



# HOMECONTROL



## DSC Web Portal User Guide

# Contents

Contents.....	i
Preface.....	v
About This Guide.....	v
Audience .....	v
Typographic Conventions .....	v
Web Portal Basics.....	1
Overview of the HomeControl Web Portal .....	1
Browser Requirements.....	3
Browser-Specific Video Limitations .....	4
Site Owner Privileges .....	5
Signing In .....	5
Signing Out .....	6
Forgotten Username or Password .....	6
Sign-In Security.....	6
Automatic Sign Out By the Web Portal.....	7
Arming and Disarming the Security System .....	7
Changing To a Different Site .....	8
Online Help .....	8
About SHiFT .....	9
Viewing the Currently Active Mode.....	9
Switching Modes .....	10
Setting up SHiFT.....	12
Overview of the Summary Tab .....	13
Security.....	15
System Icon .....	16
Other Devices .....	17
Notable Events.....	18
Cameras.....	18
Today's Schedule .....	19

---

Customizing the Summary Tab .....	19
Managing Pictures and Video Clips .....	20
Working with Live Video .....	23
Emailing Pictures or Video Clips .....	25
Saving Pictures or Video Clips .....	25
Deleting Pictures and Video Clips .....	26
Taking Pictures or Capturing Video Clips Manually .....	27
Capturing Pictures or Clips as Part of Automations, Alerts, or Schedules .....	27
Managing Door Locks .....	28
Managing Lights .....	28
Managing Thermostats .....	29
Overview of the History Tab .....	30
Overview of the Alerts Tab .....	32
Event Alerts .....	33
Exception Alerts .....	34
System Event Alerts .....	34
Adding Alerts .....	34
Adding Event Alerts .....	34
Adding Exception Alerts .....	37
Adding System Event Alerts .....	39
Editing Alerts .....	42
Deleting Alerts .....	42
Overview of the Automations Tab .....	43
Adding Automations .....	44
Adding Automations When a Mode Starts .....	46
Editing Automations .....	47
Deleting Automations .....	47
Overview of the Schedules Tab .....	48
Simple Schedule .....	48
Simple Schedule With Start and End Times .....	49
Scheduling Repeated Actions .....	50

Scheduling Multiple Actions.....	50
Scheduling In Selected Modes.....	51
Adding Schedules .....	52
Editing Schedules.....	56
Deleting Schedules .....	56
Overview of the System Tab .....	57
Managing Devices .....	59
Changing the Security Panel Master Access Code .....	59
Adding Devices.....	60
Replacing Devices .....	60
Managing Your Site Settings .....	62
Setting Your Time Zone .....	62
Managing Users .....	63
Giving Users Access to Your Site.....	63
Adding New Users.....	64
Giving Access to Existing Users .....	66
Changing Other Users' Access to Your Site .....	66
To remove a user's access to sites that you own: .....	66
To edit or resend an invitation to a user to access your site:.....	67
<b>Removing Users' Access to Your Site</b> .....	67
<b>To remove a user's access to your site:</b> .....	68
Editing Your Profile.....	68
Managing Access Codes .....	75
Access Code Types .....	75
Access Codes List.....	76
Access Codes in History.....	77
Access Codes in Alerts .....	77
Editing Access Codes .....	77
Viewing Your User Profile .....	78
Viewing Your Profile History .....	78
Customizing SHiFT.....	79

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Usage Scenarios .....	80
Take a Picture When Someone Comes to the Front Door .....	80
Turn a Light On for Five Minutes After a Door Opens .....	81
Send Me an Alert When Motion Is Detected in the side yard .....	83
Send Me an Alert When the Medicine Cabinet Opens .....	84
Adjust the Heat at Different Times of the Day .....	86
Send Me an Alert When My Son Is Late .....	88
Remotely Unlock a Door .....	90
Security Panels .....	91
Sensors .....	92
Door and Window Sensors .....	92
Checking the Sensor's Status .....	92
Motion Sensors .....	92
Smoke and Heat Sensors .....	93
Water Sensors .....	93
Freeze Sensors .....	94
About Z-Wave Devices .....	95
Lighting Devices .....	96
Thermostats .....	97
Door Locks .....	98
IP Cameras .....	99
Resetting a Camera to Factory Settings .....	99
Wi-Fi Extenders .....	100
General Troubleshooting Tips .....	101
Resolving Live Video Problems .....	109
-3285 Disconnected Error .....	113
Index .....	115

## Preface

### About This Guide

This document provides information about how to use the web portal to manage remote interactive services for your home or business.

### Audience

This guide is intended for people who want to use the web portal 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.



## Web Portal Basics

### Overview of the HomeControl Web Portal

The web portal provides a way for you to monitor and manage your security system. This topic addresses the general layout of the web portal. The remaining help topics are divided into chapters that address each of the tabs and other types of information about the web portal.

**Note:** Some features described in this document are not included in all installations, either because your system configuration does not support them or because they are not included in your service package. Those features include:

- ☐ History
- ☐ Alerts
- ☐ Automations
- ☐ Schedules
- ☐ System (installed devices and users)

If you are interested in adding any of these features to your installation, please contact your service provider.

The following information is displayed at the top of the page throughout the application, regardless of which tab is selected:

- ☐ A logo
- ☐ A welcome message that includes your name as a link

You can click your name link to view or edit your user profile.  
(See ["Editing Your Profile" on page 68](#) for more information.)

- ☐ The current date
- ☐ A **Sign Out** link

You can click the **Sign Out** link if you want to sign out before navigating to a different web site. If you do not sign out, you remain signed in for approximately 30 minutes, even if you navigate to a different web page. For security purposes, it is a good idea to sign out whenever you are not actively using the web portal.

- ☐ The name of your site

If you have access to more than one site, the site names appear on a drop-down list. You can switch between the sites by selecting a different site name from the list.  
(See ["Changing To a Different Site" on page 8](#) for more information.)




The sign-in information appears only on the first page you see when you sign in. After you navigate away from that page, the sign-in history is no longer displayed. (See ["Signing In" on page 5](#) for more information.)

Below the information at the top of the page are some tabs (depending on your configuration):

- ☐ Summary (See ["Overview of the Summary Tab" on page 13.](#))
- ☐ History (See ["Overview of the History Tab" on page 30.](#))
- ☐ Alerts - visible only if you are the site owner  
(See ["Overview of the Alerts Tab" on page 32.](#))
- ☐ Automations (See ["Overview of the Automations Tab" on page 43.](#))
- ☐ Schedules (See ["Overview of the Schedules Tab" on page 48.](#))
- ☐ System (See ["Overview of the System Tab" on page 57.](#))

You can click each tab to display information about that part of the portal. Refer to the chapter for each tab for details about its uses and functionality.

To the right of the tabs is the  **Help** icon and link, which you can click to access online help for the current page.

(See ["Online Help" on page 8](#) for more information about the online help system.)

At the bottom of each page is a series of links that you can click to display more general information that you might find helpful.

## Browser Requirements

Watching the highest quality live video (for example, QuickTime video) in the web portal requires certain third-party components that are often already pre-installed with your web browser. If they are not installed, a message appears prompting you to install them when you attempt to play live video. Alternatively, a lower quality basic video option is available that does not require any third-party components. To choose this option, select the basic video link above the Take Picture and Capture Clip buttons.

For Microsoft Windows operating systems, the required components for QuickTime video are:

- ☐ Sun Java Runtime Environment (JRE) 1.5 (also referred to as Java 5) or later
- ☐ Apple QuickTime Player 7.1 or later

You can download Java at: <http://www.java.com/en/download/manual.jsp>

You can download QuickTime at: <http://www.apple.com/quicktime/download/>

**Note:** You do not need to install iTunes, and you do not need to submit an email address in order to install QuickTime.

For Mac OS X operating systems, the required components for QuickTime video are:

- ☐ Sun Java Plug-In and VM 1.7 Update 15 (also referred to as Java 7 Update 15) or later
- ☐ Apple QuickTime Player 7.7 or later

These components can be obtained via the Mac's "Software Update" feature.

## Browser-Specific Video Limitations

Most supported browsers with the default configuration play video clips and run live video with no problems. A few specific versions of browsers do have known issues. The following are known browser-specific limitations:

- ❑ Viewing live video with Safari with Mac OS X occasionally causes the browser to close unexpectedly. If this problem occurs, restart the browser.
- ❑ Video clip playback on Safari with Mac OS X 10.6 might occasionally show a question mark icon (?) instead of video. If this problem occurs, try to play the clip again.
- ❑ Viewing live video running Google Chrome on Mac OS X 10.7 and 10.8 is only supported in basic video mode. Apple has removed native support for the Java browser plug-in, and Oracle only supports a 64-bit Java plug-in. These plug-ins are not compatible with Google Chrome, as it is a 32-bit browser. Use Firefox or Safari browsers instead to view QuickTime video.

Viewing live video with Safari with Mac OS X 10.7 and 10.8 may require that you update to the latest Java version (as of this writing, Java 7 Update 15) for QuickTime video to work correctly, due to security concerns with older versions of Java. If you wish not to update to the latest version, basic video does not require a Java plugin.

## Site Owner Privileges

There are certain features of the system that only site owners can use. For example, only site owners can set up alerts. Non-owners do not see the Alerts tab at all.

The following table lists all of the features and services available to site owners only.

Feature or Service	Related Help Topics	Page No.
Change your site name and other site settings	<a href="#">"Managing Your Site Settings"</a>	62
Change your security panel access code	<a href="#">"Changing the Security Panel Master Access Code"</a>	59
Edit Mode labels	<a href="#">"Customizing Modes"</a>	79
Edit access code labels	<a href="#">"Editing Access Codes"</a>	77
Add, edit, replace, or delete devices	<a href="#">"Managing Devices"</a>	59
Add, edit, delete, or receive alerts	<a href="#">"Overview of the Alerts Tab"</a>	32
Add, edit, or delete users	<a href="#">"Managing Users"</a>	63
Change which of your sites are available to other users	<a href="#">"Editing Your Profile"</a>	68

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## Signing In

Each time you use the web portal, you must sign in with your username and password. Depending on your system configuration, the process for setting up and obtaining them differs. To set up your password the first time you sign in, follow the specific directions provided by your system installer and in any emails you receive associated with this process.

After signing in to the web portal the first time, the Terms of Use agreement appears. After reading the agreement, click **I Agree**.

Following acceptance of the Terms of Use agreement, the system might prompt you to complete other set-up steps. When the set-up steps are complete, the web portal launches and displays the Summary tab.

See ["Overview of the Summary Tab" on page 13](#) for details about this tab.

Each time you sign in after you complete the initial set-up, you simply enter your username and password, and the Summary tab appears right away.

On the Sign In page, depending on the system configuration, you may see the **Remember my user name** check box. If you select this check box the Sign In page remember your username so that you do not have to enter it each time you sign in.

### Signing Out

When you finish using the web portal, it is important that you explicitly sign out. If you navigate to a different web site without signing out of the web portal, your web portal session remains in effect for several minutes. If someone else uses your computer, they might be able to access your system without you knowing.

To sign out of the web portal:

Click **Sign Out** at the top of any page of the web portal. You exit the web portal and, at this point, you can navigate to another web site or close your browser.

### Forgotten Username or Password

If you ever forget your username or password, on the Sign In page, click the **Forgot your username or password?** link. The Sign In Help page opens. From this page you can begin the process of retrieving your username or resetting your password. To reset your password, enter your username and click Reset Password. To retrieve your username, enter your email address and click Retrieve Username. Follow the instructions on the web pages or email messages associated with these processes to restore your access to the web portal.

### Sign-In Security

A number of security measures are in place to protect your account. Which of these are enabled depends on your system configuration. For example, if the system detects attempts to guess your password, additional steps might be required for you to sign in, or additional sign in attempts might be prohibited for a period of time.

Security measures typically include enforcement of rules about which characters your username and password can contain. In any case, it is always a good idea to use a strong password. A strong password consists of at least six characters (and the more characters, the stronger the password) that are a combination of letters,

numbers, and allowed symbols. Passwords are typically case-sensitive, so a strong password contains both upper and lower case letters. Strong passwords do not contain words that can be found in a dictionary or parts of your own name.

### Automatic Sign Out By the Web Portal

After a period of inactivity (typically 30-60 minutes), the web portal automatically signs you out. If that happens, you must sign in again to return to your site.

**Note:** The number of minutes of inactivity before the portal signs you out depends on your system configuration.

After a single web portal session runs a certain period of time (generally 24 hours), the web portal automatically signs you out, even if you have been actively using it all that time. This is a security measure set up for your protection. As with the inactivity sign out, you must sign in again to return to your site.

**Note:** maximum session length before the portal signs you out depends on your system configuration.

### Arming and Disarming the Security System

Arming and disarming refers to the state of your security system. The state of the security system dictates whether it monitors and sends an alarm for all perimeter and interior sensors, perimeter sensors only, or does not monitor or send an alarm for any sensors. (Perimeter sensors are mainly door/window sensors. Interior sensors are mainly motion sensors.)

The possible states for your security system are:

- ❑ **Armed Away:** Both perimeter and interior sensors cause alarms, if triggered. For example, no one is at home, and all sensors are activated.
- ❑ **Armed Stay:** Motion sensors do not cause alarms if they detect motion, but door/window sensors do cause alarms if they are opened. For example, someone is at home, but you want the security panel to monitor the doors and windows.
- ❑ **Armed Night:** Same as Armed Stay, but also arms preselected interior sensors (programmed by your installer), while other sensors are disarmed.

**Note:** Armed Night is only available with certain security systems, and only when programmed by the installer.

- ❑ **Disarmed:** No perimeter or interior sensors cause alarms, if triggered. For example, people are at home, so none of the sensors need to be activated.
- ❑ **Disarmed with uncleared alarm:** The system has been disarmed, but a previous alarm has not been cleared. To clear the alarm, disarm the system again.

- ❑ **Armed with No Entry Delay:** If you set your system to Armed Instant or Armed Maximum from the security panel, the system reports the state as Armed Stay (for Armed Instant) or Armed Away (for Armed Maximum) with the No Entry Delay option turned on. When you set your system to Armed Stay or Armed Away, the No Entry Delay option can be turned on (but only via the security panel). When the system is armed with No Entry Delay on, opening an entry/exit door will not provide an entry delay period during which the system can be disarmed – rather, it will result in an immediate alarm.
- ❑ Disarming the system turns the No Entry Delay option off.

To arm or disarm your security system, use a security system keypad or click one of the buttons in the Security section of the Summary tab.

(See ["Overview of the Summary Tab" on page 13](#) for more information.)





## Changing To a Different Site

If you have access to more than one site, your site name appears on a drop-down list. You can change to any other site on the list by selecting it from the drop-down list.

## Online Help

You can click Help on any screen or window in the web portal to display context-sensitive help for the current page. Then you can use the navigation bar at the left and the toolbar above to find the help you need.

Within the help window, on the navigation bar to the left, you can:

- ❑ Click any folder icon (  or  ) in the TOC (table of contents) to open or close a chapter.
- ❑ Click any topic icon (  ) in the TOC to view that topic in the content pane.
- ❑ Click **Index** to look up information in this help system alphabetically.
- ❑ Click **Search** to find specific words or phrases anywhere in the help content.
- ❑ Click **Glossary** to view a glossary of terms used in the help content.
- ❑ Click **Favorites** to view a list of topics you marked as your favorites. You can click  to set the currently displayed help topic as a favorite.



On the toolbar above, you can hover over the icons for tips that indicate the function of each.

## About SHiFT

SHiFT enables total site 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 into 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.

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.

To set up SHiFT, add alerts, automations, and schedules to operate in specific modes, or when a mode starts. (See ["Setting Up SHiFT" on page 12](#)). You can also create custom names for four of the modes. (See ["Customizing SHiFT" on page 79](#)). Once you have set up a SHiFT, you can view the current mode or switch to a new mode from the Web Portal, touch screen, or any supported mobile device. Your system can be set to any of eight different modes that govern the behavior of your security system, cameras, lights, thermostats and locks.

### Viewing the Currently Active Mode

You can view which mode is currently active Mode from the Summary page.

To view the currently active mode:

1. Click the **Summary** tab, if it is not already selected.

At the top left, in the Security section, the SHiFT button appears labeled with the currently active mode (or the word SHiFT prior to first use). In this case, the **Out for the Day** mode is active.





## Switching Modes

You can manually switch modes on the Web Portal's Summary page. You can also set up an automation or a schedule to automatically switch to another mode based upon an event or the time of day.

To manually switch to a mode:

1. Click the **Summary** tab, if it is not already selected.

At the top left, in the Security section, the Mode button appears labeled with the currently active mode. In this case, the **Out for the Day** mode is active.



2. Click the SHiFT button to open the mode selection dialog.

The currently active mode's button is highlighted.

3. Click on the mode you want to switch to.  
For example, **At Home**.

**Note:** To close the dialog without making a mode change, click **Cancel**.

The system immediately switches over to the new mode, except during an exit delay when arming the security system. All alerts, automations, and schedules associated with the selected mode become active.

- ❑ If you select a mode during an exit delay, the mode change becomes pending and you see a notification that the mode will start after a few moments.

The selected mode becomes active only after the exit delay is complete. If you cancel the security arming sequence the pending mode becomes immediately active.



- ❑ To cancel the mode switch, click on the SHiFT button a second time, and click **Cancel**. The previous mode remains active.
- ❑ To change the mode again, click the SHiFT button a third time. (You can change the mode multiple times during an exit delay.) The modes selection dialog appears. Click on the mode button you want to switch to. When the exit delay ends, only actions associated with the selected mode occur.
- ❑ If you select the currently active mode again, it acts as if you have reset the mode. Any automations that are associated with the mode, and that have When Mode Starts \triggers, will execute the automation's actions again, unless the security system is in exit delay.

To automatically switch to a mode:

- ❑ Create an automation to switch to another mode after an event occurs; for example, when you disarm your security system.
- ❑ Create a schedule to switch to another mode at a specific time, and potentially only on specific days.

When using either of these methods, select **Set Mode To** as the **Action** option.

## Setting up SHiFT

There are two aspects to configuring SHiFT:

- ❑ You can define which actions occur when a mode starts.  
(See ["Adding Automations When a Mode Starts" on page 46](#) )
- ❑ You can define which alerts, automations, and/or schedules are active while your system is in a particular mode.

When creating a new alert, automation, or schedule, choose **In Selected Modes**, and specify which modes it should be active in. By default, when you create a new alert, automation, or schedule all the modes are selected. If you want an action to occur only when a particular mode is active, deselect all the other modes.

By default, all existing alerts, automations, and schedules are active in all modes. You can customize your existing alerts, automations, and schedules by choosing **In Selected Modes** to associate them with only those modes that you want them to be active in. For example, you may have an existing schedule that sets your thermostat to heat to 70 degrees at 7 AM each weekday morning. You could edit this schedule and associate it with only the At Home mode.

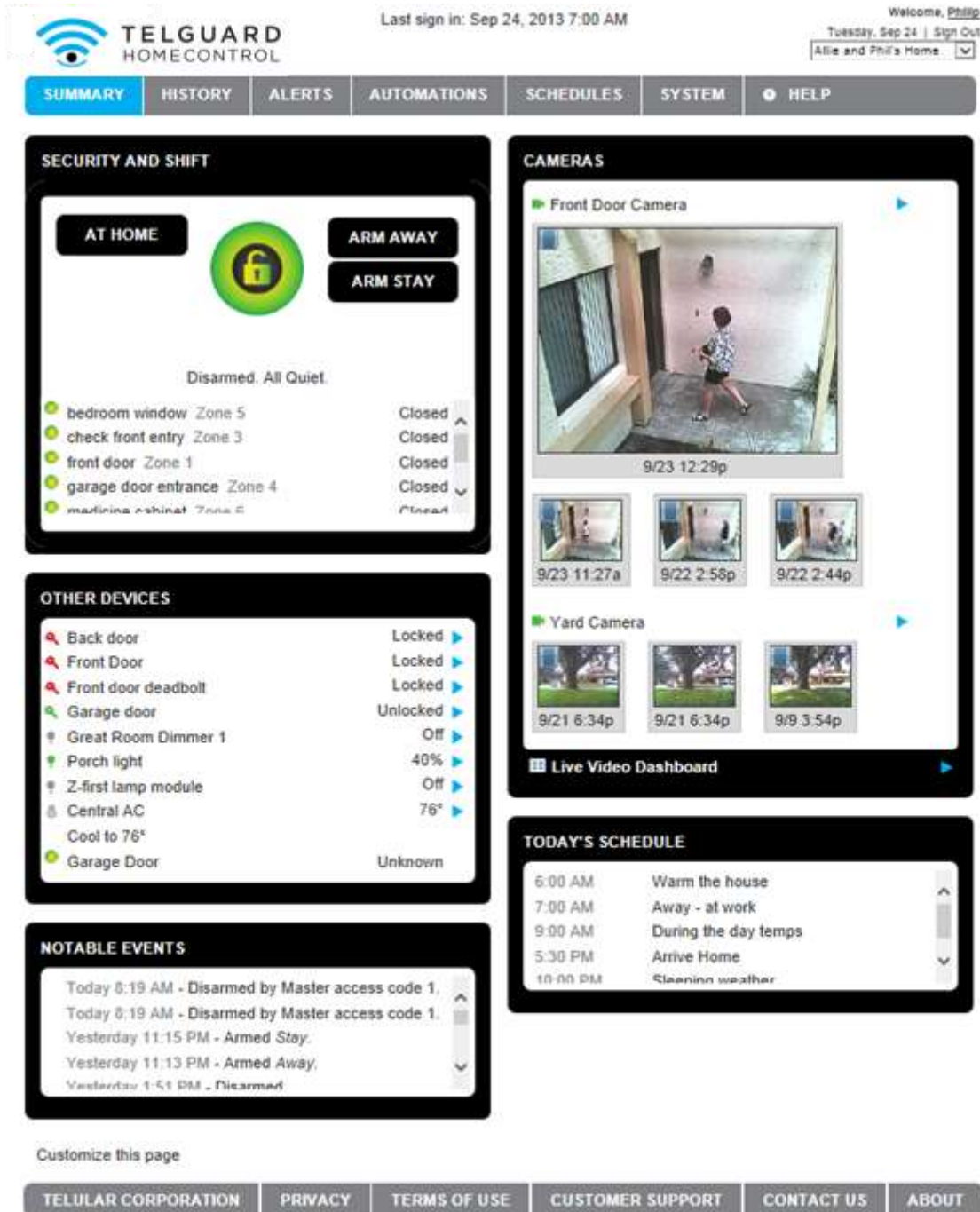
For more information about creating alerts, see ["Adding Alerts" on page 34](#).

For information about creating automations, see ["Adding Automations" on page 44](#).

For information about creating schedules, see ["Adding Schedules" on page 52](#).

## Overview of the Summary Tab

The Summary tab gives you an overview of your entire system.



The screenshot shows the Telguard HomeControl web portal interface. At the top, there is a navigation bar with tabs: SUMMARY (selected), HISTORY, ALERTS, AUTOMATIONS, SCHEDULES, SYSTEM, and HELP. The main content area is divided into several sections:

- SECURITY AND SHIFT:** Includes buttons for AT HOME, ARM AWAY, and ARM STAY. A large green padlock icon indicates the system is disarmed. Below, a list of zones shows their status: bedroom window Zone 5 (Closed), check front entry Zone 3 (Closed), front door Zone 1 (Closed), garage door entrance Zone 4 (Closed), and mainline exhaust Zone 6 (Closed).
- OTHER DEVICES:** A list of devices and their current status: Back door (Locked), Front Door (Locked), Front door deadbolt (Locked), Garage door (Unlocked), Great Room Dimmer 1 (Off), Porch light (40%), Z-first lamp module (Off), Central AC (76°), and Garage Door (Unknown).
- NOTABLE EVENTS:** A list of recent events: Today 8:19 AM - Disarmed by Master access code 1, Yesterday 11:15 PM - Armed Stay, Yesterday 11:13 PM - Armed Away, and Yesterday 1:51 PM - Disarmed.
- CAMERAS:** Displays live video feeds from the Front Door Camera and Yard Camera. The Front Door Camera shows a person entering the house. The Yard Camera shows the exterior of the house. Below each live feed are three smaller thumbnail images showing previous camera snapshots.
- TODAY'S SCHEDULE:** A list of scheduled events: 6:00 AM - Warm the house, 7:00 AM - Away - at work, 9:00 AM - During the day temps, 5:30 PM - Arrive Home, and 10:00 PM - Sleeping weather.

At the bottom of the page, there is a footer with links: TELULAR CORPORATION, PRIVACY, TERMS OF USE, CUSTOMER SUPPORT, CONTACT US, and ABOUT. The Telguard logo is also present in the footer.

It consists of the following sections:

- ❑ **Security:** Indicates the arm state of the security system, the currently active mode, and the current status of all security and environmental sensors at your site.
- ❑ **Other Devices:** Displays the current status of the non-security devices installed at your site.
- ❑ **Notable Events:** Displays security panel and sensor activity that might be considered unusual or might require your attention, such as the state of the security system.
- ❑ **Cameras:** Displays recent pictures and video clips from cameras installed at your site.
- ❑ **Today's Schedule:** Displays the schedules set up to run today.

**Note:** Your Summary tab might not include all of the features described, depending on your configuration.

In addition, there might be a scrolling message across the bottom of the page (when enabled).









You can customize the Summary tab by clicking **Customize This Page** at the bottom of the page. (See ["Customizing the Summary Tab" on page 19](#) for details.)

The following sections describe the sections of the Summary tab in more detail.

## Security

The Security section provides a quick status report on your security system, including:

- ❑ The SHiFT button, showing the currently-active mode.
- ❑ The system icon, which indicates the security system's status (See ["System Icon" on page 16](#) for more information about the system icon.)
- ❑ The status of each security and environmental sensor at your site:

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.
	Motion detected
	A red diamond indicates an alarm or environmental sensor tripped that requires immediate attention, or a device with a trouble or tamper condition.
	A red diamond with a battery icon indicates a low battery.
	A red diamond with a minus sign indicates a device that is offline.
	A gray clock indicates the sensor is installing.
	A gray diamond indicates an unknown state (generally because remote access to the security system is currently unavailable).

In this section, you can:

- ❑ Click the SHiFT button to change to a new mode. (See ["About SHiFT" on page 9](#) for details.)
- ❑ Click one of the arming buttons to arm or disarm your security panel. (See ["Arming and Disarming the Security System" on page 7](#) for details.)
- ❑ Click the system icon to display the History page for your security panel. (See ["Overview of the History Tab " on page 30](#) for details.)
- ❑ Click the name of a sensor on the list to display the History page for that sensor. (See ["Overview of the History Tab" on page 30](#) for details.)

## System Icon

The system icon appears in the Security section of the Summary tab. It is a graphical representation of the overall status of your system.

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 click the system icon to display the History tab with Security Panel selected as the filter. (See ["Overview of the History Tab " on page 30](#) for more information.)

## Other Devices

The Other Devices section lists all of the Z-Wave devices installed at your site, such as lighting modules and thermostats. If a scroll bar is visible, you can scroll down to see more items on the list.

A status icon appears to the left of each device. The following table lists all of the possible icons you might see in this section.

Icon	Description
	Light off
	Light on
	Temperature within set range
	Temperature outside of set range
	Camera online
	Door Locked
	Door Unlocked
	Low battery
	Offline
	Installing
	Unknown

You can click  next to any device to view the actions available for that device. (See ["Managing Lights" on page 28](#) and ["Managing Thermostats" on page 29](#) for more information.)

If you click **Other Devices**, the History tab displays the history of all installed devices. (See ["Overview of the History Tab " on page 30](#) for more information about the History tab.)



## Notable Events


The Notable Events section displays security panel and sensor activity over the last seven days that might be considered unusual or requires your attention. The types of activities that generate notable events are:

- ❑ Security system arming and disarming
- ❑ Security system alarms and cleared alarms (including the sensors associated with each)
- ❑ Trouble with security system components (security panel or sensors), such as low-battery, AC power loss (for security panel), or tamper conditions
- ❑ Tripped conditions in life-safety sensors (such as smoke detectors) or environmental sensors (such as freeze sensors), which might or might not be associated with a security panel alarm
- ❑ Bypassed sensors


For each event listed, the Notable Events section displays the date and time, along with a description of the event. A yellow triangle appears next to events where a problem occurred. For example, when you successfully arm or disarm the security system, no yellow triangle appears; the listing is for your information only. But when a smoke alarm is tripped, a yellow triangle appears next to that listing to draw your attention to it.

In this section, you can click **Notable Events, More** (at the end of the list), or any event on the list to display the history of all notable events on the History tab. (See ["Overview of the History Tab" on page 30](#) for more information about the History tab. Note that the time period selected on the History tab might be different; however, you can select whatever time period you want.)

## Cameras

The Cameras section displays thumbnails of the most recent pictures and video clips from each of your cameras. Video clip thumbnails include the small film clip icon () in the top left corner to distinguish them from still pictures.

In this section, you can:

- ❑ Place the cursor over a thumbnail (without clicking) to display information about that picture or video clip, including the date and time it was taken, the camera used, and the user, schedule, or automation that took the picture or captured the video clip.
- ❑ Click a thumbnail to view it in the large view.  
(See ["Managing Pictures and Video Clips" on page 20](#) for more information about actions you can take in the large view.)
- ❑ Click  next to any camera to display live video for that camera in a pop-up window.  
(See ["Working With Live Video" on page 23](#) for more information.)

- ❑ Click the name of a camera to display thumbnails of pictures taken with that camera in a pop-up window. Whether it displays picture or video clip thumbnails depends on the last action you performed with that camera. For example, if you viewed pictures last, it displays picture thumbnails; if you viewed video clips last, it displays video clip thumbnails.
- ❑ Click **Cameras** to display in the large view of the most recent picture taken with the camera whose pictures you most recently viewed.
- ❑ Click **Live Video Dashboard** to display the Live Video Dashboard in a pop-up window.

## Today's Schedule

The Today's Schedule section shows the actions scheduled to occur today. You can click any action listed to view or edit details for that action.

(See ["Editing Schedules" on page 56](#) for information about how to edit schedules.)

If you click **Today's Schedule**, it displays the Schedules tab.

(See ["Overview of the Schedules Tab" on page 48](#) for more information about schedules.)

## Customizing the Summary Tab

You can set up the Summary tab to show or hide each section, as well as the scrolling message at the bottom of that page. You can also set the number of large pictures and thumbnails to display for each camera in the Cameras section. If you display the large picture, it is the most recent picture or video clip captured by each camera.

To customize the Summary tab:

1. Click the **Summary** tab, if it is not already displayed.
2. Click **Customize this page** (at the bottom of the page).

The Customize Summary Page displays a list of options that you can select to appear on the Summary tab. By default, all options are selected.

3. Uncheck any sections that you do not want to appear on the Summary tab.
4. Under Cameras, select the number of large pictures/videos clips and the number of thumbnails you want to display for each camera.

If you select some of each, the thumbnails are displayed below the large picture for each camera. The large picture/video clip displayed is the most recent.

5. Click **Save**.

You return to the Summary page with your changes visible immediately.

## Managing Pictures and Video Clips

Your site stores all the pictures and video clips from each of your cameras for a certain number of days (determined by your system configuration but commonly 30 days).

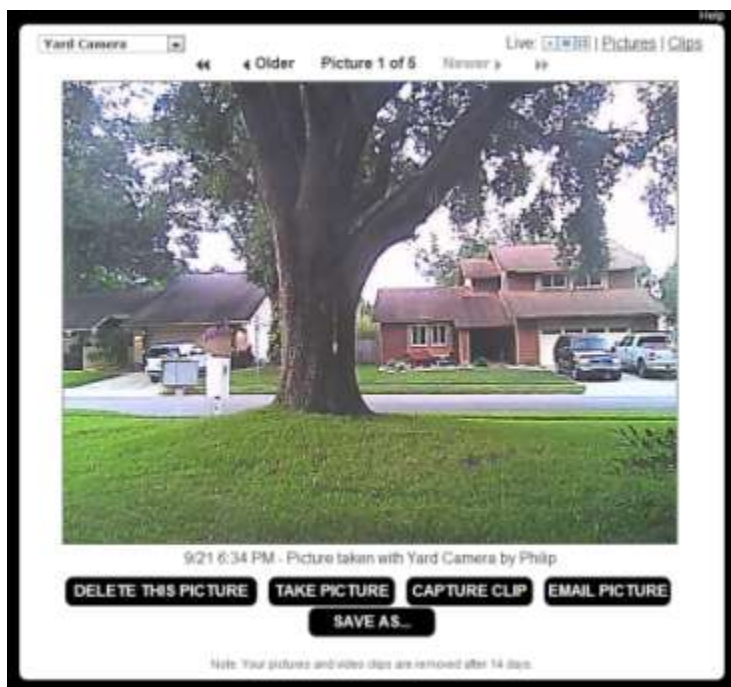
You can use the pictures and video clips in many ways:

- ☐ Capture activities of family to share with others.
- ☐ Show friends your home or vacation house.
- ☐ Document the arrival of service workers.
- ☐ Show your staff the conditions in a store or office.
- ☐ Determine who was present when a door was opened or motion was sensed.

**Note:** The resolution of still pictures is 640x480 pixels. All video clips are displayed at 320x240 or 640x320 pixels depending on whether you set your preference for thumbnails or large images.  
(See [“Customizing the Summary Tab” on page 19.](#))

To view individual pictures or video clips:

1. Click the **Summary** tab, if it is not already displayed.
2. Click any picture or video clip in the Cameras section to display that picture in the large view of the Pictures window.



In the large view of the Pictures window, you can click:

- ☐ The camera drop-down list to select a different camera. When you select another camera, this window displays the most recent picture/video clip from that camera.
- ☐ **Older** to display an older picture or video clip from the associated camera (not an option if you are viewing the oldest picture stored).
- ☐ **Newer** to display a more recent picture or video clip from the associated camera (not an option if you are viewing the most recent picture stored).
- ☐ **◀** to display the oldest picture or video clip from the associated camera.
- ☐ **▶** to display the newest picture or video clip from the associated camera.
- ☐ ☐ to display live video from that camera only in a small window.
- ☐ ☐ to display live video from that camera only in a large window.
- ☐ ☐ to display the live video dashboard for multiple cameras.
- ☐ **Pictures** to display up to 25 of the most recent pictures taken by the associated camera.
- ☐ **Clips** to display up to 25 of the most recent video clips captured by the associated camera.
- ☐ **Delete This Picture** to remove it from the stored image collection.

**Note:** You cannot delete the only picture stored for a particular camera.  
(See [“Deleting Pictures and Video Clips” on page 26.](#))

- ☐ **Take Picture** to take a picture with the associated camera.  
(See [“Taking Pictures or Capturing Video Clips Manually” on page 27.](#).)
- ☐ **Capture Clip** to capture a video clip with the associated camera.  
(See [“Taking Pictures or Capturing Video Clips Manually” on page 27.](#).)
- ☐ **Email Picture** to send the displayed picture to someone through email.  
(See [“Emailing Pictures or Video Clips” on page 25.](#).)
- ☐ **Save As** to save the picture or video clip to your hard drive if you want to keep it beyond the allotted time pictures and clips are saved by your site.  
(See [“Saving Pictures or Video Clips” on page 25.](#).)




To View thumbnails of all pictures and video clips from a particular camera:

1. Click the Summary tab if it is not already displayed.
2. Click the name of a camera listed in the camera section.

Thumbnails of the stored pictures from that camera appear in the thumbnail view of the Pictures window.



In the thumbnail view of the Pictures window, you can click:

- ❑ The camera drop-down list to select a different camera. When you select another camera, this window displays the most recent picture/video clip from that camera.
- ❑ **Older** to display an older picture or video clip from the associated camera (not an option if you are viewing the oldest picture stored).
- ❑ **Newer** to display a more recent picture or video clip from the associated camera (not an option if you are viewing the most recent picture stored).
- ❑ **«** to display the oldest picture or video clip from the associated camera.
- ❑ **»** to display the newest picture or video clip from the associated camera.
- ❑  to display live video from that camera only in a small window.
- ❑  to display live video from that camera only in a large window.
- ❑  to display the live video dashboard for multiple cameras.
- ❑ **Pictures** to display up to 25 of the most recent pictures taken by the associated camera.
- ❑ **Clips** to display up to 25 of the most recent video clips captured by the associated camera.
- ❑ **Take Picture** to take a picture with the associated camera.  
(See [“Taking Pictures or Capturing Video Clips Manually” on page 27](#) .)
- ❑ **Capture Clip** to capture a video clip with the associated camera.  
(See [“Taking Pictures or Capturing Video Clips Manually” on page 27](#) .)

## Working with Live Video

You can watch live video from any of your cameras. That means that you can watch what is going on in the areas covered by your cameras at any time.

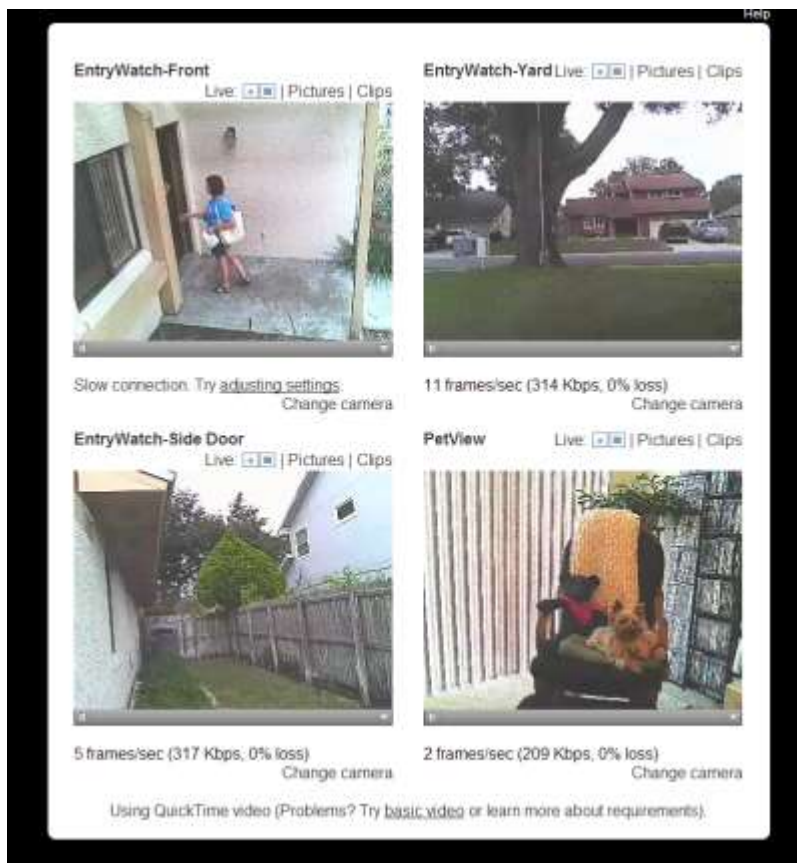
**Note:** When you attempt to watch live video, the software checks your computer to be sure you have all of the required applications installed. Alternatively, you can watch basic video without the use of plugins. If you receive an error or time-out message, see ["Resolving Live Video Problems" on page 109](#) for help.

There are two ways to watch live video:

- ❑ Displaying live video from all of your installed cameras in the Live Video Dashboard:



In the Cameras section of the Summary tab, click Live Video Dashboard. The Live Video Dashboard appears in a pop-up window and displays a video from each camera installed at your site.

**Note:** Watching live video from more than one camera at a time requires a very fast Internet connection. If you have trouble watching live video this way, try watching it from one camera at a time.

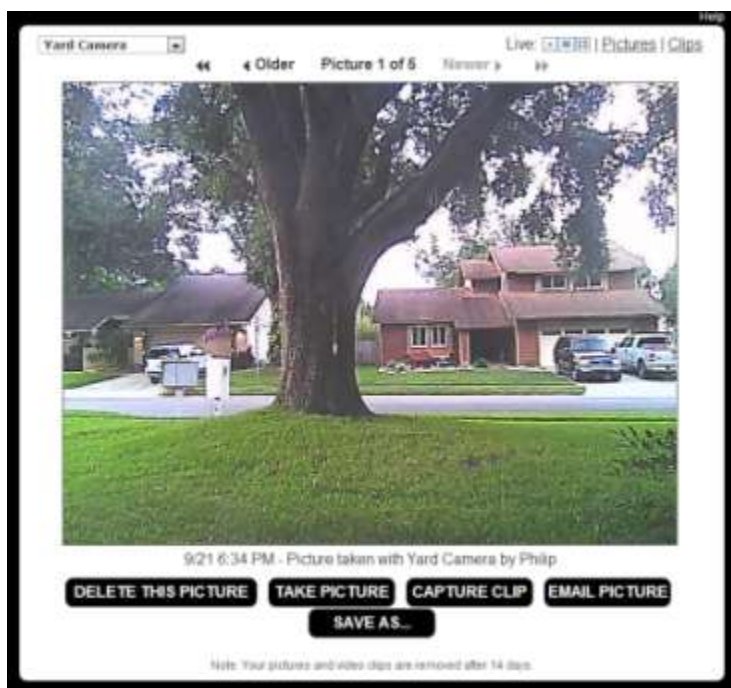







On the Live Video Dashboard, you can click:

- ☐  above an image to display live video from that camera only in a small window.
- ☐  above an image to display live video from that camera only in a large window.
- ☐ **Pictures** to display thumbnail images of the 25 most recent pictures taken by the associated camera.
- ☐ **Clips** to display thumbnail images of the 25 most recent video clips captured by the associated camera.
- ☐ **Change Camera** to select a different camera from a drop-down list to display in that pane.
- ☐ Displaying live video from an individual camera (in QuickTime video mode only):

In the Cameras section on the Summary tab, click  next to a camera, or click Live at the top of the Pictures window when viewing thumbnails.



On the Live Video screen for a single camera, you can click:

- ☐ The camera drop-down list to select a different camera. When you select another camera, this window displays live video from that camera.
- ☐  to display the live video in a smaller window (when viewing the larger window).
- ☐  to display the live video in a larger window (when viewing the smaller window).
- ☐  to display the live video dashboard for multiple cameras (not available for basic video).
- ☐ **Pictures** to display thumbnail images of the 25 most recent pictures taken by the associated camera.

- ☐ **Clips** to display thumbnail images of the 25 most recent video clips captured by the associated camera.
- ☐ **Take Picture** to take a picture with the associated camera.
- ☐ **Capture Clip** to capture a video clip with the associated camera.

### Emailing Pictures or Video Clips

You can email pictures or video clips to anyone with an email address (friends, family, caregivers, business associates, and so on).

**Note:** To watch video clips that you send, the recipient must be running a compatible version of QuickTime on the computer where they receive the email.

To email a picture or video clip:

1. Click the **Summary** tab, if it is not already displayed.
2. Click the name of the camera from which the desired picture or video clip was captured.

The thumbnails from that camera appear on the Pictures pop-up window.

3. Click the thumbnail of the picture or video clip you want to send.

The large view of the picture or video clip appears.

4. Click **Email Picture** or **Email Clip** at the bottom of the window.

A pop-up window appears with all of the text boxes (To, Subject, and Message) prefilled with information.

5. Change the information in any text box, if desired, and then click **Send**.

### Saving Pictures or Video Clips

Your site retains all of the pictures and video clips taken by each of your cameras for a certain number of days (determined by your service provider but commonly 30 days). If you want to save any pictures or video clips beyond that time, you can save them to the hard drive on your computer.

To save a picture or video clip to your hard drive:

1. Click the **Summary** tab, if it is not already displayed.
2. Click the name of the camera from which the desired picture or video clip was captured.



The thumbnails from that camera appear on the Pictures pop-up window.

3. Click the thumbnail of the picture or video clip you want to save.

The large view of the picture or video clip appears.

4. Click **Save As**.

In some browsers, a dialog asks if you want to open or save the file. If your browser saves the file directly to a specified folder, skip the remaining steps.

5. Click **Save**.

A standard Save As window appears.

6. Navigate to the location where you want to store the picture or video clip file on your computer, change the default name of the file and click **Save**.

### Deleting Pictures and Video Clips

You can delete pictures or video clips from your site, if you no longer need or want them.

#### To delete a picture or video clip:

1. Click the **Summary** tab, if it is not already displayed.
2. Click the name of the camera from which the desired picture or video clip was captured.

The thumbnails from that camera appear on the Pictures pop-up window.

3. Click the thumbnail of the picture or video clip you want to delete.

The large view of the picture or video clip appears.

4. Click **Delete This Picture** or **Delete This Clip**.

A message prompts you to confirm that you want to delete the picture or video clip.

5. Click **OK**.


As soon as you click **OK**, the portal deletes the selected picture or video clip and displays the next older picture or video clip taken by the same camera.

**Note:** You can delete only one picture or video clip at a time. You cannot delete the only remaining picture or video clip stored for a particular camera.

### Taking Pictures or Capturing Video Clips Manually

You can take pictures or capture video clips manually when you want to capture the current scene, regardless of whether or not the camera is scheduled to take a picture or video clip at that time.

To take a picture or video clip manually:

1. Click the **Summary** tab, if it is not already displayed.
2. In the Cameras section, click  next to the camera you want to use.

The live video pop-up window appears.

3. Click **Take Picture** or **Capture Clip**.

A message informs you that the picture or video is being captured and will be available soon.

4. Click **OK**.
5. Click the **Summary** tab, if it is not already displayed, or, if it is, refresh your browser.

The new picture or video clip appears in the Cameras section of the Summary tab.


### Capturing Pictures or Clips as Part of Automations, Alerts, or Schedules

You can include a picture or video clip with an alert as an email attachment. The included picture is the one most recently taken by the selected camera at the time of the alert. For more details on alerts, see ["Overview of the Alerts Tab" on page 32](#).

You can include a picture or video clip as part of an automation. For more details, see ["Overview of the Automations Tab" on page 43](#).

You can schedule pictures to be captured automatically at various times of the day, in different modes, and on different days of the week. For more details on how to set up schedules, see ["Overview of the Schedules Tab" on page 48](#).

## Managing Door Locks

If you click  next to a door lock in the Other Devices section on the Summary tab, the actions pop-up window appears for the selected device. The button that appears indicates the state of the lock. For example, if the **Lock** button appears, the door is unlocked. If the **Unlock** button appears, the door is locked.


**Note:** Because of the internal mechanism in automatic door locks, it takes an extra few seconds for the door lock to respond. This is normal behavior.

On this screen, you can:

- ☐ Lock the door by clicking **Lock**.
- ☐ Unlock the door by clicking **Unlock**.

A message confirms that the change will take place in a few seconds. Click **OK**. You return to the Summary tab and moments later the change appears in the Other Devices section.

## Managing Lights

If you click  next to a lighting device in the Other Devices section on the Summary tab, the actions pop-up window appears for the selected device.

On this screen, you can:

- ☐ Turn the light on by clicking **Turn On**. (If it is a dimmer switch, you can set the brightness level as well or accept the default, **Last Setting**.)
- ☐ Turn the light off by clicking **Turn Off**.
- ☐ Change the light's brightness level (for dimmer switches only) by selecting the desired level from the Brightness drop-down list and then clicking **Set**.

A message confirms that the change will take place in a few seconds. Click **OK**. You return to the Summary tab, and moments later the change appears in the Other Devices section.

## Managing Thermostats

If you click  or the current temperature next to a thermostat in the Other Devices section on the Summary tab, the actions pop-up window appears for the selected device.

On this screen, you can change the settings for:



- ☐ **Cool to:** The air conditioner turns on if the temperature goes above that setting.
- ☐ **Heat to:** The heat turns on if the temperature goes below that setting.
- ☐ **Mode:** Allows you to set the thermostat to **Auto**, **Heat**, **Cool**, or **Off**.
- ☐ **Fan:** Allows you to set the fan to always on or to come on automatically when heating or cooling is active.

Make any desired changes, and then click **Set** to save the changes.

A message confirms that the change will take place in a few seconds. Click **OK**. You return to the Summary tab, and moments later the change appears in the Other Devices section.

## Overview of the History Tab

The History tab displays logged information about the following types of occurrences during the default time period:

- ❑ **Alerts**-Any alerts triggered and sent. For example, you can view historical information about when a window was opened.
- ❑ **Automations**-Any automations that were triggered. For example, you can view historical information about when an automation sets a thermostat setting change.
- ❑ **Schedules**-Any schedules that executed or where added, edited, or deleted. For example, you can view historical information about when a schedule turns on lights in your house.
- ❑ **Notable Events**-Any arming or disarming events whether by a user or a schedule. For example, you can view historical information about when an alarm was cleared.
- ❑ **Pictures/Clips**-Any pictures taken or video clips captured (and when these actions failed) manually by a user or triggered by an automation or schedule. For example, you can view historical information about when a schedule triggered a camera to take a picture.
  - ❑  Appears if a picture was taken.
  - ❑  Appears if a video was captured.
- ❑ **SHIFT** -Any mode changes that occurred, whether manually or triggered by a schedule or automation. For example, you can view historical information about when a user changes the mode to At Home.
- ❑ **Site Access**-Any site access (including admin users who signed in as the site owner) or any users added, edited, or deleted. For example, you can view historical information about when a user accessed your site and from which IP address.
- ❑ **System**-Any system events. For example, you can view historical information about when a device went offline or came online.

[SUMMARY](#) [HISTORY](#) [ALERTS](#) [AUTOMATIONS](#) [SCHEDULES](#) [SYSTEM](#) [? HELP](#)

[ALL](#) | [ALERTS](#) | [AUTOMATIONS](#) | [SCHEDULES](#) | [NOTABLE EVENTS](#) | [PICTURES/CLIPS](#) | [SITE ACCESS](#) | [SYSTEM](#)

SELECTED DEVICE: Security Panel

TIME PERIOD: Past 24 Hours

Today 4:16 PM - **Security Panel** Armed Away by **phill@telular.com**.

Today 12:48 PM - **Security Panel** Trouble Cleared.

Today 12:47 PM - **Security Panel** Telephone Line Trouble.

Today 6:29 AM - **Security Panel** Disarmed by **phill@telular.com**.

[TELGUARD](#) [PRIVACY](#) [TERMS OF USE](#) [ABOUT](#)

You can click any of the links across the top to view a specific type of information, or click All Devices to view all types of historical information. If you click All, by default you see logged information about all the devices at your site. You can select an individual device from the Selected Device drop-down list, to view logged information about that device. You can also select a different time period, if desired, from the Time Period drop-down list.

## Overview of the Alerts Tab

Alerts provide information about what is happening at your site, so you can be aware of all events, even when you are away. You can set up your system to send email and/or text messages (SMS) to a PC, PDA, or cell phone, alerting you when each type of event occurs or in the absence of an event. You can determine the type of alert and what kinds of events you want to know about.

In addition, you can specify that a picture or video clip accompany the alert. In that case, the email message contains the picture as an attachment or a link to the video clip.

**Note:** Due to their short length and text-based content, text messages do not include picture attachments or video clip links.

The recipient can view the attached picture or click the link to view the video clip in the web or mobile portal (depending on whether the user received the email message on a computer or mobile device). This process requires that the user sign in to the portal, if he or she is not already signed in.

**Note:** The Alerts tab is available to site owners only. If you allow other users to sign in to your web portal with their own usernames and passwords, they do not see the Alerts tab at all. In addition, alerts go out to the site owner only, not to other portal users. (You can assign up to three email addresses and up to three mobile phone numbers for text messages in the site owner's user settings. See ["Editing Your Profile" on page 68](#) for more information.)

The types of alerts are:

- ❑ **Event Alerts:** When something happens (See ["Event Alerts" on page 33.](#))
- ❑ **Exception Alerts:** When something does not happen  
(See ["Exception Alerts" on page 34.](#))
- ❑ **System Event Alerts:** When an unusual system condition occurs  
(See ["Adding System Event Alerts" on page 34.](#))

The following Alerts tab displays a sampling of different types of alerts.

SUMMARYHISTORYALERTSAUTOMATIONSCHEDULESSYSTEMHELP

TriggerActiveSendADD ALERT

When Something Does Not Happen

Front Door Lock Unlocked\_MTWTF\_ 3:00 PM - 4:00 PMMessage only

When A System Event Happens

Device TamperAlwaysMessage only

Security System AlarmAlwaysMessage only

System/Device TroubleAlwaysMessage only

TELGUARDPRIVACYTERMS OF USEABOUT

The Trigger column lists the events that cause the alerts to be sent. The Active column shows the conditions under which the alert is to be sent. The Send column indicates whether a picture or video will be included with the alert, or if the alert will contain a message only.

On this screen, you can:

- ☐ Add alerts. (See ["Adding Event Alerts" on page 34](#), ["Adding Exception Alerts" on page 37](#), and ["Adding System Event Alerts" on page 39](#).)
- ☐ Edit alerts. (See ["Editing Alerts" on page 42](#).)
- ☐ Delete alerts. (See ["Deleting Alerts" on page 42](#).)

## Event Alerts

The event alert is a powerful tool that allows you to set up alerts for a specific device alarms or events. When a particular device detects a change, such as a door opening or someone entering a room, the system can send an alert.

For example, if you live alone and want to know if your security system is disarmed when you are not at home, you can set up an alert to keep you informed.



## Exception Alerts

Exception alerts are the opposite of event alerts. You set up exception alerts to notify you when an action or event does not occur within a specified time period.

For example, if your son does not come home (front door does not open) when he is expected, the system sends you an alert. If your elderly mother usually wakes up between 7am and 8:30am, but the motion sensor in the kitchen does not detect motion by 8:30am, the system sends you an alert, so you can go over and check on her.

## System Event Alerts

System event alerts cover any changes in the system, such as a system configuration change, a device that is tampered with, a server connection that is lost, or a problem with the system.

## Adding Alerts

When you click **Add Alert** on the Alerts tab, the Select Alert Type pop-up window appears.

On this screen, you can select:

- ☐ **When something happens** to receive an email or text message when something happens  
(See ["Adding Event Alerts" on page 34](#) for further instructions.)
- ☐ **When something does not happen** to receive an email or text message when something does not happen  
(See ["Adding Exception Alerts" on page 37](#) for further instructions.)
- ☐ **When a system event happens** to receive an email or text message when a system event occurs  
(See ["Adding System Event Alerts" on page 39](#) for further instructions.)

Make your selection, and then click **OK**.

## Adding Event Alerts

You can add event alerts to be notified when a particular device detects a change.

To add an event alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click **Add Alert**.

The Select Alert Type pop-up window appears.

3. Accept the default selection, **When something happens**, and click **OK**.

The Alert When Something Happens pop-up window appears.



4. Select a trigger for this alert from the Trigger drop-down list.

The list of triggers available depends on which devices are installed at your site.

5. Select an event from the Event drop-down list.

The events listed are directly related to the selected trigger, so there are no options on this list until you select a trigger.

6. From the Active drop-down list, select the conditions under which you want the alert to be sent.

- ☐ If you select **During Selected Times/Days**, you can specify the times and days when the alert is to be sent. In unselected times and days, no alert is sent, even if the specified trigger event occurs.



**Alert When Something Happens** Help

When the trigger occurs, the site owner will be sent a message that includes the site name, date, time, and event trigger.

Trigger:

Event:

Active:

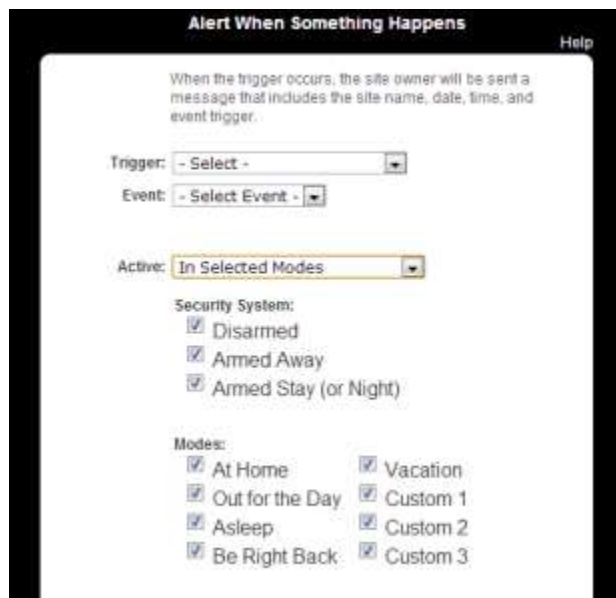
Start:  :  AM

End:  :  PM

Sun Mon Tue Wed Thu Fri Sat

Days: ☒ ☒ ☒ ☒ ☒ ☒ ☒

- ❑ If you select **In Selected Modes**, you can specify in which security system states and modes the alert is to be sent. In unselected states or modes, no alert is sent, even if the specified trigger event occurs. It is important to note that alerts will only be active when the system is in one of the selected security system states and in one of the selected modes at a given time. For more information about SHiFT, see ["About SHiFT" on page 9](#).



**Alert When Something Happens** Help

When the trigger occurs, the site owner will be sent a message that includes the site name, date, time, and event trigger.

Trigger:

Event:

Active:

Security System:

- ☒ Disarmed
- ☒ Armed Away
- ☒ Armed Stay (or Night)

Modes:

- ☒ At Home
- ☒ Out for the Day
- ☒ Asleep
- ☒ Be Right Back
- ☒ Vacation
- ☒ Custom 1
- ☒ Custom 2
- ☒ Custom 3

- ❑ If you want to receive the alert under all conditions, leave the default selection **Always**.

- Enter text in the Additional Text box, if desired.
- Attach a picture or video clip, if desired.

This option works well if, for example, you have a camera pointed at a door and want to see who opened it. If you choose to send a picture or video clip, a new picture or video clip is automatically captured at the time of the event and sent along with the alert. The email contains pictures as attachments and video clips as links.

**Note:** If you send a video clip with the email message, the recipient must be an authorized user on your site.

9. Click **Save**.

You return to the Alerts tab, and the new alert is listed in the When Something Happens section.

## Adding Exception Alerts

You can add an exception alert to be notified when an expected event does not occur.

To add an exception alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click **Add Alert**.

The Select Alert Type pop-up window appears.

3. Select **When something does not happen**, and click **OK**.

The Alert When Something Does Not Happen pop-up window appears.



4. Select a trigger for this alert from the Exception Trigger drop-down list.

The list of triggers available depends on which devices are installed at your site.

5. Select an event from the Event drop-down list.

The exception trigger is the event you want to monitor. For example, if you want to be notified if your children do not come home from school on time (that is, do not open the front door during a specified period of time), you can select **Front Door** as the trigger and **Open** as the event. You are basically saying that if the front door does not open, alert me at the end of the specified time period.

6. From the Active drop-down list, select the conditions under which you want the alert to be sent.

If you select **During Selected Times/Days/Modes**, you can specify the times, days, security system states, and modes when the alert is to be sent. In unselected times, days, states, and modes no alert is sent, even if the specified trigger event does not occur. For more information about modes, see ["About SHiFT" on page 9](#).



**Alert When Something Does Not Happen** Help

When the exception trigger does not occur, the site owner will be sent a message that includes the site name, start and end times, and exception trigger.

Exception Trigger:

Event:

Active:

Start:  :  PM

End:  :  PM

Days: ☒ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat

Security System:

- ☒ Disarmed
- ☒ Armed Away
- ☒ Armed Stay (or Night)

Modes:

- ☒ At Home
- ☒ Out for the Day
- ☒ Asleep
- ☒ Be Right Back
- ☒ Vacation
- ☒ Custom 1
- ☒ Custom 2
- ☒ Custom 3

If you want to receive the alert under all conditions, leave the default selection **All day**.

1. Enter text in the Additional Text box, if desired.
2. Click **Save**.

You return to the Alerts tab, and the new alert is listed in the When Something Does Not Happen section.

## Adding System Event Alerts

You can add system event alerts to be notified when a system event occurs. System events include a system configuration change, a device that is tampered with, the server connection goes down, or there is a problem with the system.

To add a system event alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click **Add Alert**.

The Select Alert Type pop-up window appears.

3. Select **When a system event happens**, and click **OK**.

The Alert When System Event Happens pop-up window appears.



4. From the Trigger drop-down list, select a trigger for this alert.

The list of triggers available depends on which devices are installed at your site.

Trigger	Triggering Event
Security System Alarm	The security panel reported an alarm, or an alarm condition was cleared.
System Configuration Change	A device was added or deleted.
System/Device Trouble	Trouble was detected for the system or a device, or a trouble condition was cleared. Trouble is defined as a device going offline, a device with low battery power, a system AC power failure, or a user locked out after failed sign in attempts. For systems that do not distinguish device tampers from general trouble, device tampers are also included in this type of trigger.
Device Tamper	<p>A device's tamper sensor was triggered, or a tamper condition was cleared.</p> <p><b>Note:</b> This option is available only for security panels that report tamper events separately from general trouble events. If this trigger is unavailable for your system, to receive alerts about device tampers, create a System Event Alert with a trigger for System/Device Trouble.</p>

5. From the Active drop-down list, select the conditions under which you want the alert to be sent.

If you select **In Selected Modes**, you can specify in which security system states and modes the alert is to be sent. In unselected states and modes, no alert is sent, even if the specified trigger event occurs.

For more information about modes, see ["About SHiFT" on page 9](#).



If you want to receive the alert under all conditions, leave the default selection Always.

6. Enter text in the Additional Text box, if desired.
7. Attach a picture or video clip, if desired.

If you choose to send a picture or video clip, a new picture or video clip is automatically captured at the time of the event and sent along with the alert. The email contains pictures as attachments and video clips as links.

**Note:** If you send a video clip with the email message, the recipient must be an authorized user on your site.

8. Click **Save**.


You return to the Alerts tab, and the new alert is listed in the When A System Event Happens section.



## Editing Alerts

You can change any of the settings for an alert, except the trigger.

To edit an alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click  next to the alert you want to edit.

The Alert pop-up window appears.

3. Make the desired changes, and click **Save**.

See ["Adding Event Alerts" on page 34](#), ["Adding Exception Alerts" on page 37](#), or ["Adding System Event Alerts" on page 39](#) for details, depending on which type of alert you are editing.


**Note:** You cannot change the trigger of an alert. If you want to change the trigger, delete the alert and create a new one.  
(See ["Deleting Alerts" on page 42](#).)

You return to the Alerts tab, and the changes are displayed.

## Deleting Alerts

You can delete event, exception, and system event alerts.

To delete an alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click  to the right of the alert you want to delete.

A pop-up window prompts you to confirm the deletion.

3. Click **Yes** to complete the deletion.

You return to the Alerts tab, and the deleted alert is no longer listed. When you delete the last alert of a certain type (such as an event alert), the section for that type of alert no longer appears on the Alerts tab.

## Overview of the Automations Tab

Automations connect a change in one device with the action of another device. For example, you might set up an automation so a camera takes a picture if a door/window sensor detects an open door. You can specify the days and time or modes in which they occur.

SUMMARYHISTORYALERTSAUTOMATIONSCHEDULESSYSTEMHELP

TriggerActiveActionADD AUTOMATION

Security Panel Disarmed

Security Panel Armed Stay

Security Panel Armed Away

Front Door Lock Unlocked

At Home Mode Starts

Out for the Day Mode Starts

Vacation Mode Starts

All Security, Modes: Out for the Day, Vacation

Always

Always

Always

Always

Always

Always

Set Mode to 'At Home'

Set Mode to 'Asleep', ...

Set Mode to 'Out for the Day'

Set ThermSync1 to Cool to 72°

Set ThermSync1 to Cool to 78°

—

Set ThermSync1 to Cool to 84°

—

Set ThermSync1 to Cool to 88°

—

</

An automation consists of a trigger (a change in a device) and the action to be taken as a result of that change. Devices such as door/window sensors or motion sensors are triggered when a door is opened or motion is detected in a room. The resulting action can be a camera taking a picture or video clip, turning a light on or off, or changing a thermostat setting.

You can set up automations to occur only in specified modes. For example, if someone opens the front door when you are at home and the system is disarmed, you probably don't need to do anything. But if someone opens the front door when you are not at home and the system is armed, you might want a record of who came in or went out. To accomplish this, you create an automation that captures a video with your front entry camera any time the front door opens and the system is in Armed Stay or Armed Away modes.

(See ["Adding Automations" on page 44](#) for more information.)

## Adding Automations

Automations allow you to cause a specific action when a device is triggered—always, during selected times/days, or in selected modes. You can add one or more actions to the same automation.

To add a new automation:

1. Click the **Automations** tab, if it is not already displayed.
2. Click **Add Automation**.

The Add Automation pop-up window appears.

3. Select a trigger for this automation from the Trigger drop-down list.

The list of triggers available depends on which devices are installed at your site.

4. Select an event from the Event drop-down list.

The events listed are directly related to the selected trigger, so there are no options on this list until you select a trigger.



5. From the Active drop-down list, select the conditions under which you want the automation action to occur.
  - ☐ If you select **Always**, the automation action occurs at all times and in all modes when the trigger event occurs.
  - ☐ If you select **During Selected Times/Days**, you can specify the times and days when the automation action is to occur (by default all days are selected). If you deselect a day, this automation action does not occur on that day, even if the specified trigger event occurs on that day.



**Alert When Something Happens** Help

When the trigger occurs, the site owner will be sent a message that includes the site name, date, time, and event trigger.

Trigger:

Event:

Active:

Start:  :

End:  :

Sun Mon Tue Wed Thu Fri Sat

Days: ☒ ☒ ☒ ☒ ☒ ☒ ☒

If you want the automation action to occur any time the trigger event occurs, leave the default selection **Always**.

- ❑ If you select **In Selected Modes**, you can specify in which security system states and modes the automation action is to occur (by default all states and all modes are selected). If you deselect a state or mode, this automation action does not occur while that state or mode is active, even if the specified trigger event occurs while that state or mode is active. It is important to note that automations will only be active when the system is in one of the selected security system states and in one of the selected modes at a given time. For more information about modes, see ["About SHiFT" on page 9](#).



**Add Automation** Help

Trigger:

Event:

Active:

Security System:

☒ Disarmed

☒ Armed Away

☒ Armed Stay (or Night)

Modes:

☒ At Home ☒ Vacation

☒ Out for the Day ☒ Custom 1

☒ Asleep ☒ Custom 2

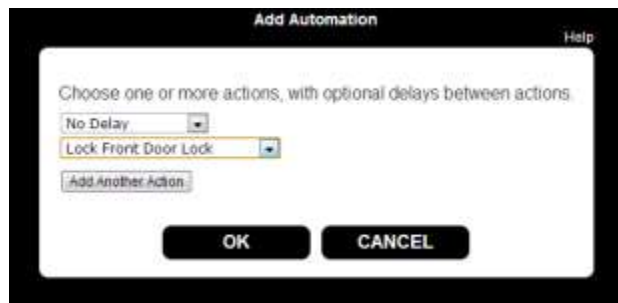
☒ Be Right Back ☒ Custom 3

Actions:

If you want the automation action to occur in all modes, leave the default selection **Always**.

6. Click **Add Actions**.

The Add Automation pop-up window appears.



7. From the delay drop-down list, select the delay option you want to use for this action. For example, Wait 5 minutes.
8. From the action drop-down list, select the action you want to take place when the trigger occurs.

If the action involves taking a picture or capturing a video clip, the resulting picture or video clip appears in the Cameras section of the Summary tab.

9. If you want to add multiple actions, click **Add another action**, and then choose the action's delay and action options.

For each additional action, the delay refers to the amount of time between the end of the previous action and the start of this action. If you want a set of actions to occur in a particular order with delays in between, add the actions in that order.

10. Click **OK**.
11. Click **Save**.

You return to the Automations tab with the new automation added to the list.

## Adding Automations When a Mode Starts

With Mode, you can define which actions occur when a mode starts. You define those actions by creating automations that occur when the mode is switched to or starts. (See ["About SHiFT" on page 9](#) for details about SHiFT.)

To define which actions occur when a mode starts:

1. Click the **Automations** tab, if it is not already displayed.

The Add Automation pop-up window appears.

2. Click **Add Automation**.
3. From the Trigger drop-down list, select **When Mode Starts**.


4. From the Event drop-down list, select the mode to define actions for.
5. From the Active drop-down list, keep **Always**, or if desired, select **During Select Times/Days** to specify a specific day and time during which the trigger should be active (this is generally not required).
6. Click **Add Actions** to add a list of actions to perform when the mode starts.

Typically, you should create When Mode Starts automation for each mode. To perform multiple actions when a specific mode starts, add multiple actions to the same When Mode Starts automation rather than creating multiple automations.

## Editing Automations

After you create an automation, you can edit its details. You might also want to edit an automation to change the modes it is active in.

To edit an automation:

6. Click the **Automations** tab, if it is not already displayed.
2. Click  next to the automation you want to change.

The Edit Automation pop-up window appears.

3. Make the desired changes, and click Save.

See ["Adding Automations" on page 44](#) for details.


**Note:** You cannot change the trigger of an automation. If you want to change the trigger, delete the automation and create a new one.  
(See ["Deleting Automations" on page 47](#).)

You return to the Automations tab, and the changes are displayed.

## Deleting Automations

If you no longer want an automation to be in effect, you can delete it.

To delete an automation:

1. Click the **Automations** tab, if it is not already displayed.
2. Click  to the right of the automation you want to delete.

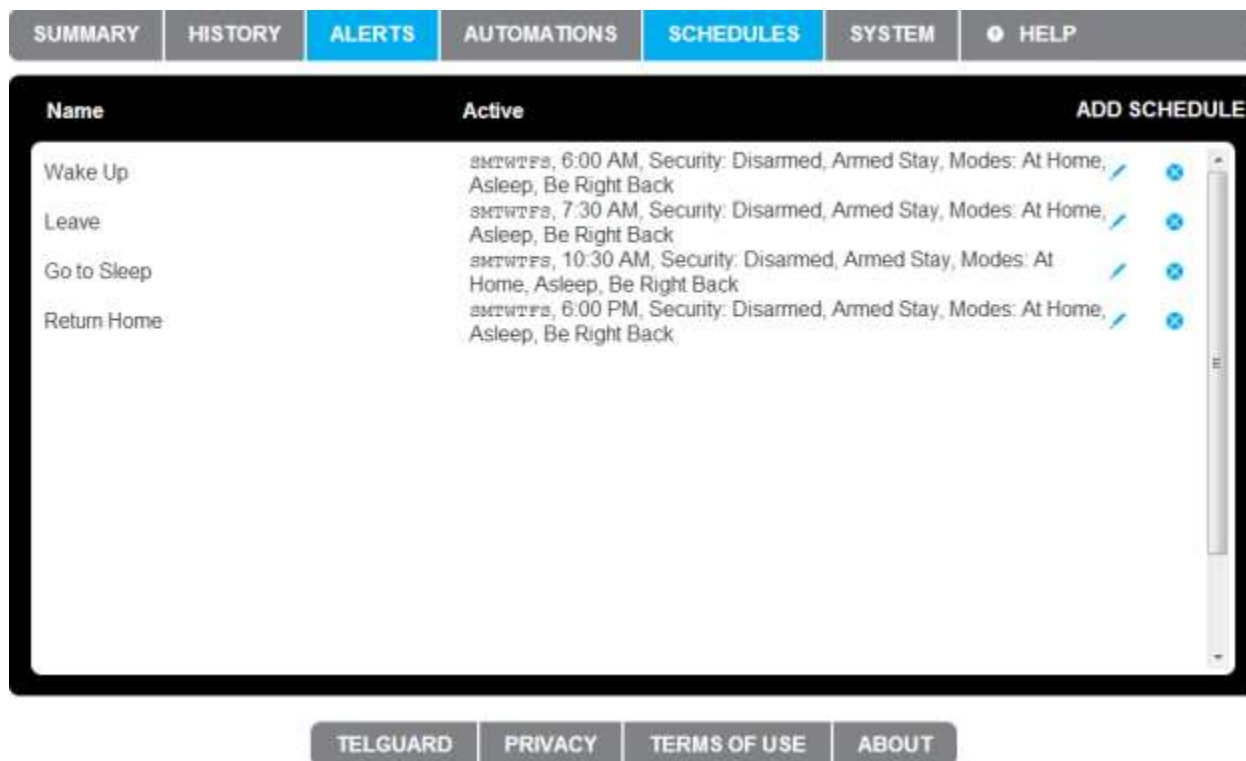
A pop-up window prompts you to confirm the deletion.

3. Click **Yes** to complete the deletion.

## Overview of the Schedules Tab

Schedules allow you to manage your devices, such as thermostats, lamp modules, and cameras, as well as the arm state of your security system, if desired. You can specify the days and time or modes in which they occur.

The following Schedules tab shows some examples of the types of schedules you can create.



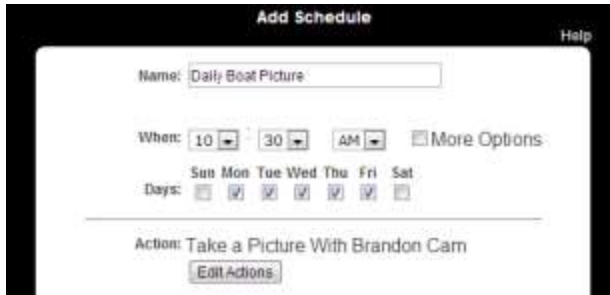
Name	Active
Wake Up	MTWTFSS, 6:00 AM, Security: Disarmed, Armed Stay, Modes: At Home, Asleep, Be Right Back
Leave	MTWTFSS, 7:30 AM, Security: Disarmed, Armed Stay, Modes: At Home, Asleep, Be Right Back
Go to Sleep	MTWTFSS, 10:30 AM, Security: Disarmed, Armed Stay, Modes: At Home, Asleep, Be Right Back
Return Home	MTWTFSS, 6:00 PM, Security: Disarmed, Armed Stay, Modes: At Home, Asleep, Be Right Back

There is a wide range of features to select from when designing your schedules. You can set a schedule to repeat an action daily or only on certain days of the week. The action can occur at a specific time of day, or throughout the day, or repeatedly at certain intervals. Schedules are active only when the modes they are associated with are active.

The following sections show examples of schedules for different purposes. (See ["Adding Schedules" on page 52](#) for more details.)

### Simple Schedule

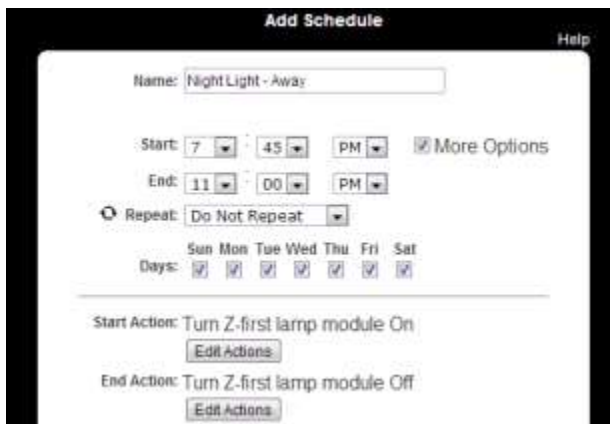
This type of schedule takes the specified action at the same time every day. The following example shows a simple schedule for a camera to take a picture of the owner's boat beside the house every weekday at 10am.



### Simple Schedule With Start and End Times

This is a daily schedule that takes a specified action at the start time and another action at the end time. You can use this type of schedule for traditional cycle-type programming, for example, turning certain lights on and off every day or thermostat heating and cooling periods.


For example, you can create a schedule that turns on a particular light at 6pm each evening and turns it off at 11pm. In this example, the schedule is in effect every day.





## Scheduling Repeated Actions

You can schedule actions that repeat during a specified time period. For example, you can schedule a Z-Wave appliance module to turn off your media center (TV, stereo, DVD player, and so on) every 30 minutes throughout the day. This ensures that you save energy during the hours you are not likely to use the media center, even if someone does turn it on for a period of time during those hours.

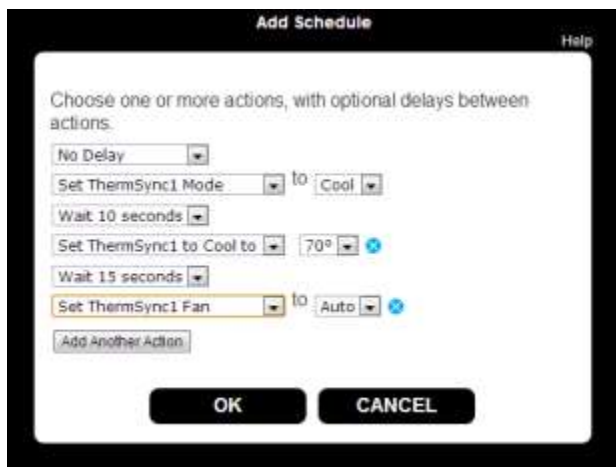


The 'Add Schedule' dialog box shows the following configuration:

- Name: Periodic Pictures
- Start: 2:20 PM
- End: 5:00 PM
- Repeat: Every 30 Minutes
- Days: Sun, Mon, Tue, Wed, Thu, Fri, Sat (all checked)
- Action: Wait 10 seconds, Take a Picture With Brandon Cam
- Buttons: Edit Actions, Help

## Scheduling Multiple Actions

You can schedule multiple actions to occur using the same schedule. In addition, you can add delays between each action. Adding multiple actions to the same schedule reduces the number of schedules you need to create. For example, you can create a schedule to set the thermostat to 70 degrees and to turn on the outdoor lights at a particular time each evening, to create a more welcoming atmosphere when you arrive home from work.



The 'Add Schedule' dialog box shows the following configuration:

- Choose one or more actions, with optional delays between actions.
- No Delay
- Set Thermsync1 Mode to Cool
- Wait 10 seconds
- Set Thermsync1 to Cool to 70°
- Wait 15 seconds
- Set Thermsync1 Fan to Auto
- Buttons: Add Another Action, OK, CANCEL

## Scheduling In Selected Modes

You can set up a schedule to occur only when a particular mode is active. (By default, at least one security system state and one mode needs to be selected when you create a schedule.) For example, you might want to schedule different actions to occur when you select the Be Right Back mode, when the security panel is set to Armed Away, than if you select the Out for the Day mode, when you will be away for a longer period of time.



The screenshot shows the 'Add Schedule' web form. At the top, there is a 'Name' field with the text 'Periodic Pictures'. Below this are 'Start' and 'End' time pickers. The 'Start' is set to 2:20 PM and the 'End' is set to 5:00 PM. There is a 'Repeat' dropdown set to 'Every 30 Minutes' and a 'More Options' checkbox. Below these are 'Days' checkboxes for Sun, Mon, Tue, Wed, Thu, Fri, and Sat, all of which are checked. The 'Action' section shows 'Wait 10 seconds' and 'Take a Picture With Brandon Cam', with an 'Edit Actions' button. The 'Active in Selected Modes' section has two groups of checkboxes: 'Security System' (Disarmed, Armed Away, Armed Stay (or Night)) and 'Modes' (At Home, Out for the Day, Asleep, Be Right Back, Vacation, Custom 1, Custom 2, Custom 3). The 'Out for the Day' mode is checked. At the bottom are 'SAVE' and 'CANCEL' buttons.

**Add Schedule** Help

Name:

Start:  :   ☒ More Options

End:  :

Repeat:

Days: ☒ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat

Action: Wait 10 seconds.  
Take a Picture With Brandon Cam

Active in Selected Modes:

Security System:

☐ Disarmed  
☒ Armed Away  
☐ Armed Stay (or Night)

Modes:

☐ At Home ☐ Vacation  
☒ Out for the Day ☐ Custom 1  
☐ Asleep ☐ Custom 2  
☐ Be Right Back ☐ Custom 3

## Adding Schedules

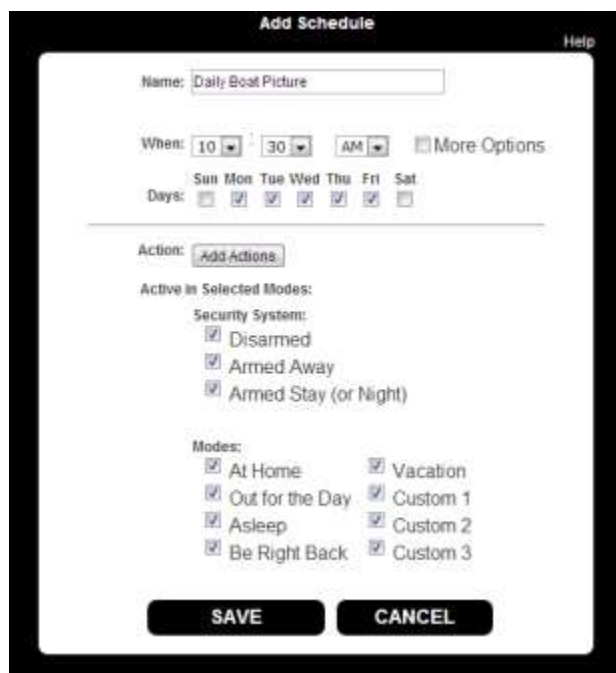
Schedules allow you to control your devices, such as thermostats, lamp modules, and cameras, as well as the security panel itself—always, during selected times/days, or in selected modes—whether you are at home or not. Using schedules you can repeat actions.

(See ["Overview of the Schedules Tab" on page 48](#) for details about each type of schedule you can create.) You can add one or more actions to the same schedule.

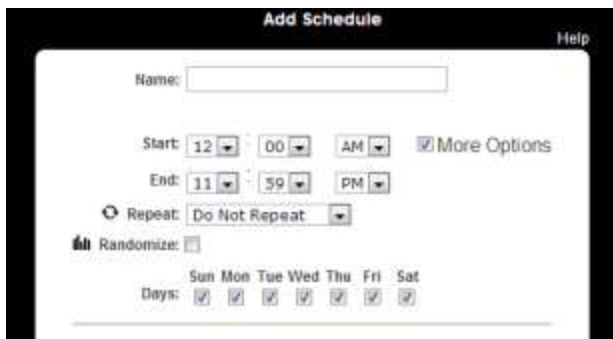
To add a schedule:

1. Click the **Schedules** tab, if it is not already displayed.
2. Click **Add Schedule**.

The Add Schedule pop-up window appears.



3. Enter a unique name for the schedule that indicates something about its purpose.
4. Set the time when the action is to occur.
5. If you select **More Options**, additional options appear.



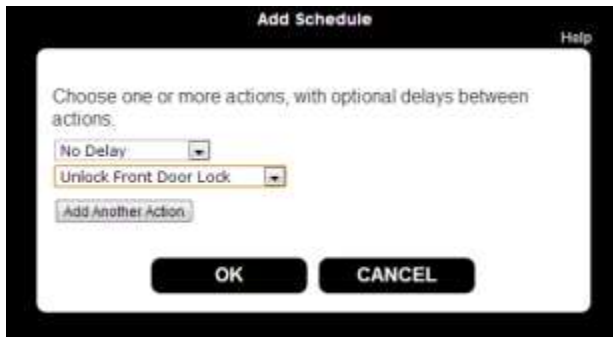
In these fields, you can specify the time the action should end or set the action to repeat.

- ☐ To turn a light on at a specific time and off at another time, set the end time for the time you want to turn it off.
- ☐ To specify an all-day schedule, select 12:00am as the start time and 11:59pm as the end time (the default settings).
- ☐ To repeat the action, select the frequency from the **Repeat** drop-down list.
- ☐ When you use the Repeat option, the End Action option is disabled. Since your designated action (such as a camera taking a picture every hour) repeats at regular intervals, there is no need for an end action.

When you select an end action, the Repeat option is disabled.  
(See ["Overview of the Schedules Tab" on page 48](#) for details.)

6. Select the days on which you want the action to occur.
7. Click the Action **Add Actions** button. If you specified an end time, then this option changes from Action to Start Action.

The Add Schedule pop-up window appears.



- a. From the delay drop-down list, select the delay option you want to use for this action.
- b. From the action drop-down list, select the action you want to take place when the scheduled time occurs.

Some devices (such as dimmer lamp modules and thermostats) provide an additional drop-down list to the right with more options (such as brightness level and temperature). If additional options appear on a drop-down list, select an option.

**Note:** If the action involves taking a picture or capturing a video clip, the resulting picture or video clip appears in the Cameras section of the Summary tab.

- c. If you want to add multiple actions, click **Add another action**, and then choose the action's delay and action options.

For each additional action, the delay refers to the amount of time between the end of the previous action and the start of this action. If you want a set of actions to occur in a particular order with delays between the actions, you need to add the actions in that order.

- d. Click **OK**.

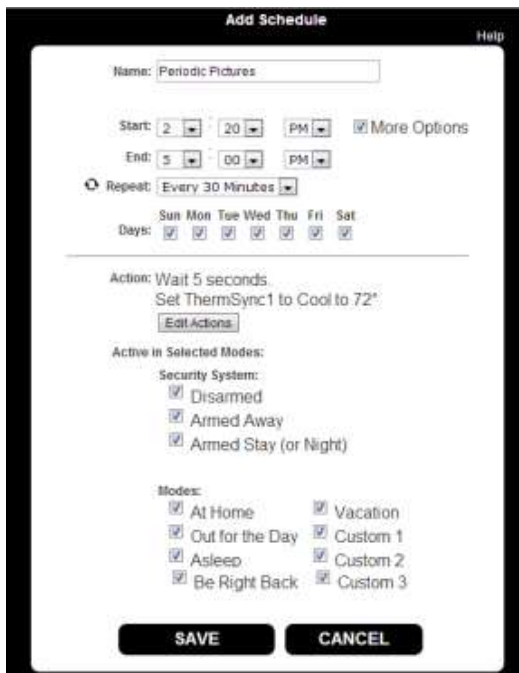
8. Click the End Action **Add Actions** button, if it appears (that is, if you specified an end time).

The Add Schedule pop-up window appears.

- a. From the delay drop-down list, select the delay option you want to use for this End action.
- b. From the action drop-down list, select the action you want to take place when the scheduled time occurs.
- c. If you want to add multiple actions, click **Add another action**, and then choose the action's delay and action options.

For each additional action, the delay refers to the amount of time between the end of the previous action and the start of this action. If you want a set of actions to occur in a particular order with delays between the actions, you need to add the actions in that order.

- d. Click **OK**.
9. Under Active in Selected Modes, select the states and modes in which you want the schedule to be active. It is important to note that schedules will only be active when the system is in one of the selected security system states and in one of the selected modes at a given time. For more information about modes, see ["About SHiFT" on page 9](#).




10. Click **Save**.

You return to the Schedules tab, and the new schedule appears on the list.

## Editing Schedules

After you create a schedule, if it is not working as planned, you can edit its details. You might also want to edit a schedule to change the modes it is active in.

To edit a schedule:

1. Click the **Schedules** tab, if it is not already displayed.
2. Click  next to the schedule you want to change.

The Edit Schedule pop-up window appears.

3. Make the desired changes, and click Save.


See ["Adding Schedules" on page 52](#) for details.

You return to the Schedules tab, and the changes are displayed.

## Deleting Schedules

If you no longer want a scheduled action to happen, you can delete it.

To delete a schedule:

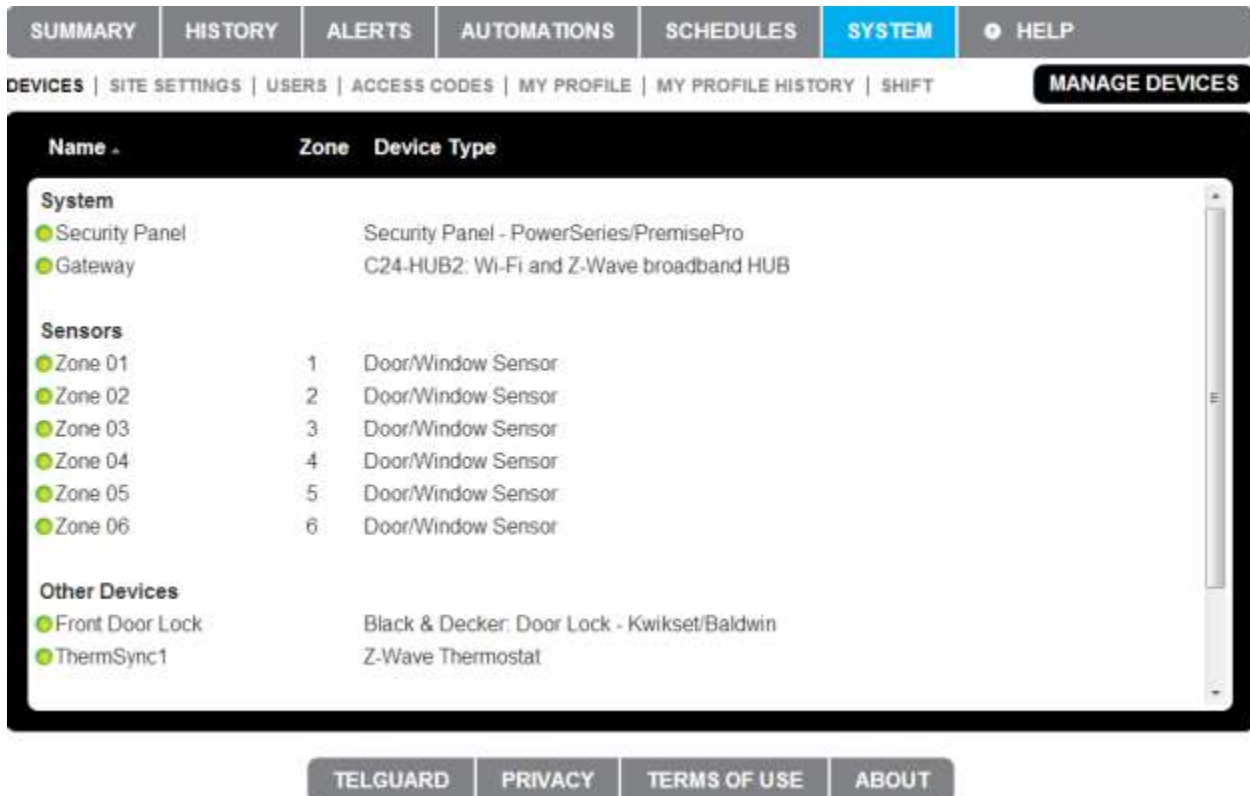
1. Click the **Schedules** tab, if it is not already displayed.
2. Click  to the right of the schedule you want to delete.

A pop-up window prompts you to confirm the deletion.

3. Click **Yes** to complete the deletion.

## Overview of the System Tab

The System tab lists all of the installed devices at your site and the status of each device, as well as any recent alarms that occurred.







The screenshot shows the HomeControl web portal interface. At the top, there is a navigation bar with tabs: SUMMARY, HISTORY, ALERTS, AUTOMATIONS, SCHEDULES, **SYSTEM** (selected), and HELP. Below this is a secondary navigation bar with links: DEVICES, SITE SETTINGS, USERS, ACCESS CODES, MY PROFILE, MY PROFILE HISTORY, and SHIFT. A **MANAGE DEVICES** button is on the right. The main content area displays a table of installed devices. The table has three columns: Name, Zone, and Device Type. The data is organized into sections: System, Sensors, and Other Devices. The System section lists the Security Panel and Gateway. The Sensors section lists six Door/Window Sensors, each associated with a zone number (01-06). The Other Devices section lists a Front Door Lock and a ThermSync1. At the bottom of the interface, there are links for TELGUARD, PRIVACY, TERMS OF USE, and ABOUT.

Name	Zone	Device Type
<b>System</b>		
Security Panel		Security Panel - PowerSeries/PremisePro
Gateway		C24-HUB2: Wi-Fi and Z-Wave broadband HUB
<b>Sensors</b>		
Zone 01	1	Door/Window Sensor
Zone 02	2	Door/Window Sensor
Zone 03	3	Door/Window Sensor
Zone 04	4	Door/Window Sensor
Zone 05	5	Door/Window Sensor
Zone 06	6	Door/Window Sensor
<b>Other Devices</b>		
Front Door Lock		Black & Decker: Door Lock - Kwikset/Baldwin
ThermSync1		Z-Wave Thermostat

You can click the column title **Zone** to sort the sensors by zone number within each section. You can click the column title **Name** to sort the sensors alphabetically by name. An arrow next to the column title indicates that the list is sorted by that column.



You can check the list to determine whether all of the installed devices are working properly. To the left of each device name is a status icon, which provides the following information.

Status Icon	Sensor State
	Online
	Unknown
	Offline
	Installing

You can click any device name to display detailed information about it. (See ["Managing Devices" on page 59](#) for more information.)

In some cases, a Manage Devices button appears at the top of the page. (See ["Adding Devices" on page 60](#) for more information.)

Above the list of devices on this page are links that you can click for more information and functionality:

- ❑ Click **Site Settings** to change your site name or time zone. (See ["Managing Your Site Settings" on page 62](#).)
- ❑ Click **Users** to display a list of users who have access to your site. Then you can change your own account settings and, if you are the site owner, you can add or delete other users' access to your site. (See ["Managing Users" on page 63](#).)
- ❑ Click **Access Codes** to manage site access codes. (See ["Managing Access Codes" on page 75](#).)
- ❑ Click **My Profile** to view or change your account information. (See ["Editing Your Profile" on page 68](#).)
- ❑ Click **My Profile History** to view your recent history of access to your site from the web portal, mobile portal, and iPhone App.

**Note:** You can view all the recent history of all users' access to your site on the History tab.

(See ["Overview of the History Tab" on page 30](#) for more information.)

- ❑ Click **SHIFT** to customize your home or business automation modes. (See ["Customizing SHiFT " on page 79](#).)
- ❑ Click **Devices** from any other page to return to the default view.

## Managing Devices

When you click the name of a device on the System Tab, the device details page appears. This page allows a user who has access to your site to view information about the selected device. **On the security panel's device details page, you can change the security panel's master code.**

(See [“Changing the Security Panel Master Access Code” on page 59](#) for details.)

### Changing the Security Panel Master Access Code

The security panel master access code is the numeric code that you enter on your security panel to arm or disarm it and to change its settings. It is a good precaution to change your master access code periodically, especially if multiple people use the same code. There are some additional reasons why you might want to change your master access code, such as:

- ☐ An unauthorized person has somehow obtained the code.
- ☐ You want to prohibit a previously authorized person from entering your site.
- ☐ You want to give the code to someone who feeds your pets or waters your plants while you are on vacation, and then you want to change it again when you return.

When you change the security panel master access code, change the code to the same code both in the web portal and on the security panel.

**Note:** Some panel configurations support code synchronization between the web portal and security panel, so changing the code in the web portal also changes it on the security panel and vice versa.

When you change the code in the web portal, a message reminds you to change the code on the security panel, if that is required. If you do not see that reminder, it means that your configuration supports code synchronization, and you do not need to change the code on the security panel separately.

**Note:** Only the site owner can change the master access code.

To change your master access code:

1. Click the **System** tab, if it is not already displayed.
2. Click the name of your security panel.

The Security Panel page displays information about your security panel.

3. Click **Change** next to Security Panel Access Code.

The Change Security Panel Access Code pop-up window appears.

4. Enter a new code in the text box, and click **Save**.

## Adding Devices

Whether you can add devices to your site or not depends on the type of system and service you have, as well as whether you are the site owner. If you are authorized to add devices, a **Manage Devices** button appears on the System tab.

If the **Manage Devices** button does appear on the System tab, use the following procedure to add devices. This procedure is general and applies to all devices. For more information about a particular device, refer to the device-specific sections in the **About Your Devices** chapter.

To add a device to your site:

1. Click the **System** tab, if it is not already displayed.
2. Click **Manage Devices**.

The Manage Devices Assistant appears.

3. Click on Cameras.

The installation assistant for the camera appears.

4. Follow the instructions in the assistant.

## Replacing Devices

If you are the site owner, depending on your system configuration, you can replace some devices (if they are defective or you need to replace them for another reason) on the device details page.

**Note:** If you are replacing a camera, factory reset the replacement camera before you the procedure below. (See ["IP Cameras" on page 99](#) for information about how to factory reset a camera.)

To replace a device:

1. Connect the new device to the Device LAN port of your gateway with an Ethernet cable.

**Note:** This is a required but temporary step. If the Device LAN port on the gateway is occupied, you can temporarily disconnect the current device, use the Ethernet cable in Device LAN port to connect the camera, and then reconnect the other device after completing the device replacement.

2. Connect the device's power supply to an electrical outlet.

3. When the device is fully powered up, click the System tab in the web portal, if it is not already displayed.

**Note:** An IP camera is fully powered up when the POWER and NETWORK LEDs on the front of the camera turn solid green. A Touch Screen is fully powered up when its home page is displayed.

4. Click the name of the device you want to replace.

The device details page appears.

5. Click **Replace**.

The Replace Device pop-up window for the selected device appears.

6. Enter the ID for the new device in the ID field, and click **Replace**.

You return to the device details page.

7. Click **Save**.

You return to the System tab, and the new device appears on the list.

---

## Managing Your Site Settings

The Site Settings page displays the current settings for your site. On this page you can change your time zone. If you are the site owner, you can change the name of the site on this page. Simply edit the text in the Site Name text box, and Save.

### Setting Your Time Zone

Since a date and time is recorded for almost everything that happens at your site, it is important for you to set your time zone correctly.

**Note:** Setting the time zone in the web portal changes it for the web portal, mobile portal, and iPhone App. It does not change it for the Touch Screen, if you have one.

To set your time zone:

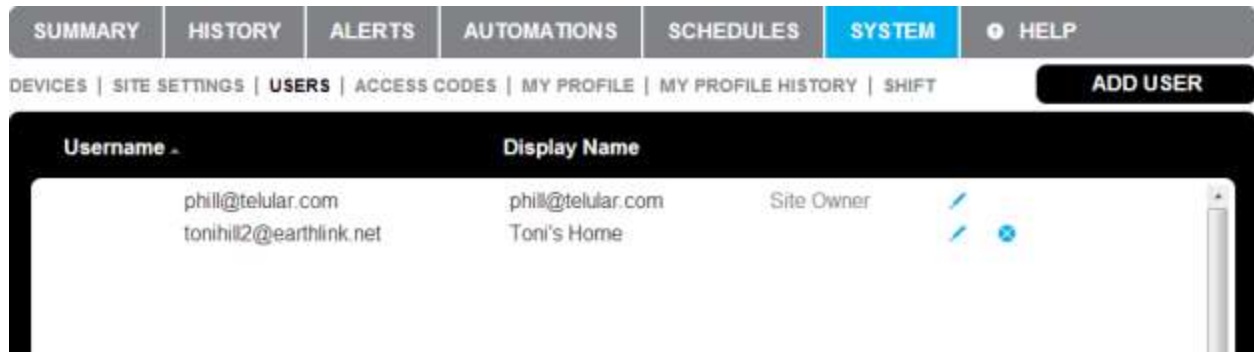
4. Click the **System** tab, if it is not already displayed.
2. Click **Site Settings**.

The Site Settings page appears.

3. Select your local time zone from the Time Zone drop-down list.
4. Click **Save**.

## Managing Users

The Users page lists all of the users set up for your site. For each user, this page lists a description (generally, the person's full name or title, such as caregiver, nanny, or Mom).



You can click the column title **Username** to sort the list of users by username. You can click the column title **Display Name** to sort the list of users alphabetically by display name. An arrow next to the column title indicates that the list is sorted by that column.

On this page, if you are the site owner, you can:

- ☐ Add users. (See ["Giving Users Access to Your Site" on page 63.](#))
- ☐ Edit users' settings. (See ["Editing Your Profile" on page 68.](#))
- ☐ Delete users (other than yourself).  
(See ["Removing Users' Access to Your Site" on page 67.](#))

If you are not the site owner, you can edit your own user settings.  
(See ["Editing Your Profile" on page 68](#) for more information.)

### Giving Users Access to Your Site

You can add family members, friends, or household staff to your site's authorized user list, so they can access your site and make changes, as needed.

To give users access to your site:

1. Click the **System** tab, if it is not already displayed.
2. Click **Users**.

A list of the users who have access to your site appears.

3. Click **Add User**.

The Select User Type pop-up window appears.

**Note:** Depending on your system configuration, you might or might not see the Select User Type pop-up window. If the Give Access to Existing User pop-up window instead, skip this section and refer to ["Giving Access to Existing Users" on page 66](#) for details.

4. If you want to:

- ☐ Add a user who has never had access to the web portal before, click **Invite a new user**. (See ["Adding New Users" on page 64](#).)
- ☐ Give access to someone who already has access to another site; click **Give access to an existing user**. (See ["Giving Access to Existing Users" on page 66](#).)

**Note:** Only the site owner can add users or give access to other users.

### Adding New Users

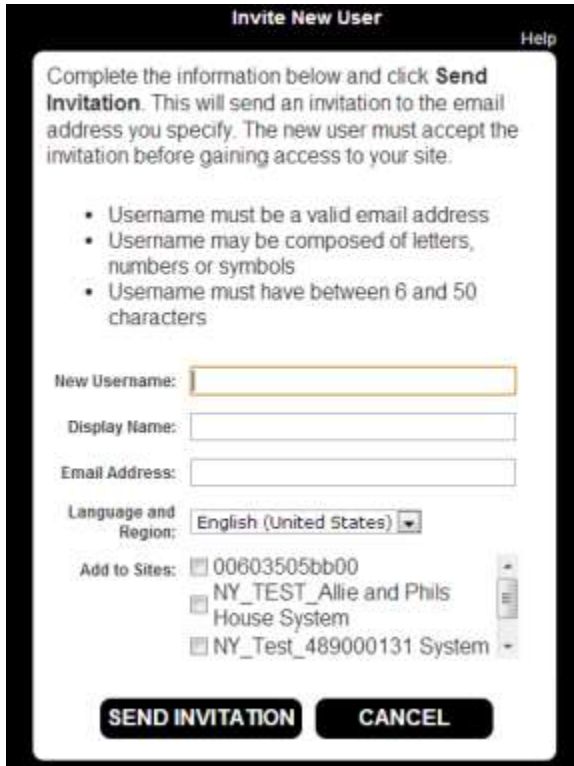
You can add new users who have no other access to your site.

**Note:** Depending on your system configuration, you might or might not see the Select User Type pop-up window when you click Add User on the Users page of the System tab. If the Give Access to Existing User pop-up window appears instead, skip this section.

To add a new user:

1. On the Select User Type pop-up window, accept the default selection, **Invite a new user**, and click **OK**.

A pop-up window appears.



2. Enter the required information.

The username is what the invited user will use to sign in to your site. The display name can be the user's real name (such as Emily or Mom) or a descriptive term (such as Morning Manager, House Sitter, or **Grandpa's** Caregiver). The email address is where the invitation will be sent.

If you own multiple sites, you can select any of those sites for the invited user. If there is only one site (which is true in most cases), the sites section does not appear.

3. Click **Send Invitation**.

A message confirms that the invitation was sent.

4. Click **OK**.

You return to the Users page.

When the user receives the invitation, he or she can follow the instructions to sign up for access to your site. When the user completes the sign-up process, his or her name appears on the Users page. (See ["Signing In" on page 5](#) for information about signing in for the first time when you receive an invitation from the site owner.)



## Giving Access to Existing Users

You can allow someone who already has access to at least one site to access your site as well. This works well when one person is responsible for managing two households (such as your elderly father's house and your own), or when you simply want someone you trust (such as your sister) to be able to make changes to your system.

**Note:** Only the site owner can give access to other users.

To give access to an existing user:

1. On the Select User Type pop-up window, select **Give access to an existing user**, and click **OK**.

The Give Access to Existing User pop-up window appears.

2. Enter the username or email address (depending on the prompt) that the user signs in with on other sites.

If you own more than one site, all of those sites appear next to Add to Sites.

3. Select the site(s) to which you want to give the user access.

The site where you are currently signed in is automatically selected.

4. Click **Save**.

You return to the Users page of the System tab, and the name of the user you added appears on the list.

## Changing Other Users' Access to Your Site

For sites you own, you can:

- ❑ Remove another user's access to your site (for users who have already accepted your invitation for site access).
- ❑ Edit or resend an invitation to a user to access your site (for users who have not yet accepted your invitation for site access).

### To remove a user's access to sites that you own:

1. Click the **System** tab, if it is not already displayed.
2. Click **Users**.

The Users page appears.

3. Click  next to the name of the user whose site access you want to change.

A list of sites you own appears next to Available Sites, and a check mark appears next to each site to which the user currently has access.

4. Click the check box next to any site to:
  - ☐ Select it to grant access.
  - ☐ Deselect it to remove access.

5. Click **Save**.


You return to the list of users on the System tab, and the change takes effect immediately.

#### To edit or resend an invitation to a user to access your site:

**Note:** This functionality is not available for all configurations.

1. Click the **System** tab, if it is not already displayed.
2. Click **Users**.

The Users page appears.

3. Click  next to the name of the user whose invitation you want to edit or resend.

The selected user's details appear.

4. You can:
  - ☐ Change the information on the invitation by clicking **Edit Invitation**. Then make the desired changes, and click **Send Invitation**.
  - ☐ Resend the invitation using the same information by clicking **Resend Invitation**.

A message confirms that the invitation was sent.


5. Click **OK**.

#### Removing Users' Access to Your Site

You can remove other users' **access to your site**, if you no longer want them to access it.

**Note:** When you remove a user from your site, it does not delete **the user's** account. If the user has access to other sites, their access to those accounts remains unchanged.

**To remove a user's access to your site:**

1. Click the **System** tab, if it is not already displayed.
2. Click **Users**.
3. Click  to the right of the user you want to remove.

A pop-up window prompts you to confirm the action.

4. Click Yes to complete the action

You return to the Users page and the removed user is no longer on the list

**Editing Your Profile**

You can change your user settings by editing your profile.

**Note:** Depending on your system configuration, you might not be able to change some of the settings on this page.

To edit your profile:

1. Click the **System** tab, if it is not already displayed.
2. Click **My Profile**.

The My Profile page appears.

For the site owner



The screenshot shows the 'My Profile' page with the following settings and options:

Username:	phil@telular.com	<a href="#">Change</a>
Display Name:	phil@telular.com	<a href="#">Change</a>
Language and Region:	English (United States)	<a href="#">Change</a>
Temperature Units:	Fahrenheit	<a href="#">Change</a>
Password:	*****	<a href="#">Change</a>
Security Questions:	Stored	<a href="#">Change</a>

---

Sites I own: 00603505bb00  
NY\_TEST\_Allie and Phils House System  
NY\_Test\_489000131 System  
John and Janet's Home

---

Sends alerts for sites I own to... [Change](#)

Email Addresses: phil@telular.com  
For account messages and alerts

For non-site owners



Username:	tonihill2@earthlink.net	<a href="#">Change</a>
Display Name:	Toni's Home	<a href="#">Change</a>
Language and Region:	English (United States)	<a href="#">Change</a>
Temperature Units:	Fahrenheit	<a href="#">Change</a>
Password:	*****	<a href="#">Change</a>
Security Questions:	Stored	<a href="#">Change</a>
<hr/>		
Sites I can access:	John and Janet's Home	<a href="#">Change</a>
<hr/>		
Email Address:	tonihill2@earthlink.net	<a href="#">Change</a>
For account messages and alerts		

3. Click **Change** to modify any of your account information.

A pop-up window appears. (See the following subsections for more information.)

### Changing Your Username

There are a few reasons why you might want to change your username. For example, a previously trusted person knows your username and password but you no longer trust that person, or your username is your email address and you change it and want to update your username to your new email address.

**Note:** Depending on your system configuration, you might or might not be able to change your username within the web portal.

To change your username:

1. On the My Profile page, click **Change** next to Username.

A pop-up window appears.

2. Enter the new username in the New Username text box.
3. Enter your current password in the Password text box.
4. Click **Save & Sign Out**.

You return to the Sign In page, and you can sign in using your new username.

### Changing Your Display Name

Your display name appears in a number of places throughout the portals. You can change your display name any time you want.

To change your display name:

1. On the My Profile page, click **Change** next to Display Name.

A pop-up window appears.

2. Enter the new display name in the Display Name text box.
3. Click **Save**.

You return to the My Profile page, and the change takes effect immediately.

### Changing Your Preferred Language

The language and region you select determines the language that appears on the screen. You can change your preferred language and region any time you want.

To change your preferred language and region:

1. On the My Profile page, click **Change** next to Language and Region.

A pop-up window appears.

2. Select your preferred language and region from the drop-down list.
3. Click **Save**.

You return to the My Profile page, and the change takes effect immediately.

### Changing Your Preferred Temperature Units

Your temperature **unit's** preference determines whether your thermostat settings appear in Celsius or Fahrenheit.

**Note:** This setting affects all clients, including the web portal; all touch screens, and all mobile devices you might use to connect to your site. The clients do not display the scale (C or F) associated with any displayed temperatures.

You can change your preferred temperature units any time you want.

To change your preferred temperature units:

1. On the My Profile page, click **Change** next to Temperature Units.

A pop-up window appears.

2. Select your preference from the drop-down list.
3. Click **Save**.

You return to the My Profile page, and the change takes effect immediately.

### Changing Your Password

Changing your password periodically is a good habit, which results in greater security for your web portal account.

**Note:** Depending on your system configuration, you might or might not be able to change your password within the web portal.

To change your password:

1. On the My Profile page, click **Change** next to Password.

A pop-up window appears.

2. Enter a new password in the New Password text box.
3. Enter the new password again in the Confirm New Password text box to ensure that you entered what you intended.
4. Enter your current password in the Password text box.
5. Click **Save**.

A message informs you that your password was successfully changed. The next time you sign in, you must use the new password.

6. Click **OK**.

You return to the My Profile page.

## Changing Your Security Questions

The first time you sign in to the web portal, the system might prompt you to select and answer some security questions. If you ever forget your password, the system requires that you answer your security questions before it allows you to reset your password.

Changing your security questions periodically is a good habit, which results in greater security for your web portal account.

**Note:** Depending on your system configuration, you might or might not be able to configure security questions within the web portal. If the Security Questions option does not appear when you first sign in and does not appear on the My Profile page, ignore this section.

To change your security questions:

1. On the My Profile page, click **Change** next to Security Questions.

A pop-up window appears.

**Note:** To protect your privacy, this window does not display any previous security questions or answers. When you complete this form, it replaces all previous values.

2. Select security questions from the drop-down lists, and enter answers that you are likely to remember.
3. Enter your current password in the Password text box.
4. Click **Save**.

You return to the My Profile page, and the new security questions go into effect immediately.

## Changing Your Site Access

You can remove your own access to sites you do not own, and you can remove other users' access to sites you do own.

(See ["Changing Other Users' Access to Your Site" on page 66](#) for more information about changing other users' access to sites you own.)

**Note:** You cannot remove your own access to sites that you own.

To change your site access:

1. On the My Profile page, click **Change** next to Sites I can access.  
  
A pop-up window appears and displays a list of sites to which you have access. A check mark appears in the check box next to each site.
2. Click to deselect the check box(es) next to the site(s) to which you want to remove your access.
3. Enter your current password in the Password text box.
4. Click Save.

You return to the My Profile page, and the change takes effect immediately.

### Changing Your Email Address (or Mobile Phone Number)

The system sends system alerts and other notifications to the site owner. Site owners can specify up to three addresses for email messages and up to three mobile phone numbers for text messages. Non-site owners can specify one email address only.

**Note:** When the system sends out an alert, it sends email and/or text messages to all email addresses and mobile phone numbers specified. However, the system sends service email messages (such as password resetting instructions) to the first email address only.

You can change your email addresses and mobile phone numbers any time you want.

To change your email addresses or mobile phone numbers:

1. On the My Profile page, click **Change** next to Send alerts for sites I own to.

A pop-up window appears.

2. Edit your email address in the first Email Addresses text box, if desired.

**Note:** In some cases, you are not allowed to change your primary email address.

3. If you are not the site owner, skip steps 3 and 4.
4. If you want alerts sent to other email addresses, enter or edit up to two more email addresses in the text boxes provided.
5. If you want text message alerts sent to one or more mobile phones, as well as the specified email addresses, enter one or more mobile phone numbers in



the Mobile Numbers text boxes, and select the associated mobile phone service provider for each number from the drop-down lists.

6. Be sure to include the area code for each number you enter.
7. Enter your current password in the Password text box.
8. Click **Save**.

You return to the My Profile page, and the changes take effect immediately.

## Managing Access Codes

An access code is a sequence of numbers that is required to arm or disarm the security system, and to access other protected security system functions. If desired, a unique access code can be created (at the security panel keypad or on a touch screen) for each person who will use the security system, so that history and alerts will indicate which access code was used to arm or disarm the system.

### Access Code Types

The security system supports several different types of access codes. Each type offers a specific level of access and capabilities. These are the most common types:

- ❑ **Master Code:** The main access code for your security system. In addition to being able to perform basic functions like arming and disarming the site, the master access code is required for more advanced functions like adding, editing, or deleting other access codes, and changing certain system settings.
- ❑ **Standard Codes:** Access codes for additional users. These codes arm and disarm the security panel, but they cannot perform more advanced functions like adding, editing, or deleting access codes. Generally, you give these codes to family members and service workers. Each access code can be assigned a unique name, so that history will show which access code was used for arming or disarming.

Your security system may also support special types of standard codes. For example, an Arm Only Code, if available, can only be used to arm the system, but not to disarm it. A Babysitter Code, if available, cannot be used to disarm the system unless it was also used to arm the system.

- ❑ **Duress Code:** A special access code to be used in emergency/duress situations only. When used, in addition to performing the requested function on the security system, a special type of silent alarm is also generated. For example, if an intruder surprises you when you are arriving home and forces you to enter the home and disarm the security system, you can enter the Duress code instead of your usual access code to disarm the security system and send a silent alarm to the central monitoring station that indicates that you are under duress. To the intruder, it looks like you are entering the normal code to disarm the system, but the central monitoring station will notify the authorities that you are under duress, and they will respond as a robbery in progress. The duress alarm allows you to obey your captor while still sending for help.

In more advanced security systems, you may also encounter other access code types, such as Supervisor Codes or Partition Master Codes. These are associated with the advanced functions of the security system, such as multiple partition support. Consult the user guide for your security system for further details about when and how to use these types of access codes.

## Access Codes List

Click the **System** tab, then **Access Codes** to view the Access Codes page.

**Note:** It could take up to 20 seconds before the list of access codes is displayed. The actual delay will depend on the type of security system you have.

For each access code defined for your security system, this page lists the ID assigned by the security system, the name given to the access code by the site owner (or a default name if no name was assigned), and the type of access code.

SUMMARY

HISTORY

ALERTS

AUTOMATIONS

SCHEDULES

SYSTEM

HELP

DEVICES | SITE SETTINGS | USERS | ACCESS CODES | MY PROFILE | MY PROFILE HISTORY | SHIFT

ID	Name	Type	
1	Master Code	Master	<a href="#">Change Code</a>
8	Duress Code	Duress	
2	Access Code 2	Standard	
3	Access Code 3	Standard	
4	Access Code 4	Standard	
5	Access Code 5	Standard	
6	Access Code 6	Standard	
7	Access Code 7	Standard	
9	Access Code 9	Standard	
10	Access Code 10	Standard	
11	Access Code 11	Standard	

On this page, if you are the site owner, you can:

- ❑ Change the name for any of the listed access codes. (See ["Editing Your Profile" on page 68.](#))
- ❑ Change the Master Access Code that is stored in the web portal. To do this, click **Change Code**, then follow the directions in ["Changing the Security Panel Master Access Code" on page 59.](#)

**Note:** You cannot currently use the web portal to add or delete access codes, or to change the unique code associated with an access code. These functions must be performed at the security panel keypad or on the touch screen (if your system has one).

### Access Codes in History

When an access code is used to arm or disarm the system from a security system keypad or a touch screen, or a keyfob associated with an access code is used to arm/disarm, the history of that event will indicate which access code was used. If you have assigned names to the access codes, then history will also show those names.

**Note:** An access code will not be shown in history when the system is armed from a touch screen, since an access code is not required. Similarly, using Quick Arm to arm from a security system keypad does not show an access code in history for that arming event (since one is not entered for Quick Arm).

Changes to access code labels are also logged in history.



### Access Codes in Alerts

If an access code is used to arm or disarm the security system, email and text message alerts related to that arm/disarm event will indicate which access code was used.


### Editing Access Codes

The site owner user can change the name assigned to any access code defined for your security system. This name is shown in the Access Codes list page, for arm and disarms events in history, and for alerts sent when the system is armed or disarmed. If no name is assigned to an access code, the system creates a default name.

To change an access code name:

1. As the site owner user, click the **System** tab, if it is not already displayed.
2. Click **Access Codes**.

A list of access codes defined for your security system is displayed.

3. Click  next to the access code you want to change.
4. The Edit Access Code pop-up window appears.
5. Enter a name for the access code, and click **Save**.
6. You return to the Access Codes list page, and the new name is displayed.

The access code name change will also be logged in history for the Security Panel.

## Viewing Your User Profile

You can view your user settings in your user profile.

To view your user profile:

1. Click the **System** tab, if it is not already displayed.
2. Click **My Profile**.

The My Profile page appears. (See ["Editing Your Profile" on page 68](#) for information about making changes to your user settings.)

## Viewing Your Profile History

You can view the history of your own site access, if desired.

To view your profile history:

1. Click the **System** tab, if it is not already displayed.
2. Click **My Profile History**.

A list of every time you accessed your site in the last 24 hours from any location appears.

You can select a different time period, if desired, from the Time Period drop-down list. To view all access to your site from all users, click the **History** tab. (See ["Overview of the History Tab" on page 13](#) for more information.)

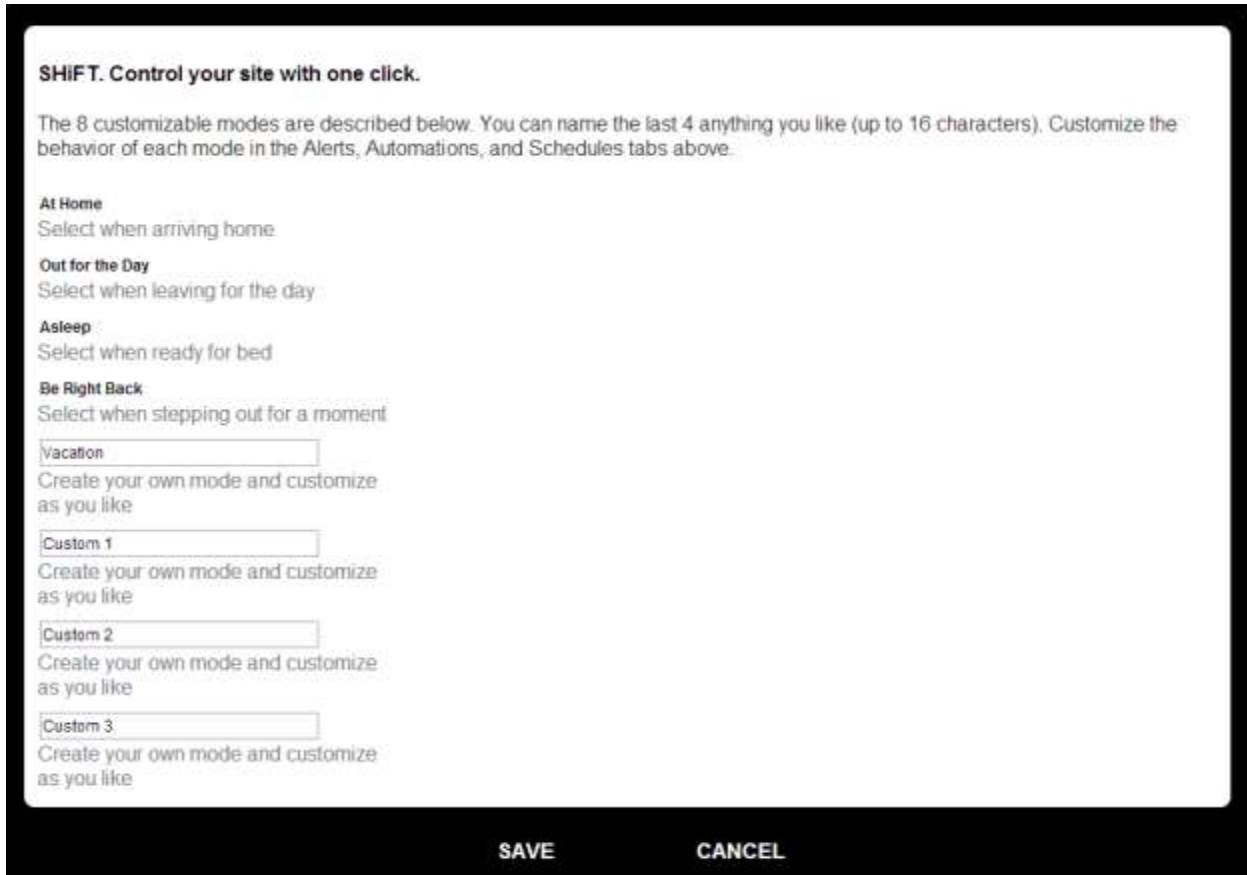
## Customizing SHiFT

There are eight modes. The first four are pre-named, and the site owner can customize the names of the remaining four. For more information about modes, see ["About SHiFT" on page 9](#).

To rename a custom mode:

1. As the site owner user, click the **System** tab, if it is not already selected.
2. Click SHiFT.

The SHiFT system page appears listing the four pre-named modes and custom named modes.



The screenshot shows a web interface titled "SHiFT. Control your site with one click." Below the title, a paragraph states: "The 8 customizable modes are described below. You can name the last 4 anything you like (up to 16 characters). Customize the behavior of each mode in the Alerts, Automations, and Schedules tabs above." The interface lists five modes with text input fields for their names:

- At Home**: Select when arriving home. (Field contains "Vacation")
- Out for the Day**: Select when leaving for the day. (Field contains "Custom 1")
- Asleep**: Select when ready for bed. (Field contains "Custom 2")
- Be Right Back**: Select when stepping out for a moment. (Field contains "Custom 3")
- Custom 3**: Create your own mode and customize as you like. (Field is empty)

At the bottom of the form are two buttons: **SAVE** and **CANCEL**.

3. Click inside the customizable mode name fields and enter a custom name for the mode.

**Note:** Mode names must be from two to 16 characters in length and can contain the following characters: 0-9 a-z A-Z .!\$%-\_+:( ).

9. Click **Save**.

## Usage Scenarios

The following scenarios are designed to help you think of ways you can make better use of your security system.

### Take a Picture When Someone Comes to the Front Door

If you have a motion sensor and camera at your front door, the system can take a picture whenever someone comes to the door when you are not at home. You can look at the pictures at any time from the Summary tab. The following procedure provides an example of this type of automation.

To create this automation:

1. Click the **Automations** tab, if it is not already displayed.
2. Click **Add Automation**.

The Add Automation pop-up window appears.



3. From the Trigger drop-down list, select the motion sensor at your front door.
4. From the Event drop-down list, select **Motion**.
5. From the Active drop-down list, select **Always**.
6. Click **Add Actions**.

The Add Automation pop-up window appears.



7. From the delay drop-down list, select **No Delay**.
8. From the action drop-down list, select **Take a Picture With Front Door Camera** (substituting the name of your camera).
9. Click **OK**.
10. Click **Save**.

You return to the Automations tab. If motion is detected at the front door, the system takes a picture of your front door.

## Turn a Light On for Five Minutes After a Door Opens

If you have a Z-Wave light that you would like to turn on after a door is opened, and then have it turn off automatically a few minutes later, you can create a multi-action automation to do this. You may also want to turn on the light when motion is detected by one of your motion detectors.

To create this automation:

1. Click the **Automation** tab, if it is not already displayed.
2. Click **Add Automation**.

The Add Automation pop-up window appears.

3. From the Trigger drop-down list, select the door or motion sensor that you want to cause the light to turn on.
4. From the Event drop-down list, select **Open** (if **it's** a door) or **Motion** (if **it's** a motion detector).
5. From the Active drop-down list, select **Always**. Alternatively, you can select **During Selected Times/Days** and select a time range from evening to morning, so the light only goes on when **it's** dark out.



The following shows what the Add Automation pop-up window should look like after performing the previous three steps.



6. Click **Add Actions**.

The window switches to the Add Actions view.

7. From the Action drop-down list, select the action that turns the light on.
8. Click **Add another action**.

An additional set of Delay and Action drop-down lists appear.

9. From the second Delay drop-down list, select how long you want to keep the light on for. For example, **Wait 5 minutes**.
10. From the second Action drop-down list, select the action that turns the desired light off.

The following shows what the Add Actions view should look like after performing the previous four steps.



11. Click **OK**.
12. Click **Save**.

You return to the Automations tab. Now, if the specified door opens, or motion is detected by the specified motion sensor, the system will turn a light on for several minutes.

### Send Me an Alert When Motion Is Detected in the side yard

If you have an area that you do not expect other people to enter when you are not at home, such as the side yard with a pool in it, the system can send you an alert when a motion sensor senses movement in that location. The following procedure provides an example of this type of alert.

To create this alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click **Add Alert**.
3. On the Select Alert Type pop-up window, accept the default selection, **When something happens**, and click **OK**.

The Alert When Something Happens pop-up window appears.

4. From the Trigger drop-down list, select the name of the motion sensor in the side yard.
5. From the Event drop-down list, select Motion.
6. From the Active drop-down list, select Always.
7. Enter the message you want to appear in the email or text message to yourself in the Additional Text text box.
8. If you have a nearby camera, you can attach a picture or video clip from that camera by selecting it from the Attach drop-down list (for email only), so you can see who was near your side yard.



9. Click **Save**.

You return to the Alerts tab, and the new alert appears on the When Something Happens list. If motion is detected in the side yard the system sends you an alert with the message you wrote. The email alert includes a video clip from the selected camera.

### Send Me an Alert When the Medicine Cabinet Opens

If you have a location in your home that your children are not allowed to open, such as medicine cabinets, safes, and liquor cabinets, the system can send you an alert when the door/window sensor on that location opens. The following procedure provides an example of this type of alert.

To create this alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click **Add Alert**.
3. On the Select Alert Type pop-up window, accept the default selection, **When something happens**, and click **OK**.

The Alert When Something Happens pop-up window appears.

4. From the Trigger drop-down list, select the desired door/window sensor.
5. From the Event drop-down list, select **Open**.
6. From the Active drop-down list, select **Always**.

7. Enter the message you want to appear in the email or text message to yourself.
8. If you have a nearby camera, you can attach a picture or video clip from that camera from the Attach drop-down list (for email only), so you can see who opened the medicine cabinet.



9. Click **Save**.

You return to the Alerts tab, and the new alert appears on the When Something Happens list. Each time the medicine cabinet door opens, the system sends you an alert with the message you wrote. The email alert includes a video clip from the selected camera.

## Adjust the Heat at Different Times of the Day

If you want to turn down your heat on weekdays while you are at work and while you sleep at night, but turn it up first thing in the morning and during the evening when you are at home, you can create two schedules, one for the morning and one for the evening.

To create the morning schedule:

1. Click the **Schedules** tab, if it is not already selected.
2. Click **Add Schedule**.
3. Enter the name of the schedule, such as **Morning Temperature**.
4. Select the time in the morning when you want to turn up the heat.
5. Click **More Options** to display the end time.
6. Select the time you want to turn down the heat.
7. Select the days you want this schedule to occur.
8. For Start Action, select **Set Thermostat to Heat to**, and select the temperature to which you want to turn up the heat.
9. For End Action, select **Set Thermostat to Heat to**, and select the temperature to which you want to turn down the heat.
10. Select one or more modes in which you wish this schedule to occur.



**Add Schedule** [Help](#)

Name:

Start:  :   ☒ More Options

End:  :

Repeat:

Randomize: ☐

Days: ☐ Sun ☒ Mon ☒ Tue ☒ Wed ☒ Thu ☒ Fri ☒ Sat

---

Start Action: Set Thermsync1 to Heat to 70°  
[Edit Actions](#)

End Action: Set Thermsync1 to Heat to 64°  
[Edit Actions](#)

Active in Selected Modes:

Security System:

- ☒ Disarmed
- ☒ Armed Away
- ☒ Armed Stay (or Night)

Modes:

- ☒ At Home
- ☒ Out for the Day
- ☒ Asleep
- ☒ Be Right Back
- ☒ Vacation
- ☒ Custom 1
- ☒ Custom 2
- ☒ Custom 3

**SAVE** **CANCEL**

11. Click **Save**.

To create the evening schedule:

1. Repeat the procedure for the morning schedule with the times you want to turn the heat up and then down in the evening.
2. Name the schedule appropriately (such as "Evening Temperature").

## Send Me an Alert When My Son Is Late

If you have a son who comes home from school on his own to an empty house, you can make sure you know about it if he is late. The system can send you an alert if your front door does not open within the timeframe when you expect your son to come home.

To set up this alert:

1. Click the **Alerts** tab, if it is not already displayed.
2. Click **Add Alert**.
3. On the Select Alert Type pop-up window, select **When something does not happen**, and click **OK**.

The Alert When Something Does Not Happen pop-up window appears.

4. From the Exception Trigger drop-down list, select **Front Door** (or the name of the door/window sensor where you expect your son to enter the house).
5. From the Event drop-down list, select **Open**.
6. From the Active drop-down list, select **During Selected Times/Days/Modes**.
7. For the Start time, select the earliest time you expect your son to come home.
8. For the End time, select the latest time you expect your son to come home.

This the time the alert will be sent to you.

9. Deselect the days **Sun** and **Sat**, since there is no school on those days.
10. Enter the message you want to appear in the email or text message to yourself in the Additional Text text box.

11. Click **Save**.

You return to the Alerts tab, and the new alert appears on the When Something Does Not Happen list. If your front door does not open between 3:00 pm and 3:45 pm on any weekday, the system sends you an alert with the message you wrote.



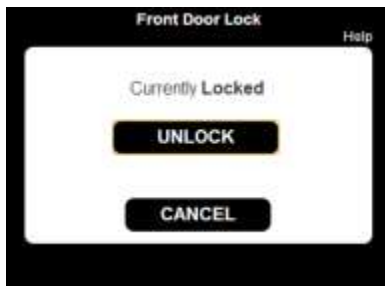
## Remotely Unlock a Door

If you have a door lock device installed you can remotely open the door for a service worker, an unexpected visitor or your teenage son when he forgets his key without compromising your access code. The person you want to let in your house can call you when they arrive and you can perform the following procedure to remotely unlock the door.

To remotely unlock a door:

1. Click the **Summary** tab, if it is not already selected.
2. In the Other Devices section, click ► next to the door lock device for the door you want to open.

The door lock actions pop-up window appears.



3. Click Unlock.

A message informs you that the door will be unlocked in a few seconds.

4. If the person leaves before you get home, you can remotely lock the door by following the same steps and click **Lock**.

## Security Panels

If your gateway is integrated with a security panel, the gateway communicates with the security panel using a wired connection. This tight integration allows the gateway to retrieve and update sensor information (such as names and zone numbers) directly from the security panel.

**Note:** Because of this tight integration, updates to sensor names and the like should be performed on the security panel. The ability to add, edit, and delete sensors using the web portal is disabled.

You can view your security panel information by clicking Security Panel on the System tab in the web portal. The Security Panel page appears.

The Security Panel Access Code is the master access code for your security panel. The gateway uses this code to arm and disarm your security panel and to enable remote administration. (See ["Changing the Security Panel Master Access Code" on page 59](#) for more information.)

## Sensors

### Door and Window Sensors

Your door/window sensors can be triggered when doors, windows, mailboxes, wall or medicine cabinets, entertainment centers, liquor cabinets, or closets are opened or closed. The door/window sensor has two components: the sensor itself (the larger piece) and the sensor magnet.

When a door or window is opened, the magnetic field between these two components is broken, triggering the sensor to communicate with your security panel. Your Summary tab then displays the sensor as open in the Devices section with a yellow circle next to the name of the sensor.

### Checking the Sensor's Status

You can check the status of your door/window sensor in the Security section on your Summary tab. The Security section lists the current states of all sensors installed at your site. A door/window sensor has two states: Open and Closed. When it is open, there is a yellow circle to the left of its name.

**Note:** For wired door/window sensors, there is sometimes a several-minute delay in reporting the closed state. This is due to a security panel limitation in reporting wired device states. This delay does not occur for wireless door/window sensors.

### Motion Sensors

You can use a motion sensor as part of any automation. When the motion sensor detects motion in a room, the status changes, and the system takes some action, such as taking a picture with a nearby camera or turning lights on or off. For example:

- ❑ When someone enters a site where the motion sensor monitors the area, an alarm event is generated that notes that a person has arrived at your site.
- ❑ If a person comes to a front door or a particular room (where there is a motion sensor and a light), you can have a light come on when the motion sensor detects that person's motion and go off when no motion is detected.

**Note:** If the motion is very brief (such as a waving a hand in front of the sensor), the light might turn on and then quickly turn off. This is due to the motion sensor sending a no motion message to the security panel as soon as it detects no motion.

For details on how to create automations, see ["Adding Automations" on page 44](#).

You can also use your motion sensor with alerts. For example:

- ❑ Add an alert to send an email or text message to one or more people whenever a motion sensor detects motion.
- ❑ Add an exception alert that sends an email or text message if the motion sensor detects no motion. You may have a store that should open at 9am. If no one is present inside the store to manage it, you can receive an alert with a custom message that alerts you that the store is not staffed.

For details on how to create alerts, see ["Adding Automations" on page 44](#).

## Smoke and Heat Sensors

Smoke/heat sensors detect smoke and heat in their general location. They can be used in garages, offices, storage areas, bedrooms, basements, and warehouses, and are especially useful near space heaters.

If smoke or heat is present, the device activates its siren, communicates with your site, and generates an alarm in your web portal. The smoke/heat sensor has an indicator light that turns red in an alarm condition.

You can set up the system to send you an alert when the sensor alarms. For details on how to add an alert, see ["Adding Alerts" on page 34](#).

## Water Sensors

Water sensors alert you when a water leak has occurred in your home or business, so that you can minimize any potential damage. In your home, you can place water sensors near your hot water heater, in your basement, or under sinks. In your business, you can use them in storage rooms, warehouses, laboratories, or anywhere that rain water, run-off, or snow could create water damage.

Water that reaches the sensor's contact points activates the sensor, causing it to transmit an alarm to your security panel. The presence of water is indicated in the Security section of the Summary tab, where a red diamond appears next to the water sensor's name. You could also receive an email or text message alert about the water, if you add an alert for it.

If the water recedes, the sensor indicates this change, returning to Okay status. A water sensor can indicate the presence or absence of water only, not its depth or volume.

You can make the water sensor part of an alert. For example, the system can send an email to you if the device senses water, alerting you or others to investigate the situation. For details on how to create an alert, see ["Adding Alerts" on page 34](#).

## Freeze Sensors

Freezing conditions can destroy plumbing elements and appliances that contain water. Freeze sensors can be added to your site to generate an alarm, if low temperatures threaten damage to your property. The freeze sensor detects temperatures below a particular level (which varies with manufacturers but is generally around 41 degrees Fahrenheit— 5 degrees Celsius).

Freeze sensors:

- ☐ Monitor temperature continuously 24 hours a day and activate if the temperature drops below the set level
- ☐ Communicate low temperature conditions to the security panel and cause an alarm to sound
- ☐ Continually test their batteries and notify the system when they are low

Freeze sensors can be installed in any location that you want to protect from low temperatures. However, avoid locations near exterior walls that may become excessively cold.

## About Z-Wave Devices

Z-Wave devices create what is referred to as a mesh network, so they can communicate more efficiently with the gateway. The mesh network allows devices to be located further away from the gateway than if each Z-Wave device had to communicate directly with the gateway, since the devices relay communications from more distant devices to closer devices until the message gets to the gateway.

The successful installation of Z-Wave devices depends on several factors. Many devices support "long-range install", which means that they can be installed at some distance from the gateway. Others do not and must be located very close to the gateway during installation and moved to their final location after the installation is complete.

If you are the site owner, a **Refresh** button appears on the final installation page of the Z-Wave installation assistant and on the Z-Wave device details page of the System tab. When you click Refresh, the gateway optimizes the Z-Wave mesh network, based on the current locations of all installed Z-Wave devices. This facilitates optimal communication among the devices and the gateway.

There are two times when you should click the **Refresh** button:

- ☐ After you complete the installation of all of Z-Wave devices and move them to their permanent locations.
- ☐ After you move one or more Z-Wave devices to a new location.

The mesh network tells each device on the network which devices to communicate with in order to get information to the gateway. When you physically move a device, it breaks a connection in the network, which can cause communication problems. For instance, you might move a device that was closest to the gateway further away. Since that device was probably used by all of the other devices to relay messages to the gateway, all of the devices are likely to have communication problems. When you click **Refresh**, the gateway determines the new location of each device and optimizes the order in which they relay messages.

The refresh process may take a while to complete. For example, for a small number of devices, it could take five minutes, but for a network of many devices, it could take 30 minutes or more. The status of the refresh operation is not visible to you, so if you click **Refresh**, wait for it to complete, and do not click **Refresh** again.

## Lighting Devices

Lighting devices provide a convenient, automated lighting solution for your site. You can use:

- ❑ Fluorescent light and appliance modules with on/off switches for fluorescent lights and appliances
- ❑ Lamp modules for dimming incandescent lights

From your web portal, you can:


- ❑ Set up an automation to have lights turn on, off, brighten, or dim based on room occupancy using a motion sensor.  
See ["Adding Automations" on page 44](#) for more information.
- ❑ Schedule lights to turn on, off, brighten, or dim based on the time of the day and day of the week.  
See ["Adding Schedules" on page 52](#) for more information.
- ❑ Schedule lights to turn on, off, brighten, or dim.  
See ["Adding Schedules" on page 52](#) for more information.
- ❑ Turn lights on, off, or brighten or dim them at any time.  
(See ["Managing Lights" on page 28](#) for more information.)

## Thermostats

You can add a Z-Wave thermostat to your system to maximize your energy conservation and comfort. Z-Wave thermostats allow you to control your heating/air conditioning system whether you are on site or away from the premises.

Today, most programmable thermostats require you to enter a specific set time and day of the week to control your temperature. When you are not on site for extended periods of time, the programmable thermostat continues to cool or heat your site, wasting valuable energy. The Z-Wave thermostat takes energy conservation one step further.

By automating the temperature settings based on activities at your site, you can maximize comfort and energy conservation. For example, when you leave your site in the winter, you can configure the thermostat to automatically turn the temperature down when the garage door opener is activated. When you enter your site later, opening the garage door automatically signals the thermostat to turn the temperature back up to your comfort level. You can create the opposite settings for the summer months.

Both wired and battery-operated thermostats are supported. A Z-Wave battery-operated thermostat can communicate when the battery energy level is low and needs to be replaced. You can easily see which thermostat battery needs to be replaced as the thermostat icon changes to a red low battery icon ()



## Door Locks

Z-Wave door locks allow you to monitor access to your site around the clock. You can lock and unlock doors from any location with your web/mobile portal or iPhone App. You can set up automations to send text or email updates about door lock activity, so you always know who is on site. In addition, you can receive battery level status and low battery alerts from the system.

With the web portal, using automations, you can set up more complex actions in which a door lock controls another device or another device controls a door lock. For example, you can create automations that:

- ☐ Lock all doors when the security system is armed.
- ☐ Turn on lighting when a door is unlocked.
- ☐ Unlock all doors when there is a fire alarm.

See [“Adding Automations” on page 44](#) for information about how to set up these actions.

## IP Cameras

You can use supported Internet Protocol (IP) cameras to take pictures or video clips, or to watch live video at your site. You can take pictures and video clips manually or automatically. See ["Taking Pictures or Capturing Video Clips Manually" on page 27](#) and ["Taking Pictures or Capturing Video Clips as Part of Automations, Alerts, or Schedules" on page 27](#).

### Resetting a Camera to Factory Settings

While attempting to add a camera, if you see a message in the camera assistant that tells you to factory reset your camera, perform the following procedure.

To factory reset a camera:

**CAUTION:** Do not factory reset a camera unless instructed to do so by the camera installation assistant. If you factory reset a camera that was already added to your system, you will have to delete it and then add it again using the camera assistant.

1. Ensure that the camera is powered on.
2. Push and hold the reset button on the camera for at least 15 seconds.

**Note:** Depending on the camera, the reset button might be a button, or you might need to unbend a thin paperclip and insert it in a small hole to depress the reset button.

Typically, the power LED on the camera blinks several times to confirm that the reset was completed successfully. The camera often restarts after a reset, which could take several minutes. Wait several minutes after a reset before continuing with any other operations that involve that camera.

## Wi-Fi Extenders

Wi-Fi networks in a typical home are sometimes prone to weak or non-existent signals in some portion of the house. Without any obstructions, Wi-Fi signals theoretically can reach 300-500 feet. But, unless you live in a space with no walls, you are more likely to see decent signals in the 75-150 foot range.

Wi-Fi networks use a weak radio signal that can be blocked or weakened by any number of construction materials: cinder block, concrete, metal, and even wood and drywall. The more barriers between the gateway and its devices, the weaker the signal will be.

Before you invest in any more technology, you can try a couple of simple tests to see if your signal improves. Start by moving the gateway around, if possible. Moving it around in the room as well as moving it to another room can sometimes make a noticeable difference.

In general, the best gateway location to get coverage throughout the house is as close to the center as possible and on the second floor if it is a two-story house. Keep the gateway off the floor and away from walls and large metal objects, like file cabinets.

If changing the placement of the gateway or the channel does not solve Wi-Fi range issues for all Wi-Fi devices, you can install a Wi-Fi extender.


**Note:** You can install only one extender per network.

The Wi-Fi extender must be located within signal range of your wireless gateway. The stronger the signal, the more it has to boost, so experiment with placement. It works best in situations where there is a weak signal in the desired location. Install the extender halfway between the gateway and the remote device you are trying to connect.

**Note:** If you ever replace your Wi-Fi extender, you can delete the old device and then add the new one.

## General Troubleshooting Tips

The following table lists some common issues and their resolutions.

Symptoms	Reasons	Resolutions
You are unable to access the web portal.	You might not be connected to the Internet.	In your browser, navigate to a known web site (such as google.com) to be sure you are connected to the Internet.
After changing the master security code on the Touch Screen, it does not work on the security panel.	You must change the master security code on the security panel as well as on the Touch Screen.	Change the master security code on the security panel to the same code you set on the Touch Screen.
The Live Video Dashboard link does not appear on the Summary tab.	<ol style="list-style-type: none"><li>1. It can take up to five minutes for the link to appear after you plug in a camera.</li><li>2. No camera is installed. (Check your System tab to be sure a camera is installed.)</li></ol>	<ol style="list-style-type: none"><li>1. Refresh/reload the web page in your browser. If that does not work, sign out of the web portal, and then sign back in.</li><li>2. Install a camera. (See <a href="#">"Adding Devices" on page 60.</a>)</li></ol>
 does not appear next to a camera on the Summary tab.	The camera is offline.	Resolve any problems with the camera.
No pictures or videos appear on the Summary tab.	<ol style="list-style-type: none"><li>1. No camera is installed. (Check your System tab to be sure a camera is installed.)</li><li>2. There are no schedules or automations that</li></ol>	<ol style="list-style-type: none"><li>1. Install a camera. (See <a href="#">"Adding Devices" on page 60.</a>)</li><li>2. Create at least one schedule or automation that</li></ol>

Symptoms	Reasons	Resolutions
	include taking a picture or video.	takes a picture or video, or take a picture manually. (See <a href="#">"Adding Schedules" on page 52</a> , <a href="#">"Adding Automations" on page 44</a> , or <a href="#">"Taking Pictures or Capturing Video Clips Manually" on page 27</a> for more information.)
You cannot delete the last picture or video.	The portal does not allow you to delete the last picture or video, if there is only one left.	No action required.
The timestamps on your pictures and videos are incorrect.	Your time zone is not set correctly.	Adjust your time zone. (See <a href="#">"Managing Your Site Settings" on page 62</a> .)
When I took a picture, nothing happened.	<p>When you take a picture or capture a video clip, it takes between 5 seconds and 3 minutes to complete the action, depending on a number of factors, including how recently your gateway communicated with the server.</p> <p>During the indicated time window, the servers receive your request, communicate with your gateway, and then initiate the local devices to act. Finally, your Summary tab is updated with the new settings or status.</p>	Wait for the picture to appear. If it does not appear within 3 minutes, refresh your browser window on the Summary tab.

Symptoms	Reasons	Resolutions
A device that you expect to appear in the Other Devices section of the Summary tab is not listed.	The installation process might not be finished, the device might not have been installed, or the device is not a Z-Wave device.	<p>Check the System tab to be sure the device is listed. Then:</p> <ul style="list-style-type: none"><li>• If it is listed with a gray status icon, it is still in the process of being installed. Wait until the status icon turns green on the System tab, and then check the Other Devices section of the Summary tab again.</li><li>• If it is not listed on the System tab, it is not installed. Install the device. (See <a href="#">"Adding Devices" on page 60.</a>)</li></ul>
The Security section of the Summary tab informs you that broadband is unavailable.	Your broadband connection is down.	Power cycle your cable or DSL modem, then your router, and finally your gateway (in that order). If your broadband connection is still down, contact your broadband provider for help.
An alert includes a picture or video clip without any motion in it.	You set up an event alert to take a picture or video clip when a motion sensor senses movement. Motion sensors are slow to react and send information. By the time the camera receives the instruction to take a picture or video clip, the motion has stopped.	<p>Use a door/window sensor instead of a motion sensor to trigger the alert, if possible.</p> <p>If you do use a motion sensor to trigger the alert, capture video clip instead of taking a picture. Cameras store a certain amount of video clip information at all times. So</p>

Symptoms	Reasons	Resolutions
		<p>a video clip that you capture actually starts two seconds before the trigger.</p> <p>So, if you set up an alert for a camera to capture a video clip with a motion sensor trigger, the captured video clip actually includes two seconds before the motion was sensed and five seconds afterwards.</p>
You are getting alerts when you think you should not get them.	<ol style="list-style-type: none"> <li>1. You set up an event alert instead of an exception alert.</li> <li>2. You selected the wrong type of trigger for your exception alert.</li> </ol>	<ol style="list-style-type: none"> <li>1. Delete the event alert and set up an exception alert instead.</li> <li>2. Change the trigger in the exception alert. (Review step 4 of <a href="#">"Adding Exception Alerts" on page 37</a> for details.)</li> </ol>
You are not getting alerts when you think you should get them.	You set up an exception alert instead of an event alert.	Delete the exception alert and set up an event alert instead. (See <a href="#">"Overview of the Alerts Tab" on page 32</a> for a description of each type of alert.)
A scheduled event is not occurring as expected.	<ol style="list-style-type: none"> <li>1. You set up a schedule for only one or two modes, but the current mode is not included.</li> <li>2. If the system is in the process of refreshing the Z-Wave network, the devices cannot be</li> </ol>	<ol style="list-style-type: none"> <li>1. Change the schedule to include all modes.</li> <li>2. Reschedule the event for a time when the Z-Wave network is not refreshing.</li> </ol>

Symptoms	Reasons	Resolutions
	controlled by the gateway.	
	<b>Note:</b> The system refreshes the local time, and it could be incomplete, depending on what is installed.	
A device you installed is not listed on the System tab.	The device name is the same as another device previously installed (for example, a door/window sensor and a motion sensor are both named "Kitchen").	Delete and re-add the missing device with a unique name. (You can use the security panel to delete it, because the security panel differentiates devices by zones, not by name.)
A device is listed on the System tab with a red status icon.	The device is offline, alarmed, tripped, tampered, or has a low or dead battery. The status icon indicates the exact state. (See <a href="#">"Overview of the System Tab" on page 57</a> for a definition of each status icon.)	Correct the problem with the device.
A device is listed on the System tab with a yellow status icon.	The device is open or was bypassed, motion was detected, or its state is unknown because the gateway or security panel is offline. The status icon indicates the exact state. (See <a href="#">"Overview of the System Tab" on page 57</a> for a definition of each status icon.)	Correct the problem with the device.
A device is listed on the System tab with a gray status icon.	The device is in the process of being activated.	No action required.



Symptoms	Reasons	Resolutions
status icon.	<b>Note:</b> The activation could take as long as 64 minutes for some devices.	
The security panel is listed on the System tab with a red status icon.	The gateway might be too close to the security panel, and their RF signals may be conflicting.	Make sure the gateway is at least 12 feet away from the security panel.
An IP camera is listed on the System tab with a red status icon.	The camera might be too far away from the gateway. Cameras must be within 100 feet of the gateway.	Move the camera or the gateway, so they are closer to each other.
After relocating a camera, it no longer communicates with the gateway. (That is, when you try to take a picture, capture a video, or watch live video, it does not work.)	Either the camera is too far away from the gateway, or there are surfaces between the camera and gateway that interfere with wireless communication (such as brick walls, double-pane glass, metal).	Relocate the camera either closer to the gateway or where there are no surfaces between them that interfere with wireless communication.
A Z-Wave device is listed on the System tab with a red status icon.	<p>The Z-Wave device might be too far away from the gateway. The gateway must be no more than 12 feet from a lamp module or 5 feet from a thermostat module during installation.</p> <p>(After installation, you can move the Z-Wave devices further away and click the Refresh button on any Z-Wave device details page to refresh the Z-Wave mesh network. See <a href="#">"About Z-Wave Devices"</a> on page 95 for details.)</p>	Move the Z-Wave device or the gateway, so they are closer to each other during installation.

Symptoms	Reasons	Resolutions
A thermostat appears on the System tab as "Wayne Dalton: On/Off Switch".	You held the include button too long when you installed the device.	Delete and then reinstall the thermostat. Do not hold the include button; press and release it.
A door/window sensor reports itself as open when it is closed.	<ol style="list-style-type: none"> <li>1. The sensor may be installed incorrectly.</li> <li>2. There might be too much space between the sensor and the magnet.</li> </ol>	<ol style="list-style-type: none"> <li>1. Verify that the arrows on the sensor and the magnets are aligned.</li> <li>2. Re-position the sensor and magnet to decrease the space between them.</li> </ol>
A motion sensor continues to report "Motion" in the Security section of the Summary tab after the motion has stopped.	Motion sensors have a built-in four-minute delay. If, after four minutes, it does not detect any motion, it reports "No Motion".	No action required.
<p>The cellular signal strength (for cellular backup) is between 1 and 3. (Applicable only if you subscribe to cellular backup service.)</p> <p>You can determine the signal strength by selecting the gateway on the System tab. The Cellular Signal Strength value appears under Communication Link Status.</p> <p>Signal strength of 4 or 5 is optimal.</p>	<ol style="list-style-type: none"> <li>1. The cellular antenna is not connected.</li> <li>2. The gateway is in a solid cabinet or not near a window or door.</li> </ol>	<ol style="list-style-type: none"> <li>1. Connect the antenna that came with the gateway to the connector on the gateway labeled Cellular.</li> <li>2. Reposition the gateway so it is not in a cabinet, and its antenna is closer to a window or door.</li> </ol>

Symptoms	Reasons	Resolutions
The cellular signal strength is 0. (Applies only if you subscribe to cellular backup service.)	The required SIM card is not installed in the gateway.	Install the SIM card in the gateway, and reboot the gateway. (Refer to the installation guide for your system configuration for instructions.)
The cellular signal strength is N/A.	The primary connection type is currently broadband, so the cellular signal strength is not applicable.	No action required.

## Resolving Live Video Problems

If you attempt to watch live video and receive an error or time-out message, you can either click on try basic video or alternatively you must take whatever action is recommended in the message to watch QuickTime video. That might be upgrading QuickTime, upgrading Java, changing your camera settings, or a combination of those actions.

The following procedures describe how to resolve the most common issues.

If a message prompts you to associate the MIME type with QuickTime:

If your computer is configured to play MPEG4 videos with a different video player than QuickTime (such as Windows Media Player), a message appears asking you if you want to re-associate the MIME type with QuickTime. If that message appears, take one of the following actions:

- ☐ Click **Yes** to make QuickTime your default media player
- ☐ Select **Do not prompt in the future**, and click **No**.

If you click No but do not select the check box, this message will appear every time you play a video clip in the web portal.

If a message prompts you to install or upgrade QuickTime:

**Note:** During the following installation, your browser might close, and you will lose access to these instructions until your browser restarts and you can sign in to the web portal again. So, for your convenience, if this computer is connected to a printer, print this page of instructions.

1. Go to <http://www.apple.com/quicktime/download>.
2. Install the latest version of the free QuickTime player by clicking the Free Download Now button and following the instructions provided on the screen.

**Note:** You do not need to install iTunes, and you do not need to submit an email address in order to install QuickTime.

There might be several pauses—some up to 2 minutes—with no activity during the following installation steps. These pauses are normal. If this happens, be patient and wait for the next step to appear.

3. When a message prompts you to run or save the file, click Run.

4. When a message prompts you again to run the software, click Run to start the QuickTime installer.
5. During the installation, respond to the prompts as they are displayed.

In general, accept the default settings for each step of the installation. However, you may change the settings, assuming you understand the impact of the change.

**Note:** During the installation, a message might inform you that all running QuickTime applications must be shut down. Click **OK** to dismiss this message.

**Note:** This action might close your browser windows. If it does, when your browser restarts, return to the web portal, sign in, and click Help? at the top of any page. Then navigate to Troubleshooting > **Resolving Live Video Problems** to return to this help page.

6. At the end of the installation, click **Finish**.

**Note:** After you click **Finish**, a message might prompt you to upgrade to the QuickTime Pro product, which is not required. Click **No Thanks** to dismiss the message.

7. Return to the web portal and attempt to watch live video again. (See ["Working With Live Video" on page 23](#) for details.)
8. If you get another error or time-out message, continue with the next procedure.

If a message prompts you to install or upgrade Java:

**Note:** During the following installation, your browser might close, and you will lose access to these instructions until your browser restarts and you can sign in to the web portal again. So, for your convenience, if this computer is connected to a printer, click **Print This Page** above to print this page of instructions.

1. Go to <http://www.java.com/en/download/manual.jsp>.
2. Find the section of the page that pertains to your operating system. For example, if you have Windows XP, go to the Windows section of the page.

**Note:** You do not need to perform the steps to verify the Java version. Go directly to the download process.

3. Click the download link for your operating system:

- ☐ For Apple OS X, click the link that provides instructions on how to use the Mac's Software Update feature to update your Java version, and skip the rest of this procedure.
- ☐ If you have a Windows operating system, click the **Online** link for your operating system (e.g. Windows 7, XP, Vista, 2000, 2003).

**Note:** If there is no Online link listed, or if you are having problems installing the online version, select an **Offline** link.

For 64-bit Windows operating systems, select the 32-bit Java download link, and run the 32-bit version of your browser. (QuickTime currently requires this.)

A message prompts you to install the software.

4. Click **Run**.

Respond to the prompts as they are displayed. You can accept the default settings for each step of the installation. However, you do not need to install the Yahoo! Toolbar. Be sure to deselect that option before continuing to the next step of the installation, unless you want to install it. During the software installation, a message keeps you informed of the progress.

**Note:** When the installation is complete, you must restart your browser. When you do, it closes this window and the web portal. When your browser restarts, return to the web portal, sign in, and click **Help?** at the top of any page.

5. Be sure to select the check box next to **Restart my browser(s) now to verify the installation**, and click **Finish**.
6. Return to the web portal and attempt to watch live video again. (See ["Working With Live Video" on page 23](#) for details.)

If you get another error or time-out message, it is likely that you are experiencing some form of video connectivity problem. Possible causes include:

- ☐ Insufficient Internet uplink from gateway to the Internet (for example, your camera is uploading at 500 Kbps, but your DSL uplink can support only 384 Kbps).
- ☐ Insufficient Internet downlink from Internet to browser (for example, your camera is uploading at 500 Kbps, but your remote location supports only 384 Kbps downlink, or you are using a dial-up connection to view live video).

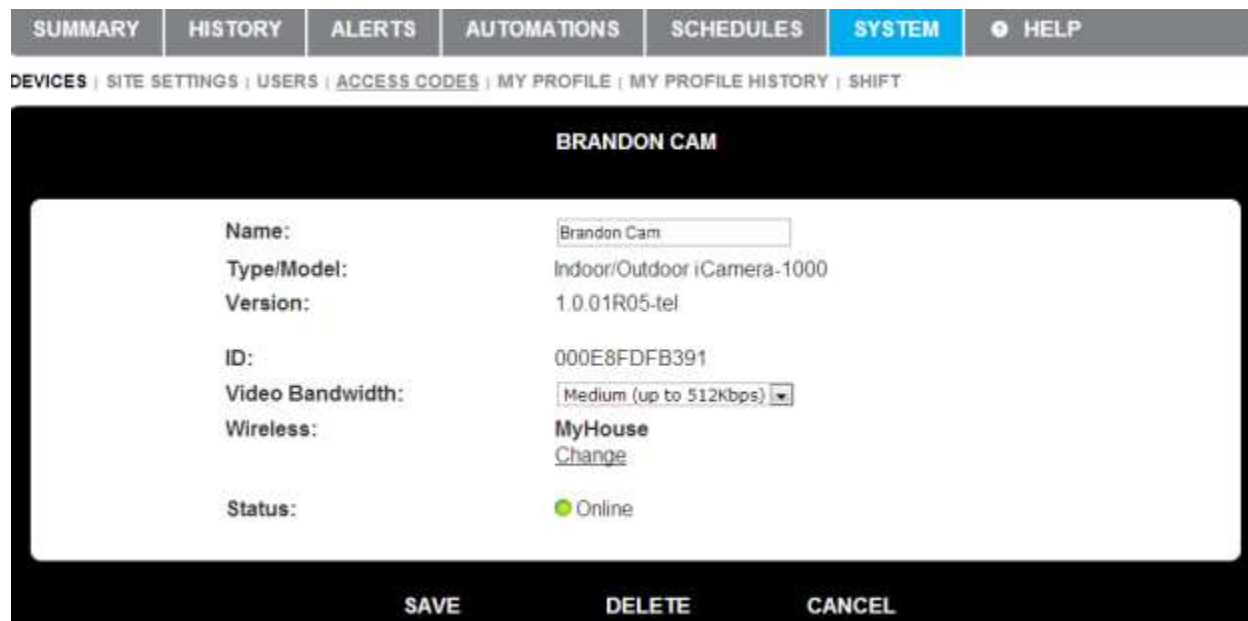
- ❑ Low quality Wi-Fi connection from camera to gateway (for example, your camera is too far from your gateway).
- ❑ Low quality Wi-Fi connection at your remote PC (for example, you are using a PC at a Wi-Fi location with very heavy Wi-Fi usage).
- ❑ The Internet or your local network is experiencing data connectivity or packet loss.

Continue with the next procedure.

To adjust your video connectivity settings:

1. Click the **System** tab, if it is not already displayed.
2. Click the name of the camera from which you want to watch live video (the camera whose video connectivity settings you want to change).

The Device page for that camera appears.



3. From the Video Bandwidth drop-down list, select the bandwidth that best matches the actual video bandwidth of your computer.

If the camera uses Wi-Fi, there may be locations in the house where less ideal Wi-Fi connectivity warrants an even lower bandwidth setting. When experimenting, please note that it could take up to 60 seconds for changes made in the web portal to take effect on the camera, and the change temporarily closes any current live video streams.

4. Click **Save**.
5. Return to your web portal and attempt to watch live video again. (See ["Working With Live Video" on page 23](#) for details.)
6. If you get another error or time-out message, contact customer support.

### -3285 Disconnected Error

If a message informs you about a "**-3285 Disconnected**" error and your computer is on a network using an outbound Internet proxy, you might need to manually configure your browser's proxy settings in order to support live video.

To configure your browser's proxy settings for Mac OS X:

1. Open Safari.
2. Navigate to **Preferences > Advanced > Proxy Change Settings**.
3. In the Bypass proxy settings for these Hosts and Domains text box, add **127.0.0.1**.
4. Click **OK** to save the change, and retry live video.

To configure your browser's proxy settings for Windows Internet Explorer:

1. Open Internet Explorer.
2. Go to **Tools > Internet Options > Connections > LAN Settings > Advanced**.

**Note:** If the check box next to Use a proxy server for your LAN is not checked, it indicates that you are not using an outbound Internet proxy. Cancel out of this procedure as it is not appropriate for your configuration.

3. In the Exceptions text box, add **127.0.0.1**.
4. Click **OK** on all windows to save the changes, and retry live video.



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To configure your browser's proxy settings for Windows Firefox:

1. Open Firefox.
2. Go to **Tools > Options > Advanced > Network > Settings**.
3. In the No Proxy for text box, add 127.0.0.1.
4. Click **OK** twice to save the change, and retry live video.

To configure your browser's proxy settings for Windows Chrome:

1. Open Chrome.
2. Click the wrench icon on the browser toolbar, and select **Options** from the drop-down menu.
3. Click **Under the Hood**.
4. Beside Network, click **Change proxy settings**.

The Internet Properties dialog appears, and the Connections tab is selected.

1. Click **LAN settings**.
2. Clear the check box next to **Automatically detect settings**.

**Note:** This procedure changes your proxy settings, potentially disabling your web proxy. Consult your system administrator if you are unsure about this setting.

## Index

### 3

-3285 disconnected error.....113

### A

access code  
    changing.....59  
    edit.....77  
access codes  
    list .....76  
    types .....75  
action  
    delay.....53  
adding  
    alerts .....34  
    automations .....44  
    event alerts.....34  
    exception alerts.....37  
    new user .....64  
    schedule .....52  
    system event alerts.....39  
alert  
    deleting .....42  
    editing.....42  
    event .....33  
        adding .....34  
    example.....83, 84, 88  
    exception .....34  
    history.....30  
    system event.....34  
        adding .....39  
    troubleshooting.....103  
alerts  
    adding.....34  
alerts tab.....32  
Apple's QuickTime.....109  
arming  
    night .....7  
    security panel .....7  
    states.....7  
automatic sign out .....7  
automations  
    adding.....44  
    deleting .....47

    editing.....47  
    history.....30  
automations tab.....43

### B

broadband  
    troubleshooting.....103  
browser requirements.....3

### C

camera  
    history.....30  
    IP 99  
    resetting .....99  
cellular  
    troubleshooting.....107  
changing  
    display name.....70  
    preferred language .....70  
    security questions.....72  
    site .....8  
    username.....69  
clips, video  
    capturing.....27  
    deleting .....26  
    emailing .....25  
    managing .....20  
    saving.....25  
    viewing .....20

### D

dashboard, live video .....23  
deleting  
    pictures.....26  
    user .....67  
    video clips.....26  
devices  
    adding.....60  
    door locks .....98  
    history.....30  
    lights.....96  
    replacing .....60  
    thermostat .....97

Z-Wave .....	95
disarming	
security panel .....	7
door/window sensor	
status .....	92
troubleshooting .....	103
door/window sensors .....	92

## E

email	
picture .....	25
video clips .....	25
error	
-3285 disconnected .....	113
event	
alert .....	33
adding .....	34
history .....	30
example	
alert .....	80, 83, 84, 88
schedule .....	86
examples .....	80
exception alerts .....	34
adding .....	37

## F

forgot	
password .....	6
username .....	6
freeze sensor .....	94

## G

gray icon	
status .....	15
system status .....	16
troubleshooting .....	103
green icon	
status .....	15
system status .....	16

## H

heat sensor .....	93
help	
favorites .....	8
glossary .....	8
index .....	8

online .....	8
search .....	8
TOC .....	8
topic icon .....	8
history tab .....	30

## I

inviting users .....	64
IP cameras .....	99

## J

Java	
troubleshooting .....	110
updating .....	109

## L

Lamp modules .....	96
lamps .....	28
lights .....	28, 96
live video	
troubleshooting .....	101
viewing .....	23

## M

mesh network .....	95
message, scrolling .....	19
MIME type	
troubleshooting .....	109
mode	
automations .....	45
motion sensor .....	92
troubleshooting .....	103
multi-action automation .....	81

## N

network	
Z-Wave refresh .....	95
notable event	
history .....	30
notable events .....	18
notifications .....	73

## O

online help .....	8
-------------------	---

overview .....1

## P

panel, security  
    access code, changing .....59, 77  
    arming/disarming ..... 7  
password  
    changing.....71  
    reset .....6  
pictures  
    deleting .....26  
    emailing.....25  
    managing ..... 20  
    saving.....25  
    taking .....27  
    troubleshooting.....101  
    viewing ..... 20  
pictures window  
    large view ..... 20  
    thumbnail.....21  
privileges  
    site owner ..... 5  
profile  
    editing.....68  
proxy settings (on browser)  
    configuring ..... 113

## Q

questions, security  
    changing.....72  
QuickTime  
    downloading .....109  
    updating .....109

## R

red icon  
    status.....15  
    system status ..... 16  
    troubleshooting.....105  
refresh  
    Z-Wave networks .....95  
replacing  
    devices.....60  
resetting  
    cameras ..... 99

## S

saving  
    pictures.....25  
    video clips.....25  
schedules  
    deleting .....56  
    editing.....56  
    history..... 30  
    multiple actions..... 50  
    repeating..... 50  
    simple..... 48  
    troubleshooting.....101  
Schedules  
    adding.....52  
Schedules tab..... 48  
scrolling message..... 19  
security panel  
    access code, changing .....59  
    arming/disarming ..... 7  
security questions  
    changing.....72  
sending  
    pictures.....25  
    video clips.....25  
SHiFT ..... 9  
site access  
    change .....72  
    edit.....66  
    new user ..... 64  
    remove.....67  
Smoke/heat sensors .....93  
status  
    armed..... 7  
    system..... 16  
summary ..... 18  
summary tab  
    camera section ..... 18  
    customizing ..... 19  
    notable events section ..... 18  
    other devices section .....17  
    security section .....15  
    today's schedule section ..... 19  
Summary tab .....13  
Sun's Java Runtime Environment..... 3  
system event  
    alerts  
        adding .....39  
system events  
    history..... 30

System events	
alert .....	34
system tab .....	57

## T

tab	
alerts .....	32
automations .....	43
history .....	30
schedules .....	48
summary .....	13
system .....	57
thermostat	
modules .....	97
thumbnails	
viewing .....	24
time zone	
setting .....	62
timestamps	
troubleshooting .....	102
TOC	
help .....	8
triggers .....	35, 38, 40, 44
troubleshooting .....	101
alerts .....	103
broadband .....	103
cellular signal strength .....	107
door/window sensors .....	107
gray icon .....	103
Java .....	109
live video .....	106, 109
MIME type .....	109
motion sensors .....	107
pictures/video .....	101
Quicktime .....	109
red icon .....	105
schedules .....	101
timestamps .....	102
yellow icon .....	105

## U

usage scenarios .....	80
-----------------------	----

user	
settings .....	68
changing .....	68
username	
changing .....	69
forgot .....	6
reset .....	6
users	
adding .....	64
deleting .....	67
giving access .....	66
list .....	63

## V

video clips	
capturing .....	27
deleting .....	26
emailing .....	25
live	
viewing .....	23
saving .....	25
viewing .....	20
video connectivity	
adjusting .....	111
video live	
troubleshooting .....	106, 109

## W

Water sensors .....	93
---------------------	----

## Y

yellow icon	
status .....	15
troubleshooting .....	105

## Z

Z-Wave devices .....	95, 96, 97, 98
troubleshooting .....	103, 104, 106