

Superior DoubleButton G3 Jeweller user manual

Updated February 11, 2026



Superior DoubleButton G3 Jeweller is a wireless hold-up device with advanced protection against accidental presses. The device operates in an Ajax system and exchanges data with the hub using the secure Jeweller radio protocol. The communication range in open space is up to 1,500 m.

Superior DoubleButton G3 Jeweller is added to the hub and configured via Ajax apps for iOS, Android, macOS, and Windows. The system informs users about alarms and events through push notifications, SMS, and calls.

Superior DoubleButton G3 Jeweller is a device of the **Superior product line**. Only accredited Ajax Systems partners can sell, install, and administer Superior products.



Functional elements



1. Alarm activation buttons.
2. LED frame / plastic protective divider.
3. Mounting hole.

Compatible hubs

The device requires an Ajax hub with OS Malevich 2.35 or later versions.



[Check device compatibility](#)

Operating principle

Superior DoubleButton G3 Jeweller is a wireless hold-up device, equipped with two stiff buttons and a plastic divider designed to protect against accidental activation. When the buttons are pressed, an alarm (hold-up event) is activated and transmitted to users and the monitoring station.

The alarm is triggered only if both buttons are pressed simultaneously, either briefly or for a longer period (over 2 seconds). If only one button is pressed,

the alarm will not be activated.



All Superior DoubleButton G3 Jeweller alarms are recorded in the Ajax app event feed. Short and long presses are shown with different icons, but the event code transmitted to the monitoring station and the text for SMS and push notifications are the same regardless of press type.

Superior DoubleButton G3 Jeweller can only operate as a hold-up device. Setting the alarm type is not supported. Note that the device is always active, so pressing it will activate the alarm regardless of the system security mode.

Superior DoubleButton G3 Jeweller has the **Battery charge auto-check** option. When enabled, the system once a day checks the battery state of the button. If the auto-check is disabled, the battery state updates only when the device is pressed.



Only alarm scenarios are available for Superior DoubleButton G3 Jeweller. Control mode for automation devices is not supported.

Superior Jeweller data transfer protocol

Superior Jeweller is an upgraded radio protocol for Superior devices, ensuring compliance with EN 50131 (Grade 3). It features advanced encryption and frequency hopping. Full frequency hopping is available only

when all devices in the system use Superior Jeweller. If at least one device operates via the regular Jeweller protocol, the system will be limited to **Grade 2**: encryption remains, but frequency hopping is disabled. Superior devices can also operate using the regular Jeweller protocol, depending on the hub.



[Learn more](#)

Advanced encrypted communication

Communication between **Superior DoubleButton G3 Jeweller** and the hub is protected by an advanced encryption scheme that ensures data confidentiality and integrity. This means that all sensitive data in the message is encrypted, and each message includes a unique authentication tag allowing the system to verify that the data has not been modified during transmission. The system can reliably detect tampering and reject forged or altered messages, providing robust protection against both passive and active attacks. This ensures secure communication between the device and the hub, as well as reliable system and data protection.

Frequency hopping

To comply with the Grade 3 requirements, **Superior DoubleButton G3 Jeweller** uses **frequency hopping** for radio communication with the hub (or the radio signal range extender). With this method, the hub and devices added to it change their operating frequency according to a defined pattern. The hopping sequence covers a defined set of channels within the operating bands, and the devices switch frequencies synchronously with the hub. Even if some channels are affected by jamming, messages can be transmitted successfully via other channels. Frequency hopping improves the system's reliability and performance and ensures its resistance to intentional interference and jamming attempts.

Frequency hopping does not cause delays or pauses in radio communication and does not reduce the data transfer speed. If [range extenders](#) are added to

the system, frequency hopping is used for all radio communications: “device ↔ range extender” and “range extender ↔ hub”.



The system uses frequency hopping for radio communication only if all wireless devices support this method.

If at least one device added to the system does not support frequency hopping, the hub and all devices switch to the operating frequencies of that device and do not use frequency hopping for radio communication.



[Learn more](#)

Sending events to the monitoring station

An Ajax system transmits alarms and events to the [Ajax PRO Desktop](#) monitoring app and the monitoring station in the formats of **SurGard (Contact ID)**, **SIA (DC-09)**, **ADEMCO 685**, and [other protocols](#).

Superior DoubleButton G3 Jeweller can transmit the following events:

1. Hold-up alarm (short press).
2. Hold-up alarm (long press).

When an alarm is received, the monitoring station operator knows what has happened and precisely where to send a rapid response team. The addressability of Ajax devices allows sending events to **Ajax PRO Desktop** or monitoring software with the device type, its name, security group, and virtual room specified. The list of transmitted parameters may differ depending on the type of monitoring software and the selected communication protocol.



You can find the device's ID and loop (zone) number in the device [states](#).

Adding to the system



The hub and the device operating at different radio frequencies are incompatible. The device's radio frequency range may vary by region. We recommend purchasing and using Ajax devices in the same region. You can check the range of operating radio frequencies with the [technical support service](#).

[Check the device compatibility](#) before adding it to the system. Only verified partners can add and configure Superior devices in [Ajax PRO apps](#).

[Types of accounts and their rights](#)

Before adding the device to the system

1. Install an [Ajax PRO app](#).
2. Log in to a [PRO account](#) or create a new one.
3. Select a [space](#) or create a new one.
4. Add at least one [virtual room](#).
5. Add a [compatible hub](#) to the space. Ensure the hub is switched on and has internet access via Ethernet, Wi-Fi, and/or mobile network.
6. Check the states in the Ajax app to ensure the space is disarmed and the hub is not starting an update.

Adding to the hub

1. Open an [Ajax PRO app](#). Select a [space](#) to which you want to add the device.
2. Go to the **Devices**  tab and tap **Add device**.
3. Assign a name to the device.

4. Scan a QR code or enter the device ID manually. The QR code with ID is placed on the device enclosure. Also, it is duplicated on the device packaging.
5. Select a virtual room and a security group (if Group mode is enabled).
6. Tap **Add**, and the countdown will begin.
7. Press and hold either of the two buttons for 7 seconds. Once Superior DoubleButton G3 Jeweller is added to the hub, its LED frame will flash green once.

If the connection fails, try again in 5 seconds. If the maximum number of devices has already been added to the hub, you will receive an error notification when you try to add more.

Once added to the hub, the device will appear in the list of hub devices in the Ajax app. The update frequency for device states in the list depends on the **Jeweller** or **Jeweller/Fibra** settings and is 36 seconds by default.



Superior DoubleButton G3 Jeweller works with only one hub. When the device is added to a new hub, it stops sending events to the old one. If you have added the device to a new hub, it is not automatically removed from the device list of the old hub. You must remove the device through the Ajax app.

States

The states include information about the device and its operating parameters. The states of Superior DoubleButton G3 Jeweller can be found in Ajax apps:

1. Go to the **Devices**  tab.
2. Select **Superior DoubleButton G3 Jeweller** in the list.

Parameter	Meaning
Data import	Displays an error during data transfer to the new hub: • Failed — the device has not been transferred to the new hub. Learn more
Battery charge	Battery level of the device. Two states available: • OK • Battery discharged Learn more
LED brightness	Indicates the LED brightness level: • Off — no indication • Low • Max
<Range extender name>	Displays the state of using a radio signal range extender. The field is not displayed if the device communicates directly with the hub.
Permanent deactivation	Indicates the device state: active or completely disabled by the user. Learn more

Firmware	Device firmware version.
Device ID	Device ID. Also available on the QR code on the device enclosure and its package box.
Device No.	Device number. This number is transmitted to the CMS in case of an alarm or event.

Settings

Superior DoubleButton G3 Jeweller is configured in an Ajax app:

1. Go to the **Devices**  tab.
2. Select **Superior DoubleButton G3 Jeweller** in the list.
3. Go to **Settings** .
4. Set the required settings.
5. Tap **Back** to save the new settings.

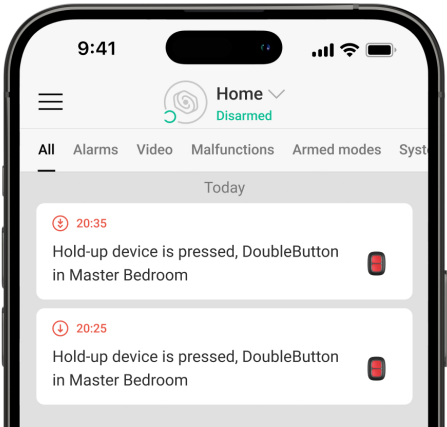
Parameter	Meaning
Name	Name of the device. It is displayed in the list of hub devices, SMS, and notifications in the event feed. To change the device name, tap the text field. The name can contain up to 24 Latin characters or up to 12 Cyrillic characters.
Room	Selecting the virtual room to which Superior DoubleButton G3 Jeweller is assigned. The room name is displayed in SMS and notifications in the event feed.

Battery charge auto-check	If the toggle is enabled, the system checks the battery state of the device once a day. If the auto-check is disabled, the battery state updates only when the device is pressed.  The feature is available when the button is connected to the hub with firmware version OS Malevich 2.17 or higher.
Notify if the device was unreachable for 3 days	When the toggle is enabled, the user receives a corresponding notification if the button has not communicated with the hub for three days. The setting is available when the Battery charge auto-check toggle is enabled.
LED brightness	Allows a user to adjust the LED brightness: • Off — no indication • Low • Max
Alert with siren if button is pressed	When enabled, the sirens added to your system signal when the button is pressed. Superior DoubleButton G3 Jeweller activates all sirens, regardless of the groups to which they are assigned.
User manual	Allows a user to open the Superior DoubleButton G3 Jeweller user manual in the Ajax app.
Permanent deactivation	Allows a user to disable device events without removing it from the system. Two options are available:

	• No – the device operates in normal mode and transmits all events. • Entirely – the device does not execute system commands and does not participate in automation scenarios; the system ignores device alarms and other notifications. Learn more
Delete device	Allows a user to unpair the device, disconnect it from the hub, and delete its settings.

Alarms

Superior DoubleButton G3 Jeweller activates an alarm event that is transmitted to the monitoring station and system users. The press type is displayed in the app’s event feed: a single-arrow icon indicates a short press, while a double-arrow icon indicates a long press.



To reduce the risk of false alarms, a monitoring company can enable the [alarm confirmation feature](#).

Alarm confirmation is transmitted as a separate event and does not replace or cancel the first alarm event. Regardless of whether this feature is enabled, all Superior DoubleButton G3 Jeweller alarms are sent to the monitoring station and system users.

Indication



Superior DoubleButton G3 Jeweller flashes red and green to indicate command execution and battery charge states.

Category	Indication	Event
Adding to an Ajax system	The entire LED frame flashes green 6 times.	The device is not added to the system.
	The entire LED frame lights up green for a few seconds.	The device is added to the system.
Command delivery indication	The frame part above the pressed button lights up green briefly.	One of the buttons is pressed, and the command is delivered to the hub. When only one button is pressed, Superior DoubleButton G3 Jeweller does not activate an alarm.
	The entire LED frame lights up green briefly once the	Both buttons are pressed, and the command is

	button is pressed.	delivered to the hub.
	The entire frame lights up red briefly once the button is pressed.	One or both buttons are pressed, and the command is not delivered to the hub.
Response indication (follows the command delivery indication)	The entire LED frame lights up green for half a second after the command delivery indication.	The hub received Superior DoubleButton G3 Jeweller command and activated an alarm.
	The entire LED frame lights up red for half a second after the command delivery indication.	The hub received Superior DoubleButton G3 Jeweller command but did not activate an alarm.
Battery state indication (follows the response indication)	After the main indication, the entire LED frame lights up red and gradually goes out.	The battery replacement is required. Superior DoubleButton G3 Jeweller commands are delivered to a hub.
Battery charge is critically low	Red and green LEDs flash alternately.	The battery needs to be replaced. Superior DoubleButton G3 Jeweller commands will not be transmitted to the hub.

Application

Superior DoubleButton G3 Jeweller can be fixed on a surface or carried around.



How to fix Superior DoubleButton G3 Jeweller on a surface



To fix the device on the surface (e.g., under a table), use [Holder](#).

To install the device in Holder:

1. Choose a location to install Holder.
2. Press the button to test whether commands are delivered to the hub. If not, choose another location or use a [radio signal range extender](#).



If the device operates via a range extender keep in mind that it does not automatically switch between the range extender and the hub. You can assign **Superior DoubleButton G3 Jeweller** to the hub or another range extender in Ajax apps.

3. Fix Holder on the surface using the bundled screws.

4. Put Superior DoubleButton G3 Jeweller into Holder.



Holder is sold separately.



[Buy Holder](#)

How to carry Superior DoubleButton G3 Jeweller



Thanks to a special hole in its enclosure, Superior DoubleButton G3 Jeweller is easy to carry around. It can be worn on the wrist or neck, or attached to a keyring.

The device's IP55-rated enclosure is protected from dust and splashes. A special protective divider, stiff buttons, and the need to press two buttons simultaneously prevent false alarms.

How to use Superior DoubleButton G3 Jeweller with alarm confirmation

Alarm confirmation is a separate event that the hub generates and transmits to the monitoring station if the hold-up device has been activated by different types of presses (short and long) or if two specified DoubleButton devices have transmitted alarms within a given time. By responding to confirmed alarms only, the monitoring company and police reduce the risk of unnecessary responses.

Note that the alarm confirmation feature does not disable alarm transmission. Whether or not the feature is enabled, Superior DoubleButton G3 Jeweller alarms are sent to monitoring software and system users.



[Learn more](#)

How to confirm an alarm with one Superior DoubleButton G3 Jeweller

To activate a confirmed alarm (hold-up event) with the same device, you need to perform either of these two actions:

1. Press and hold both buttons simultaneously for 2 seconds, release, and then press both buttons again briefly.
2. Press both buttons briefly simultaneously, release, and hold both buttons for 2 seconds.



How to confirm an alarm with several Superior DoubleButton G3 Jeweller devices

To raise a confirmed alarm (hold-up event), you can activate one hold-up device twice according to the algorithm described above, or activate at least two different Superior DoubleButton G3 Jeweller devices. In this case, it does not matter whether two different Superior DoubleButton G3 Jeweller devices were activated by a short or long press.



Maintenance

When cleaning the device enclosure, use products suitable for technical maintenance. Do not use substances containing alcohol, acetone, gasoline, or other active solvents to clean the device.

The pre-installed battery provides up to 5 years of operation, considering one press per day. More frequent use may decrease battery life. You can check the battery state at any time in Ajax apps.



Keep new and used batteries away from children. Do not swallow the battery. There is a risk of chemical burns.



[How long Ajax devices operate on batteries, and what affects this](#)

If Superior DoubleButton G3 Jeweller cools down to -10°C or below, the battery charge indicator in the app may show the low battery state until the device heats up to above-zero temperatures. Note that the battery level is not updated in the background, but only when Superior DoubleButton G3 Jeweller is pressed.

The battery level value updates automatically once a day if the **Battery charge auto-check** option is enabled. If the auto-check is disabled, the battery state updates only when the button is pressed. When the battery charge is low, users and the monitoring company receive a notification. The device's LED frame lights up red smoothly and goes out after each button press.



[How to replace the battery in Superior DoubleButton G3 Jeweller](#)

Technical Specifications



[All technical specifications](#)



[Compliance with standards](#)

Warranty

The warranty for the products of the “Ajax Systems Manufacturing” Limited Liability Company is valid for 2 years after purchase.

If the device does not operate properly, we recommend contacting the support service first, as most technical issues can be resolved remotely.



[Warranty obligations](#)



[User agreement](#)

Contact technical support:

- [email](#)
- [Telegram](#)

Manufactured by "AS Manufacturing" LLC