also, do not use the device with a damaged power cable.

## Connecting to the network

1. Remove the SmartBracket mounting panel by sliding it down with force.
   - Avoid damaging the perforated part — it's essential for the tamper activation in case of hub dismantling.



2. Connect the power supply and Ethernet cables to the appropriate sockets, and install SIM cards.



   1. Power socket
   2. Ethernet socket
   3. Slots for installing micro-SIM cards
3. Press and hold the power button for 3 seconds until the Ajax logo lights up.
   - It takes about 2 minutes for the hub to upgrade to the latest firmware and connect to the Internet.
   - The green or white logo color indicates that the hub is running and connected to Ajax Cloud.

- If the Ethernet connection is not established automatically, disable proxy and MAC address filtration and activate DHCP in the router settings.
- The hub will automatically receive an IP address. After that, you will be able to set up a static IP address of the hub in the Ajax app.

4. To connect to the cellular network, you need a micro SIM card with a disabled PIN code request (you can disable it using a mobile phone) and a sufficient amount on your account to pay for the services at your operator's rates. If the hub does not connect to the cellular network, use Ethernet to configure the network parameters: roaming, APN access point, username, and password. Contact your telecom operator for support to find out these options.

**Adding a hub to the Ajax app**

1. Turn on the hub and wait until the logo lights up green or white.
2. Open the Ajax app. Give access to the requested system functions to fully use the capabilities of the Ajax app and not miss alerts about alarms or events.
   - How to set up notifications on iOS
   - How to set up notifications on Android
3. Open the Add hub menu Select the way of registering: manually or step-by-step guidance. If you are setting the system up for the first time, use step-by-step guidance.
4. Specify the name of the hub and scan the QR code located under the SmartBracket mounting panel or enter it manually.

5. Wait until the hub is added. The linked hub will be displayed in the Devices tab 
   - After adding a hub to your account, you become the administrator of the device.
   - Administrators can invite other users to the security system and determine their rights. Hub 2 Plus central unit can have up to 200 users.
   - Changing or removing the administrator does not reset the settings of the hub or connected devices.
   - After adding a hub to your account, you become the administrator of the device.
   - Administrators can invite other users to the security system and determine their rights. Hub 2 Plus central unit can have up to 200 users.
   - Changing or removing the administrator does not reset the settings of the hub or connected devices.

- If there are already users on the hub, the hub admin, PRO with full rights, or the installation company maintaining the selected hub can add your account.
- You will receive a notification that the hub has already been added to another account. Contact Technical Support to determine who has admin rights on the hub.

**Ajax system user rights**
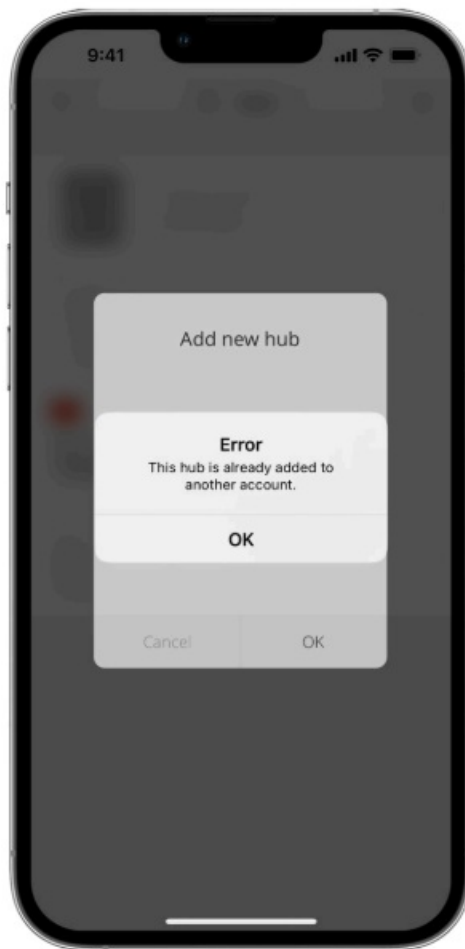


**Hub icons**

Icons display some of Hub 2 Plus statuses. You can see them in the Ajax app, in the Devices menu  .

| Icons | Meaning |
|-------|---------|
| (2G) | 2G connected |
| (3G) | 3G connected |
| (4G) | LTE connected |
| ☐ | SIM card is not installed |
| ☐ | The SIM-card is defective or has a PIN-code on it |
| ▮ | Hub 2 Plus battery charge level. Displayed in 5% increments |
| ⊙ | Hub 2 Plus malfunction is detected. The list is available in hub states list |
| ☼ | The hub is directly connected to the central monitoring station of the security organization |
| ☼ | The hub have lost connection with the central monitoring station of the security organization via direct connection |

## Hub states

**States can be found in the Ajax app:**

1. Go to the Devices tab 🔲 .
2. Select Hub 2 Plus from the list.

| Parameter | Meaning |
|-----------|---------|
| Malfunction | Click ⓘ to open the list of Hub 2 Plus malfunctions. The field appears only if a malfunction is detected |
| Cellular Signal Strength | Shows the signal strength of the mobile network for the active SIM card. We recommend installing the hub in places with the signal strength of 2-3 bars. If the signal strength is weak, the hub will not be able to dial up or send an SMS about an event or alarm |
| Battery Charge | Battery level of the device. Displayed as a percentage<br><br>**How battery charge is displayed in Ajax apps** |
| Lid | Status of the tamper that responds to hub dismantling:<br>**Closed** — the hub lid is closed<br>**Opened** — the hub was removed from the SmartBracket holder |

| | What is a tamper? |
|---|---|
| External power | External power supply connection status:<br><br>• **Connected** — the hub is connected to external power supply<br><br>• **Disconnected** — no external power supply |
| Connection | Connection status between the hub and Ajax Cloud:<br><br>• **Online** — the hub is connected to Ajax Cloud<br><br>• **Offline** — the hub is not connected to Ajax Cloud |
| Cellular Data | The hub connection status to the mobile Internet:<br><br>• **Connected** — the hub is connected to Ajax Cloud via mobile Internet<br><br>• **Disconnected** — the hub is not connected to Ajax Cloud via mobile Internet<br><br>If the hub has enough funds on the account or has bonus SMS/calls, it will be able to make calls and send SMS messages even if the **Not connected** status is displayed in this field |

| Active SIM | Displays the active SIM card: SIM card 1 or SIM card 2 |
|---|---|
| SIM 1 | The number of the SIM card installed in the first slot. Copy the number by clicking it |
| SIM 2 | The number of the SIM card installed in the second slot. Copy the number by clicking it |
| Wi-Fi | Internet connection status of the hub via Wi-Fi.<br><br>For greater reliability, it is recommended to install the hub in places with the signal strength of 2-3 bars |
| Ethernet | Internet connection status of the hub via Ethernet: |
|  | • **Connected** — the hub is connected to Ajax Cloud via Ethernet<br><br>• **Disconnected** — the hub is not connected to Ajax Cloud via Ethernet |

| | |
|---|---|
| Average Noise (dBm) | Noise power level at the hub installation site. The first two values show the level at Jeweller frequencies, and the third — at Wings frequencies.<br><br>The acceptable value is -80 dBm or lower |
| Monitoring Station | The status of direct connection of the hub to the central monitoring station of the security organization:<br><br>• **Connected** — the hub is directly connected to the central monitoring station of the security organization<br><br>• **Disconnected** — the hub is not directly connected to the central monitoring station of the security organization<br><br>If this field is displayed, the security company uses a direct connection to receive events and security system alarms<br><br>**What is a direct connection?** |
| Hub model | Hub model name |
| Hardware version | Hardware version. Unable to update |
| Firmware | Firmware version. Can be updated remotely |
| ID | ID/serial number. Also located on the device box, on the device circuit board, and on the QR code under the SmartBracket panel |

**Rooms**

- Before linking a detector or device to a hub, create at least one room. Rooms are used to group detectors and devices, as well as to increase the information content of notifications.
- The name of the device and room will be displayed in the text of the event or alarm of the security system.
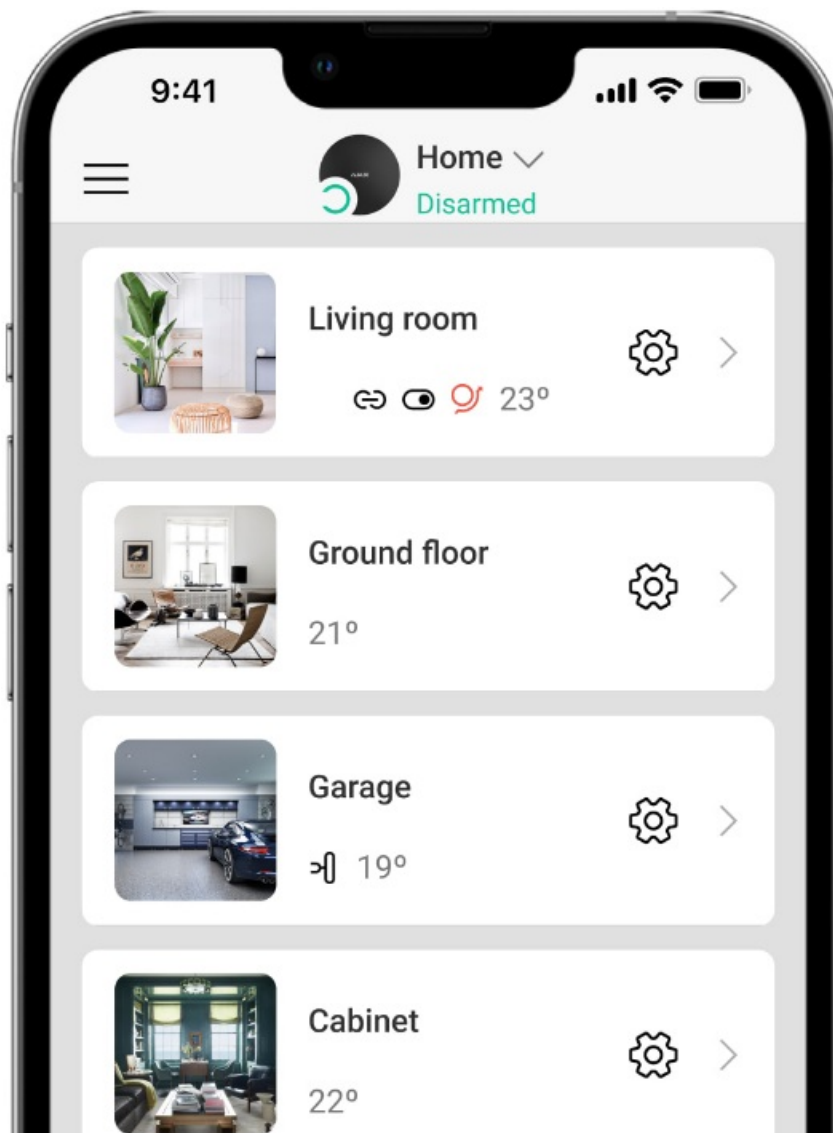
**To create a room in the Ajax app:**

1. Go to the Rooms tab tab ![icon].
2. Click Add Room.
3. Assign a name for the room, and optionally attach or take a photo: it helps to find the needed room in the list quickly.
4. Click Save.

- To delete the room or change its avatar or name, go to Room Settings by pressing ![icon].

**Connection of detectors and devices**

- The hub doesn't support uartBridge and ocBridge Plus integration modules.
- When adding a hub to your account using the step-by-step guidance, you will be prompted to connect devices to the hub. However, you can refuse and return to this step later.

**To add a device to the hub, in the Ajax app:**

1. Open the room and select Add device.

2. Name the device, scan its QR code (or enter it manually), and select a group (if group mode is enabled).

3. Click Add – the countdown for adding a device will begin.

4. Follow the instructions in the app to connect the device

Please note that to link to the hub, the device must be located within the hub's radio communication range (at the same protected object).

## Hub settings

**Settings can be changed in the Ajax app:**

1. Go to the Devices tab .

2. Select Hub 2 Plus from the list.

3. Go to Settings by clicking on the icon ⚙.

**Note** that after changing the settings, you should click the Back button to save them.

- Avatar
- Hub name
- Users
- Ethernet
- Wi-Fi
- Cellular
- Geofence
- Keypad access codes
- Code Length Restrictions
- Groups
- Security Schedule
- Detection Zone Test
- Jeweller
- Service
- Monitoring Station
- Installers
- Security companies
- User Guide
- Data Import
- Unpair hub

## Settings reset

**Resetting the hub to the factory settings:**

1. Turn on the hub if it is off.

2. Remove all users and installers from the hub.

3. Hold the power button for 30 seconds — the Ajax logo on the hub will start blinking red.
4. Remove the hub from your account.

Resetting the hub does not delete connected users.

## Events and alarm notifications

- The Ajax system informs the user about alarms and events in three ways: push notifications, SMS, and phone calls.
- The notification settings can be changed only for registered users.
- Hub 2 Plus does not support calls and SMS transmission using VoLTE (Voice over LTE) technology.
- Before buying a SIM card, please make sure that it only supports the GSM standard.

| Causes of notifications | What are they used for | Types of notifications |
|---|---|---|
| Alarms | System alarm:<br><br>- Intrusion<br><br>- Fire<br><br>- Leakage<br><br>Loss of connection between the hub and the Ajax Cloud server | - Phone calls (not available for messages about the loss of connection between the hub and the Ajax Cloud server)<br><br>- Push notifications (siren sound)<br><br>- SMS |

| | | |
|---|---|---|
| Malfunctions | • Loss of connection between the device and the hub<br><br>• **Jamming**<br><br>• Low battery charge in device or hub<br><br>• **Masking**<br><br>• Tampering with the device or hub casing<br><br>• Hub lost connection with server (**can notify as alert**) | • Push notifications (standard signal sound)<br><br>• SMS |
| Security Mode Change | • Arming/Disarming entire premises or group<br><br>• Turning on **Night Mode** | • Push notifications (standard signal sound)<br><br>• SMS |
| System Events | • Hub updates<br><br>• Maintenance | • Push notifications (standard signal sound)<br><br>• SMS |

| Non-security Alerts | The changing of the air quality parameters:<br><br>- Temperature<br><br>- Humidity<br><br>- $CO_2$<br><br>> ⓘ The non-security alerts settings are available with firmware version OS Malevich 2.15 or higher and in apps of the following versions or higher:<br>><br>> - Ajax Security System 2.23.1 for iOS<br>> - Ajax Security System 2.26.1 for Android<br>> - Ajax PRO: Tool for Engineers 1.17.1 for iOS<br>> - Ajax PRO: Tool for Engineers 1.17.1 for Android<br>> - Ajax PRO Desktop 3.6.1 for macOS<br>> - Ajax PRO Desktop 3.6.1 for Windows | - Push notifications (standard signal sound)<br><br>- SMS |

| Automation Devices | ○ Turning on/off **WallSwitch**, **Relay**, **Socket**, **WaterStop**, **LightSwitch**<br><br>○ Pulse<br><br>ⓘ The settings of the automation devices notifications are available with firmware version OS Malevich 2.15 or higher and in apps of the following versions or higher:<br><br>• Ajax Security System 2.23.1 for iOS<br><br>• Ajax Security System 2.26.1 for Android<br><br>• Ajax PRO: Tool for Engineers 1.17.1 for iOS<br><br>• Ajax PRO: Tool for Engineers 1.17.1 for Android<br><br>• Ajax PRO Desktop 3.6.1 for macOS<br><br>• Ajax PRO Desktop 3.6.1 for Windows | • Push notifications (standard signal sound)<br><br>• SMS |

- The hub does not notify users of opening detectors triggering in the Disarmed mode when the Chime feature is enabled and configured.
- Only the sirens connected to the system notify about the opening.

[What is Chime](#)

[How Ajax notifies users of alerts](#)

**Video surveillance**

[How to add a camera to the Ajax system](#).
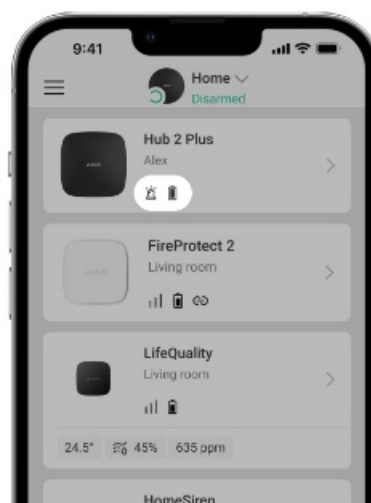
- Select a security company and click Send Monitoring Request. After that, the security company will contact you and discuss the connection conditions.
- Or you can contact them yourself (contacts are available in the app) to agree upon a connection.
- Connection to the Central Monitoring Station (CMS) is implemented via the SurGard (Contact ID), ADEMCO 685, SIA (DC-09), and other proprietary protocols.
- A complete list of supported protocols is available at the link.

## Installation

- Prior to installing the hub, make sure that you have selected the optimal location and that it complies with the requirements of this manual. The hub should be hidden from direct view.
- Make sure that the communication between the hub and all connected devices is stable. If the signal strength is low (a single bar), we cannot guarantee a stable operation of the security system.
- Implement all potential measures to improve the signal quality. At the very least, relocate the hub as even repositioning by 20 cm can significantly improve the signal reception.
- If the device has a low or unstable signal strength, use a radio signal range extender.
- When installing and using the device, follow the general electrical safety regulations for using electrical appliances, as well as the requirements of regulatory legal acts on electrical safety.
- It is strictly forbidden to disassemble the device under voltage. Do not use the device with a damaged power cable.

**Hub installation:**

1. Fix the SmartBracket mounting panel with bundled screws. When using other fasteners, make sure they do not damage or deform the panel.
    - We do not recommend using double-sided adhesive tape for installation: it can cause a hub to fall in case of an impact.
2. Secure the power and Ethernet cables with the supplied cable retainer clamp and screws. Use cables with a diameter no larger than the supplied ones.
    - The cable retainer clamp must fit tightly to the cables so that the hub lid closes easily. This will reduce the likelihood of sabotage, as it takes a lot more to tear away a secured cable.
3. Attach the hub to the mounting panel. After installation, check the tamper status in the Ajax app and then the quality of the panel fixation.
    - You will receive a notification if an attempt is made to tear the hub off the surface or remove it from the mounting panel.
4. Fix the hub on the SmartBracket panel with bundled screws.
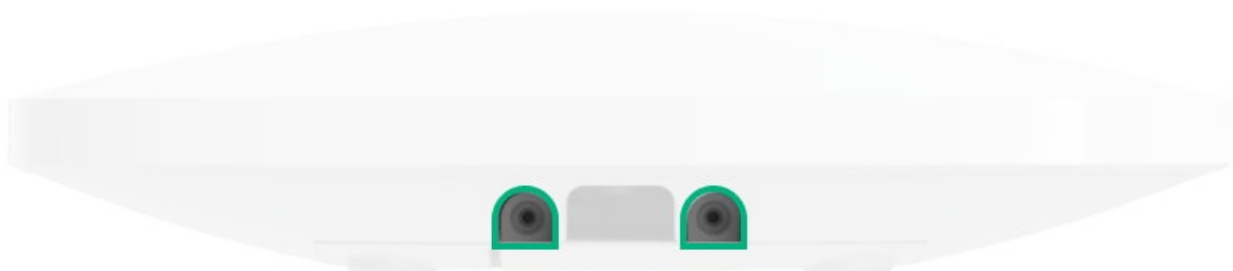


Do not flip the hub when attaching vertically (for example, on a wall). When properly fixed, the Ajax logo can be

read horizontally.

**Do not place the hub:**

- Outside the premises (outdoors).
- Nearby or inside any metal objects or mirrors causing attenuation and screening of the signal.
- In places with high radio interference levels.
- **Close to radio interference sources:** less than 1 meter from the router and power cables.
- Inside any premises with a temperature and humidity beyond the range of permissible limits.

## Maintenance

- Check the operational capability of the Ajax system regularly. Clean the hub body from dust, spider webs, and other contaminants as they appear.
- Use a soft dry napkin suitable for equipment maintenance.
- Do not use any substances containing alcohol, acetone, gasoline, or other active solvents for cleaning the hub.

**[How to replace the hub battery](#)**

**The package includes**

1. Hub 2 Plus
2. SmartBracket mounting panel
3. Power cable
4. Ethernet cable
5. Installation kit
6. Starter pack – not available in all countries
7. Quick start guide

## Technical specifications

All technical specifications of Hub 2 Plus Compliance with standards

## Warranty

- The warranty for the Limited Liability Company "Ajax Systems Manufacturing" products is valid for 2 years after the purchase and does not apply to the bundled rechargeable battery.
- If the device does not function properly, we recommend that you first contact the support service as technical issues can be resolved remotely in half of the cases.
- **[Warranty obligations](#)**
- **[User Agreement](#)**

**Contact Technical Support**

- email————————————

- Telegram——————————————

**Subscribe to the newsletter about safe life. No spam**

- Email——————————
- Subscribe——————————

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## Documents / Resources

| | |
|---|---|
| [Hub 2 Plus user manual] | **AJAX Hub 2 Plus Systems Support** [pdf] User Manual<br>Hub 2 Plus Systems Support, Plus Systems Support, Systems Support, Support |

## References

- **How to set up alarm push notifications on Android | Ajax Systems Blog**
- **How OS Malevich updates | Ajax Systems Blog**
- **OS Malevich — how we made a system that embodies the idea of absolute simplicity | Ajax Systems Blog**
- **What jamming of a wireless security system is and how to resist it | Ajax Systems Blog**
- **End user agreement - Ajax Systems**
- **How to connect security cameras to the Ajax security system**
- **Ajax wireless security system devices**
- **MotionCam - Motion sensor with photo verification of alarms**
- **Signal range extenders in the security system | Ajax Systems**
- **Relay — Low current remote control relay with dry contact**
- **Hub 2 Plus Jeweller | Technical specifications**
- **uartBridge — Module for Ajax devices integration with third-party wireless alarms systems**
- **Ajax WallSwitch — Wireless power relay with energy monitor**
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- **User Manual**