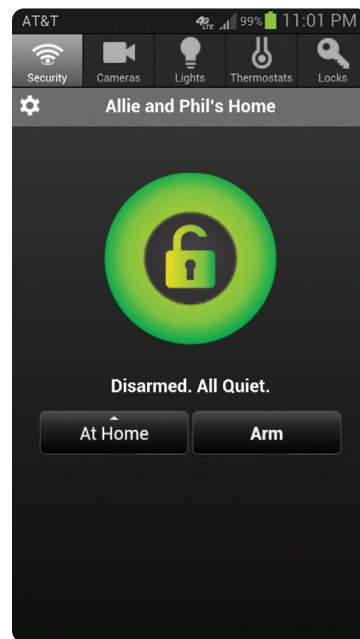
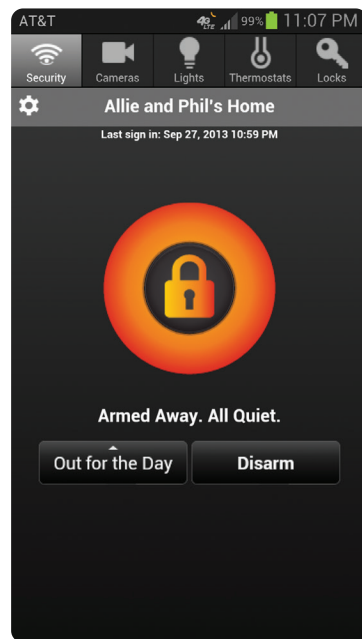




HOMECONTROL



Mobile Android App User Guide



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Preface

About This Guide

This document provides information about the services and functions available with the Mobile Android App (referred to simply as "the app" in the remainder of this document) and how to access them.

Audience

This guide is intended for people who want to use their Android phone to access remote interactive services for their home or business.

Typographic Conventions

This document uses the following typographic conventions to help you locate and identify information:

Italic text identifies new terms, emphasis, and book titles

Bold text Identifies button names and other items that you can click or touch in the graphical user interface or press on a computer keyboard

Mono text Identifies text to enter on the keyboard

Note: Notes provide extra information about a topic that is good to know but not essential to the process.

CAUTION: Cautions draw your attention to actions that could compromise the security of your system or result in the loss of data.



Overview of the App

The Mobile Android App allows you to access a core set of remote monitoring and security system functions. To install the HomeControl application, open the Android Play Store or the device Market Place and search for **Telular HomeControl**. Then, select the **Install** button to install the application on your device.

The app is designed to be easy to use, so it contains only the essential functionality available in the web portal. For more extensive functionality, refer to the web portal and its online help system.

This app adheres to the Android human interface guidelines for a productivity app, so you should feel comfortable using it right away.

Each time you sign in to the app, your Android device synchronizes with your site, downloads any pictures or video clips that were captured since you last signed in, and updates all sensor and other device histories.

Signing In

To launch the app, tap the application icon on the home screen of your Android device.



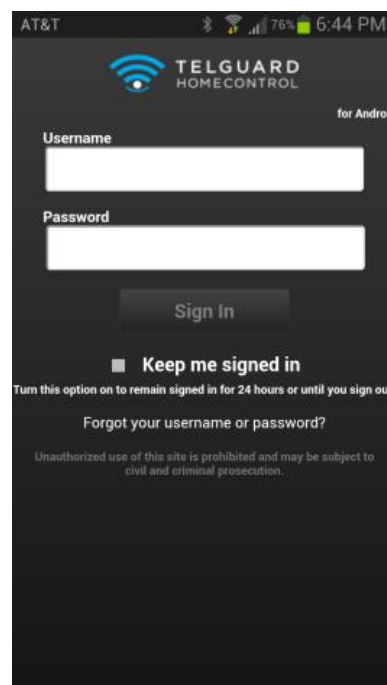
Note: This app requires your Android device to be connected to the Internet. If you have never set up the Wi-Fi connection for your device, refer to the documentation for your Android device.

The first time you sign in to the app, a server selection screen appears. Select the server specified by our service provider. Your selection becomes the default server for your account. In the future, whenever you sign in from the same Android device, you do not have to select a server.

The Sign In screen appears.

Enter the same username and password you use to access the web portal from your computer.

Note: Your username and password are case-sensitive. Caps lock is off by default. After your first sign in, your Android device remembers your username. If you forget your username or password, on the Sign In screen, tap on **Forgot your username or password?**





You have the option to select the **Keep me signed in** check box. This will keep your session active for an extended period of time, until you either manually sign out or the indicated number of hours has elapsed.

When you are done, tap **Sign In**. The launching screen displays a progress bar while your Android device connects to the server. The Security screen appears. (See ["Security" on page 11](#) for more information.)

Forgotten Username or Password

If you forget your username or password, on the Sign In screen, tap on the **Forgot your username or password?** link. The Sign In Help screen opens and displays the Reset Password and Retrieve Username options. From this page you can begin the process of retrieving your username or resetting your password.

TELGUARD
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Sign In Help

If you've forgotten your username or password, enter the appropriate information for one of the choices below.

Forgot your Password? Forgot your Username?

Enter your Username: OR Enter your email address:

RESET PASSWORD RETRIEVE USERNAME

RETURN TO SIGN IN

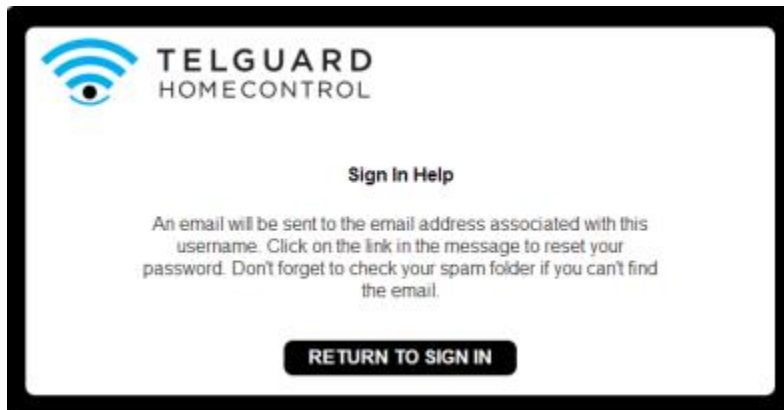
Resetting Your Password

From the Sign In Help screen, you can reset your password.

To reset your password:

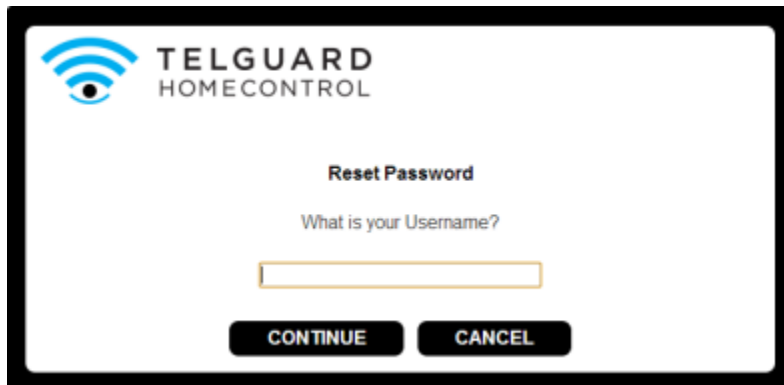
- ❑ On the Sign In Help screen, enter your username and tap **Reset Password**.

A screen appears and a message displays to tell you that you will receive an email with link to reset your password.



- ❑ Open the email with the reset password link, and tap on the link.

A browser page opens and the Reset Password page appears.



- ❑ Enter your username and tap **Continue**.

The answer security questions page appears.



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Reset Password

To reset your password, you must answer the following security questions correctly. Enter the answers that you provided when you originally set them up. Case, punctuation and spaces are ignored when comparing with your original answers.

In what city or town did your mother and father meet?

What was your childhood nickname?

What is your father's middle name?

CONTINUE

- ❑ Enter the answers to the security questions and tap **Continue**.

The enter new password page appears.

TELGUARD
HOMECONTROL

Reset Password

- Password must have at least 8 characters
- Password must not contain more than 2 of the same characters in a row
- Password must not contain your email address, username or actual name

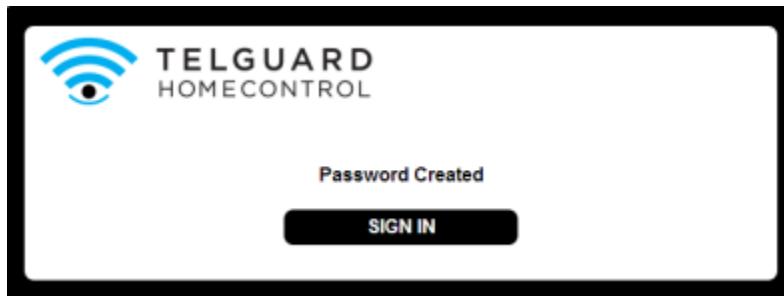
New Password

Confirm New Password

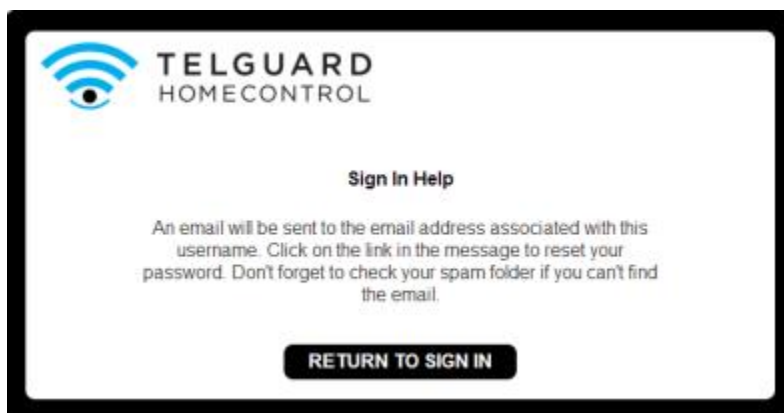
CONTINUE

- ❑ In the **New Password** field, enter your new password, and in the **Confirm New Password** field reenter your new password, then tap **Continue**.

The Password Created page appears.



Click **Return to Sign In**, and using the username that was emailed to you, on the Sign In page, enter your username and password.



- ☐ Go back to the Android app's Sign In page and enter your username and password.

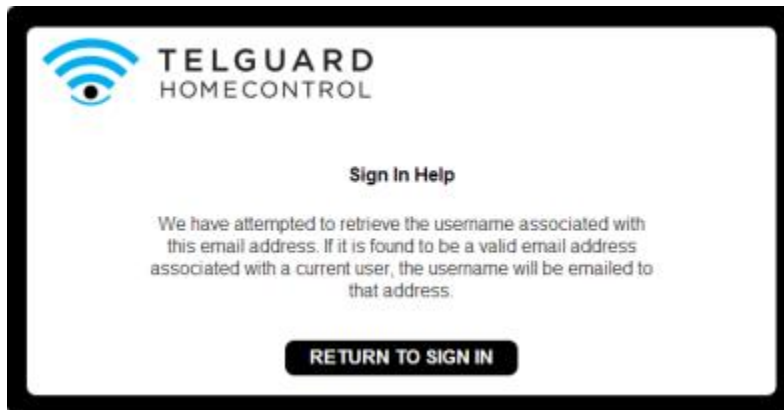
Retrieving Your Username

From the Sign In Help screen, you can retrieve your username.

To retrieve your username:

1. On the Sign In Help screen, enter your email address and tap **Retrieve Username**.

A screen appears and a message displays to tell you that you will receive an email with your username.



2. Click **Return to Sign In**, and using the username that was emailed to you, on the Sign In page; enter your username and password.

Failed Sign-In Attempts

If you attempt to sign in unsuccessfully several times in a row, the app blocks you from signing in for a period of time. Even a valid username and password combination fails at that point. This is a security measure designed to deter unauthorized users from guessing your username and password.

If your account is locked due to too many failed sign in attempts, you will need to wait 15-30 minutes before trying again.

Note: The maximum number of failed sign-in attempts and the time you must wait before signing in again depend on your system configuration.



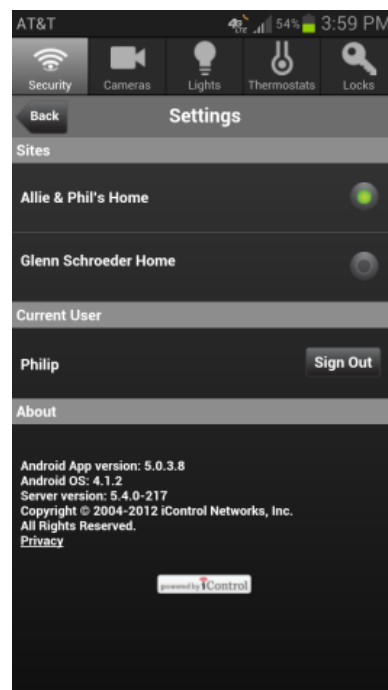
Settings

The Settings button appears at the top of each of the main screens. When you tap , the Settings screen appears.

On the Settings screen, if you have access to more than one site, all of the sites you can access are listed, with a green button next to the site you are currently viewing. To select a different site, tap the name of the site. You return to the home screen for the new site.

This screen also includes a Sign Out button and identifies the version of the Android software.

When finished, tap **Done** to return to the previous screen.





Signing Out

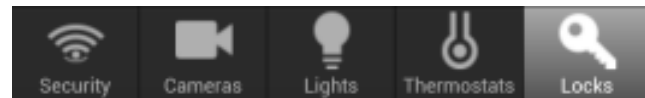
It is not necessary to explicitly sign out of the app. The app automatically signs you out after a period of inactivity. However, to explicitly sign out of the app, press the **Menu** button on your Android device to display a row of buttons at the bottom of the app, and then tap **Sign Out**. Alternatively, you can sign out by tapping the **Sign Out** button in the Settings screen.

Note: To keep your information secure, use the Passcode Lock feature of your Android device.

If your Android device goes to sleep while running the app, you can remain signed in. When you wake up your phone, the screen might display a reconnecting message while it reconnects to the server to update the data on the current screen.

Navigation

You navigate through the app using the tab bar that appears at the top of the main screens.



Refer to the following sections for more information about each area:

[“Security” on page 11](#)

[“Cameras” on page 23](#)

[“Lights” on page 29](#)

[“Thermostats” on page 30](#)

[“Door Locks” on page 32](#)



Security

The Security screen provides information about the status of your security system. At the top of the screen, it identifies the name of the site. The last sign-in date and time also appears the first time you view this screen after signing in.

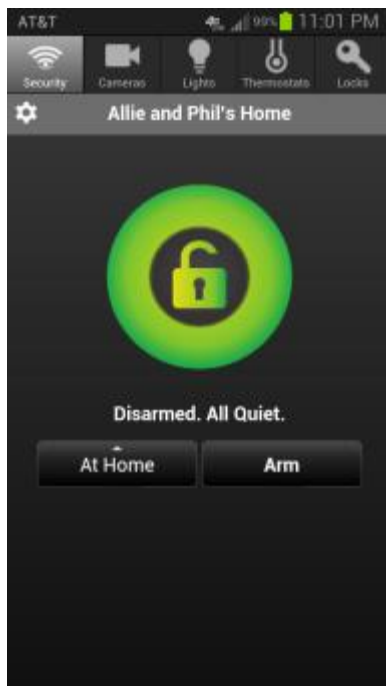
In the center, it displays the system icon, which is a graphical representation of the current security system state and any sensor information that you should know about.

(See ["System Icon" on page 11](#) for details about each variation of the system icon.)

Below the system icon is a text description of the security system state.

From the Security screen, you can arm or disarm your security system. (See ["Arming and Disarming Your System" on page 17](#) for details about arming and disarming.) The Security screen also contains a Mode button that allows you to change the behavior of your connected home or business automation devices based on modes, for example, At Home or Be Right Back. Depending on your system's configuration, you might not see the Mode button.

(See ["SHiFT" on page 21](#) for details about switching modes.)





System Icon

The system icon appears on the Security screen. It is a graphical representation of the overall status of your system. In addition to the icon, text below it provides additional details.

The system icon's color indicates its state:



The security system is disarmed.



The security system is armed, either all sensors or doors and windows only.



An alarm state that requires immediate attention.

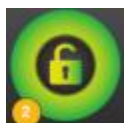


Remote access is currently unavailable.

Smaller symbols appear on the green or red system icons when there is more information to report:



A red exclamation mark indicates a sensor problem.



A yellow circle indicates that doors or windows are open. A number appears in the yellow circle to indicate the number of open sensors.



Sometimes both a red exclamation mark and a yellow circle appear, indicating both a problem with a sensor and an open door or window.

You can tap the system icon to display the Sensors screen.

(See ["Sensors" on page 13](#) for more information.)




Sensors

When you tap the system icon on the Security screen, the Sensors screen appears.

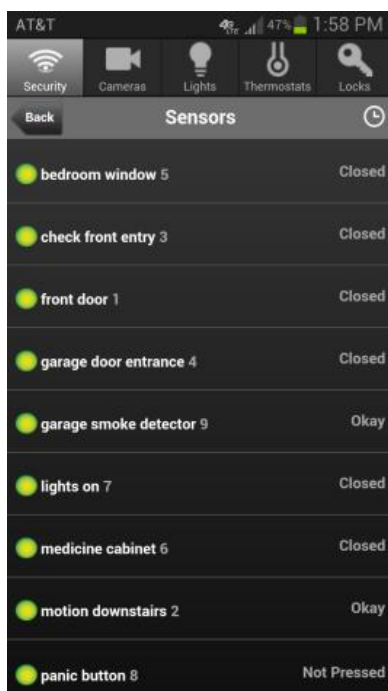
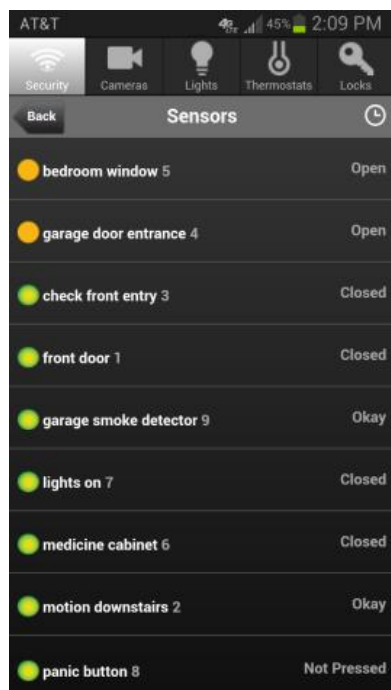
This screen lists the sensors installed at your site and the current state of each. You can tap the name of a sensor to display the recent activity history for that sensor.

See ["Sensor History" on page 15](#) for more information.

Tap  to display the Notable Events screen, showing recent security system activity history.






(See ["Notable Events" on page 15](#) for more information.)

If sensors are open or motion is detected, those sensors appear at the top of the list with a yellow icon.





The status icons that appear to the left of the sensors indicate the status of each sensor:

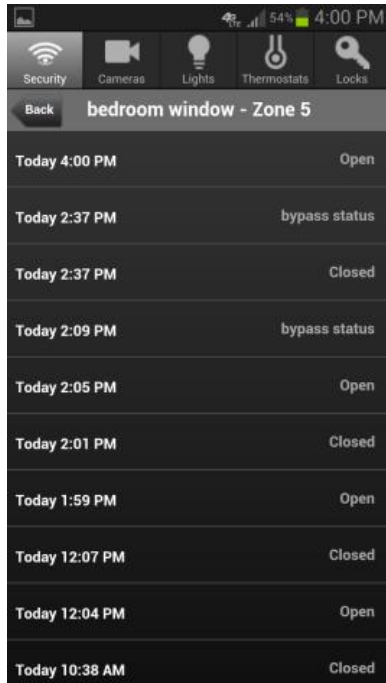
Icon	Description
	A green circle indicates no sensor activity, quiet status, and no problems.
	A yellow circle indicates sensor activity, such as an open door or window, or motion detected.
	A red diamond with an exclamation mark indicates an alarm or environmental sensor tripped that requires immediate attention, or a device with a trouble or tamper condition, or a low battery.
	A red diamond with a minus sign indicates a device that is offline.
	A gray diamond indicates an unknown state (generally because remote access to the security system is currently unavailable).

The text next to each icon provides more information about the device's status.




Sensor History

When you tap a sensor listed on the Sensors screen, the sensor's history screen appears.



The sensor's history screen displays the name of the selected sensor and a list of its recent activity, such as opened or closed for doors, and motion events for motion sensors. Swipe up or down to scroll through the sensor history events.

Notable Events

Tap  on the Sensors screen to display the Notable Events screen. This screen shows important recent security system activity such as arming, disarming, trouble, and alarm events. Swipe up or down to scroll through the Notable Events.



Tap **Back** on the Notable Events screen to return to the Sensors screen.



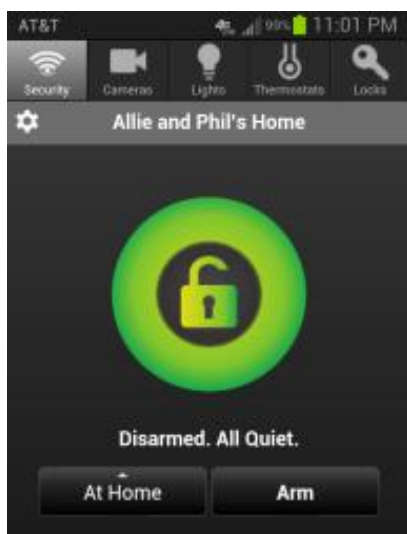
Arming and Disarming Your System

You can arm and disarm your security system from the Security screen. Tap **Security** on the tab bar, from anywhere in the app to display the Security screen.

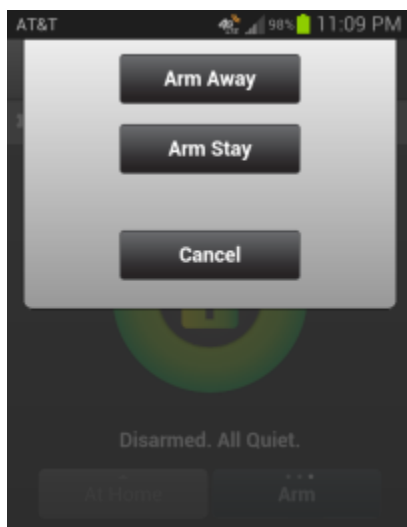
Note: The wording of the arming options differs depending on the security panel you have installed.

To arm the system:

- ❑ On the Security screen, tap **Arm**.



The arming options appear.





- ❑ Tap **Arm Stay** to arm perimeter sensors only, or tap **Arm Away** to arm all perimeter and interior sensors.

A message informs you that the change will take effect shortly.

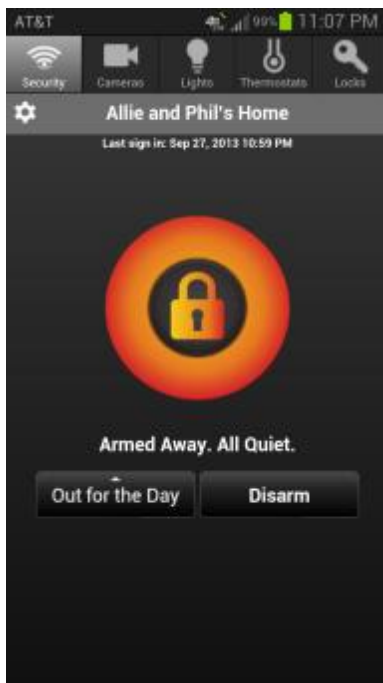
- ❑ At the end of the security system's exit countdown, arming is complete.

Note: If the system fails to arm, it could be because the security panel master access code stored for remote access does not match the code programmed in the security panel.

See ["Troubleshooting" on page 33](#) for the steps required to resolve this situation.

To disarm the system:

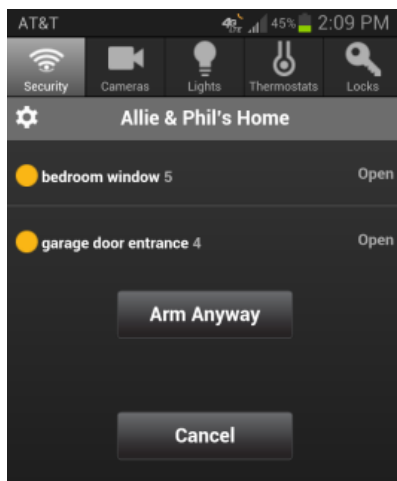
- ❑ On the Security screen, tap **Disarm**.



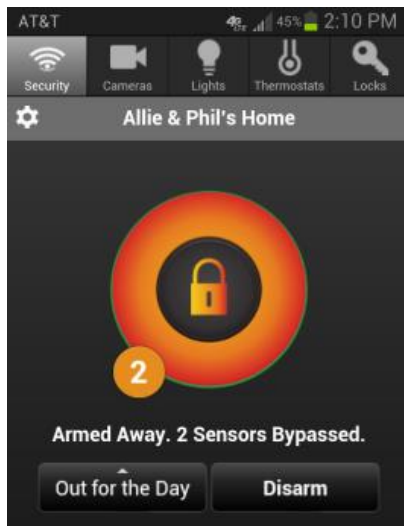
The Mobile Android App securely sends the master access code, along with the disarm instruction, to your security system. It is as if you were there and entered the master access code yourself.

Bypassing Open Sensors When Arming

If you attempt to arm the system when a sensor is not in a secure state (such as when a door or window is open), a message informs you of which sensor is open and gives you the option of bypassing that sensor and arming anyway.



If you want to correct the problem (such as closing an open window), tap **Cancel**, correct the problem, and try again. If you want to bypass the sensor and arm the system anyway, tap **Arm Anyway**.



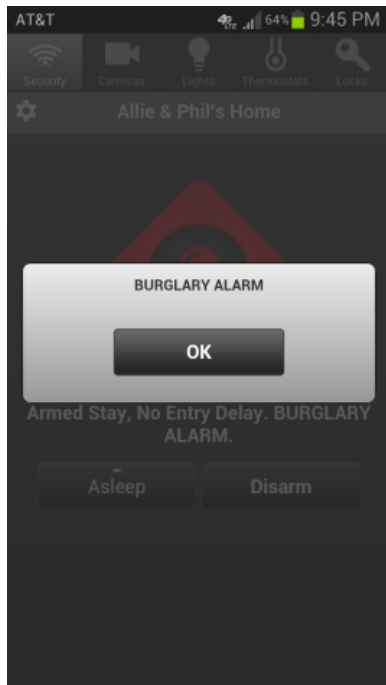
CAUTION: When you bypass a sensor during arming, that sensor no longer provides protection while the system is armed. Using the example above, if you tap **Arm Anyway**, anyone can open or close the bypassed window while the system is armed without setting off an alarm. Be cautious if you decide to use this feature, because it essentially defeats the purpose of your security system.

Note: After disarming the system, the sensor bypass is canceled.



Alarms

If you have the app open when a security system alarm occurs, an alarm notification dialog will appear (no matter which screen you are on). In addition to this notification, the Security screen will show the "alarm" system icon and text indicating the type of alarm.



To cancel the alarm and stop the security system's alarm sound, tap the **Disarm** button.

CAUTION: Canceling the alarm does not necessarily stop the alarm from being reported to the alarm monitoring station.

On some security systems, after you cancel an alarm, the alarm remains in the security system's memory as a reminder that the alarm occurred. This is referred to as an uncleared alarm.

If you have an uncleared alarm, before performing other security panel functions, you must specifically clear the uncleared alarm by tapping **Clear Alarm**.



SHiFT

SHiFT enable total home automation at the touch of a button, providing greater security, control, and energy savings. You perform a single action—select a new mode—and lights, thermostats, and locks transform to pre-determined states. The user-definable modes enable schedules and automations to perform actions with respect to your security system's arm state, scheduled times, sensor status, system events, and more.

Note: SHiFT is only available for non-cellular based systems.

Using SHiFT you can set up custom modes for the ultimate amount of control. For example, when leaving on vacation simply select the **On Vacation** mode, after you arm your system, and the following actions can occur automatically:

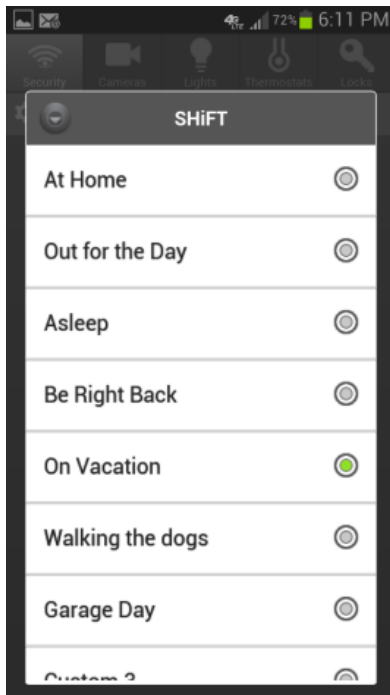
- ☐ Change the thermostat schedule to an energy-efficient schedule
- ☐ Turn off all lights and lock all doors
- ☐ Capture video clips from all cameras if motion is detected
- ☐ Send an alert when the system is disarmed (to ensure that your pet sitter is caring for the family pet)

Upon returning home, you disarm the system and change the mode to **At Home**. Your system reverts back to the pre-defined settings and schedules associated with the selected mode. Alternatively, you can use the mobile application to change the mode on your way back from the airport, to get your home ready for your arrival, without compromising your home's security.

Switching Modes

When you select the SHiFT button on the Security screen, the mode selection screen appears. (Until you select the SHiFT button and acknowledge the welcome message, the button is labeled SHiFT. Thereafter, the currently active mode's name appears on the button.) The SHiFT button allows you to change the behavior of your home or business automation devices based on modes, for example, **At Home** or **Be Right Back**.

Note: SHiFT uses alerts, automations, and schedules to customize the behavior of your home using installed sensors, cameras, and Z-Wave devices. When a particular mode is active, it determines which alerts, automations, or schedules are active and can occur. For more information about using modes, refer to "About SHiFT" in the online help for the web portal.



On this screen, you can view the mode that is currently active and you can switch to another mode. To switch modes, select the desired mode button. The Security screen appears and the selected mode becomes active.

Note: If you change the mode during an exit delay (immediately after arming the security system), the mode will not become active until the exit delay is complete.



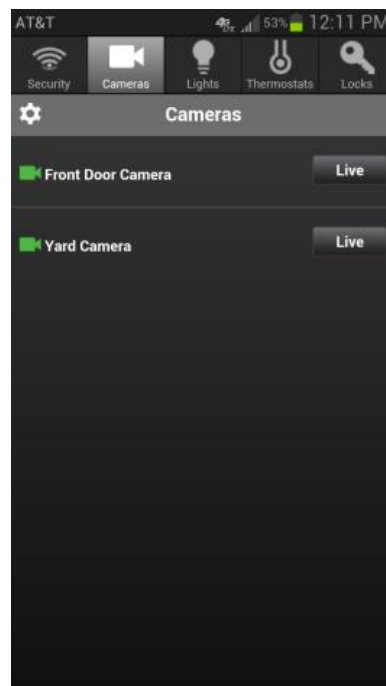
Cameras

The first time you tap Cameras on the tab bar, the Cameras list screen appears.

The Cameras list screen shows all of the cameras installed at your site.

On this screen, you can:

- ❑ Tap Live next to any camera to display live video from that camera. Pictures and video clips can also be captured from the camera's live video screen. (See ["Viewing Live Video" on page 23](#) and ["Taking Pictures and Capturing Video Clips" on page 24](#) for more information.)
- ❑ Tap the name of any camera to view thumbnails of the pictures and video clips captured by that camera. (See ["Viewing Pictures and Video Clips" on page 26](#) for more information.)



Viewing Live Video

When you tap Live next to a camera on the Cameras list screen, the app displays the name of the selected camera, live streaming video from that camera, and a capture button to capture a video clip or take a picture.



If you want to take a picture or capture a video clip with the displayed camera, tap the screen and, from the overlay menu that appears, tap **Capture**. Then tap **Capture Video Clip** or **Take Picture**.

(See ["Taking Pictures and Capturing Video Clips" on page 24](#) for more information.)



To conclude the video clip or picture capture, click on the screen, and from the overlay menu that appears, tap **Done**.

Rotating your Android device to landscape orientation will provide a larger live video view. To exit live video, tap **Back**.

Taking Pictures and Capturing Video Clips

You can take pictures or capture video clips from the live video screen on your Android device.

To take a picture:

1. Tap **Cameras** on the tab bar.
2. Tap **Live** next to the camera you want to use.

The live video screen appears.

3. Tap the screen and, from the overlay menu that appears, tap **Capture**.

The overlay capture menu appears.

4. Tap **Take Picture**.

A message informs you that the picture will be taken shortly. The camera takes the picture and returns you to the live video screen.

5. Tap the screen and, from the overlay menu that appears, tap **Done**.
Alternatively, tap the Android device's back button.

The Cameras list screen appears.

6. Tap on the camera name to view the camera's Thumbnails screen, and then tap **Pictures**.

The thumbnail for the new picture appears at the top of the list.

*To capture a video clip:*

1. Tap **Cameras** on the tab bar.

2. Tap **Live** next to the camera you want to use.

The live video screen appears.

3. Tap the screen and, from the overlay menu that appears, tap **Capture**.

The overlay capture menu appears.

4. Tap **Capture Video Clip**.

A message informs you that the video capture will begin shortly.

5. To stop the video capture, tap the screen and, from the overlay menu that appears, tap **Done**.

The live video screen appears.

6. Tap the screen and, from the overlay menu that appears, tap **Done**.
Alternatively, tap the Android device's back button.

The Cameras list screen appears.

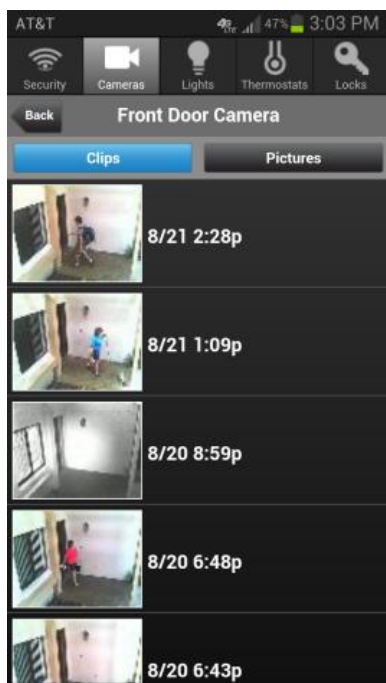
7. Tap on the camera name to view the camera's Thumbnails screen, and then tap **Clips**.

The thumbnail for the new video clip appears at the top of the list.



Viewing Pictures and Video Clips

When you tap the name of a camera on the Cameras list screen, the Thumbnails screen appears. This screen shows the name of the camera and thumbnails of the most recent pictures or video clips from that camera.



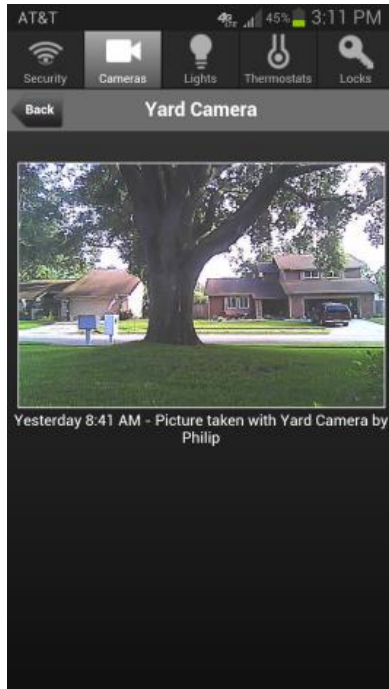
On this screen, you can:

- ❑ Tap **Clips** to see thumbnails of the most recent video clips taken by the camera.
- ❑ Tap **Pictures** to see thumbnails of the most recent pictures taken by the camera.
- ❑ Swipe vertically up or down to view older or newer thumbnails.
- ❑ Tap **Back** to return to the Cameras list screen.
- ❑ Tap any thumbnail for a full-size view of that picture or video clip.



Pictures

When viewing picture thumbnails, tap any thumbnail to see a full-size view of that picture.



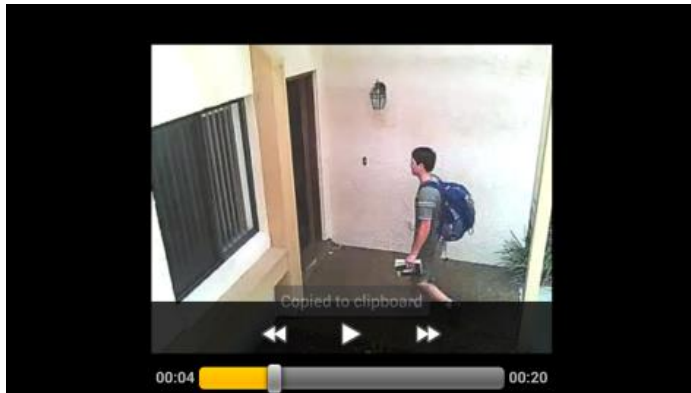
The picture screen displays the name of the camera, and the date and time the picture was taken.

Tap on the screen or tap the Android device's back button to return to the thumbnails screen.







Video Clips

When viewing video clip thumbnails, tap any thumbnail to see a full-size view of that video clip. The clip starts playing automatically. When it completes, it returns to the thumbnails screen.

While the video clip is playing, you can tap the screen to display the video controls.



The controls are:

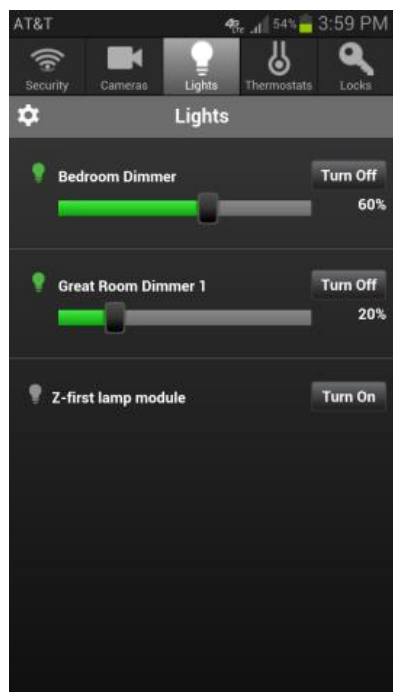
- ❑ A timeline bar  that you can drag to the left or right to move backward or forward in the video.
- ❑ Tap  to pause the video. A play button  appears. Tap  to restart the video.
- ❑ Tap  to restart the video from the beginning.
- ❑ Tap  to go to the end of the video.

Note: The actual controls that you see, and how they look, are determined by your mobile device.



Lights

When you tap **Lights** on the tab bar, the Lights list screen appears. The Lights list screen shows all of the switches installed at your site, and the current state of each (on or off). The icon to the left of the name also indicates the state.



On the Lights list screen, you can:

- ☐ Tap **Turn On** to turn on any light.
- ☐ Tap **Turn Off** to turn off any light.
- ☐ Drag the brightness slider control right or left to change the brightness level of any light with a dimmer switch. Slide the control toward the left to dim the light; slide the control toward the right to brighten the light. The brightness value appears below the Turn On/Turn Off button.

When you turn off a light with a dimmer and then tap **Turn On** to turn it on again, the brightness level returns to its previous brightness level.

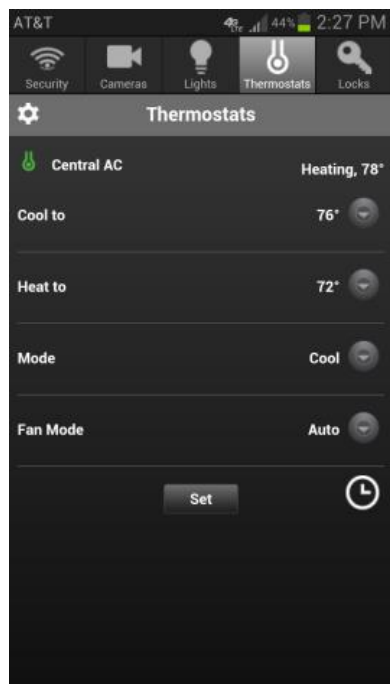
Note: There may be some delay before you see the light change.



Thermostats

When you tap **Thermostats** on the tab bar, the Thermostats list screen appears.

The Thermostats list screen displays details for all of the thermostats installed at your site, showing the current temperature at each thermostat's location, and control buttons. When the thermostat's battery reaches a low battery state, the thermostat's green icon (●) changes to a red low battery icon (⚡).




If you have more than one thermostat, swipe up or down to scroll the screen and see the other thermostats.

On the Thermostats details screen, for any thermostat, you can tap :

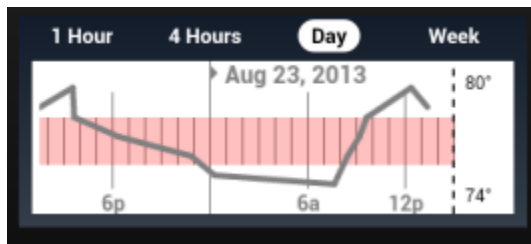
- ☐ Next to **Cool to** to change its setting. The air conditioner turns on if the temperature rises above the cool to setting.
- ☐ Next to **Heat to** to change its setting. The heater turns on if the temperature falls below the heat to setting.
- ☐ Next to **Mode** to change its setting to **Auto**, **Heat**, **Cool**, or **Off**. The mode setting indicates whether your thermostat is controlling the heating, cooling, both (**Auto**), or is turned off.
- ☐ Next to **Fan Mode** to change its setting to **On** to leave it always on, or to **Auto** to turn it on automatically when heating or cooling is active.

After you make the desired changes, tap **Set** to save your changes. A message appears informing you that the change will take effect in a few seconds.



By default the thermostat history graph is hidden. To view the history graph, tap the  (clock) icon to the right of the Set button.

The thermostat history graph indicates the temperature fluctuations during the selected period of time. The numbers on the right show the range of temperatures covered by the graph. The default time option is **Day**, which shows the last 24 hour's temperature fluctuations. You can tap a different time option (**1 Hour**, **4 Hours**, or **Week**) to show temperature fluctuations for the last 60 minutes, four hours, or seven days respectively. By default, the time options use the current date and time to calculate the time period that appears in the history graph. You can scroll from left to right to view earlier time periods. When you scroll (change the time period), and then select a different time option, the app uses the new time period to calculate what appears in the history graph. For example, if you look at the default last 24 hours of data and scroll back two days into the past, and you then select the **Week** time option, the history graph does not use the current time to calculate what to display on the history graph. Instead it displays seven days of data ending two days prior to the current time, because you scrolled back two days.

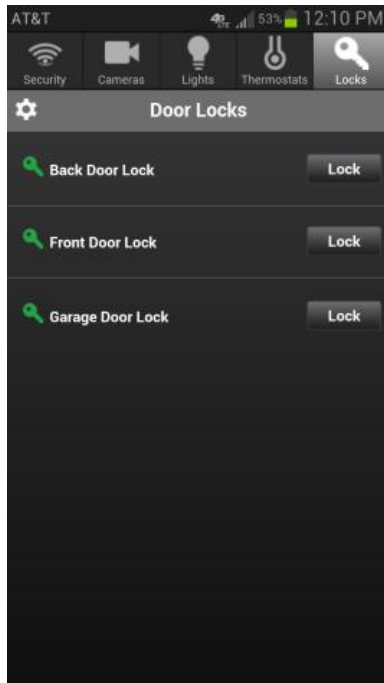


If the temperature goes above the thermostat's cool setpoint, a blue area on the graph indicates when the air conditioner was activated. If the temperature goes below the thermostat's heat setpoint, a red area on the graph indicates when the heat was activated.



Door Locks

When you tap **Locks** on the tab bar, the Door Locks screen appears.



The Door Locks screen shows all of the door locks installed at your site, and the current state of each (locked or unlocked). The icon to the left of the name also indicates the state. You can use this screen to remotely lock or unlock any door. Simply tap **Lock** or **Unlock** to change the setting of any door on the list.

Note: Although it is convenient to lock a door from your Android device when you are in another part of the house, for your security, use caution when unlocking a door remotely.



Troubleshooting

The following table lists some common issues and their resolutions.

Symptoms	Reasons	Resolutions
The Mobile Android App does not launch, or sign-in fails	Although you are on a Wi-Fi network, you might not be connected to the Internet.	Check another app (such as Weather) to be sure you are connected to the Internet.
Arming or disarming from the Mobile Android App fails	The security panel master access code stored for remote access may not match the code programmed in the security panel. This can happen if the master access code has been changed on the security panel, but the value stored for remote access has not been updated to the new code.	Using the master access code, arm and then disarm the security system directly from a security system keypad. This ensures that the code is valid. Use a web browser to sign into the web portal as the site owner user, then click the System tab. Click Security Panel , then change the Security Panel Master Code to the code that was just successfully used to arm and disarm the security system.
The Mobile Android App has intermittent problems.	You may not have the latest version of the app.	Check that you have the latest version of the app from the Android Market. If not, download and install the newest version.
	Other unknown causes.	If problems continue, delete the app completely and then reinstall it from the Android Market.





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