SMARTLINK

6.1 APP USER GUIDE

WELCOME TO SMARTLINK

This document will guide you through using your new Smartlink Security System for the first time.

To begin, download the Smartlink app from the App Store or Google Play. Search for "Smartlink+" or visit one of the following URLs:

App Store:

https://itunes.apple.com/us/app/smartlink/id1266830174?mt=8

Google Play:

https://play.google.com/store/apps/details?id=com.securenettech.smartlink6production&hl=en

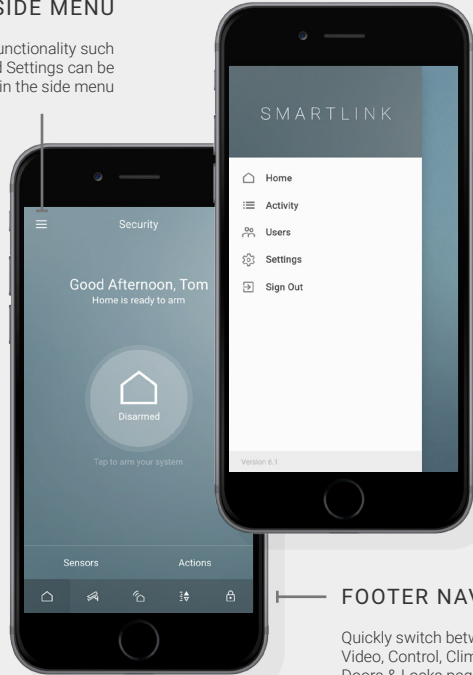Once you have downloaded the app, sign in using the *Username* and *Password* you were provided.

Your Username and Password are different to the security PIN code you enter into your physical security panel.

TABLE OF CONTENTS

SIDE MENU

Additional functionality such as Activity and Settings can be found in the side menu

SMARTLINK

Home
Activity
Users
Settings
Sign Out

Version 6.1.

Security

Good Afternoon, Tom
Home is ready to arm

Disarmed

Tap to arm your system

Sensors   Actions

FOOTER NAVIGATION

Quickly switch between Security, Video, Control, Climate and Doors & Locks pages

NAVIGATING THE APP

Once signed into the app, you will first see the Security page.

The *Footer Navigation* can be used to switch between the core pages of the app; Security, Video, Control (connected devices such as lights and switches), Climate (thermostats) and Doors & Locks.

The *Side Menu* lists additional functionality available within the app. You can access the Side Menu by tapping the menu icon in the top left corner of the screen, or by sliding right from any of the core pages.

The build version number of your app is located at the bottom of the Side Menu. If the available features in the menu do not match the adjacent image, please confirm that you are viewing the corresponding version of this document.

Depending on your service plan, some pages may not be available.
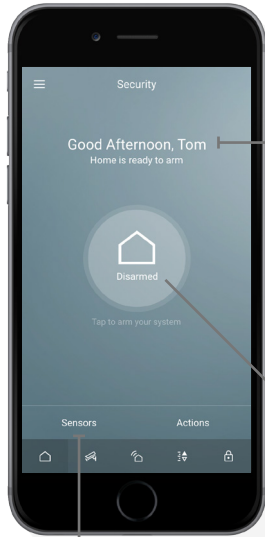
SYSTEM STATUS

The welcome message will update with the status of your system and will display any warnings or errors
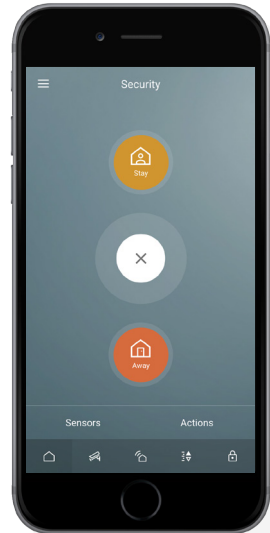
QUICK LINKS

Refer to *Sensors and Bypassing* as well as *Running Scenes and Set All* sections of this document for details

ARMING & DISARMING

From the Security page you can monitor and control your security system and sensors. Tap the large circle in the center of the screen to arm or disarm your system. When arming, you will be prompted to choose between Arm Stay and Arm Away.

Set your system to **Arm Away** mode when nobody is home. This will arm all sensors including internal motion sensors.

Set your system to **Arm Stay** mode when you are home. Arm Stay will arm perimeter doors and windows, but not motion sensors, allowing you to move freely within your home.

Upon pressing an arming option, the alarm system will begin the exit delay. If supported by your security system, the app will countdown, indicating the time left before you must exit.

To **Disarm** your alarm system, tap the circle in the center of the Security page, then enter your 4-digit panel access code (pin) or use Touch ID.

Touch ID is available on supported devices and will use your fingerprint to identify you. You can turn on Touch ID to Disarm in the Security page within Settings.

Some systems have a third arming option called Night Arm. Night Arm allows homes with multiple motion sensors to arm the motion detection on some areas, while allowing occupants to move freely in other areas such as upstairs or bedroom areas.
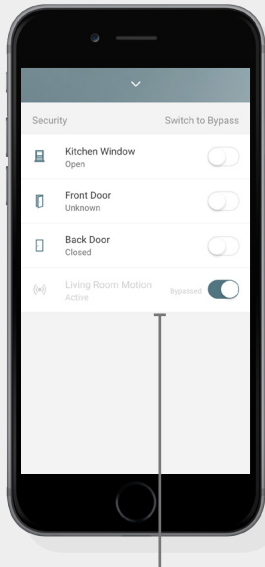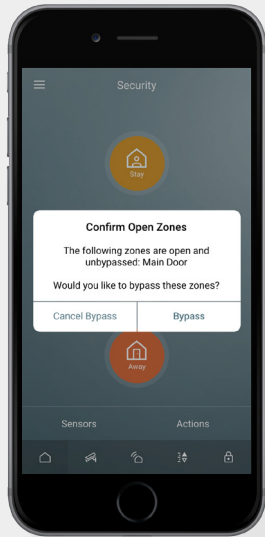
BYPASSED SENSOR

Bypassed sensors appear gray
and will not be monitored

SENSORS AND BYPASSING

If any sensors are open while arming, you will be prompted to bypass those sensors or cancel arming.

Bypassing a sensor instructs your security system to ignore that sensor and continue arming as normal. This is helpful if you wish to leave a specific window open, however that window sensor will not be monitored.

You can also **Bypass Sensors** by tapping the **Sensors** button at the bottom of the Security page. A modal will slide up with a list of all sensors. From there you can bypass or view the live status of all sensors.

Sensor warnings or errors will display within the sensor list. If you have non-security sensors such as fire or flood, they will be listed below the security sensors.

If you use keywords such as "door", "window", "motion" or "fire" in the sensor name, the icon for that device will change to suit. You can rename sensors from the Security page in Settings.

CONTROLLING LIGHTS, SWITCHES, LOCKS & DOORS
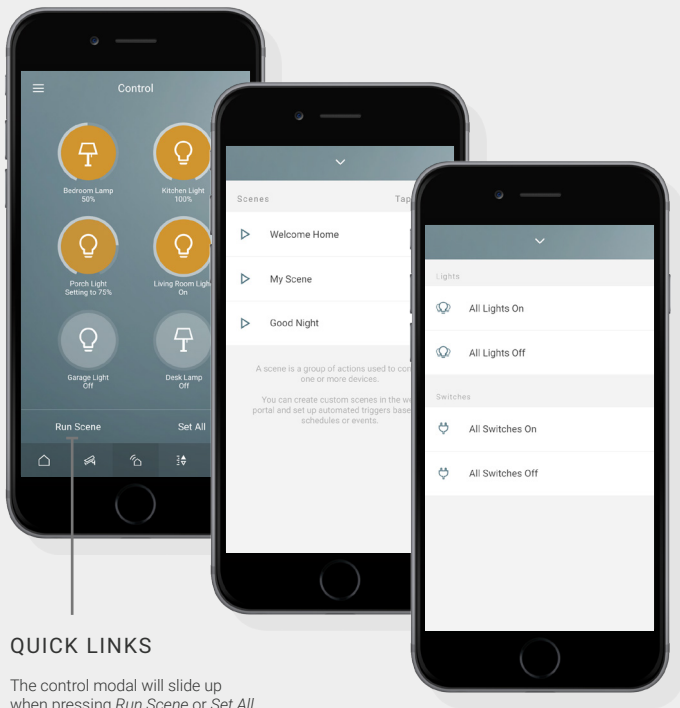
Devices such as lights, switches and appliances are listed on the *Control* page. Locks and doors are listed in the *Locks & Doors* page and have similar functionality.

To turn devices on and off, locked and unlocked or open and closed, tap the device icon. The device status will change while sending the command, then again once the command has been confirmed.

If supported by the light/switch, you can *dim the light/ switch* by holding down on the device icon, then adjusting the percentage slider.

By default, all devices with dimmer functionality are considered lights. Devices with basic on and off capability, such as a smart switch are considered switches.

If you use keywords such as "light", "lamp", "fan" or "switch" in the device name, the icon for that device will change to suit. You can rename devices in settings.

DIMMABLE LIGHTS

Hold down on the icon to adjust the brightness of dimmable lights.

Tapping the icon will toggle between off and the last set brightness level.

RUN SCENES AND SET ALL

A Scene is a group of device actions you can set to run collectively. A Scene can be run on demand by tapping the Scene name in the *Run Scene* slide-up modal.

Similar to scenes, you can collectively *set All Lights or All Switches* to on or off from the *Set All* modal.

Scenes and devices can also be automatically triggered by Event Schedules based on time, security or device events. Scenes and Event Schedules can be created in the web portal from the Personalize Scenes and Event Schedules menus.

QUICK LINKS

The control modal will slide up when pressing *Run Scene* or *Set All*

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SWITCHING THERMOSTATS

If you have multiple thermostats, you can switch them by tapping the thermostat name in the page title

QUICK CONTROLS

Switch the Mode between *Cool*, *Heat* and *Off* and set Fan between *On* and *Auto*

SETTING THERMOSTATS

Tap the up or down arrow to adjust the set temperature of your thermostat. The currently set temperature is displayed in the center of the circle, with an icon indicating the mode below it. The current room temperature is displayed on the outside edge of the circle.

The background will change colors when the thermostat is set lower than the current temperature on Cool Mode, or higher than the current temperature on Heat mode. The background color will not change when the thermostat is idle.

By default, setting the thermostat higher or lower than the current room temperature will not cause the mode to automatically change. This matches the default functionality of most thermostats. In the Settings Climate page you can turn this functionality on if desired.
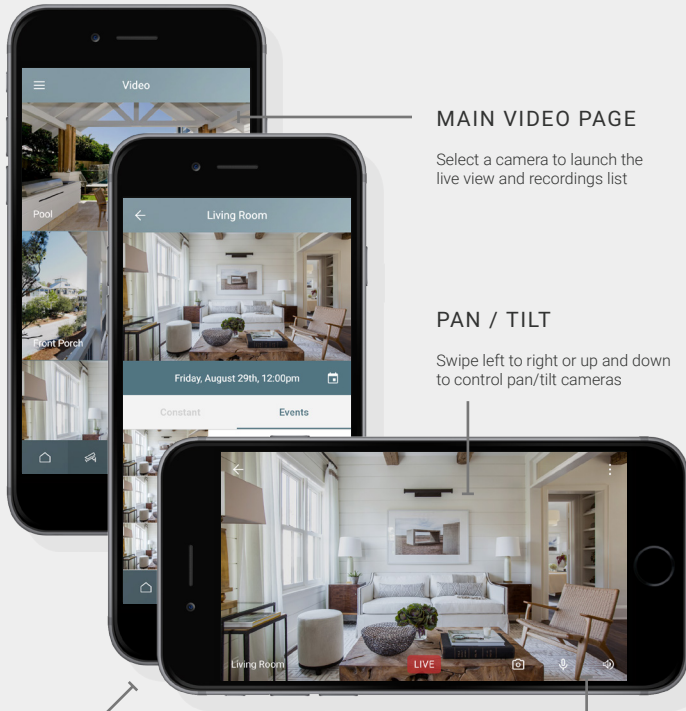
MAIN VIDEO PAGE

Select a camera to launch the live view and recordings list

PAN / TILT

Swipe left to right or up and down to control pan/tilt cameras

ROTATE THE SCREEN

Hold the screen horizontally to view full screen live video

VOLUME AND MICROPHONE

Toggle the *Volume* (speaker) icon to listen to audio captured through the camera.

Tap the *Microphone* icon to display the red overlay *Push to Talk* button. Hold the Push to Talk button to talk through the camera.
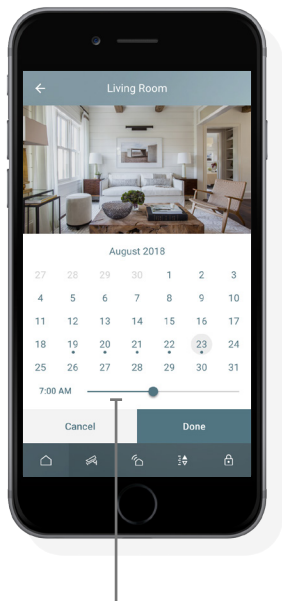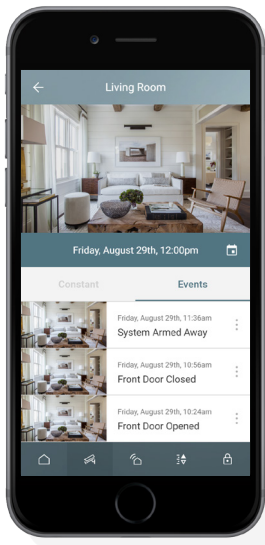
VIEWING LIVE VIDEO

The main Video page in the app displays a list all cameras installed on your system. Tap the preview image to view the live footage from that camera.

Once the video displays, ***rotate your device horizontally to switch to full screen viewing***. If supported by your camera, you will have options for toggling the volume and microphone functionality.

The ***Snapshot*** button (camera icon at the bottom of the screen) will take a screen snapshot and save it to your smart device image gallery.

Pan/Tilt, volume and microphone (2-way audio) features are only available on supported camera models.

PLAYING BACK RECORDINGS

When viewing playback vertically you will see tabs for *Constant* and *Event* recordings below the footage (on supported cameras).

Constant Recordings are stored locally on the Camera MicroSD™ card (on supported cameras). The continuous recordings are saved into sequential 2 minute clips.

Event recordings are recordings triggered by a security event such as an alarm, arming, and disarming your system or via an Event Schedule. An Event Schedule can incorporate other event types such as device or schedule-based triggers.

To playback recordings, select a recording from either the *Constant* or *Events* list. Recordings are always listed with most recent first. Tap the *Calendar* icon to select a time in history. You can adjust the time or swipe left or right to change months. When selecting Done, the results will list recordings with most recent first, starting before your selected date/time.
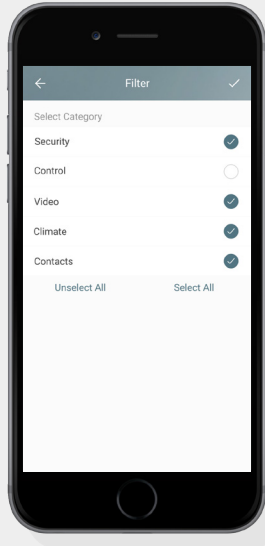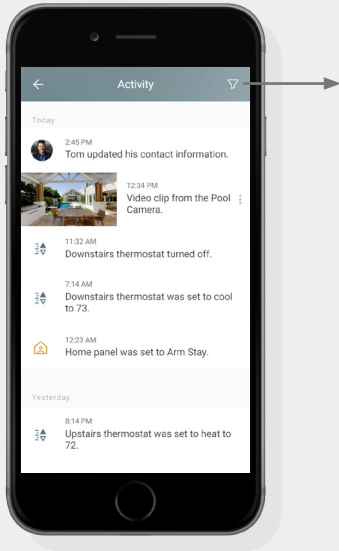
The total Constant Recording time can be up to 2 weeks depending on the storage card capacity, camera configuration and environment. We recommend a 64GB or 128GB MicroSD card.

Event Recordings are stored securely in the cloud and can be configured in the web portal. Depending on your service package, you can store either 250 or 500 recordings. The length of each recording does not count towards storage limit and can vary based on event.

Both Constant and Event recordings use "first in, first out" DVR-style storage where the oldest recordings will be deleted to make way for new recordings.

CALENDAR

Select a date/time to display all recordings before that time.

If searching for constant recordings, the days encompassing the recording range are highlighted within the calendar.

FILTER

Select category types to filter your activity feed.

Activity

Today

2:45 PM
Tom updated his contact information.

12:34 PM
Video clip from the Pool Camera.

11:32 AM
Downstairs thermostat turned off.

7:14 AM
Downstairs thermostat was set to cool to 73.

12:23 AM
Home panel was set to Arm Stay.

Yesterday

8:14 PM
Upstairs thermostat was set to heat to 72.

Filter

Select Category

Security ✓

Control ○

Video ✓

Climate ✓

Contacts ✓

Unselect All   Select All

VIEWING ACTIVITY

The Activity page lists all recent activity with your system.

To filter activity results, tap the *Filter icon* in the top right hand corner of the screen. You can select or deselect categories to display, tapping the checkmark in the top right hand corner of the screen to confirm.

Motion sensors and frequently used door sensors will create a lot of events in the activity list. De-selecting Sensors from the Activity Filter will hide these items from the list, allowing you to focus on other activity types.

EDIT USER

Select user name to edit
the user's settings.
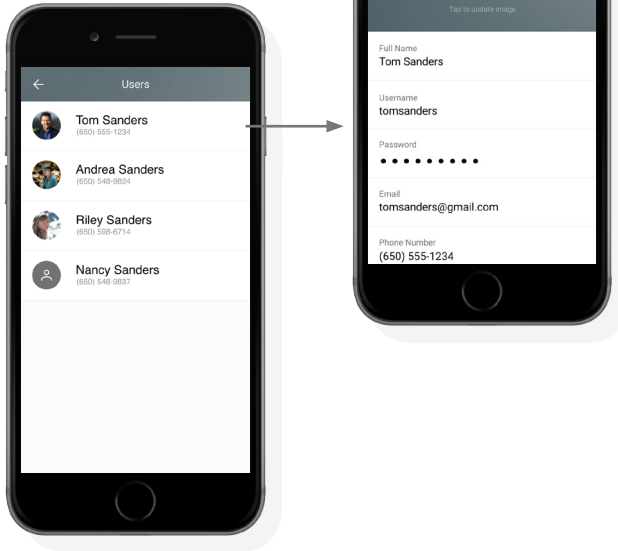
MANAGE USERS

The **Users page** allows you to manage the users on your account. Select a user to edit that user's settings.

From a user page, you can set the user's basic information such as **Full Name**, **Username**, **Password**, **Phone Number** and **Email Address**. The Username and Password will be used to access the app and web portal.

The **Alarm User Pin** field is the pin code that the user will enter when accessing the security panel.

Notification settings can be set below by turning on the **Push Notification**, **Email** or **Text** notification methods. Text and Email notifications will be sent to the Phone Number and Email Address entered for that user.
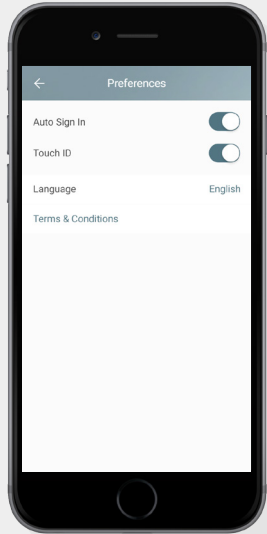
SWITCH LANGUAGES

The app supports multiple languages.

SETTING PREFERENCES

From the **Settings page,** under **Preferences**, you can manage how you sign into the app or switch which language the app is displayed in.

If **Auto Sign In** is turned on, the app will not require you to enter your password each time you open it.

If you select **Touch ID**, the app will allow you to log in using the Touch ID fingerprint scanning functionality on your device (where supported).

When Auto Sign In is selected, Touch ID is disabled. Touch ID is recommended as it provides the most security and convenience. You can also use Touch ID for disarming your security system (activate Touch ID for disarming within the Security Settings).
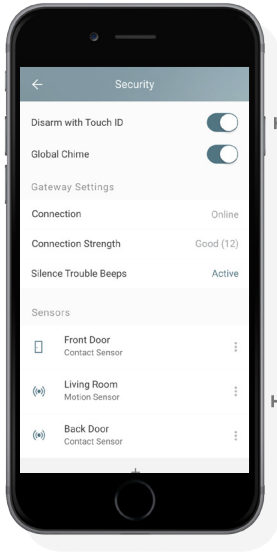
DISARM WITH TOUCH ID

Touch ID enables disarming your security system without having to enter the pin code (available on Touch ID supported devices)

EDIT SENSORS

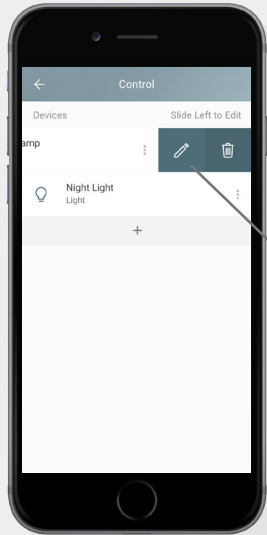Swipe left from the right edge of the screen to reveal the edit button.

SECURITY SETTINGS

From the **Security** page in **Settings** you can manage your security system, gateway/radio and sensors. The available options will vary depending on your security system.

In the **Gateway Settings** section you can view the connection status of your Security System. It will display as Online if connected to the interactive server. If using cellular connection, the signal strength will be displayed.

A list of your installed sensors will appear under the **Sensors** section. To edit the name of a sensor, swipe inward from the right edge of the sensor list item, revealing the Edit button.

The Gateway (called a Radio in some security systems) is the IP/Ethernet/Wi-Fi® or Cellular communication device built into your security system. The Gateway is what enables your security system and connected devices to communicate to the interactive cloud and monitoring service.

EDIT DEVICE

Swipe from the right edge
of the screen to reveal the
edit and delete buttons.
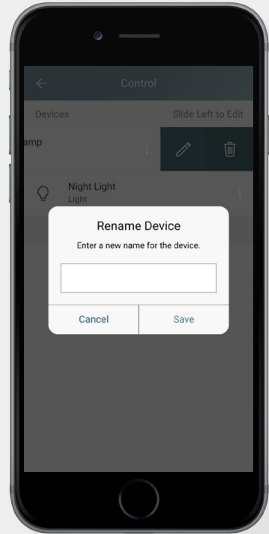
CONTROL AND LOCKS & DOORS SETTINGS

From Settings, the **Control** page lets you manage your connected devices such as lights and switches, while the **Locks & Doors** page allows you to manage connected door locks and garage doors.

From either page, swipe left from the right edge of any listed device to edit it. All devices have options to rename and delete the device.

Tap the **+** button below the device list to launch the add device wizard.

You can also add or remove Z-Wave devices from the Tools page in Settings. See Adding Devices for more information.

TEMPERATURE SCALE

Switch between Fahrenheit and Celsius
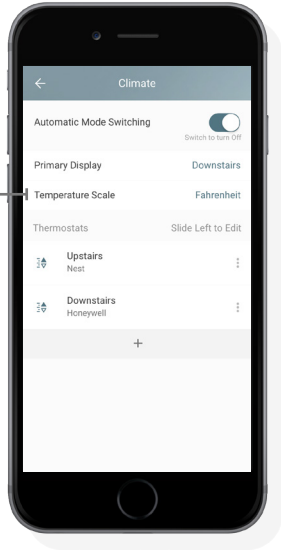
CLIMATE SETTINGS

From the **Climate** page in **Settings** you can manage your thermostats.

Automatic Mode Switching sets your thermostats to automatically switch between heat and cool when you adjust the temperature above or below the current room temperature.

If you have multiple thermostats, **Primary Display** allows you to choose which thermostat will display first when opening the app Climate page.

Swipe left from the right edge of any listed thermostat to rename or delete it, or tap the **+** button below the device list to launch the add device wizard where you can learn in a new thermostat.

ADD DEVICE

While Learn Mode is initiated press the Bind Button on your Z-Wave device

Device Successfully Added

Done

Adding Device

Press the bind button on your device

Cancel
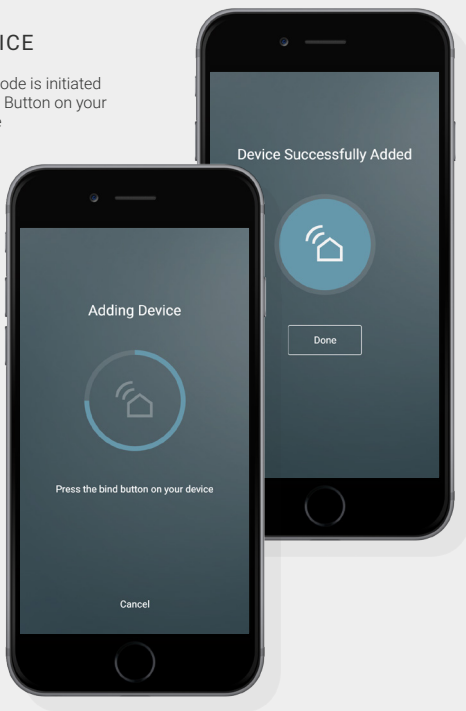
ADDING AND REMOVING DEVICES

The **Add Device** wizard can be launched from the Control, Locks & Doors, Climate or Tools page in Settings. The process is similar for all Z-Wave connected devices.

After the wizard initiates, it will go into **Learn Mode**. While in Learn Mode, make sure the device you are connecting is powered up, then locate and press the **Bind Button** (see manufacturer instructions if needed). Once pressed, the device will learn into your system automatically.

Once learned in, you can name your device to complete the process. Depending on the type of device, it will appear in the corresponding Settings and main app pages.

The **Delete or Remove Device** wizard is similar and will prompt you to press the Bind Button on your device to remove it.

If using a Z-Wave switch, simply plug in a lamp or appliance such as a fan to control remotely via the app. If your switch has a dimmer functionality, be sure to use this only on a supported appliance to prevent damage.

Sometimes devices may be physically lost, malfunctioning or already belonging to another Z-Wave network. In this case, use the Remove Device option under Tools in Settings, which will forcefully remove an erroneous device.
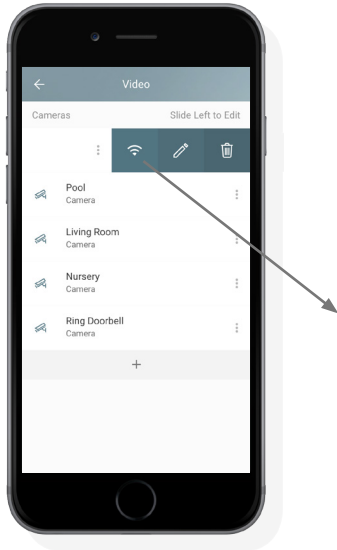
UPDATE NETWORK

You can update your network settings if
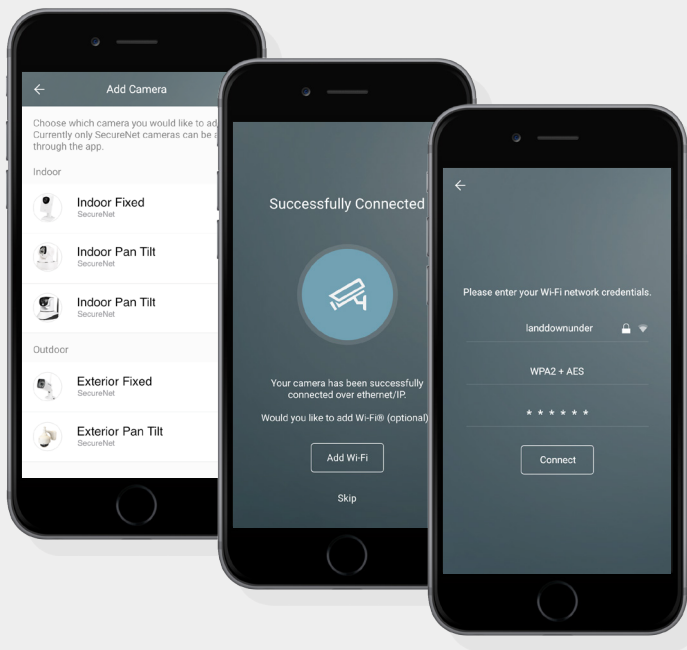you need to reconnect the camera
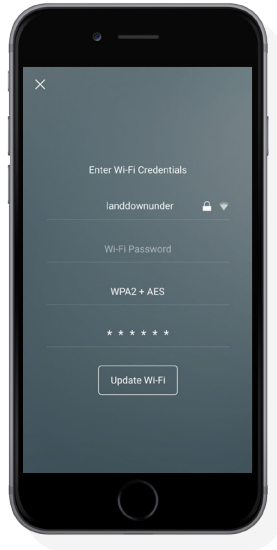
VIDEO SETTINGS

From the **Video** page in **Settings** you can manage your cameras.

Swipe left from the right edge of any listed camera to rename, delete or
update the Wi-Fi® network connection settings.

Tap the **+** button below the camera list to launch the add camera wizard.

See Adding Cameras for more information.
Only supported cameras can be added within the app.

ADDING A CAMERA

Launch the **Add Camera** wizard from the Video page in Settings, and follow the on-screen instructions. First, select the image that matches your camera. Only the listed camera types are supported.

From the **Connect Your Camera** page, plug the camera into a power outlet using the included **AC Power cable**, then plug it into your router using the included **Ethernet cable**.

Continue to **name your camera** and **enter the camera DID number** (SNP-XXXXXX-XXXXX), located on either the back or bottom of the camera.

The camera will then register. Next, **unplug and replug the AC power** to power-cycle the camera and **wait 90 seconds**. Your camera should now be working successfully over IP/Ethernet.

To connect the camera over Wi-Fi®, enter your network credentials. Once successful, you can unplug the Ethernet cable.

For more details and troubleshooting adding cameras, please refer to the camera installation guide. Most installation issues relate to connecting Wi-Fi. Cameras only support 2.4Ghz networks (not the 5Ghz option on dual band routers). You can edit the network settings for each camera from the Video page in Settings.

ADD WI-FI®

Enter a 2.4Ghz Wi-Fi network to connect the camera wirelessly.