

SecureConnect App User Guide

About the SecureConnect app

The SecureConnect app allows you to monitor and control your alarm system over the internet from your Android™ or Apple® iOS™ phone or tablet. Using the app, you can:

- View the status of your panel.
- Receive notifications of alarms or set/unset actions (even when the app is not open).
- View camera images generated by an alarm or other event.
- Set and unset the panel.
- Switch outputs on or off.

Installing the app

You can install the app from the Google Play™ store or Apple App Store® in the normal way.

When prompted, register as a new user of SecureConnect or tap *Already registered* (for example, if you have used the app on a different phone).

Pairing the app

The first time you open the app, you are prompted to enter a pairing code.

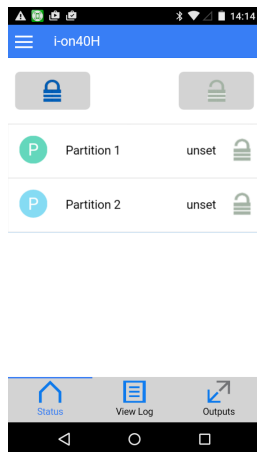


Figure 1. SecureConnect app (Status screen)

To generate the pairing code, display the User menu at the panel keypad (using your own user code) and select the *Pair App* option. The pairing code is valid for 15 minutes.

The pairing code uniquely pairs your app with your panel and user code. This ensures that any actions you carry out using the app will affect only your panel, and are logged against your user code.

You can unpair or re-pair the app using the ☰ menu.

Using the app

The app has Status, View Log and Outputs pages, which you can access using the icons at the bottom of the screen.

Using the Status page



Status

The Status page (Figure 1) is displayed when you open the app. The page shows the current status of your system and allows you to set or unset the system.

To full set the system: tap

To full unset the system: tap

To set a partition or part-set: swipe it from left to right.

To part set a partition or part-set: swipe it from right to left.

Viewing the log



View Log

Tap this button to view the panel's log messages. Please contact your installer for details about the messages.

Viewing camera images

The icon is displayed next to any log message that has associated camera images. Tap the icon to display a list of the images. Tap any image to view it.

Please contact your installer for details of adding cameras to your system.

To zoom in or out: slide your thumb and pointer finger together or away.

To download the image to your device: tap

To print or share the image: tap

Switching outputs on or off



Outputs

Tap this button to list outputs configured by the installer as "User Defined".

Tap to switch the output on or off. (Note: Outputs defined as "pulsed" switch off automatically after a set period.)

Accessing menu options

Tapping displays menu options. For example, to sign out or un-pair the app.

Viewing notifications

Your device receives a notification when there is a set, unset or alarm at your panel. Open the notification in the normal way.

Note: notifications are normally reliable, but are dependent on third parties such as Apple and Google and therefore delivery cannot be guaranteed.

Signing out

For security reasons, the app signs you out automatically after a period of inactivity or if you use a different app. You can sign out manually from the menu.

For further assistance, please contact your installation engineer.

Cybersecurity

Make sure you take proper precautions to protect your network from cyber threats. For guidance, please refer to:

<https://www.us-cert.gov/ncas/tips/ST15-002>

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