MySecurity Account Pro iOS Application
User Documentation
Version 1.6.0

Feature Listing:

The MySecurity Account Pro Application contains the following features:

- ❖ Option to save Login information
- ❖ Home screen with buttons to jump to important information
- ❖ Ability to do a general search or advanced search
- ❖ Browse your entire account lists by the following categories:
  - ✓ Accounts that have an open status (Open/Close monitoring)
  - ✓ Accounts that have a closed status (Open/Close monitoring)
  - ✓ Accounts that are on Test Status
  - ✓ Accounts placed online this month
  - ✓ Residential accounts
  - ✓ Commercial accounts
  - ✓ Out of service accounts
  - ✓ Medical accounts
  - ✓ Test Demonstration accounts
  - ✓ Elevator accounts
  - ✓ List of all accounts
- ❖ View a list of your most recently accessed accounts specific to the user login
- ❖ View most recent alarm & notification events – Pull down option to refresh the window
- ❖ Recent alarms & notifications can be filtered by account group (for users who have more than one account group)
- ❖ View the alarm buffer (alarms) if permissions allow
- ❖ Alarm Buffer: Ability to submit an alarm cancellation request on an active alarm if permissions allow
- ❖ View all accounts that are on No Action/Live Test (on test mode)
- ❖ View Answering Service Messages if permissions allow
- ❖ View and Send Memos to and from Rapid Response
- ❖ View Dealer Notifications (This section will provide real time information updates from Rapid Response regarding: Connectivity Applications, Operational Updates, New Service Offerings and more…)
- ❖ View Signal Flow: View a detailed list of signals that are currently being received from your entire account database – Pull down option to refresh
- ❖ Sub Account Groups: View a list of your sub account groups
- ❖ Passcode Lookup: Search an account by either the passcode (shared) or contact passcode
- ❖ Downloadable Documents: (MSAPro iOS App Documentation, Alarm Monitoring Agreement, Subscriber Information Change Request Form, Zone Rider Form, Passcode Rider Form, Tech Center Documentation, Tech Center Reference Sheet, FM Certificate, Syracuse, NY UL Certificate, Montville, NJ UL Certificate, Corona, CA UL Certificate, Alarm System Certificate, NYC Fire Certificate & Request for Class 3 Terminal Assignment)
- ❖ Bad Phone List: View a list of accounts that have a number flagged as a bad telephone number
- ❖ Settings: Bad Phone Numbers (Number of Days to search) & Include Default Zones, Change Date Format display & Push Notification setup on an account
- ❖ From within an account:
  - ✓ View Account Address - Press on the address to display the location in an interactive map
  - ✓ View Detailed History – Choose to include or exclude operator actions – Pull down option to refresh
  - ✓ View No Action/Live Test details
  - ✓ Enter a No Action or Live Test entry (Quick No Action 1 Hour, Account No Action & Advanced No Action)
  - ✓ Delete a No Action or Live Test entry
  - ✓ View Account Type, Region, Time Zone, Lockbox code, Lockbox Location, Mail Addresses, Notes & Account Groups
  - ✓ View/Add/Delete Agencies
  - ✓ View/Add/Edit/Delete Permits
  - ✓ View/Add/Edit Account Phones (Premises)
  - ✓ View/Add/Edit Contacts and Call List – Includes Order Number, First/Last Name, Passcode, Authority Level, Phone Number(s), ECV and Keyholder
  - ✓ View Contact Lists (Special Call Lists)
  - ✓ View/Add/Edit Zones – Choose to include default zones – Pull down option to refresh
  - ✓ View/Edit Account Passcodes (Shared)
  - ✓ View Duress Codes
  - ✓ View Open/Close Schedules and Events (Schedule Times & Holidays)
  - ✓ View System Panels (E.g. view Secondary Panels)
  - ✓ View Panel Type information (Account Status, Online/Offline Date, Communication Type)
  - ✓ View Account Changes
  - ✓ Press a phone number on your iPhone and you will receive a prompt to call that number.
- ❖ Choose a color theme
- ❖ View and upload Account Documents
- ❖ Place an account in Service (Activate)
- ❖ Voice Recordings: Available on the account history
- ❖ Voice Recordings: Available from within a message in Answering Service
- ❖ Supports iOS Version 8 or higher
- ❖ Full iPad and iPad Mini Support
- ❖ Most views support rotation of the iPad
- ❖ Send us feedback or questions directly from the application
- ❖ About: Provides the version of MSAPro currently installed on the device

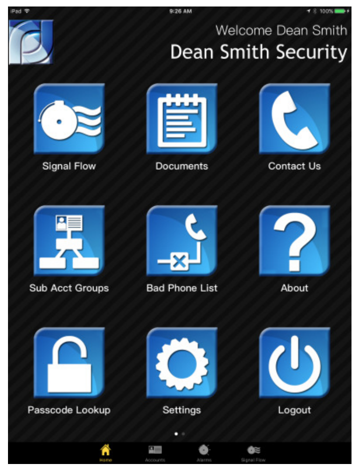
Downloading and Installing MySecurity Account Pro

This application can be downloaded directly from your device by going to the App Store or iTunes on your Mac or PC. Search for **Msapro, Mysecurityaccount, My Security Account Pro** and then install.

Logging into MySecurity Account Pro

Upon loading, the Login Screen will appear. Enter the username (Dealer/Subdealer Number) & Password (your personal passcode setup under that Dealer/Subdealer). Press the **Login** button. If Username/Password assistance is required, please contact the main office.

Note: Login information is defaulted to save upon successful login (this can be disabled when logging in). If your login information is saved, the application will automatically log you in.



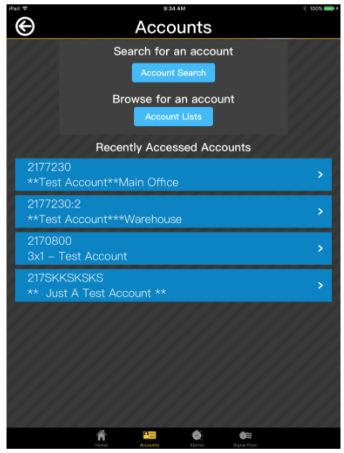
A successful login displays a greeting message at the top with the name of the user who is currently logged-in and the company name 

. In addition to the personalized greeting, the **Homepage** screen provides the following control buttons that will allow selection of operations to be performed. All Home buttons are available by swiping to the right or left side.

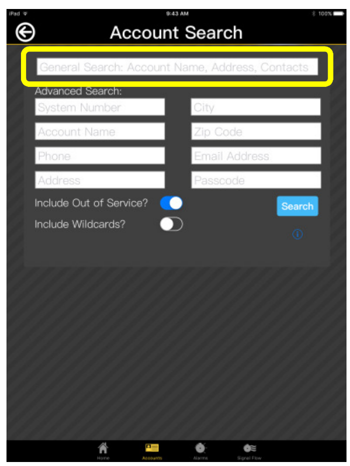
Accounts	**Sub Acct Groups**
Alarms	**Passcode Lookup**
No Actions	**Documents**
Messages	**Bad Phone List**
Memos	**Settings**
Notifications	**Contact Us**
Signal Flow	**About**

Accounts

There are several different ways to find an existing account: *Account Search, Account Lists and Recently Accessed Accounts.*

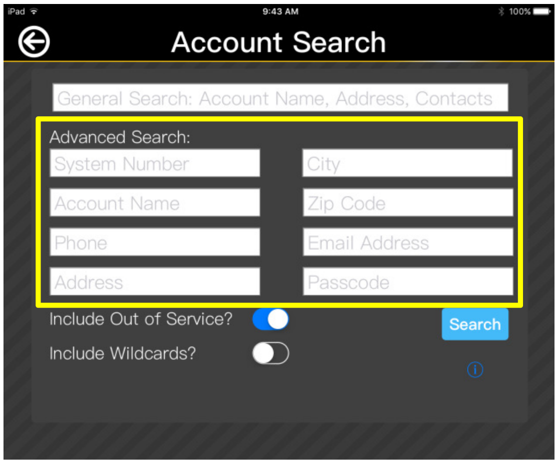


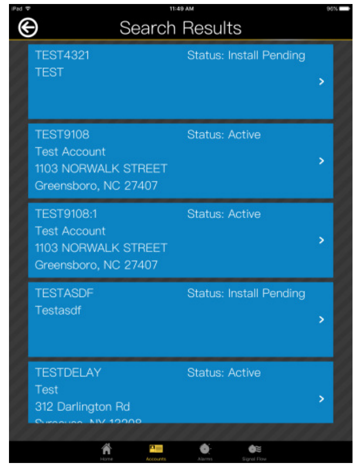
❖ **ACCOUNT SEARCH:** Press the **Account Search** button to navigate to the account search screen. Enter search criteria to find the account (System Number, Account Name, Account Address, Premises Phone Number, or Contact's Phone Number). After inputting the search criteria, press the **Search** button to populate matching results. Pressing on any of the results will take you to the Account view for that account. By default, the *Include OOS* option will be enabled [On] (this will allow results to also populate any Out of Service accounts. These accounts can include Install Pending, Test Demos or Cancelled Accounts).



Advanced Search: Enter search on any of the fields provided (System Number, Account Name, Phone (either for the premises or a contact), Address, City, Zip Code, Email Address or Passcode. Inputting more information will narrow down your search results. By default, the Include OOS option will be enabled [On] to display any Out of Service accounts. These accounts can include Install Pending, Test Demos or Cancelled Accounts.

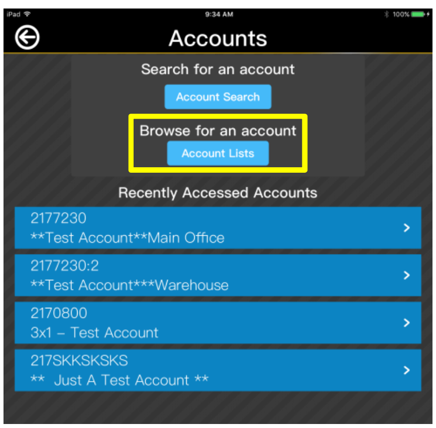
To search any of the search fields with partial information, enable the *Include Wildcards* option to [On] .

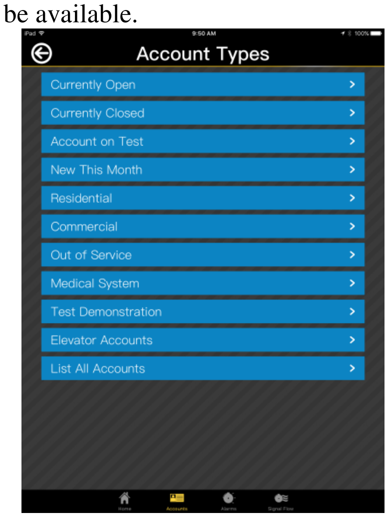




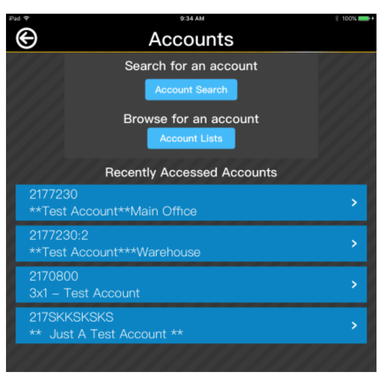
❖ **ACCOUNT LISTS:** This section provides a list of accounts based on the following categories: Currently Open, Currently Closed, Accounts on Test, New This Month, Residential, Commercial, Out of Service, Medical System, Test Demonstration, Elevator Accounts or List All Accounts.

If there are more than 60 accounts defined by the account category selected, the alphabetical index displays a list of accounts that match the selection category chosen for display. The first account that appears will provide the first 60 accounts. To view the succeeding set of accounts, press on the next name listed in the alphabetical index. If there are less than 60 accounts, a [Less than 60. Press to View] option will be available.



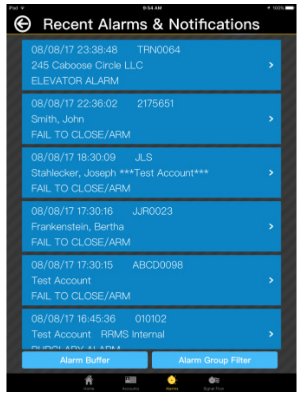


❖ **RECENTLY ACCESSED ACCOUNTS:** This displays a list of the most recent accounts that have been accessed by the user who is currently signed in. To open one of the accounts under the Recently Accessed Accounts List, press the account and this will take you to the account view of the selected account.



Alarms

Recent Alarms & Notifications presents the most recent alarms and notifications for all accounts. An alarm is a device or alarm activation handled by an operator (e.g. Fire, Burglary, Medical, Hold-up, Duress, Tamper, Ambush or Panic Alarms). Swipe downward on the screen to refresh the data. There is also an **Alarm Group Filter** button available at the bottom; users can press it to choose a specific sub account group. Once selected, only accounts under that sub account group will be displayed for Recent Alarms & Events.



Alarm Buffer

This section will display all <u>alarms</u> currently being worked on, or waiting to be processed, by Operations. Use the pull down option to refresh this window.

> ✍<u>**Note**</u>: The **Alarm Buffer** option will only be available if permissions are given for this feature. Please contact the main office to set up this feature.

Within the Alarm Buffer, you will find the following information display in regards to the account:

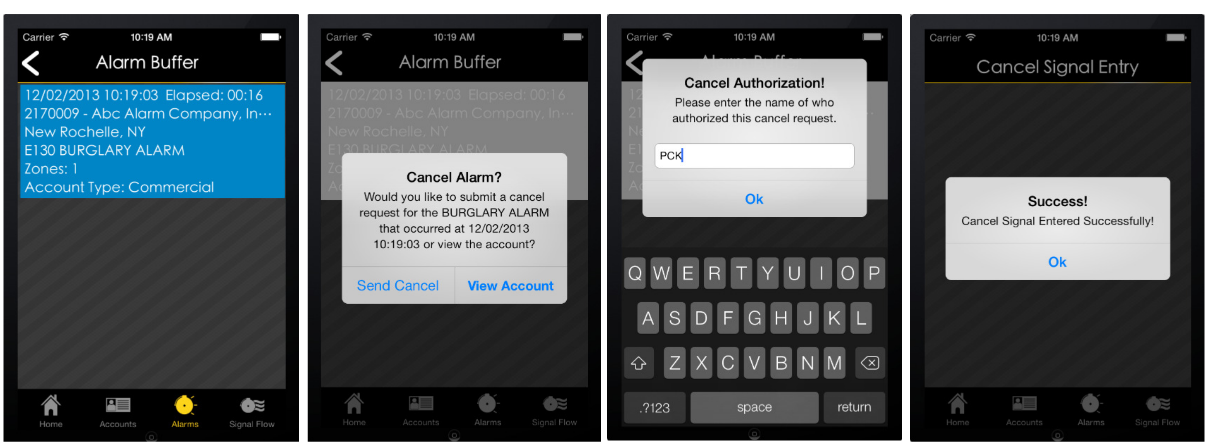
- ❖ **Alarm Date/Time -** Indicates the date and time an event is scheduled to auto feed to an Operator. Many signals are auto-fed upon receipt; however, signals may be delayed by an auto-process, event rule, or operator action.
- ❖ **Elapsed Time -** Indicates the age of an incident, or how long it has been in the buffer. A negative elapsed time indicates the signal is delayed until the timer counts down to zero.
- ❖ **System # -** Lists the account number reporting the signal; the first three digits are called a prefix and relate to the central station receiver handling that signal.
- ❖ **Account Name -** Lists the name of the account.
- ❖ **City/State -** Lists the city/state where the account is located.
- ❖ **Event Code/ Description -** Indicates the type of signal received.
- ❖ **Zone Status -** Details any zone(s) associated with the listed signal.
- ❖ **Account Type -** Displays the Account Type (Commercial, Residential, etc.)

Within the Alarm Buffer window, the option to request an active alarm to be cancelled by pressing on the alarm. To submit a cancellation request, follow the below steps:

1) Upon pressing on the alarm, a similar message will appear *"Cancel Alarm? Would you like to submit a cancel request for the BURGLARY ALARM that occurred at 10/10/2013 10:39:28 or view the account?"* with the option to press [**Send Cancel**]  or [**View Account**]  .

2) Press [**Send Cancel**] to continue with the cancel request. Next, a message will appear *"Cancel Authorization! Please enter the name of who authorized this cancel request."* Enter your name and then press Ok to continue.

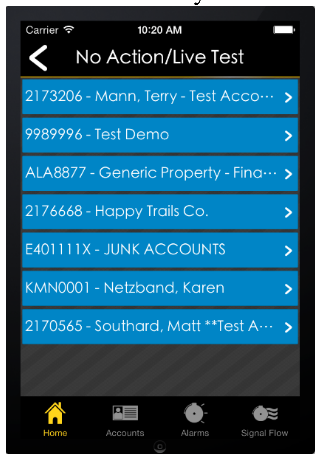
3) Lastly, a confirmation message will display *"Success! Cancel Signal Entered Successfully!"*



Note: The **Request Cancel** option will only be available if permissions are given for this feature. Please contact the main office to set up this feature.

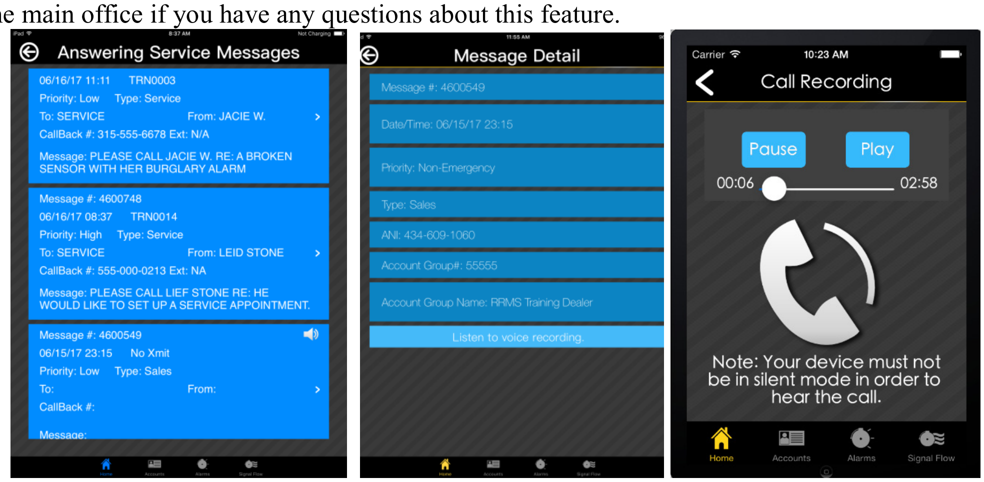
No Actions

This section will list all accounts that have active test periods (No Action & Live Test). To open one of the accounts under the No Action/Live Test List, press the account and this will take you to the account view of the selected account.



Messages

This section displays all answering service messages taken by our Operations Department. To view more details of the message, press the message. **Note:** The Messages section will only be available for users with authority level 8 and higher. Please contact the main office if you have any questions about this feature.



Voice Recordings: If you were left a verbal message, you have the ability to listen to that voice recording by pressing the Voice icon for that message. Then, from the Message Detail screen, press the ***Press to listen to phone call*** Press to listen to phone call. button followed by the **Play** button. *Make sure your device isn't in silent mode.*

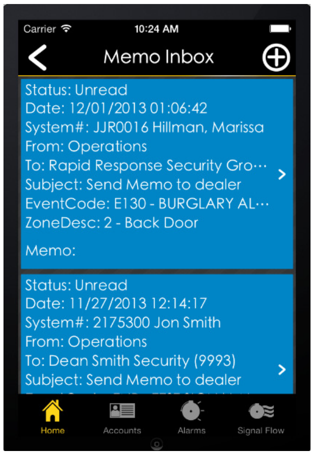
Note: The ability to listen to the **Voice Recordings** will only be available if permissions are given to the user. Please contact the main office to activate this option.

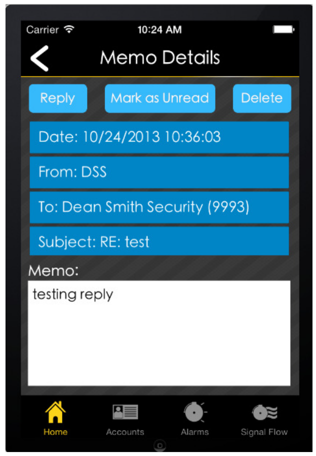
Call Back Number: Users also have the ability to dial the phone number that is included in the Callback # field. Press the phone number listed in the Callback # field and the option to call that number will be available.

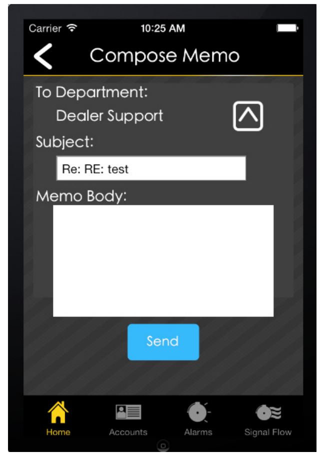
Memos

This section displays memos from Rapid Response regarding account information, activity, bad phone numbers, etc. You can also read and scroll through all the memos received. Once a Memo has been selected to read, the following options are available **Reply**, **Mark as Read/Unread** or **Delete** the memo.

To send a memo to a certain department at Rapid Response, press the **(+) Compose New Memo** button in the upper right hand corner of the Memo Inbox. Select the department you would like to send it to from the drop down selection. Enter the subject of the memo. Once you're satisfied with the message, press **Send** to submit it**.** If sent correctly, a **Memo Sent Successfully** message will appear. If deleted properly, a **Memo Deleted Successfully** message will appear.

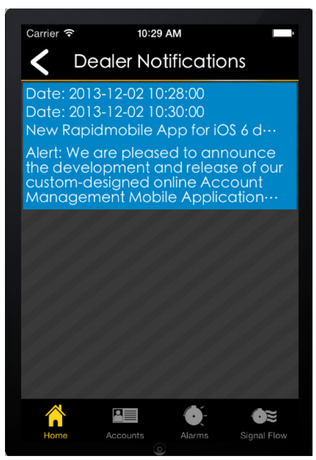






Notifications

This section will provide real time information updates from Rapid Response regarding: Connectivity Applications, Operational Updates, New Service offerings and more. Swipe downward on this screen to refresh the page.

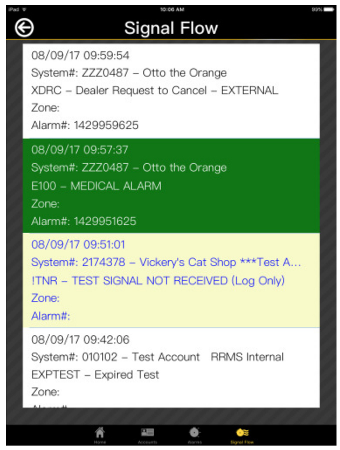


Signal Flow

This area displays **<u>all</u>** signal traffic from a dealer's account base, not just signals that generate an alarm condition. This screen will display the 35 most recent signals received over the past 60 minutes. For master dealers, all sub-dealer activity will be included on this screen as well. Use the pull down option to refresh this window. The Signal Flow provides the following information for the signal: Date/Time, System #, Event Code Description, Zone and the Alarm Number. To view or open the account for further signal detail, press the account.

Certain signal classes are color-coded to give them more emphasis. The color key is shown below:

SYSTEM TROUBLE	Trouble Signals
FIRE ALARM	Fire
BURGLARY ALARM	Burglary
PANIC ALARM	Duress/Holdup
MEDICAL ALARM	Medical
BURGLARY ALARM	Fire, Burglary, Medical & Duress (On Test)
TEST SIGNAL NOT RECEIVED	Supervisory, Low Battery & No Test Received
PERIODIC TEST REPORT	All other remaining signals

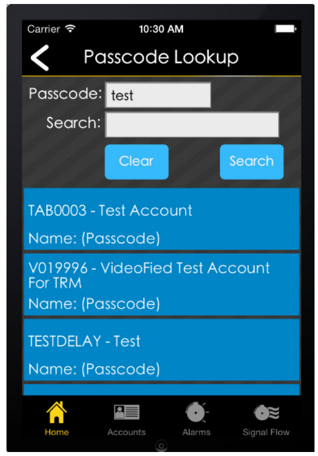


Sub Account Groups

This area displays all account groups (dealer number), or sub-dealer account groups.

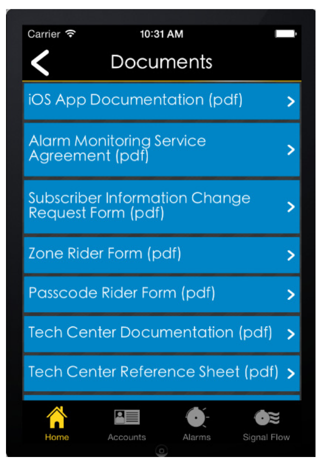
Passcode Lookup

Another option to search for an account is by a passcode (shared) or a contact's passcode. Enter the passcode and then press the **Search** button. Press **Clear** to remove all entries to begin a new search. Press on the account and this will take you to the account view of the selected account.



Documents

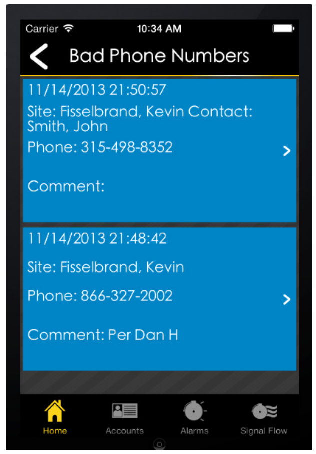
This area provides PDF documentation, certificate and forms available for the following: iOS App Documentation, Technical Center Documentation & Reference Sheet, Alarm Monitoring Service Agreement, FDNY Alarm Monitoring Service Agreement, Medical Alarm Monitoring Service Agreement, Subscriber Information Change Request Form, Zone Rider Form, Passcode Rider Form, Request for Class 3 Terminal Assignment, FM Certificate, Alarm System Certificate, NYC Fire Certificate, and UL Certificates for Syracuse, NY, Montville, NJ, and Corona, CA.



Bad Phone List

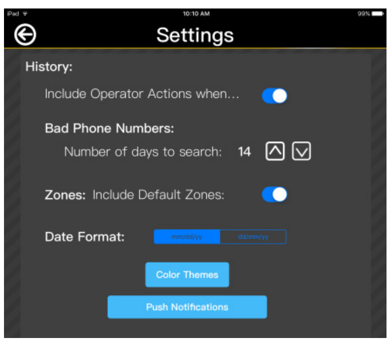
This section lists all accounts flagged with a bad phone number. The purpose of this section is to create awareness that the phone numbers listed will no longer be called by Rapid Response until this information has been reviewed and updated by the dealer. All accounts that have a bad number flagged will be displayed with the Operator's comments explaining why the number was flagged (disconnected, not in service, wrong number, etc.). To view or open the account, press the account.

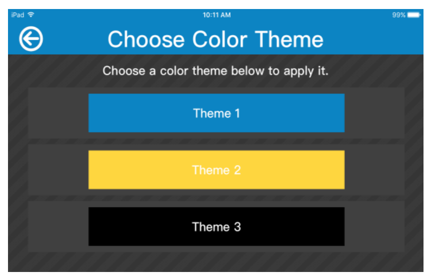
By default, this will search and bring up results for the past 14 days. If you would like to change the number of days to search, press the **Settings** button from the Home Menu or press the **Settings** button from the Zones section of the account. The same options are available through either of these sections.



Settings

This section allows you to customize your settings for the *History, Bad Phone Numbers*, *Zoning Section, Date Format,* and C*olor Theme*. For History, you can choose whether or not you would like to include the operator actions when viewing account history. Next, for the Bad Phone Numbers, you can change the number of days to search when viewing the Bad Phone Number List (Default 14 days). For the Zoning section, you have the option to include the default zones (device type zones on the account). Choose the format you'd like to view dates in in the Date Format section. There is also an option to choose a color theme by pressing the Color Themes button. A Date Format option is available to select any of the following formats [mm/dd/yy (default)] or [dd/mm/yy]. Lastly, you can view all accounts that have been set up for push notifications. To set up push notification, it will need to be done by going to the account itself and going to Notifications for setup and desired notification based on signal class. Check below to see the different options that are currently available to choose from.

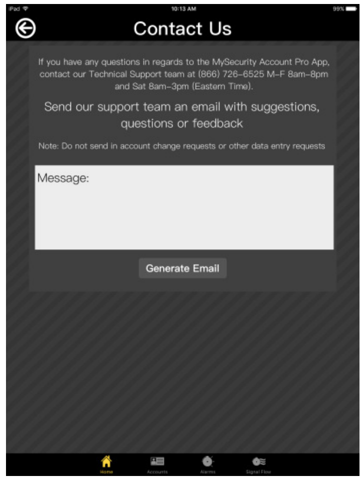




Contact Us

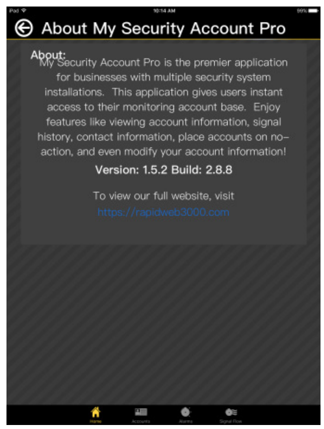
Send us any feedback on the application as far as suggestions or any questions. After completing the form, press the **Generate Email** button. This will open up your email with the information entered. Press **Send** to submit the application feedback. If you would like to be contacted back, please include your contact information.

Note: Please do not email any data entry requests. If you have any account related questions, please contact the main office.



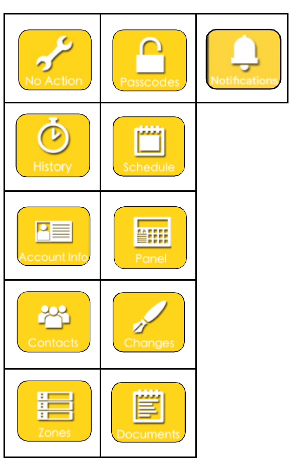
About

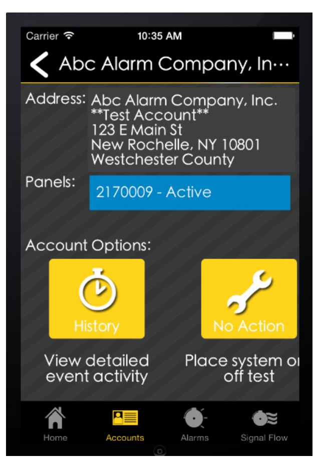
This section provides a brief summary of the application and also the version number you currently have installed on your device.

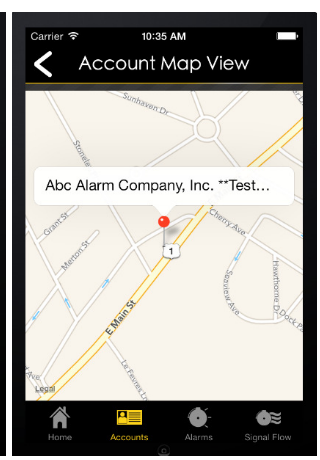


Account

The Account window displays *Account Name, Address, Panels and the Account Options: History, No Action/Live Test, Account Info, Contacts, Zones, Passcodes, Schedule, Panel, Changes, Documents, and Notifications*. If you press the account address, the location will open in an interactive map.







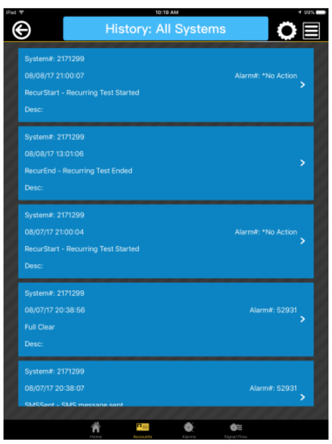
History

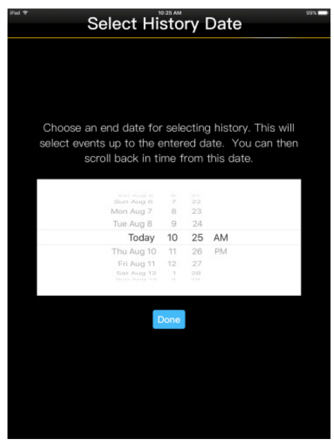
The History screen displays the account history. Swipe downward on the screen to manually update the history. To view the History Event Details, press the blue tile that the event is on. Press the **History Menu** button at the upper right corner to choose either the **Auto-Refresh**, **Select Date or Refresh** option. The Auto-Refresh feature can be turned on/off at any time. The Select Date option allows you to choose the end date to display account history starting at that date and going back prior to that date. The Refresh option allows you to do an immediate refresh. Signals received more recently than the end date will be excluded from the history search. Press **Done** to update the History screen. There is also a color block to the left of the event for any of the following events:

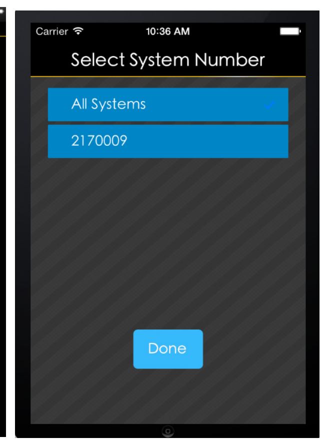
Key Color Guide:

Burglary/Hold Up:	(purple)
Fire/Carbon Monoxide:	(red)
Environmental:	(green)
Medical/GPS:	(blue)
Fire Trouble/Supervisory:	(white)
Cancel:	(white)
Low Battery:	(white)
Power Fail:	(white)
Supervisory:	(white)
Trouble:	(white)
Open/Close:	(white)

Select System Number: By default, the history from all system numbers associated with the account will be displayed by making no selection. Otherwise, if an account has more than one system number (digital, AlarmNet, etc. you will need to specify which account you would like to review by pressing the desired account from the **History: All Systems** button. Press **Done** to update the History screen.

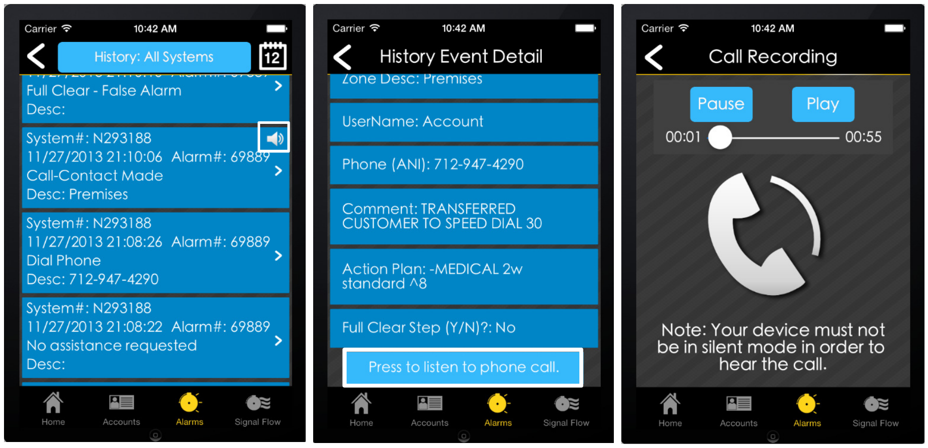




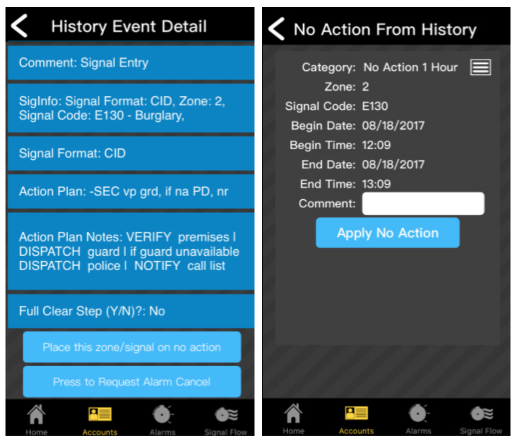


Voice Recordings: The option to listen to voice recordings is available by clicking the Voice icon on the account history. Please keep in mind this will only be available if operator actions are enabled in your Settings.
To listen to a voice recording, press the Voice icon for that event and in the History Event Detail window press the ***Press to listen to phone call*** button towards the bottom of the window. Then, press the **Play** button. Make sure your device is not in silent mode in order to listen to the call.

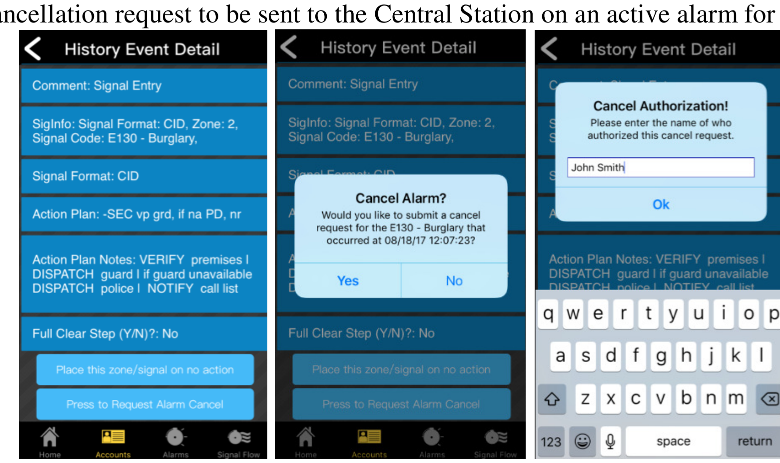
✍**Note:** The ability to listen to the **Voice Recordings** will only be available if permissions are given to the user. Please contact the main office to activate this option.



Place Zone and Signal on Test: In the History Event Detail window of an event, you can use the **Place this Zone/Signal on No Action** button at the bottom of the window. This option will place that specific zone and signal on test for a default of No Action 1 Hour. Category can be modified if necessary and comment field is optional. Then, press the **Apply No Action** button.



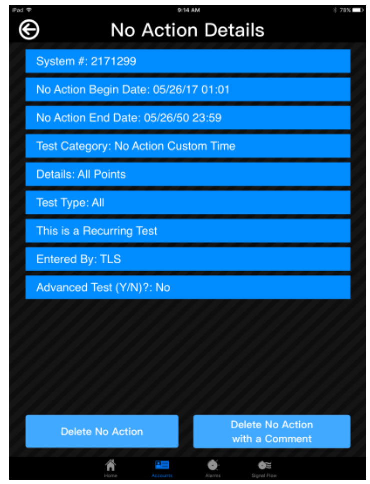
Alarm Cancel Request: In the History Event Detail window of an event, you can use the **Press to Request Alarm Cancel** option which allows a cancellation request to be sent to the Central Station on an active alarm for the account.



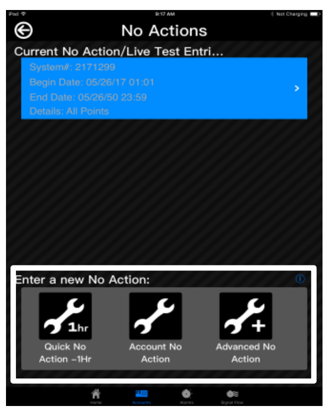
No Action

This section is for viewing/deleting any currently active test entries on the account as well as entering a new No Action or Live Test entry on the individual account.

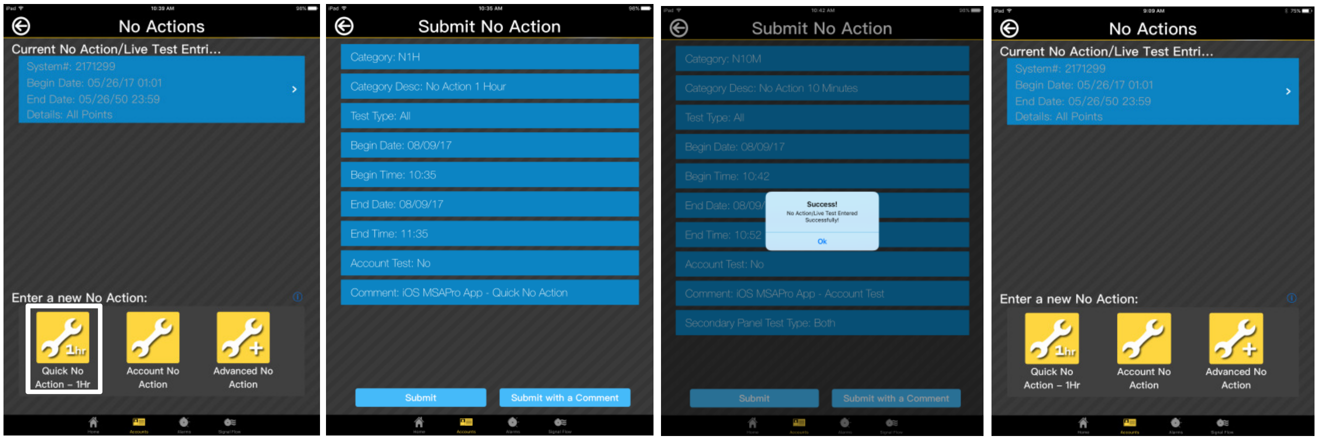
Current No Action/Live Test Entries: This will display any current No Action, Live Test or recurring No Action entries on the account. If an existing entry needs to be voided (deleted) before the end date/time, press the No Action entry and then press the **Delete No Action** or **Delete No Action with a Comment** button. Once submitted, a confirmation message will display "Success! No Action deleted successfully!" To view details of an existing No Action entry, press the No Action to view the **No Action Details**.



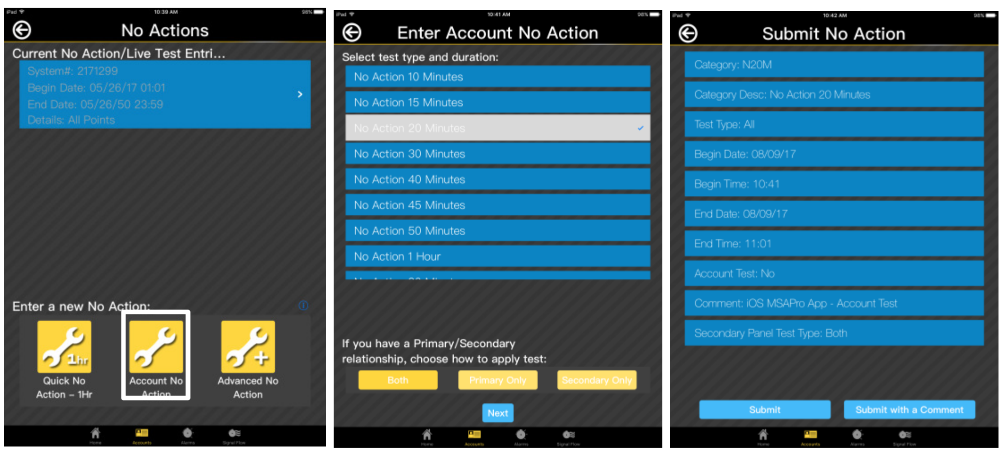
Enter New No Action: This is where a No Action or Live Test entry is entered for the account. To place the account on test (No Action or Live Test), press one of the three available options available in the Enter New No Action area: *Quick No Action – 1 Hr*, *Account No Action* or *Advanced No Action*.



1) **Quick No Action – 1Hr:** Press the ***Quick No Action – 1Hr*** button to place the whole account [all activity] on No Action for the default setting of one hour (**No Action 1 Hour**). This will include all panels associated with the account. The *Review and Submit* screen will display the begin date/time and the end date/time. To proceed to continue to place the current system offline, press the **Submit** or **Submit with a Comment** button. A successful confirmation message will display *"Success! No Action/Live Test Entered Successfully!"* Press **Ok** to continue and that entry will then appear under the Current No Action/Live Test Entries section of the Account No Action window.



2) **Account No Action:** Press the ***Account No Action*** button to begin the process of placing the entire account (all activity) on No Action for a length of time of your choosing. In the *Enter Account No Action* screen, choose the no action's type and duration. Then, then press the **Next** button. The *Submit No Action* screen will display the begin time/date and the end date/time. To proceed to continue the current system offline, press the **Submit** button. A successful confirmation message will display *"Success! No Action/Live Test Entered Successfully!"* Press **OK** to continue and that entry will then appear under the main No Action/Live Test page.

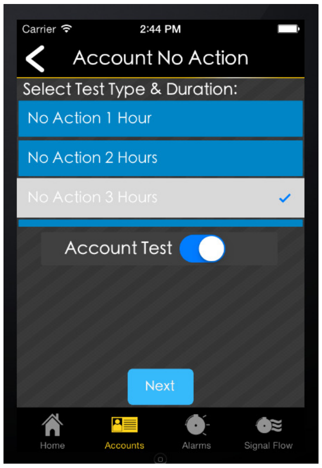


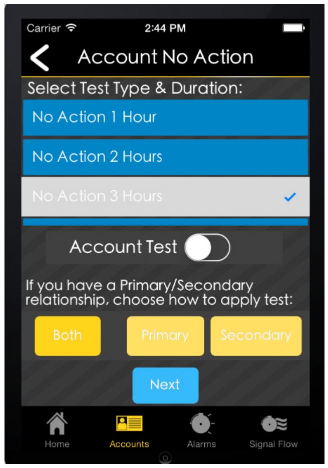
Additionally, the option to specify a test on all panels, primary panels, or secondary panels associated with the account will be available. For accounts that have secondary panel(s), the **Account Test** 

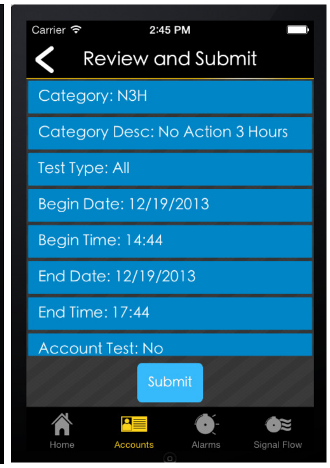
option will be available. By default, this will be enabled to **[On]** which will place all panels in the account on test. To specify which panel gets placed on test, press the Account Test option to **[Off]** 

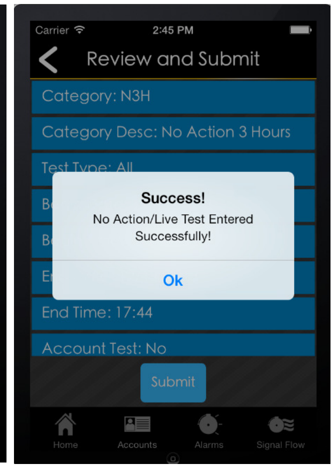
and then press either Primary or Secondary and then press **Next**.

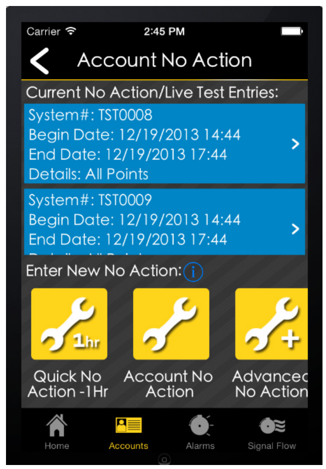
The Review and Submit screen will display the begin time/date and the end date/time. To continue and place the current system offline, press the **Submit** or **Submit with a Comment** button. A successful confirmation message will display *"Success! No Action/Live Test Entered Successfully!" Press* **Ok** to continue and that entry will then appear under the Current No Action/Live Test Entries section of the Account No Action window.







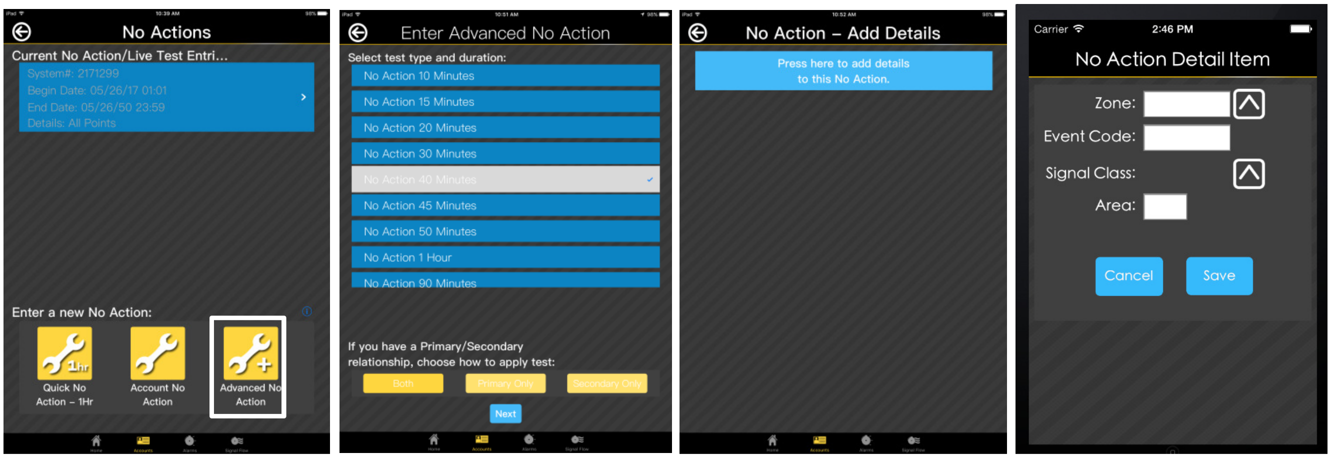




3) **Advanced No Action:** The Advanced No Action option will allow you to place a combination of specific zone(s), event code(s), signal class(es) and/or area on test for the time specified. Press the ***Advanced No Action*** button. Select the **No Action Test Type & Duration** button and then press **Next**. In the *No Action-Add Details* window, select the **Press here to add details to this No Action** button to enter any combination of zone, event code, signal class and area.

The *No Action Detail Item* window allows entries of zone, event code, signal class and area in the No Action Detail Item window. An Event Code or Signal Class can be entered individually, but cannot be used at the same time. The Zone and Signal Class fields have the option to select from a list by pressing the lookup button. The Zone, Event Code and Area are fields you can directly enter the information if known. After adding details on the No Action, press **Save.** If you need to add more entries, repeat the same process by pressing the Add button.

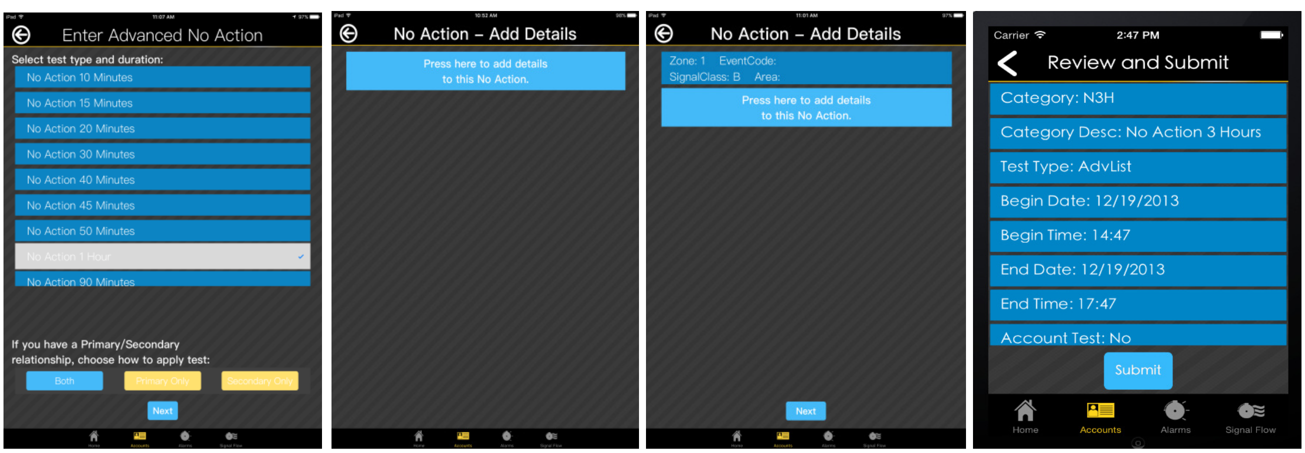
Press **Next** and the *Review and Submit* screen will display the begin time/date and the end date/time. To proceed to continue and place the current system offline, press the **Submit** button. A successful confirmation message will display *"Success! No Action/Live Test Entered Successfully!" Press* **Ok** to continue and that entry will then appear under the Current No Action/Live Test Entries section of the Account No Action window.

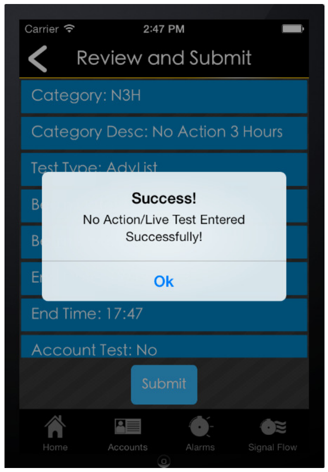


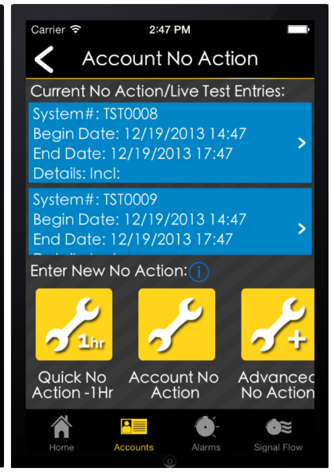
Additionally, the option to specify a test on all panels, primary panels, or secondary panels associated with the account will be available. For accounts that have secondary panel(s), the **Account Test** option will be available. By default, this will be enabled to **[On]** which will place all panels in the account on test. To specify which panel gets placed on test, press the Account Test option to **[Off]** and then press either Primary or Secondary and then press **Next**. In the *No Action-Add Details* window, select the Press here to add details to this No Action button to enter any combination of zone, event code, signal class and area.

The *No Action Detail Item* window allows entries of zone, event code, signal class and area in the No Action Detail Item window. An Event Code or Signal Class can be entered individually, but cannot be used at the same time. The Zone and Signal Class fields have the option to select from a list by pressing the lookup button. The Zone, Event Code and Area are fields you can directly enter the information if known. After adding details on the No Action, press **Save** . If you need to add more entries, repeat the same process by pressing the Add button.

The *Review and Submit* screen will display the begin time/date and the end date/time. To continue and place the current system offline, press the **Submit** button. A successful confirmation message will display *"Success! No Action/Live Test Entered Successfully!" Press* **Ok** to continue and that entry will then appear under the Current No Action/Live Test Entries section of the Account No Action window.

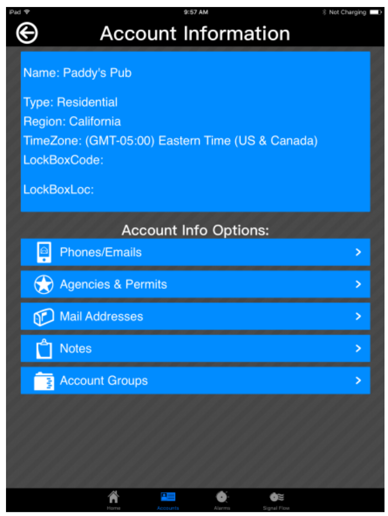






Account Info

This section displays the account name, account type, region, time zone, lockbox code and lockbox location. This also displays the end user's premises phone number(s), email address(es), agencies, permit(s), mailing address(es), account notes, and account group(s).



Phones/Emails: This area lists all *premises* phone numbers as well as any email addresses that may be on the account. In the Account Info Options area, press the **Phones/Emails** button.

Add Account Phone

To add a premises phone number, press the **Add Account Phone** button from the *Account Phones & Email* window. After the phone, extension, and phone type are entered, click **Save.**

Edit Account Phone

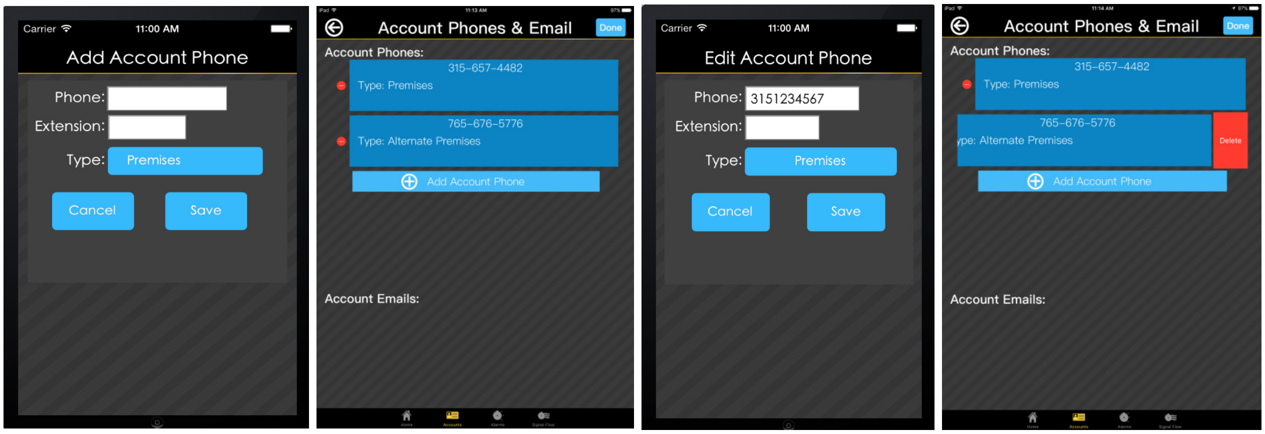
To edit a premises phone number, press the **Edit** Edit button on the top right-hand corner of the *Account Phones & Email* window. Once in edit mode, select the phone number that you wish to modify. Edit the number as necessary, and then press **Save.**

Delete Account Phone

There are two methods you can use to delete a phone number:

Method 1 **-** Swipe left over the phone number you'd like to delete to make a **Delete** Delete button appear on its right. Press that button to remove the number from the account.

Method 2 - Press the **Edit** Edit button on the top right-hand corner of the *Account Phones & Email* window. Then, press the red circle to the left of the phone information you'd like to delete. A new **Delete** Delete button will appear to the right of that information: press it to delete that number.

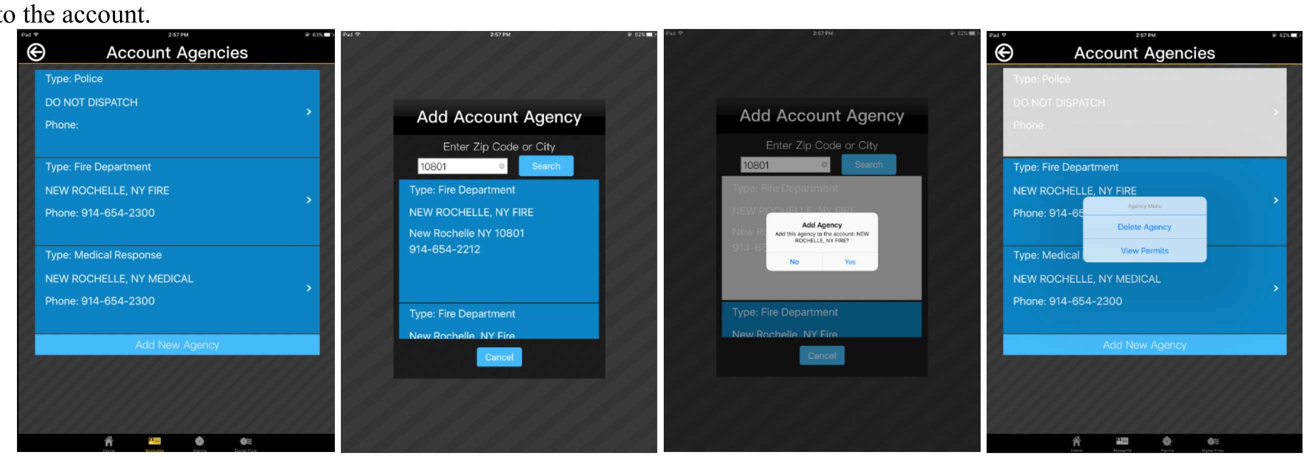


Note: If the phone number is pressed from the Phones/Emails window, you will be prompted with an option to call that number.

Add/Delete Agency

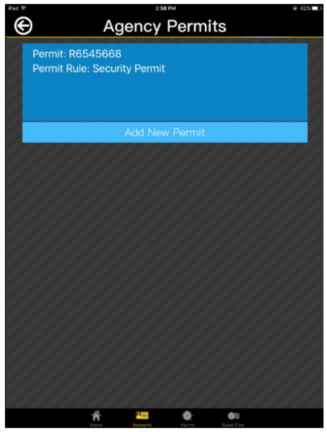
To add an agency, press **Add New Agency**. If a zip code listed on an account, it will autofill the field with the zip code. Press **Search.** Press on one of the agency results and press Yes to add. If desired agencies are not listed use the Enter Zip Code or City field to search other zip codes or city to find the agency desired. To delete an agency, tap the agency cell desired to remove and press **Delete Agency.**

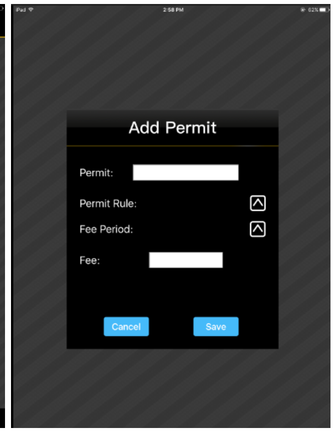
Note: These agency number(s) should be called to ask if the address is covered by that jurisdiction starting out call announcing that this is an non-emergency call. Having the correct dispatch number(s) speeds up dispatching the correct authorities during an emergency situation. Otherwise, please contact the main office to verify these agency numbers added to the account.

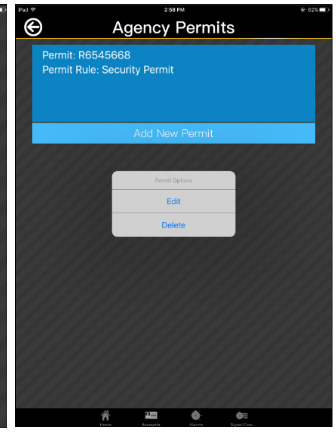


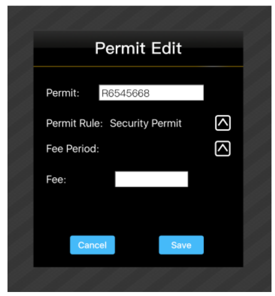
Add/Edit/Delete Permit

To add a permit, press the agency first and press View Permits. Press the **Add New Permit** button to add permit information for that agency. To edit or delete a permit, tap the agency permit cell and press either **Edit** or **Delete**.

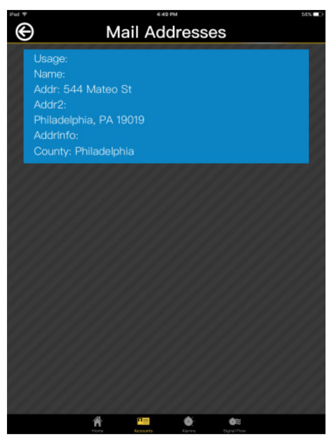




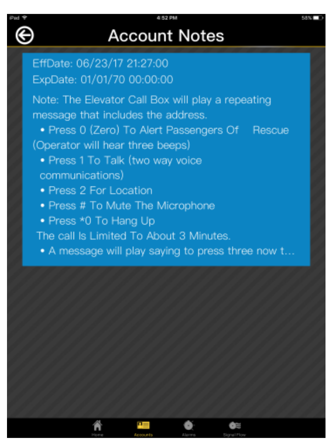




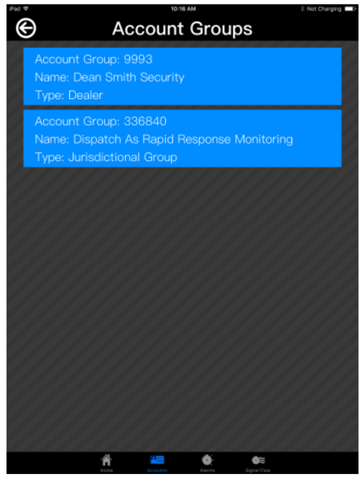
Mail Addresses: This displays any mailing address listed on the account if different from the main address on the account (billing, receiving mailed reports, main office, a summer home, etc.).



Notes: This will display a list of all notes on the account. Pressing on the note will display the details of the note.



Account Groups: This area displays the account group (dealer number), or groups, assigned to the account. The account may belong to more than one account group.



Contacts

This section lists all contacts on the account. Contacts are created for a call list notification, medical data, user ID, open/close supervision or a combination of these items. Contacts on an account are set up with an individual password/passcode that allows specific account access.

Adding a Contact

To add a new contact, press the **Add Contact** button from the Contacts window. Press **Save** when completed. This window includes the option to include the contact's Order number (call list sequence), Contact Name, ECV, Keyholder, Passcode and Authority level.

Adding a Contact Phone Number

Once contact has been added successfully, press on the contact from the Contacts window. In the Phones area of the Contact Details window, press the **Add New Phone** button to add a contact's phone number.

Editing a Contact

To edit an existing contact, press the **Edit** button on the Contacts window. Once in edit mode, select the contact you wish to modify. After changes have been updated for the contact press **Save**.

Editing a Contact's Phone Number

To edit a contact's phone number, press on the contact from the Contacts window. In the *Contact Details* window, press the **Edit** Edit button. Select the phone number you wish to modify and then press **Save** Save after changes have been made.

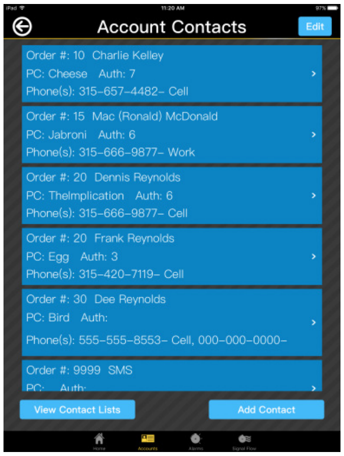
Deleting a Contact

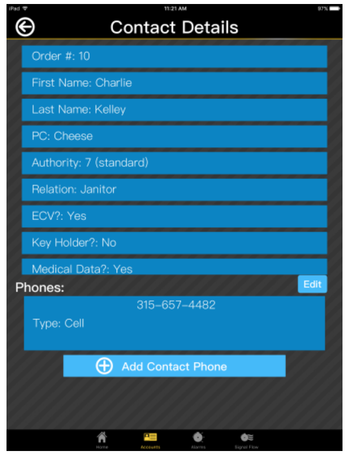
To delete an existing contact, press the **Edit** button from the Contacts window. Once in edit mode, select the contact you wish to delete and then press the **Delete** button and then **Delete**. Another option to delete a contact is to swipe the contact to the left and press the **Delete** Delete button from the Contacts window.

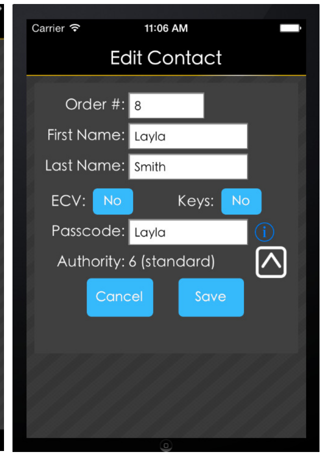
Deleting a Contact's Phone Number

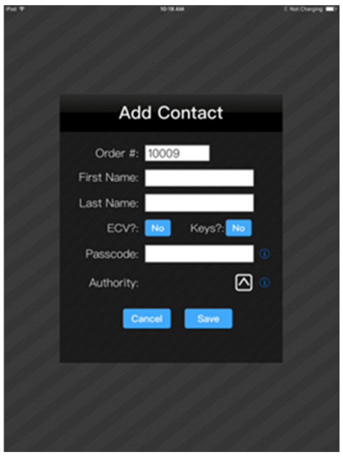
To delete a contact's phone number, press on the contact from the *Contacts* window. In the *Contact Details* window, press the **Delete** button. Select the phone number you wish to delete and then press the **Delete** button. Another option to delete a contact is to swipe the phone number to the left and press the **Delete** button from the Contacts window.

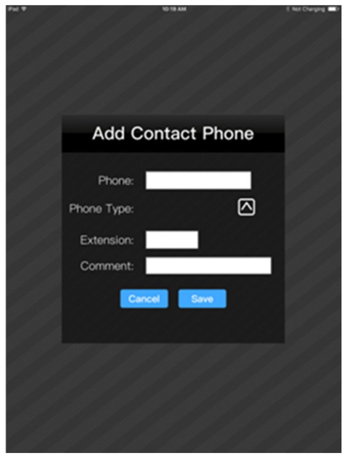
At the bottom of the Contacts section, press the **View Contacts Lists** button to display any specific contact list(s) that the contact has been assigned to (e.g. Call List B, Call List C, Call List D, etc.).

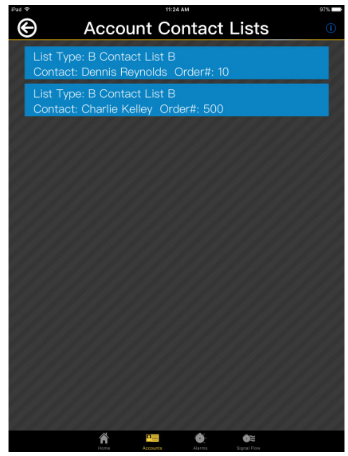






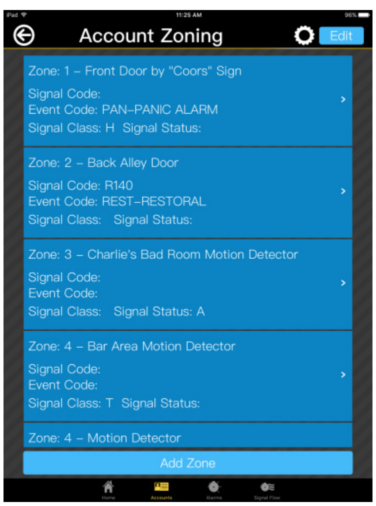


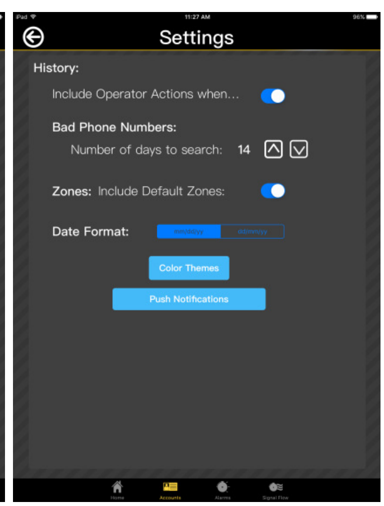




Zones

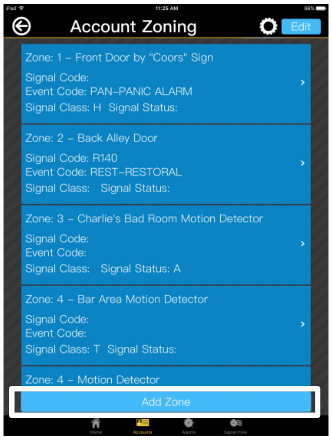
This section displays a list of all the zones on the account, along with signal code, event code, and signal class for the zone. Press the zone to view more details on that zone. To edit a zone press the **Edit** button and select the zone to be edited. The dealer default zones will be displayed in blue text. If you wish to edit the display of dealer default zones, press the Settings button and then toggle the **[On]** / **[Off]** option.

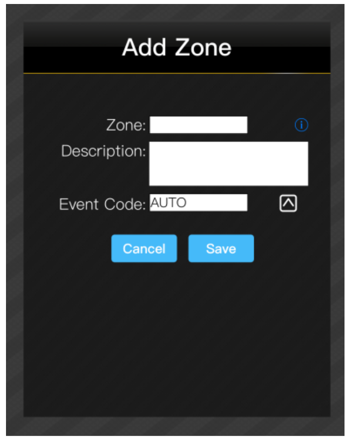


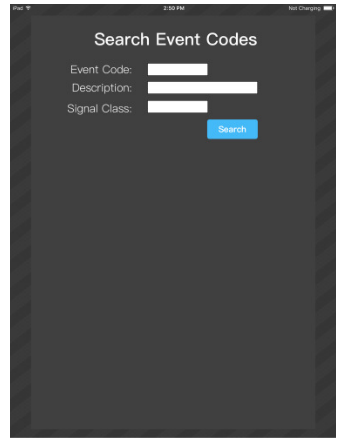


Adding a Zone

To add a new zone, press on the **Add Zone** button at the bottom of the screen. An *Add Zone* pop-up will appear; add the zone's number in the *Zone* field and the zone's name in the *Description field*. If you know the event code this zone should trigger, enter it into the *Event Code* field. If not, press the button to be directed to an *Event Code Search Screen* where you can locate the proper event code for the zone. When finished, press **Save.**

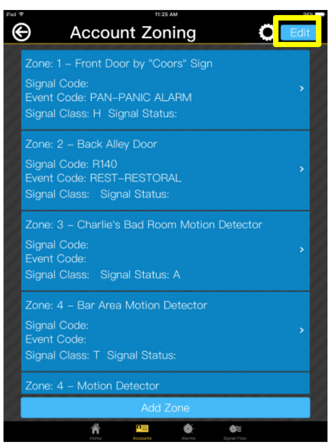


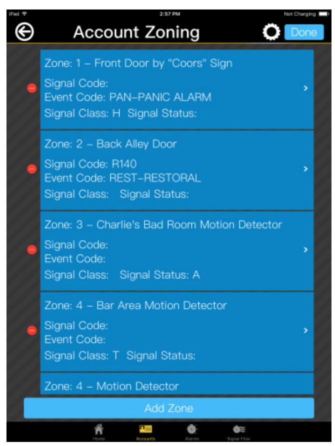


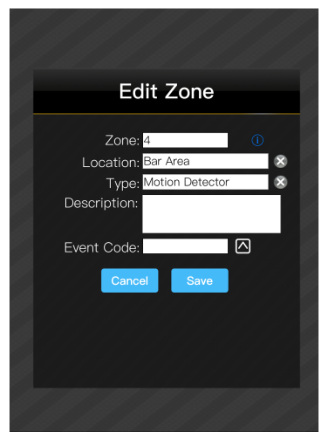


Editing Zone Information

To edit an existing zone's information, press on the **Edit** button on the top right-hand corner of the screen. Then, select the zone you'd like to edit by pressing the blue tile with its information. In the *Edit Zone* field, you can adjust the zone number, location, type, description, and event code as necessary. When finished, press the **Save** button.

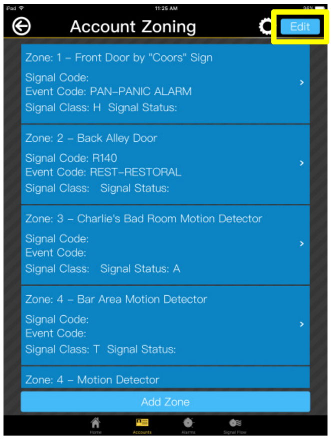


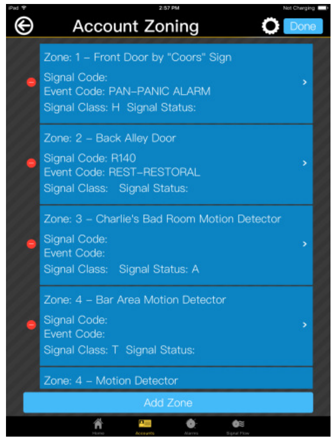


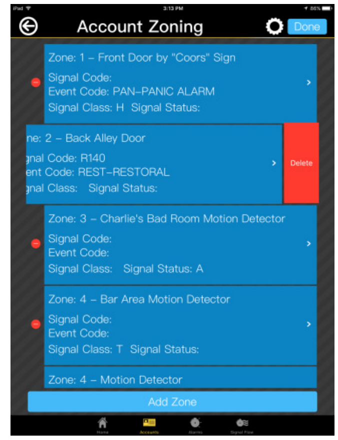


Deleting a Zone

To delete an existing zone, press on the **Edit** button on the top right-hand corner of the screen. Then, press on the red button to the left of the zone you wish to delete. A **Delete** button will appear on the right side of that zone's blue tile; press it to remove the zone from the account.







Passcodes

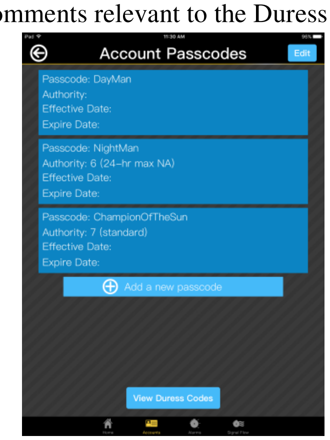
This section displays the ***account level (shared) passcodes only***. User-specific passcodes are listed in the *Contacts* section of the account.

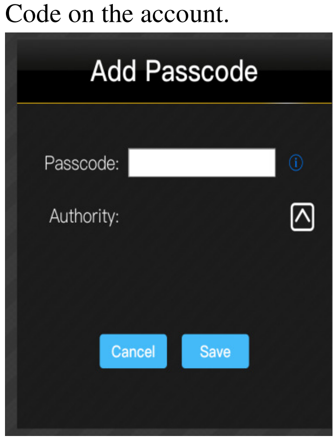
Add a Passcode (All Users)
To add a passcode, press the **Add a new passcode** button from the Account Passcodes window and then press **Save**.

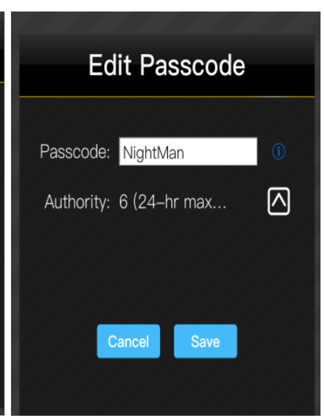
Edit a Passcode (All Users)
Press the **Edit** button to edit a passcode from the Account Passcodes window. Once in edit mode, select the passcode you wish to modify and then press **Save** after changes are made.

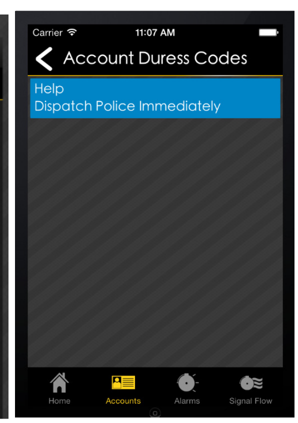
Delete a Passcode (All Users)
Press the **Edit** button to delete a passcode from the Account Passcodes window. Once in edit mode, press the **Delete** button and then **Delete**. Another option to delete a passcode is to swipe the passcode to the left and press the **Delete** button from the Account Passcodes window.

At the bottom of the Account Passcodes window, there is also a **View Duress Codes** button to view duress codes and any comments relevant to the Duress Code on the account.



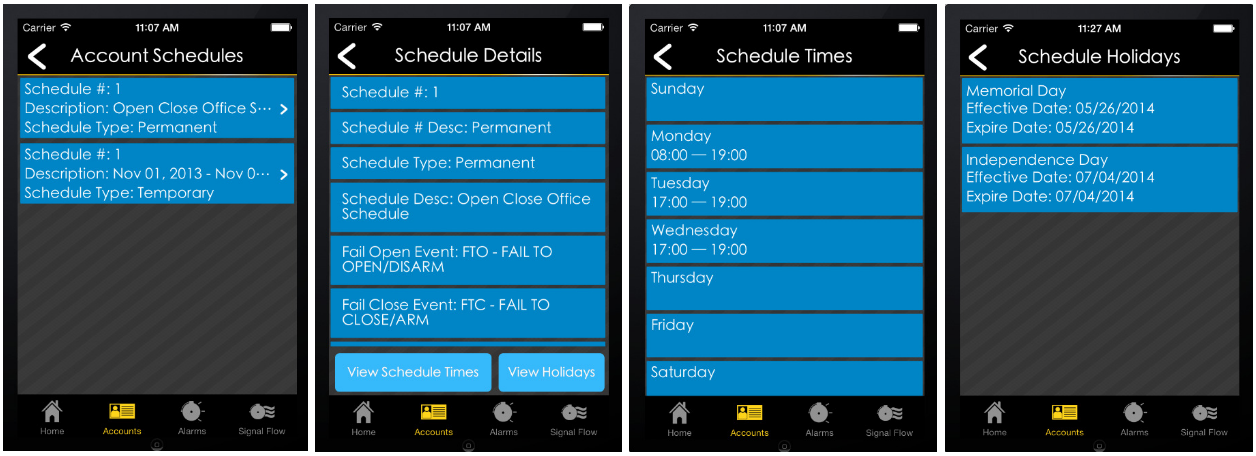






Schedules

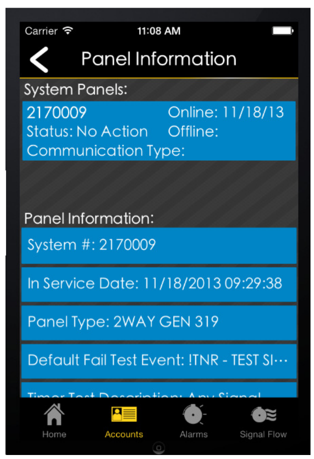
This section displays all the open/close schedules on the account. Press the cell of the schedule to display the schedule details such as the open/close events and windows of the schedule. In the Schedule Details window, press the **View Schedule Times** button to view the actual days/time the opening is scheduled to take place. Press the **View Holidays** button to view all schedule-relevant holidays on the account.

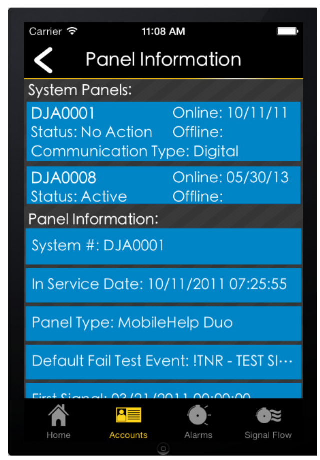


Panel

This section displays panel(s) on the account, their current panel status, communication type, online/offline date and panel equipment information.

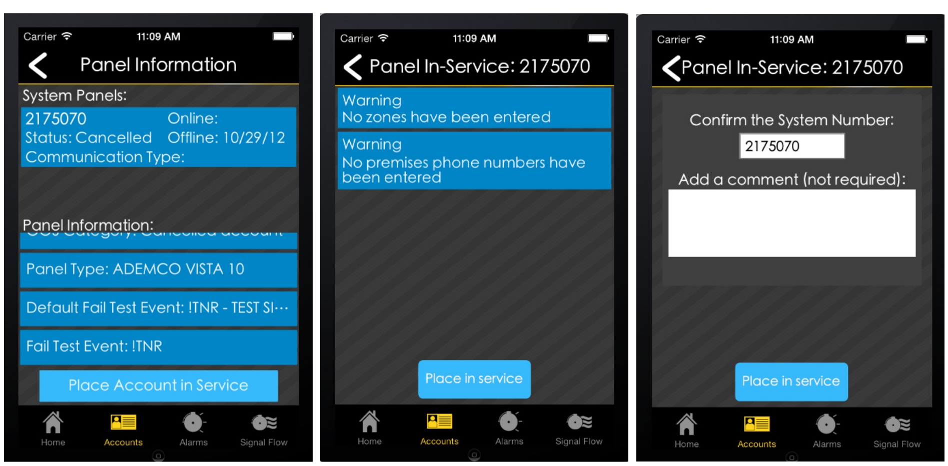
One Panel System





Multi-panel System

To activate the account, press the [**Place Account in Service**] button at the bottom of the Panel Information window. This will bring up the Audit window where it will track any missing account data that is either "Required" or logged as a "Warning". Required items will prevent an account from being placed in service. Required items will include the following: Account Panel Type, Account Address, Account City, Agencies, Account Region, Account State and Zip Code. Items marked as warning items will not prevent the system number from being placed in service.



Enter the following information:

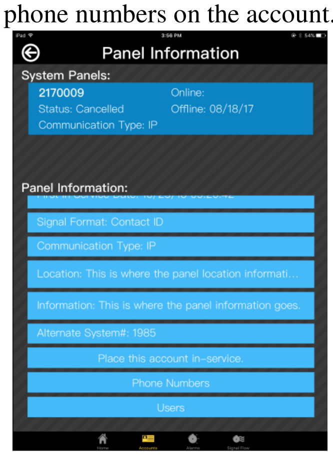
1. **Confirm the System Number** - Confirm and enter the system number desired to activate.
2. **Add a comment (not required)** - Enter any comment. This field is optional and intended for the dealer's records only.
3. Press the **Place in service** button.

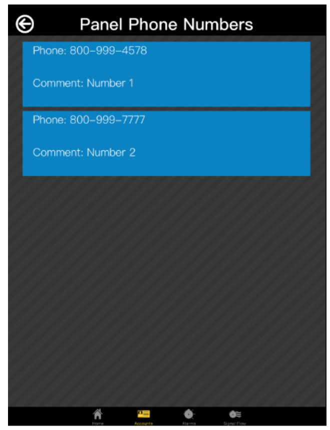
Once request is submitted, a confirmation message will display *"Success! Panel placed in-service successfully!"* Press **OK** to continue.

✍**<u>Note</u>:** *The **Place Account in Service** feature will only be available if permissions are given. Please contact the main office to activate this option.*

Phone Numbers

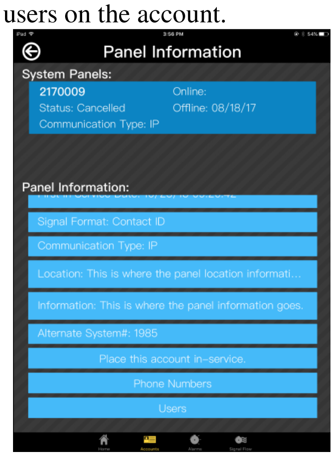
This section displays the panel phone numbers on the account.

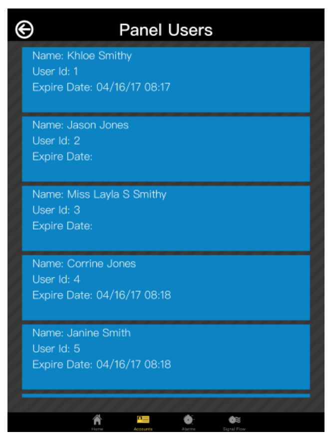




Users

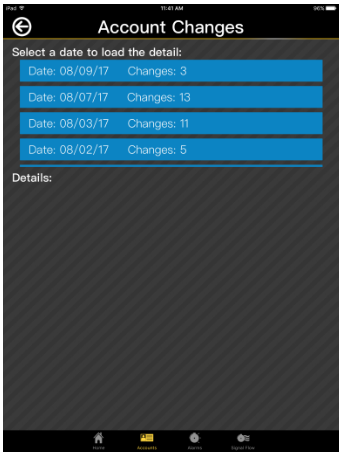
This section displays the panel users on the account.

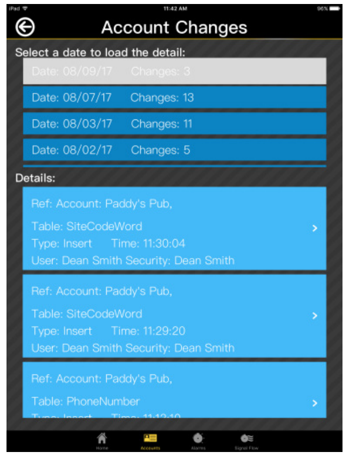


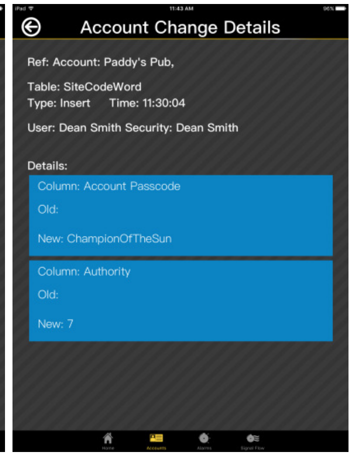


Changes

This section displays account changes made by internal staff and external users. Account changes are listed by date, and the number of changes made on that date. Select and press a date to load all the changes. To view more data details on more complex account changes, press the item listed in the Details area. The viewable items are the column/area changed, old data deleted and the new data entered.



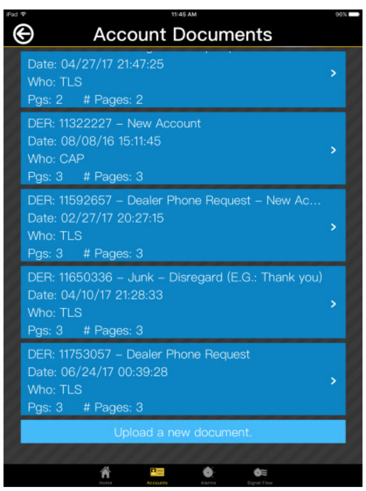


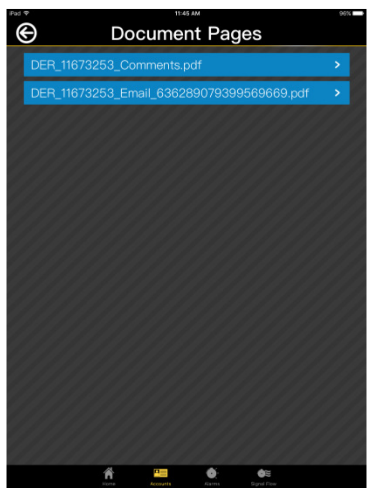


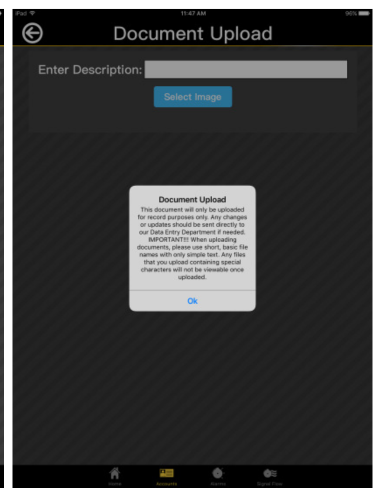
Documents

This section displays any documents that are on file for the account. Press the cell to view the document(s) for that date/time. Then, in the Document Pages window, press the cell and the PDF document will load.

Also, there is an option to upload a document for the account. To continue, press the **Upload a new document** button. In the Document Upload window, enter a description of the document and then press the **Select Image** button. Select the document and then press **Save**. Once uploaded, the document will then appear in the Account Documents list.





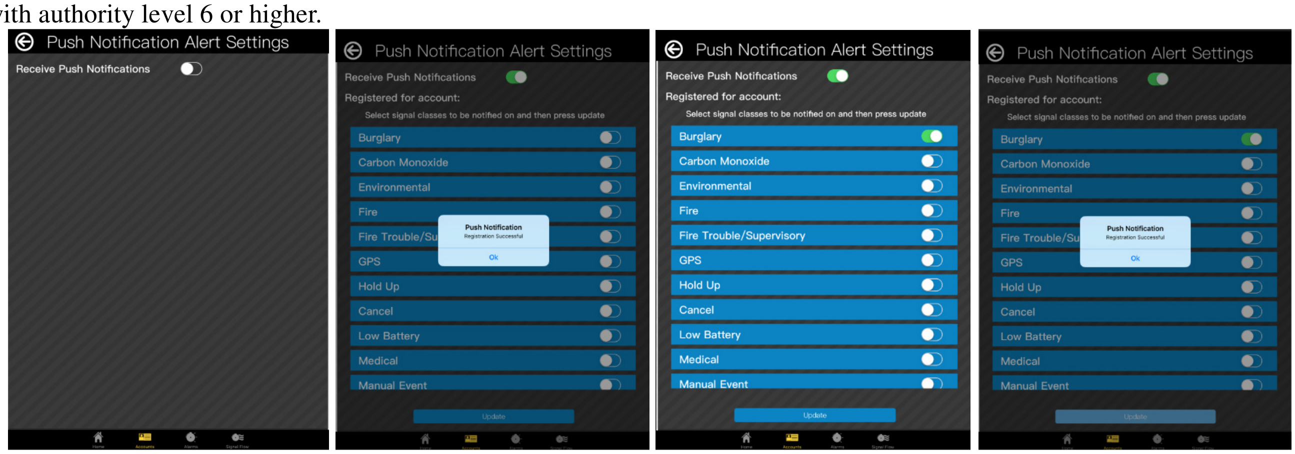


Notifications

This section allows for push notification setup on an individual account. Go to the account and then from the Account Options go to Notifications.

Registering device to receive push notification

Toggle the Receive Push Notifications button to **On** to register the device. Once the successful message returns, press **Ok** to continue. Select the signal classes desired to be notified on. Press **Update** and then **Ok**. *The following signal classes are available to be notified on:* Burglary, Carbon Monoxide, Enviromental, Fire, Fire Trouble/Supervisory, GPS, Hold Up, Cancel, Low Battery, Medical, Manual Event, Other, Power Fail, Restoral, Runaway, Supervisory, Trouble, No Test Received, Open/Close & Test. Once the device has been registered and signal classes have been selected, push notifications will be sent to the device as long as the account is not on test or out of service status. Push Notification is available for users with authority level 6 or higher.



View a list of all accounts set up with push notification alerts

To view a list of all accounts that have been set up with push notification alerts, press **Settings** button from the Homepage screen and then press the **Push Notification** button.

Future Enhancements:

- Extend No Actions
- View Action Plan Rules
- View/Add Dispatch Types of 2Way & Guard
- View Account Holidays
- View Contact Schedules
- View Contact Medical Information
- View Audit list