Control Centre Portal

USER GUIDE

Contents

1.0 ABOUT THIS GUIDE

This User Guide provides information on how to use your EyezOn system.

Throughout this user guide, unique terms will be referenced. Please take a moment to review the Glossary located at the end of this guide prior to reading subsequent sections.

2.0 CHANGES FROM THE PREVIOUS PORTAL

This section outlines some general changes in flow between the old portal and the new portal. Details for each feature or change will be highlighted in the following chapters.

The Main view now contains most of the real-time information about a system rather than just the recent events. This information is also repeated in the Details page for the system.

Recent events for a system are now under the Activity tab on the Details page for the system.

Contacts are now simply a list of contacts that have been created system wide. In this view they can be edited, deleted or verified. The old "Assign Devices" function is now under the Shares & Alerts tab on the Details page of each system. When you create a new Share or Alert it will show you the verified contacts from your contact list to choose from.

Contacts can now have uploaded image icons just like the Systems and the Account images.

3.0 ACCESSING YOUR EYEZON ACCOUNT FROM A WEB BROWSER

3.1. Account Login

1. To access your EyezOn account from a web browser, go to www.eyezon.com and click Login.

2. Enter your **Username** (Email address) and **Password** and click the **Sign In…** button.
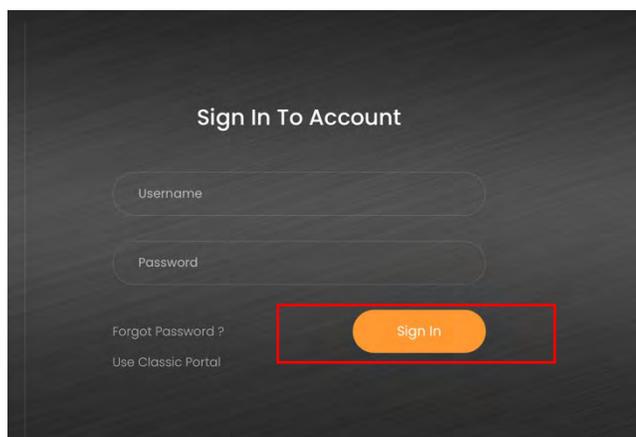
3.2. Lost Password

1. If you are unable to remember your password, click **Forgot Password?**
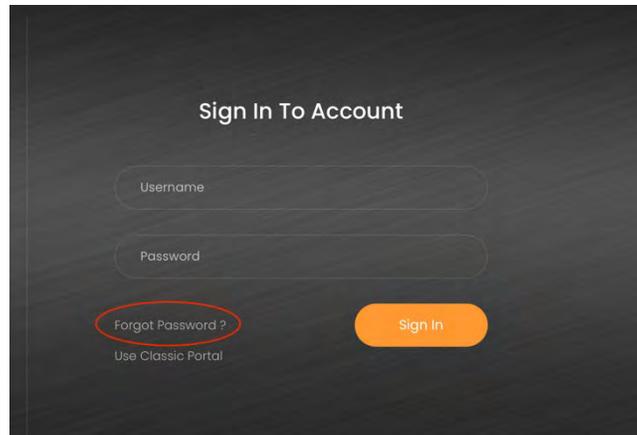
2. Enter your User Account ID and then click **Send**.
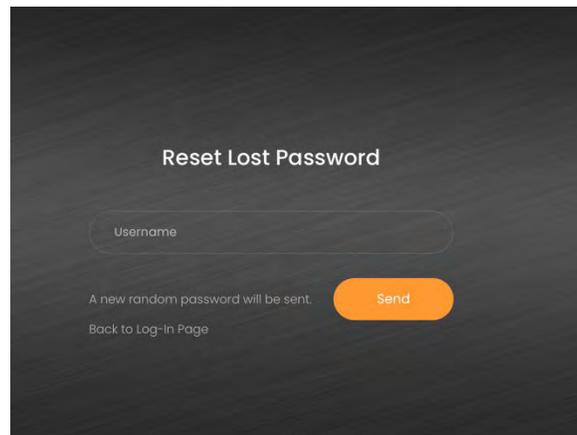
3. A pop-up message will appear stating "Your new password has been e-mailed to you at exampleemailaddress@gmail.com".
4. Retrieve the new password from your email. Look for an email from **noreply@EyezOn.com**. If you do not receive the email, check your spam or junk email folders.
5. Login using your user account and your new password from **noreply@EyezOn.com**.

3.3. Main View

Following your successful login, you will see the Main or Dashboard view for your account. For further information on the Main View, refer to section **4.0 Main View**.
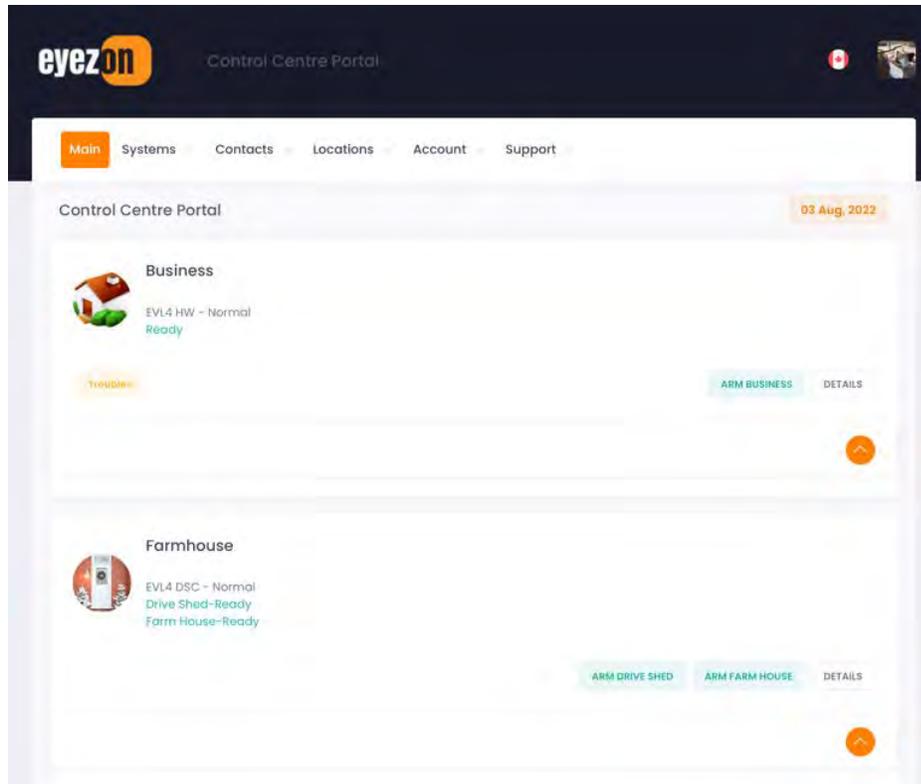
3.4. Single System vs Multi-System View

If you only have one system registered on your account you will see an expanded view of your system by default. For further information on the Main View, refer to section **4.0 Main View**.
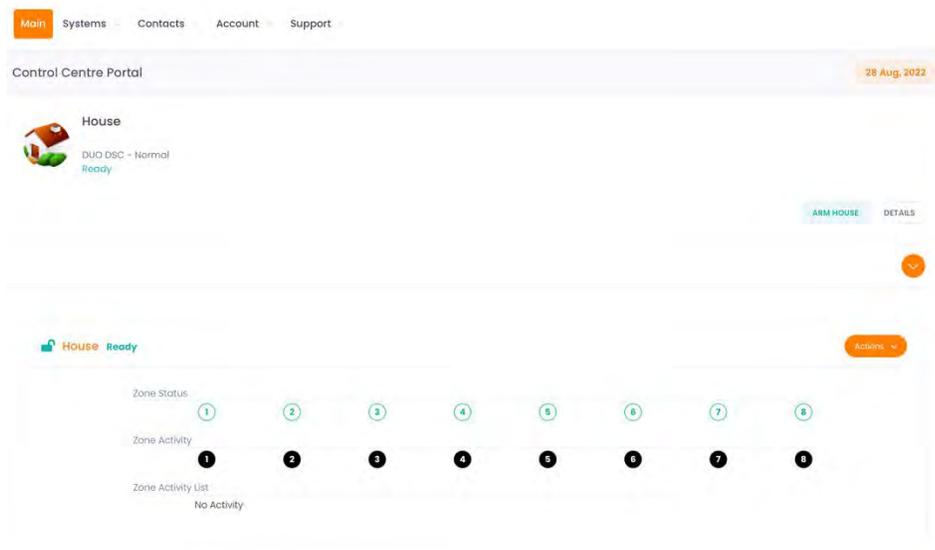
3.5. Portal Refresh

The Portal fully refreshes automatically every 4 minutes. If you experience a screen change, this is normal. Additionally, the portal will perform automatic background refreshes whenever you interact with the interface i.e. move the mouse, or touch buttons etc. This ensures you are viewing the most recent information for your account and Systems.

4.0 MAIN MENU

The main menu is used to navigate to different sections of the portal.

Note – the "Locations" menu item is only show if you have a relevant system on your account such as a GPS tracker.
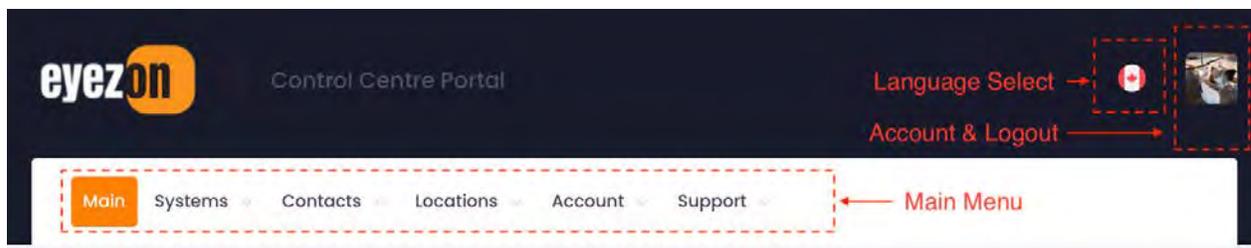
- **Main** – Navigate to the main dashboard view.
- **Systems** – List systems on account and navigate to the details page for each system.
    - o **Add New System** – Add a new system to your account.
    - o **Find System** – Allows you to search through your systems (only shows if you have more than 9 systems on your account)
    - o **My Systems** – A list of systems registered to your account.
    - o **Shared Systems** – A list of systems registered by others but shared to you.
- **Contacts** – Manage Email and SMS contacts for your account.
    - o **Add Contact** – Add a new contact to your account.
    - o **Manage Contacts** – Manage contacts already on your account.
- **Locations** – Manage locations for your account (will only show if a relevant system is registered on your account such as a GPS tracker).
    - o **Add Location** – Add a new location to your account.
    - o **Manage Locations** – Manage locations already on your account.
- **Account** – Manage account settings including payment updates.
    - o **Account Settings** – Upload new account icon, update address, log-in info etc.
    - o **Order History** – See any orders you have placed through your EyezOn account.
    - o **Payment Update** – Update your payment information for services.

- **Support** – Access in-portal support options.
  - o **Guides** – PDF formatted guides for various in-portal operations.
  - o **FAQs** – Frequently asked questions and link to Forum.
  - o **Request Support** – Send in a support request from your account. This is the best way to request support from our team.

4.1. Main Menu (Mobile)

When viewing the portal on a mobile device or small format screen the menu will appear as follows:

5.0 MAIN VIEW

Each system detailed has several sections. The **Status Section** shows the type of system as well as the overall status of the system such as Normal operation or Off-Line. It also details the status of each partition active on the system.

The **Quick Arm/Disarm** buttons will only appear if the system partition is in a relevant state. i.e. if the partition is in a Ready state you will see the Arm button and if the system is in the Armed state you will see the Disarm button. If there are no buttons it is because the partition is not in a state where the operation could be executed such as Not Ready.

The **Details** button will take you to a details page for your system where you can change system settings, see more operational details, enable alerts and shares and manage or sign up for services such as Plus, Monitoring or LTE.

The **Expand View** icon will show more real-time details about the system such as individual zone status, aged zone activity and zone status list view for each active partition on the system.
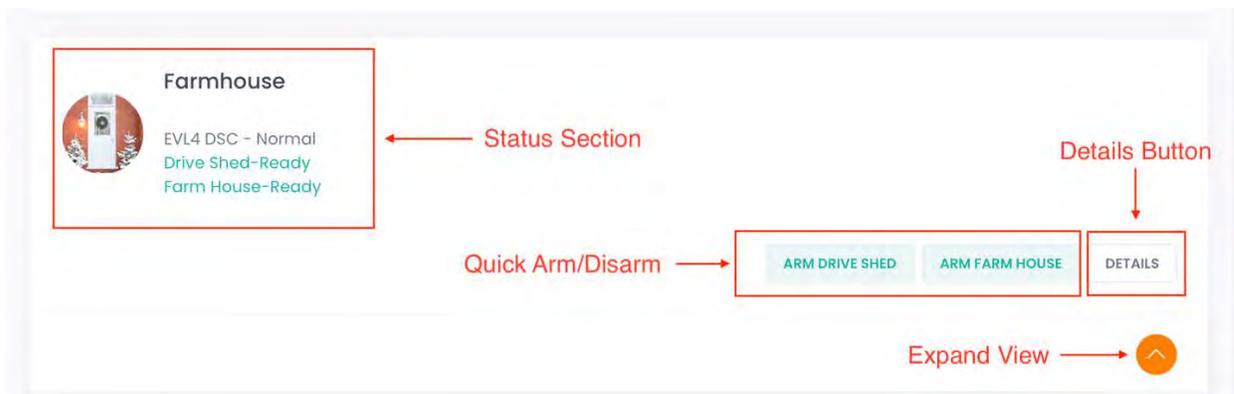
5.1. Expanded View

Shows more real-time details about the system such as individual zone status, aged zone activity and zone status list view for each active partition on the system.

Collapse View – Hides expanded view information.

Switch Partitions – Switch between any available active partitions on your system.

Partition Status – The partition status shows the current state of the security system partition (Ready, Not Ready, Armed). When the state of the partition changes, the partition status will change accordingly. *Note, most security systems only have one partition. If yours has more than one you can switch between them.*

Actions Button – Choose partition actions such as additional Arming modes etc.

5.2. View Settings

Alternate Main View settings can be found under **Account->Account Settings->Settings**. The two main view choices are Stacked View (default) and Carousel View. Each view can be further customized

5.3. Understanding Zone Information

Zone information is presented three different ways by default:
1. **Status** – A real-time representation of whether a zone is open or close. All zones must be closed (or any open zones bypassed) for the system to move to a Ready state and allow arming.
2. **Activity** – The zone activity grid is an aged view of zone activity. Zones will show as black when closed/ready, bright red with black text when open but then fade to black over a 2 hour period after being closed.
3. **Text List** – A textual representation of any zones that are open or recently closed with the time since they were closed. If a zone is open the option to **Bypass** will be presented. If the zone is already bypassed and open the option to **Remove Bypass** will be presented.

Example 1: This example shows all zones closed/ready except Zone 5 which is open/not ready. The option to Bypass shows in the list view.

Example 2: This example shows all zones closed/ready except Zone 5 which is open/not ready but is also bypassed. The option to Remove Bypass shows in the list view.
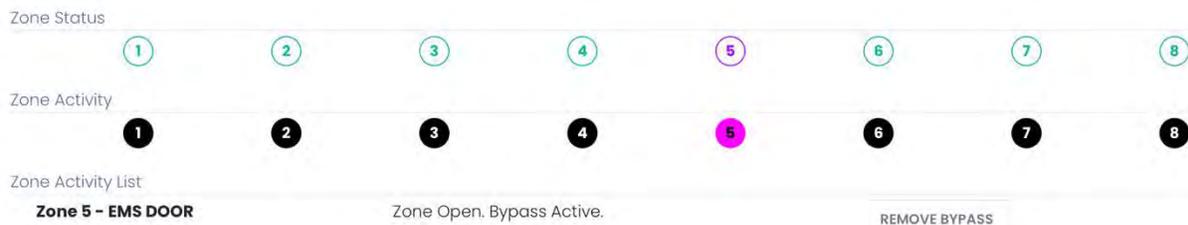
Example 3: In this example Zone 5 is closed/ready so shows green in the Status area, but since it just recently closed it shows red in the Activity area and will fade to black over a 2-hour period. At any time, you can click on zone icon to see more information about it.

6.0 SYSTEMS

The **Systems** menu shows systems registered on account and allows you to navigate to the details page for each system.

6.1. Add New System

Selecting Add New System will take you to a page where you can select which type of system you would like to add to your account.
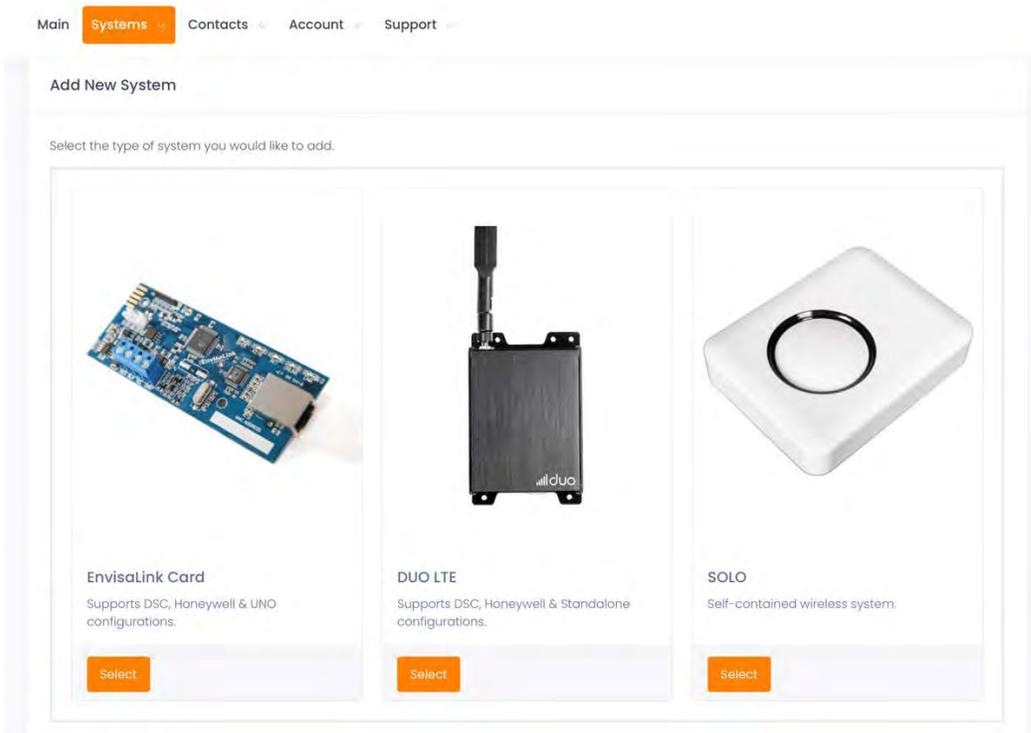
Once you select your product type you will be presented with another page where you can select the exact type of system you have and enter the specific ID for your system and give it a name.

EnvisaLink System Information   ← BACK

Device Type: Please Select A Type   ⇕

Device MAC ID: 001C2A
                  _____
                  Input the 6 characters after 001C2A...

Device Name: _____
                  Friendly name for system i.e. House or Shop. You can change this later.

[Cancel] [Add System]

6.2. Delete/Remove System

To delete/remove a system from your account go to **Details** page, **Settings** tab for your system. From the **Actions** menu select **Delete {name of system}**. If you have any active services on your system this option will be disabled until the active services are discontinued.

🔲 Status   ☰ Activity   🛡 Services   👥 Shares & Alerts   ⚙ Settings

⚙ General Settings   [Actions ⌄]

                                                Reset EVL4 DSC Password

                                                Reboot EVL4 DSC

Image   [   ]   Delete Farmhouse
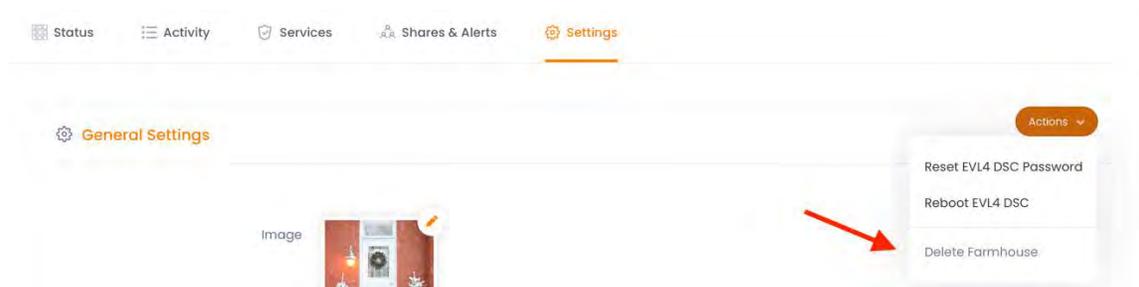
6.3. Find System

The Find System menu item will only appear if you have more than 9 systems registered on your account. It provides a detailed, searchable list of systems that can be used to quickly navigate to a specific system.

6.4. System Details

Choosing a system from the either the My Systems section or the Shared Systems section will take you to the details page for that system. You will be presented with a number of different options and settings that may be different depending on the type of system and whether or not it is a shared system.

6.4.1. Status

This section shows the current status of the system and zones. It also has options for commands such as Arm/Disarm etc.
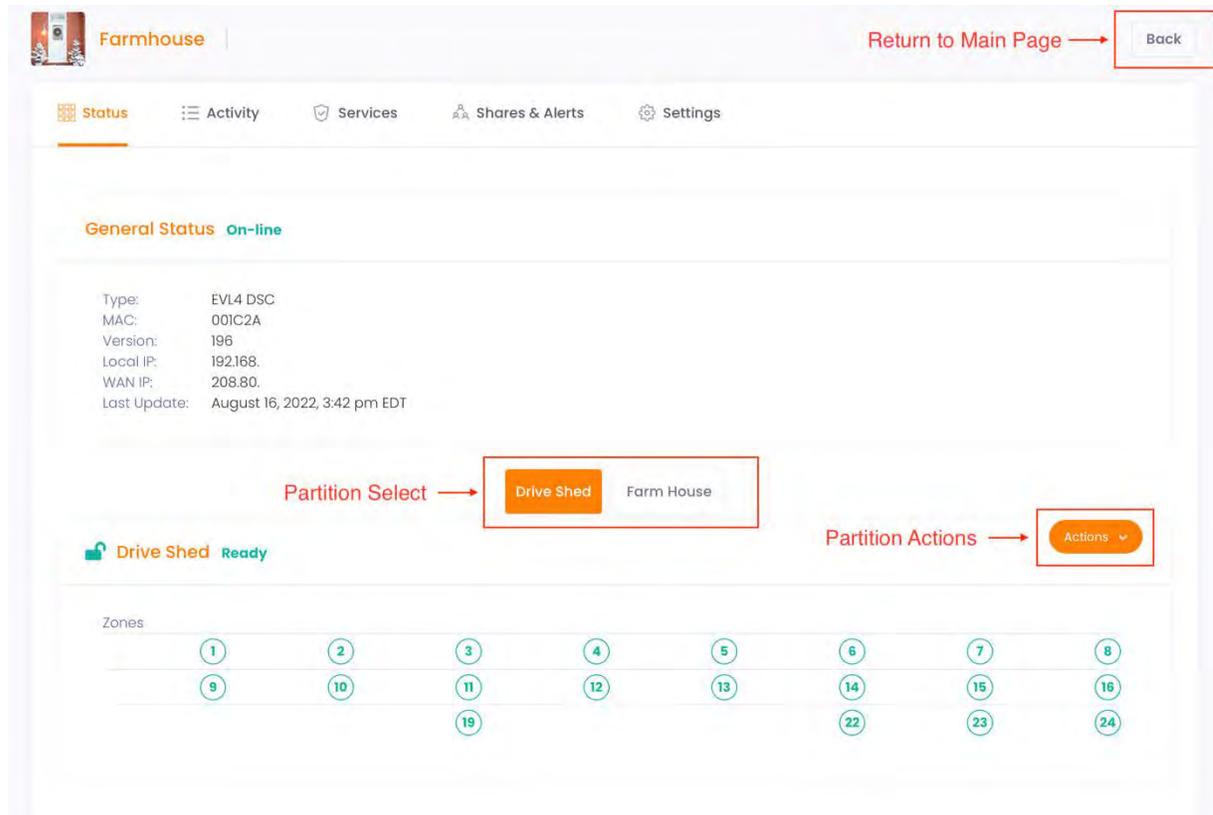
Partition Select – Switch between any available active partitions on your system.

Partition Actions – Choose available partition actions such as Arm/Disarm etc.
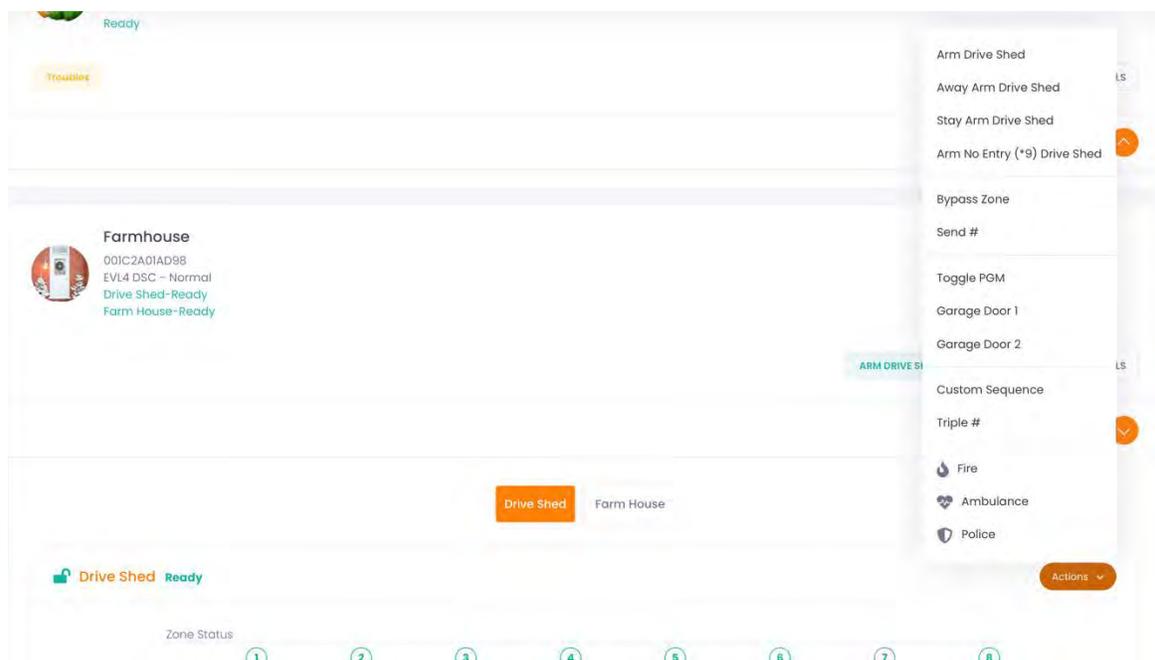
6.4.1.1.   Arm Commands - DSC Security System

Arm commands are instructions sent to the security system partition to Arm. The Arm commands available to you are dependent on the brand of security system you have. This section focuses on commands that are specific to a DSC security system.

Prior to Arming a given partition, the Partition status must be ready. Close/restore any open zones before proceeding.

Arm with User Code - Used when no one will be inside the partition during the armed state and you desire to have a record of which user armed the partition.

Enter your user code in the **PIN** field, then click **Arm**. The security system partition will start the normal arming sequence. All installed keypads will start announcing the standard exit delay tones. Normal exit delay timing will take place. Anyone present inside the premises can exit before the exit delay time expires. Once armed, the Recent Events log will contain two events:
1. Closing by User Code XX
2. Away Arm Mode

Away Arm without User Code - Used when no one will be inside the partition during the armed state and you do not desire to have a record of which user armed the partition.

Click **Away Arm**. The security system partition will start the normal arming sequence. All installed keypads will start announcing the standard exit delay tones. Normal exit delay timing will take place. Anyone present inside the premises <u>must</u> exit before the exit delay time expires.

Note - If no one opens and closes an entry/exit door during the exit delay time, the arming mode will change to Stay Armed.

Stay Arm without Code - Used when people will be inside the premises during the armed state. All interior zones will not be armed.

Click **Stay Arm**. The security system partition will start the Stay Arming sequence. All installed keypads will beep announcing the start of Stay Arming exit delay, but then be silent for the remainder of the exit delay time. Normal exit delay timing will take place. Anyone present inside the premises can exit before the exit delay time expires.

Note - If anyone opens and closes an entry/exit door during the exit delay time, the arming mode will change to Away Armed.

*9 Arm with User Code - Used when people will be inside the premises during the armed state and no one will be entering the partition during the armed state. All zones normally having an entry delay will have none.

Enter your user code in the **PIN** field, then click the ***9 Arm** button. The security system partition will start the *9 arming sequence. All installed keypads will not announce any exit delay tones. The Armed light on installed keypads will flash and normal exit delay timing

will take place. During the *9 armed state, the armed LED will continue to flash indicating there is no entry delay. Once armed, the Recent Events log will contain three events:

1) Closing by User Code XX
2) No Entry Arm Mode
3) Away Arm Mode

Disarm - Used to disarm an armed partition.

Click **Disarm** and a pop-up window will appear. Enter your user code in the **PIN** field and click the **Disarm** button. The security system will now disarm.

6.4.1.2.   Arm Commands - Honeywell Security System

Arm commands are instructions sent to the security system partition to **Arm**. The **Arm** commands available to you are dependent on the brand of security system you have. This section focuses on commands that are specific to a Honeywell security system.

Prior to Arming a given partition, the partition status must be ready. Close/restore any open zones before proceeding.

When **Arm** is selected from the Status screen, the following window will appear with the following Arm options:

Away Arm - Used when no one will be inside the partition during the armed state.

Click **Away Arm**. Following, the pop-up window will change prompting for entry of a Code. Enter your user code in the Code field, then click **Enter**. The security system partition will start the normal arming sequence. All installed keypads will start announcing the standard exit delay tones. Normal exit delay timing will take place. Anyone present inside the premises <u>must</u> exit before the exit delay time expires.

Stay Arm - Used when people will be inside the premises during the armed state. All interior zones will not be armed. Entry delay will take place is someone opens an entry/exit door during the armed state.

Click **Stay Arm**. Following, the pop-up window will change prompting for entry of a Code. Enter your user code in the Code field, then click the **Enter**. All installed keypads will beep announcing the start of Stay Arming exit delay, but then be silent for the remainder of the exit delay time. Normal exit delay timing will take place. Anyone present inside the premises can exit before the exit delay time expires.

Note - If anyone opens and closes an entry/exit door during the exit delay time, the arming mode will change to Away Armed. If you desire the Stay Arm mode, do not open an entry/exit door during the exit delay period.

Instant Arm - Used when people will be inside the premises during the armed state. All interior zones will not be armed. Entry delay will not take place if someone opens an entry/exit door during the armed state (an alarm will be caused instantly).

Click **Instant**. Following, the pop-up window will change prompting for entry of a Code. Enter your user code in the Code field, then click the **Enter.** All installed keypads will beep announcing the start of Instant Arming exit delay, but then be silent for the remainder of the

exit delay time. Normal exit delay timing will take place. Anyone present inside the premises can exit before the exit delay time expires.

Note - If anyone opens and closes an entry/exit door during the exit delay time, the arming mode will change to Away Armed. If you desire the Instant Arm mode, do not open an entry/exit door during the exit delay period.

Max Arm - Used when nobody will be inside the partition during the armed state and you do not want entry delay on entry/exit doors.

Click **Max**. Following, the pop-up window will change prompting for entry of a Code. Enter your user code in the Code field, then click **Enter**. The security system partition will start the normal arming sequence. All installed keypads will start announcing the standard exit delay tones. Normal exit delay timing will take place. Anyone present inside the premises must exit before the exit delay time expires.

Note - If anyone opens an entry/exit door during the entry delay time, an alarm will be caused.

6.4.1.3.   Function Commands - DSC Security System

Function Commands are instructions sent to the security system partition. The function commands available to you are dependent on the brand of security system you have as well as how your security system is configured. This section focuses on commands that are specific to a DSC security system.

When **Commands** is selected from the Status screen, the following window will appear:

Toggle PGM - Programmable Output (PGM) provides the ability for a user to automatically control other elements within your security system. For example, a PGM could be installed to automate the opening and closing of a garage door. If a PGM has been installed, you can activate the PGM by inputting the PGM number in the PGM field and then click **Toggle PGM**. This will send a command to the security system to activate the PGM.

Each PGM number represents a unique output on the security system. If you have only one PGM installed, it is likely PGM #1. In this case, enter 1 in the PGM field and click **Toggle PGM**.

Bypass - In some situations, a zone on your security system partition might be temporarily out of service, but you still need to arm the partition. In these situations, you can **Bypass** the specific zone. A bypassed zone cannot cause an alarm while your partition is armed. The bypassed state for a zone will be automatically cancelled following the first disarm of the partition.

Example - A user would like to arm their partition, but zone 03 is in need of service. Enter 03 in the **Zone** field and then click **Bypass**. This will send a command to the security system to bypass zone number 03. The Zone Status field will then turn blue for zone 03 indicating the zone is now bypassed. Arm the system and zone 03 will not cause an alarm during that armed period.

Sequence - Caution - this feature is for advanced users only!

The **Sequence** command enables you to send a unique command to your security system. A **Sequence** is a string of key presses executed all at once after clicking **Send.** Each character entered in the **Sequence** field represents a keypress on your security system keypad.

Example - **Code Required for Bypassing** feature is turned on - If your DSC security panel has the Code Required for Bypassing feature turned on, you will not be able to bypass a zone using the Bypass command. In this situation, you can send a custom Sequence to accomplish the goal of bypassing a zone. Enter the characters ***1xxxx01#** in the Sequence field and then click **Send** (xxxx represents the four-digit user code for the security panel).

Note - A maximum of 15 characters can be sent in one Sequence command. However, multiple Sequence commands can be sent one after another.

Send Reset (#) - Clicking **Send Reset #** is the same as pressing the **#** key on the keypad.

Reboot - Clicking **Reboot** button sends a command to restart the Envisalink IP module.

6.4.1.4. Function Commands - Honeywell Security System

Function Commands are instructions sent to the security system partition. The function commands available to you are dependent on the brand of security system you have as well as how your security system is configured. This section focuses on commands that are specific to a Honeywell security system.

When **Commands** is selected from the Status screen, the following window will appear:

Bypass - In some situations, a zone on your security system partition might be temporarily out of service, but you still need to arm the partition. In these situations, you can **Bypass** the specific zone. A bypassed zone cannot cause an alarm while your partition is armed. The bypassed state for a zone will automatically be cancelled following the first disarm of the partition.

Example - A user would like to arm their partition, but zone 03 is in need of service. Click **Bypass** and a pop-up window will appear. Enter 03 in the **Zone** field, enter your user code in the **Code** field and then click **Enter**. This will send a command to the security system to bypass zone number 03. Following, the Partition Status will change to ready indicating the zone is now bypassed. Arm the system and zone 03 will not be able to cause an alarm during that armed period.

Chime - The **Chime** command sends an instruction to the security system partition to enable the **Chime** feature. Once enabled, the opening of doors and windows will sound the **Chime** feature on the keypads.

To enable, click **Chime**, enter your user code in the pop-up window and then click **Enter**.

Custom - Caution - this feature is for advanced users only!

The **Custom** command enables you to send a unique command to your security system. A **Sequence** is a string of key presses executed all at once following once you click **Send.** Each character entered in the **Sequence** field represents a key press on your security system keypad.

Example - **Activating a programmed Macro key** - If you programmed a Macro Key on your security panel partition, you can activate it using the Custom command. For instance, if you have Macro Key 'A' programmed, you can activate it by entering the characters **Axxxx** in the Sequence field and the click the Enter button (xxxx represents the four-digit user code for the security panel).

Off - The Off command sends an instruction to the security system partition to disarm. To execute the **Off** command, click **Off**, enter your user code in the pop-up window and then click **Enter**.

6.4.2. Thermostats

If you already have an EMS100 or EyezOn STAT50 installed on your system, it will appear below the partition status section.
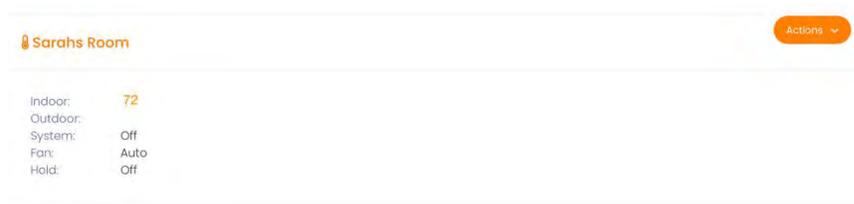
The following settings can be changed on your thermostat. To make a change, click the Actions button and then select Adjust Thermostat. Adjust the desired setting. A command will be sent to your thermostat to change that setting and will be effective a few moments later.

Mode - Select from one of the following modes: Morning, Daytime, Auxiliary and Night.

Fan - Select from one of the following settings: Automatic or On

System: select from one of the following options - Off, Cool, Heat or Auto

Setpoint: Set a new desired temperature setpoint by scrolling to the desired temperature and then click to select.

For further information on the individual thermostat settings, refer to the user manual available for your thermostat.

6.4.3. Activity

This tab shows any recent activity on the system such as aged zones in both grid and list format. It also shows a list of recent events on the system.

The recent zone activity shows a chronological list of recent changes in zone status. Zone activity will be present in this list for up to 72 hours.

The Recent Events section shows the latest or most recent system events. Options for the full log of events can be found under the Recent Events actions button where there are options to **View**, **Download** or **Delete** the full log.

View Full Log – Click this option to view a comprehensive list of events that have occurred on your device. This log is updated hourly so recent events, within the last hour, may not be shown. The full log keeps the last 9 months of panel events.

Download Full Log – Select this option to create a downloadable .csv file with a comprehensive list of events that have occurred on your system.

Delete Full Log – Click on this option to delete the Full Log. WARNING, this cannot be undone.

6.4.4. Services

This tab shows EyezOn Premium services available for your system type and whether or not you are currently subscribed to them. The Actions button in each section allows you to manage or subscribe to the service.
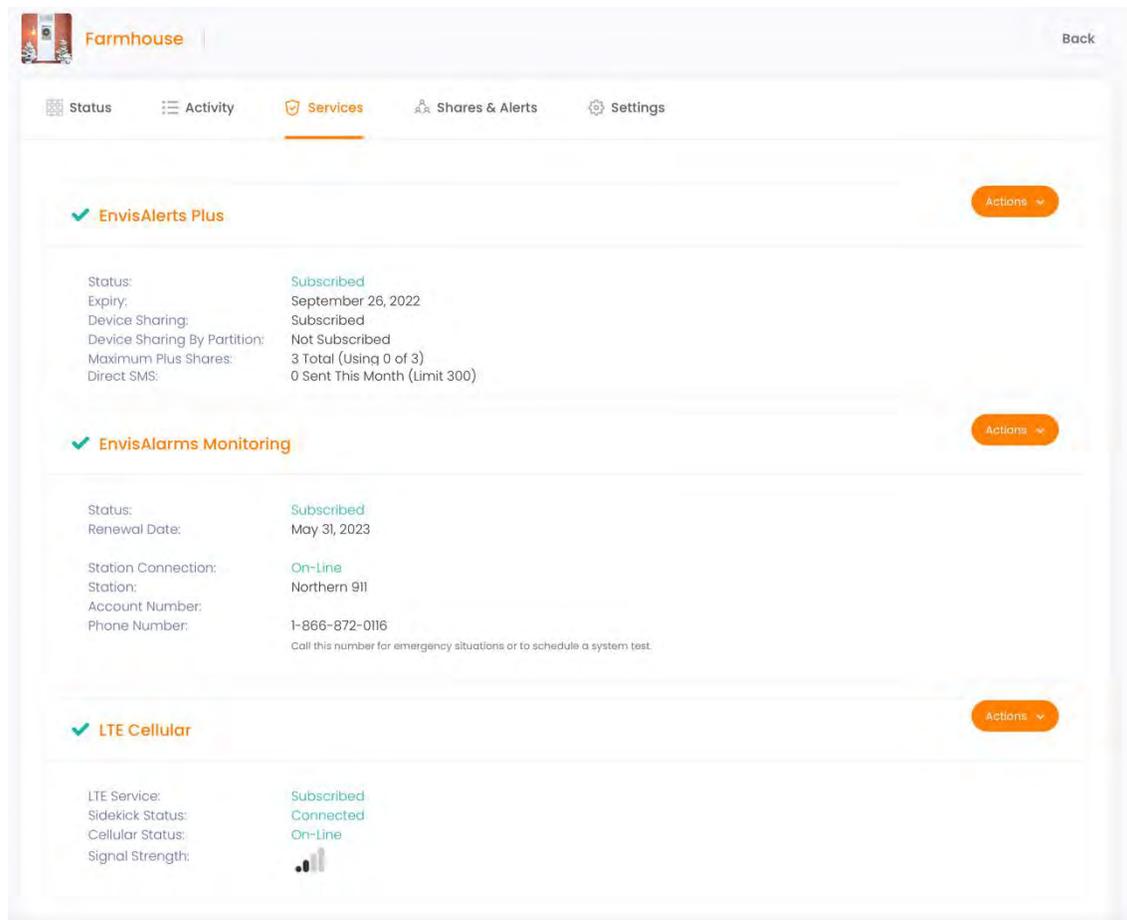
In addition to the EyezOn FREE online portal, mobile App, and EnvisAlerts™, we offer three premium services for customers who need more.

6.4.4.1.   EnvisAlerts™ Plus

The Plus service offers additional services that may be of use to some of our customers. These expanded services include:

• Create and save custom command sequences for one button command execution.

• Direct SMS messaging. SMS messages without relying on a carrier's email-SMS gateway. Limit 100 messages/month. More available.

• Create and save PGM labels for one button PGM execution.

• DSC users can add, delete, and modify panel **user codes** from both the EyezOn portal and the Mobile App.

• Manage your EnvisaLink from the EyezOn Mobile App… Zone Labels, Partitions, Users, Custom Sequences and PGMs.

• Share your EnvisaLink with anyone else with an EyezOn account.

• Option to Share by single partition.

• Allows for multiple zone followers. Only one is allowed on the regular service.

• Zone Inactivity Alerts. Get notified if a zone is left open too long e.g. garage door or inactivity on a zone e.g. guard patrol – guard has not entered or left an area during shift.

6.4.4.2. EnvisAlarms™ Central Station Monitoring

While self-monitoring with our free **EnvisAlerts™** is an easy and cost-effective way to watch your home while you're on the go, it is not a replacement for professional central station monitoring, especially for fire, flood, and personal emergencies. That is why we offer our EyezOn customers the option of having Internet based, professional monitoring through our ULc listed monitoring partners.

As you are the installer of your security system, we can provide full IP monitoring for a fraction of the cost of traditional telephone monitoring. So much so that in many cases customers save more money per year on their home insurance than it costs for this service itself!

For more information and current pricing click on the **EnvisAlarms™** icon on your EyezOn portal's details page.

EnvisAlarms is currently available to only Canadian and U.S. customers with dispatch in both English and French.

Refer to section **11.0 How To Subscribe To and Update Monitoring** for additional information.

6.4.4.3. LTE Service

The EyezOn LTE service offers additional protection in case of an Internet outage for those with an LTE equipped product such as the Sidekick LTE or DUO.

To sign up for the LTE service you must already have at least one of the base services such as Plus or IP Monitoring.

When you sign-up an LTE specific contract will be emailed to you.

6.4.5. Shares & Alerts

This tab allows you to assign Shares or Alerts for this system to Contacts that are already verified on your account. Refer to section **8.6 Shares & Alerts Details** for additional information.

6.4.6. Settings

This Settings tab allows for System settings to be viewed or changed. The top section allows shows the current icon image for the system as well as the system name and system specific time zone (which can be different for each system and different than the overall account time zone).

6.4.6.1. Update Device Programming (Solo only)

Solo systems carry their programming within the base station. Use this option to view or modify the programming within the Solo base unit. This is the way to add new sensors to a Solo system.
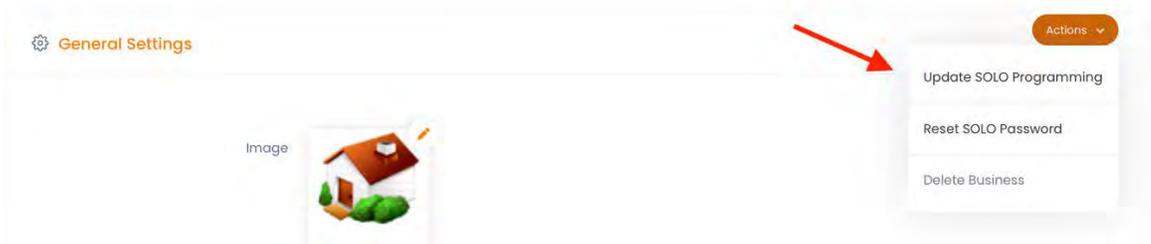
6.4.6.2. Reset Device Password/Reboot

Allows you to reset the local device password and/or reboot the local device. This password is not the EyezOn Password.
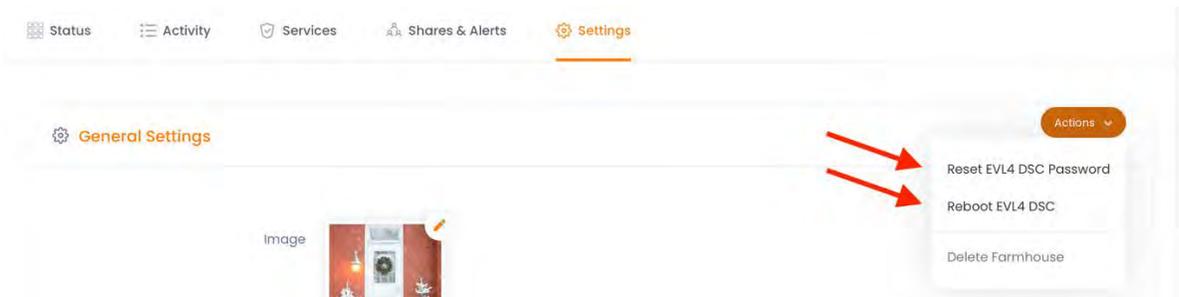
6.4.6.3. Delete/Remove System

Allows you to delete/remove the system from your account. If you have any active services on your system this option will be disabled until you have the active services discontinued.
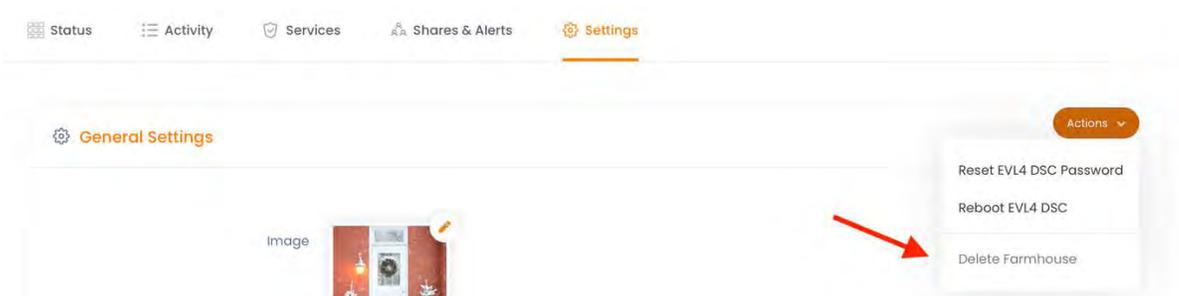
6.4.6.4. Change System Image

To change the image, click the pencil icon to select a new image which will appear in the image box. If that is the new image you would like to use, just click **Upload** and the image will be saved.

Note: Your image must be in jpg or png format and for best results should be 250 x 250 pixels and less than 100 KB in size.
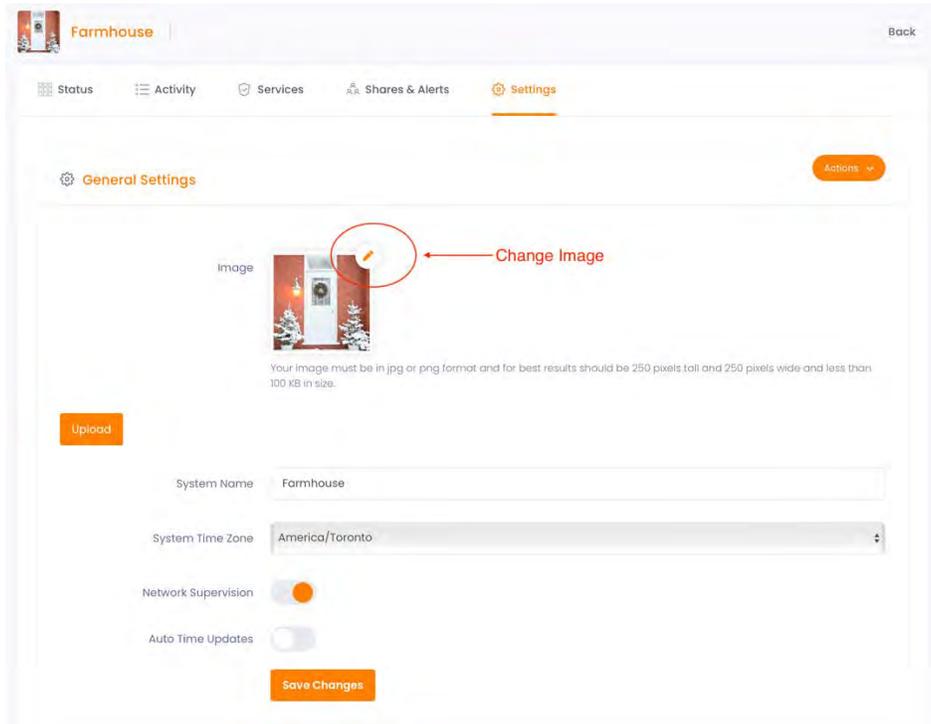
6.4.6.5. Network Supervision

When the EyezOn server does not receive communication from a device within 10 minutes, an Alert can be sent to Contacts. To enable this feature for a Device, click the box to the right of the **Network Supervision** feature.

Note: To receive Alerts for this feature, you must also enable this Alert Type for each desired Contact. Refer to section 7.2 for additional information on configuring Alert Types.

6.4.6.6. Auto-Time Updates (DSC Only)

When Daylight Savings changes take place, your security system can be set to automatically update. To enable this feature for a Device, click the box to the right of the **Auto-Time Updates** feature.

Note: Auto-Time Updates are not available on Honeywell platforms.

6.4.6.7.   Set Time Zone - System Settings

The Time Zone setting must be programmed for each Device independently. The setting should be configured in accordance with Time Zone in which the device is installed.

Some customers have more than one property and each are located in different time zones. Configuring this setting correctly on each Device will ensure that Alerts and Push Notifications have the correct timestamp representing the Time Zone for the Device.

Refer to section **4.2.2 Time Zone - Account Settings for more information.**

If you are modifying the system name or the any of the other settings in this section, just click **Save Changes** when finished to save any changes you have made.

The bottom part of the page lists all other settings that can be changed for your system. Clicking the **Actions** button in any section will allow you to manage the settings for that section. Clicking the "Up Arrow" icon will expand the section and show any current settings.
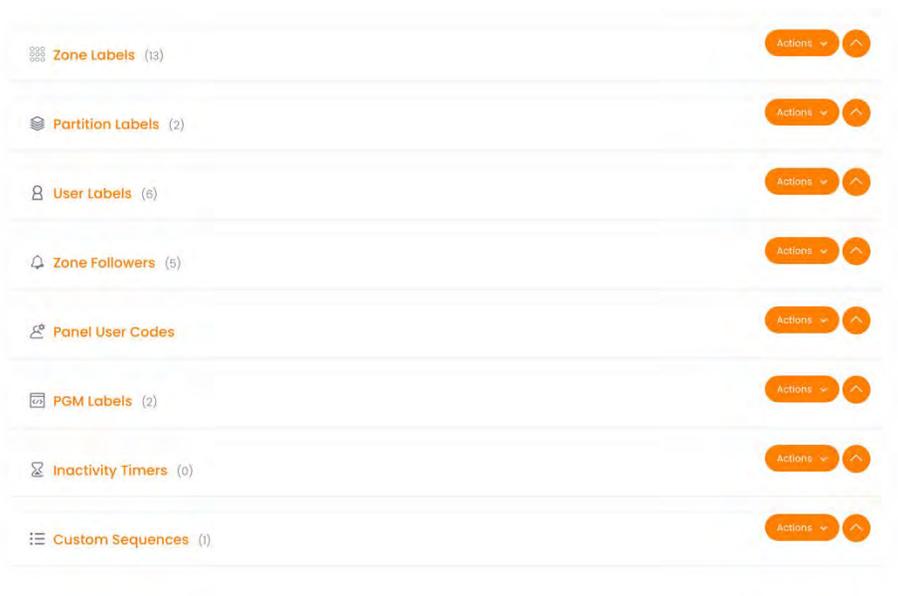
6.4.6.8.   Zone Labels

A zone is a sensor (e.g. motion detector, door alarm, fire alarm). This option allows each zone in the system to be assigned a customized name. For example "Zone 1" could be renamed "Front Door", in which case you would receive the message "Front Door: Open" versus "Zone 1: Open". Select **Actions->Manage Zone Labels** to Add/Edit/Delete zone labels on your system.

6.4.6.9.   Partition Labels

A partition is a separate, arm-able area (e.g. detached garage, basement apartment). This option allows each partition in the system to be assigned a customized name. For example "Partition 1" could be renamed "Basement Apartment", in which when a partition is armed, you would receive the message "System Arm: Basement Apartment" versus "System Arm: Partition

1". Select **Actions->Manage Partition Labels** to Add/Edit/Delete partition labels on your system.

6.4.6.10.   User Labels

This option allows each user in the system to be assigned a customized name. For example "User 1" could be renamed "Mom", in which case when the system is armed by the User , you would receive the message "Armed by User Mom" versus "Armed by User 1". Select **Actions->Manage User Labels** to Add/Edit/Delete user labels on your system.

6.4.6.11.   Zone Followers

Zone Followers: Zone Followers are a slightly different class of Alert that allows you to select a zone within your home/business for which you will receive notifications for all activity associated to that zone regardless of the system state. Examples would include alerts regarding a gun-locker being accessed or a walk-in freezer being accessed in a commercial restaurant, regardless of the system state. You get one zone follower option on the basic service, with the **Plus** service you can add more zone followers. *Warning, excessive use of Zone Follower alerts is against the Acceptable Use Policy. This feature will be throttled or even disabled if more than a few alerts are generated per day.* Select **Actions->Manage Zone Followers** to Add/Edit/Delete zone followers on your system.

Plus Features

> *You need to be subscribed to **Envisalerts™ Plus** to use the following features. See section 5.0 for more information on premium services.*

6.4.6.12.   Panel User Codes

This section enables you to add, delete or modify users of your DSC security panel.

Warning: This feature live syncs with your panel. If you delete a code using this feature, it will remove it from your panel. If you add a code using this feature, it will also add it to your panel. You need to know the Master Code for your system in order to perform these functions.

Prior to making any User Code changes (add, delete or modify), it is recommended you sync the existing codes in your security system. Doing so will enable you to see which User Codes are already programmed. To sync the existing codes, click the Reload Codes button. Once Synced, the User Data Updated timestamp will become current and any existing Users will be listed.
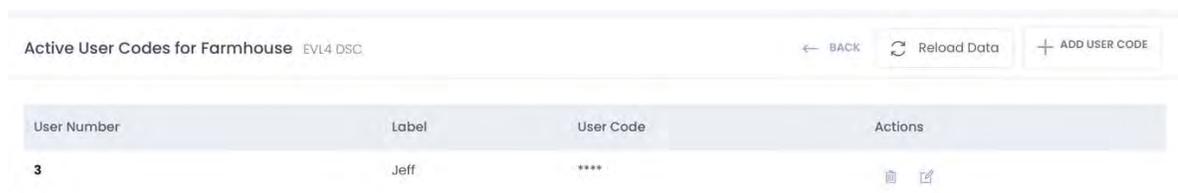
User Number	Label	User Code	Actions
3	Jeff	****	🗑 ✏

Add a User Code – *Press the ADD USER CODE button. Enter an unused user Number, Name and desired Code in the respective fields. Click the Add button to submit the new User code to the security system.*

Change User Code - *Select the desired User from the list and click the edit icon associated with it. A new window will pop-up enabling you to enter a new code. Enter the New Code and the existing Master Code in the respective fields and click **Submit**.*

Delete User Code - *Select the desired User from the list and click the delete icon (trash can) associated with it. Enter the Master Code in the pop-up window and click **Submit**.*

Note: Please refrain from entering user code programming on the local system keypad while remotely programming user codes as this may cause corruption of user codes.

6.4.6.13. Inactivity Timers

Zone Inactivity/Delinquency Timers allow certain zones to trigger an alert on inactivity or by being left in a certain state for a long period of time. Typical examples would be an alert if your garage door was left open or an alert on inactivity on a motion detector or door e.g. a guard patrol, verifying the security guard been through this area in the normal time frame.

Zone: *Select the Zone you wish to set an inactivity timer on.*

Time-Out: *Enter the number of hours or minutes before an alert is issued, up to 127 hours or minutes. Setting this field to zero will disable the timer. The timer is reset on a change in zone activity.*

Hours/Minutes: *Select if the Time-Out period represents hours or minutes.*

Openings Only: *If this box is checked you will only be notified if the zone is left open for the Time-Out period. If unchecked you will receive the alert no matter what the state of the zone.*

Update: *Once all configurations are set, click **Update** to submit the changes.*

Note: To receive these inactivity alerts you must have the "Zone Followers" box checked in "Contacts" for the contact you wish to receive Alerts.

6.4.6.14. Manage PGM Labels (DSC only)

A PGM label is a programmable output label and only applies to DSC systems. A programmable output provides the ability for the user to automatically control other elements with their security system. For example, a PGM could be installed to automate the opening and closing of a garage door. If a PGM has been installed it can be given a customized label (e.g. garage door).

6.4.6.15. Manage Custom Sequences

A custom sequence is a string of key presses executed all at once. For example, if you wish to by-pass a zone when arming the system, you could create a custom sequence to do this automatically. Add detail about saving the custom sequence.

Within this configuration section, you can create and save custom sequence buttons that are accessible from your Function Commands pop-up window. Enter the desired key presses in the Custom Sequence field, Enter the name of the Function Command button in the Label field, add any notes (if desired), select the applicable partition and then click **Add** to save.

You can delete any saved Custom Sequences by clicking the **Delete** button beside the saved Custom Sequence.

Refer to section 8.1.3 and 8.1.4 for additional information on using Custom Sequences.

7.0 CONTACTS

To receive Alerts from or to Share your system to other users, you must first configure and verify Contacts. A Contact is a unique alerting method. A Contact is **not** an individual user of the system. For each unique contact alert method, a contact needs to be configured.

There are three types of Contacts that can be configured:

1. **Email** (an Email contact can be used to Share a system as well as for alerts)
2. **SMS** (will utilize your phone carrier's email-SMS gateway)
3. **Direct SMS** (Plus Feature - SMS alerts without relying on your carrier's Email-SMS gateway)
4. **Mobile App push notifications**

For example, Lesley is the sole user of a given system. Lesley would like to receive Alerts from her system via email and SMS. Lesley must configure two unique Contacts on her system - one for the email settings and another for the SMS settings.

For Email and SMS alerts a new Contact needs to be created. **For mobile app push applications Contacts are automatically created as soon as you login to the EyezOn Mobile App for the first time on your smart phone.**

Once a unique Contact is created in your account, each Contact can be configured to have unique Alert preferences based on specific need per system.

7.1. Create A New Contact

1. From the main menu, select the **Contacts -> Add Contact** and you will be presented with the following screen.

2. Enter the name of the new contact in the **Name** field.

3. Select one of the three Alert preferences by clicking the appropriate button (Email, SMS or Direct SMS).

4. For Email alerts, enter the desired **Email Address** for the Contact.

5. For SMS alerts, enter the **Cell Number** for the contact. Then select the appropriate **Carrier** associated with the cell number using the drop-down menu.

6. For Direct SMS enter just the country code and cell phone number without hyphens or spaces.

7. Click the **Add Contact** button.

7.2. Verify New Contact - Email

Once a new Contact with alerts to be sent via email is created, a verification email will be sent to the Contact. The Contact must verify the email address by clicking on the link in the email. If

this does work the account can also be verified using the six-digit PIN provided in the email (see 7.2.2 Verification Using 6-digit PIN)

7.2.1. Verification Using Email Link

1. The recipient should just click the **VERIFY NOW** button in the email they receive to complete verification.
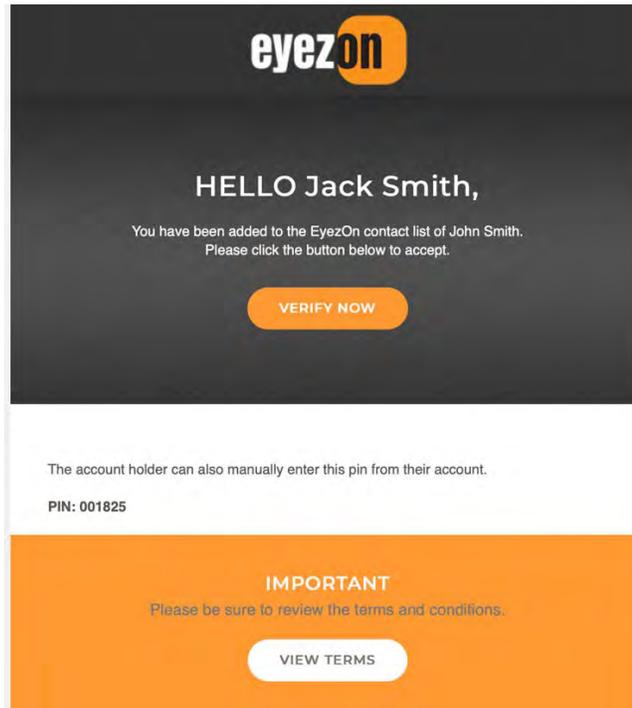
2. After clicking the link provided in the email, a browser page will pop-up containing verification:
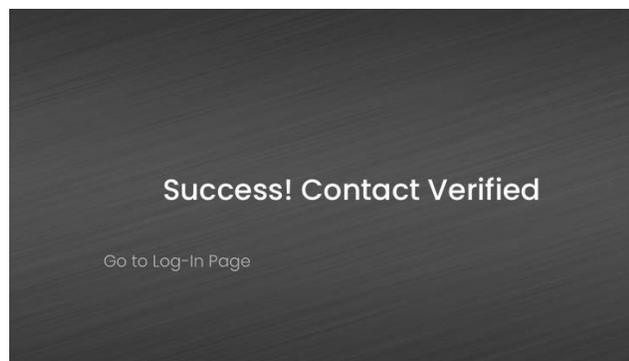
7.2.2. Verification using 6-Digit Pin

If the Contact is unable to successfully verify the email address, using the link in the email, you as the EyezOn account owner needs to:

1. Retrieve the 6-digit PIN from the contact.

2. Log in to your EyezOn Account.

3. Navigate to **Contacts -> Manage Contacts** from the main menu.
4. Locate the Contact that shows **Not Verified** in red under the contact name and click **ENTER PIN**.
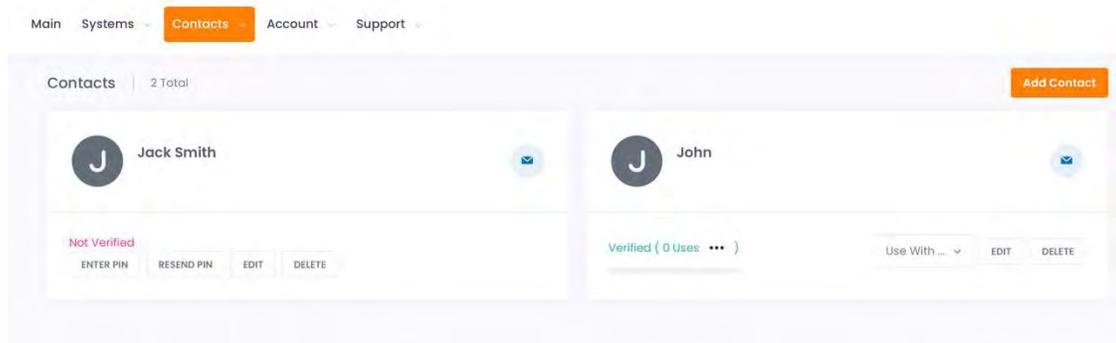
5. Enter the 6-digit PIN found in the email referenced in Step 1 and click **Submit**.

7.3. Verify New Contact – SMS or Direct SMS

Once a new Contact with alerts to be sent via SMS or Direct SMS is created, a verification message will be sent to the Contact containing a 6-digit PIN number. The Contact's cell number will not receive alerts until the number is verified. To verify the cell number, you as the EyezOn account owner needs to:

1. Retrieve the 6-digit PIN from the contact (they will have received a text with the PIN included).
2. Log into your EyezOn Account.
3. Navigate to **Contacts -> Manage Contacts** from the main menu.
4. Locate the Contact that shows **Not Verified** in red under the contact's name and click **ENTER PIN**.
5. Enter the 6-digit PIN found in the text referenced in Step 1 and click **Submit**.

Note - ROGERS CUSTOMERS AND SMS NOTIFICATIONS

Rogers charges customers for the relay service used by EyezOn to provide SMS notifications. Rogers calls this service E-mail to TXT and your Rogers account must be subscribed to this service for the SMS function to work from EyezOn. There are a series of commands for this service outlined on Roger's website by following this link:

http://www.rogers.com/web/Rogers.portal?_nfpb=true&_pageLabel=GCT&_nfls=true&se tLanguage=en&sub_template=email_text_commands&template=wireless-text

If you have the service turned on but you are still experiencing difficulties, you should add www.EyezOn.com to the allow list. That is one of the commands under the Administrative Commands found at the link above.

7.4. Assign Alerts or Shares to Contacts

Once a contact has been verified it can be used to receive Alerts or Shares from Systems you have active on your account. The actual assigning of Alerts or Shares is done through the System's Details page under the **Shares & Alerts** tab. However, there is a shortcut to each system through the Contacts page.
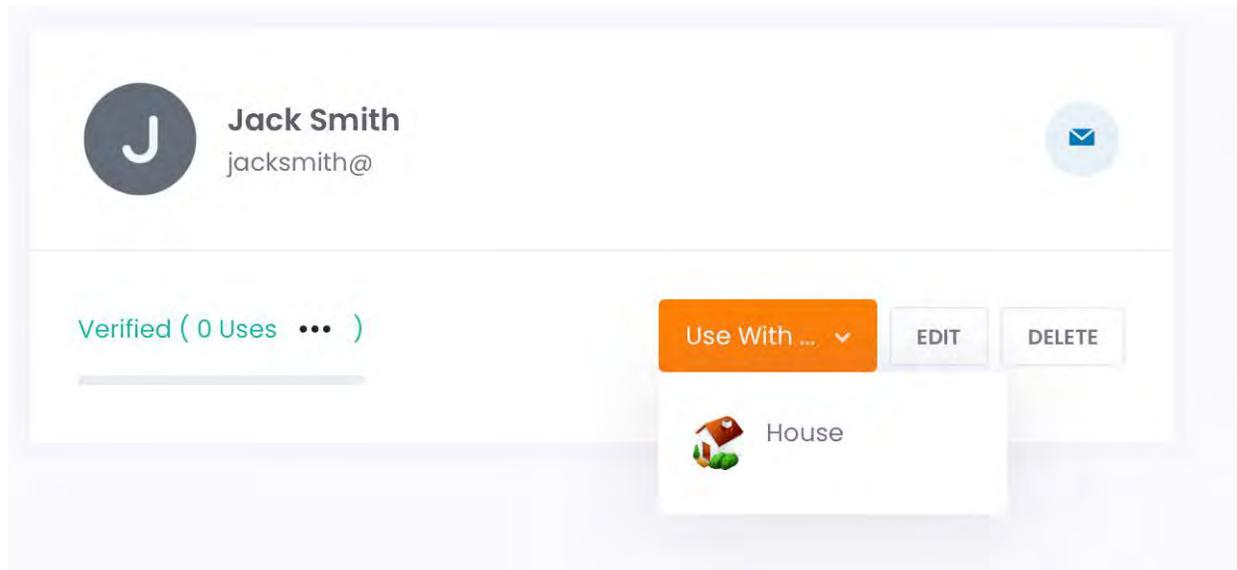
Clicking the "**Use With …**" selector will show all the systems you have on your account and allow you to choose one to use with this contact. The same contact can be used on multiple systems.

Once a contact has been used with a system the number of Uses will be incremented and by clicking on the ellipses next the number of uses, the systems it is being used on will be displayed.
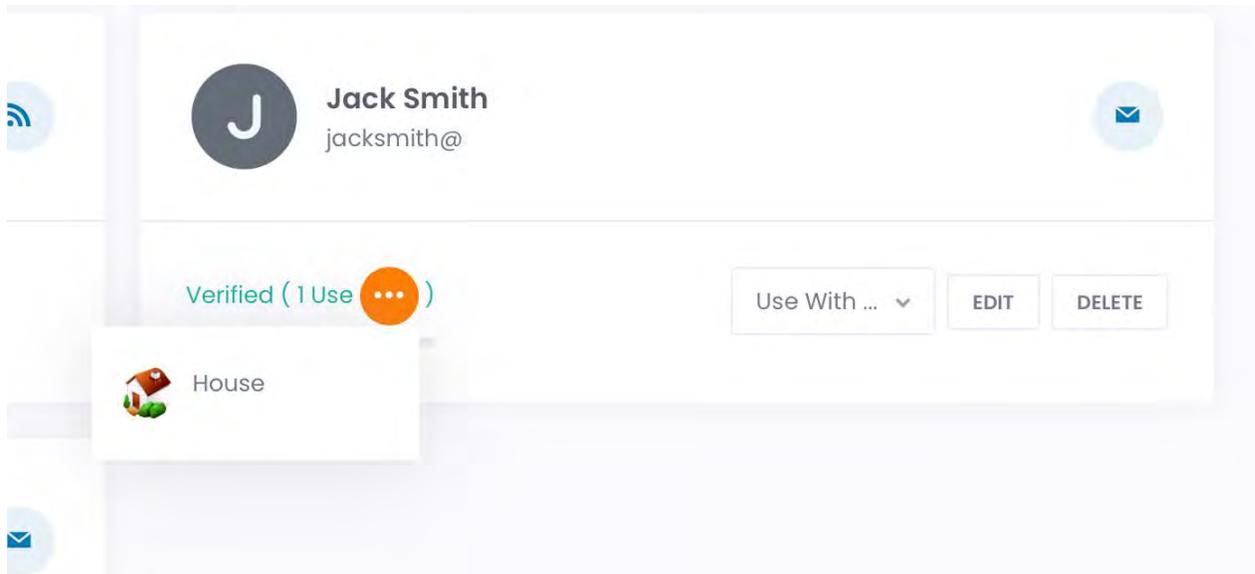
7.5. Edit Contact

By selecting the **EDIT** button you will be taken to a page where certain details of the contact can be viewed or changed.

To change the image for the contact click the pencil icon to select a new image which will show in the image box. If you that is the new image you would like to use just click **Upload** and the image will be saved.

Note: Your image must be jpg or png format and for best results should be 250 x 250 pixels and less than 100 KB in size.

You can edit the name and the contact information for each contact. Once complete click the **Submit** button to save any changes.

Note: If you change the contact information such as the email address, the contact will then become Not Verified and must be verified through the standard process. Just changing the name or image will not cause the contact to become not verified.

7.6. Delete Contacts

You can delete Contacts when required.

7.7. Special Notes About Contacts

6. The maximum number of contacts per account is 30. If you need more than 30 contacts, we recommend creating an email distribution list.
7. When a new user logs in to their account for the first time, one contact will automatically be created.
8. When a user installs the EyezOn mobile app and logs in through that app for the first time, a new contact will automatically be created, assigned to all devices, and have Alarms and Openings/Closings selected for notification.
9. Users are encouraged to **Modify** their Contact Names to avoid confusion between individual contacts. For example, when a contact is automatically created for the EyezOn mobile app, it will have a generic contact name e.g. **iPhone10**. This could be changed to **Lesley Chalmers mobile app** to avoid confusion with another users mobile app.

8.0 LOCATIONS

If you have systems on your account that are compatible with location settings (such as a GPS tracker) then this menu will be available.

8.1. Add Location

A new location can be added in one of three different ways.

Manual – if you have the GPS coordinates of the location you can manually enter them.

By Map Point – select the location from an interactive map.

By Address – enter the address of the location

8.2. Manage Locations

Already created Locations can be viewed, edited and deleted if required in this interface.

9.0 ACCOUNT

The **Account** menu offers choices related to your user account.

9.1. Account Settings

Your general information can be updated by navigating the various tabs of this section.

9.1.1.   Profile

This tab will allow you to customize the profile picture for your account.
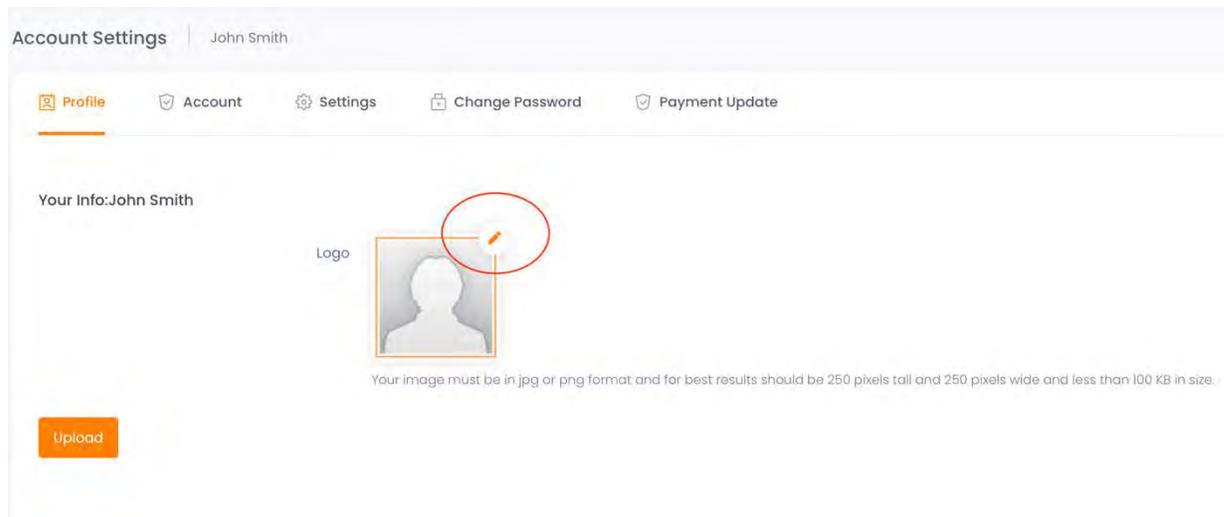
To change the image click the pencil icon to select a new image which will show in the image box. If you that is the new image you would like to use just click **Upload** and the image will be saved.

Note: Your image must be jpg or png format and for best results should be 250 x 250 pixels and less than 100 KB in size.

9.1.2. Account

Use this form to change any user information for your account.

While most fields are intuitive, some are of specific interest:

UserName/Login Email - This field must contain the email address used to login to the account. If you change the email address, the new email address must be used for login

purposes. *Note, this is not an email address for alerting purposes, it is solely used for logging into the EyezOn portal and EyezOn Mobile App.*

At the bottom of the page there is a group called Account Actions.

Account Actions:

Force Re-Login Of Mobile Portal Apps   **Force?**

Completely remove account   **Delete Account?**

9.1.2.1.   Force Re-Login Of Mobile Portal Apps

This will force anyone using a mobile app attached to your account to have to re-login. This is useful if, for instance, you were to lose your phone.

9.1.2.2.   Delete Account

You can delete your account, but you must make sure to delete any systems from your account before performing this action. Note: Systems with premium services enabled must have them cancelled before the system can be deleted.

9.1.3. Settings

This field must contain the email address used to login to the account. If you change the email address, the new email address must be used for login purposes. *Note, this is not an email address for alerting purposes, it is solely used for logging into the EyezON portal and EyezON Mobile App.*

While most fields are intuitive, some are of specific interest:

9.1.3.1. Time Zone

This field should be configured as the Time Zone in which the account holder is resident in. This ensures the event times shown on the portal match your own Time Zone. Timestamps on Alerts are handled separately. Refer to section **14.0 Time Stamps for Alerts and Push Notifications** for additional information.

9.1.3.2. Main Page Customization

The Main Page Settings section of this page allows you to customize the layout of the main page of the portal. If you have multiple systems, you can choose from the default "stacked" view to a left/right scrolling "carousel" view.

You can also choose what shows up in the partition details section. Whether you want to see the on/off zone status grid, the aged zone activity grid or the zone activity list view.

9.1.4. Change Password

Use this form to update your password to log into and out of the portal. When you have entered the new password in each spot click the **Save New Password** button.

9.1.5. Payment Update

Use this form to securely update your payment information. Once you have entered all the relevant information press the **Update Payment** button.

9.2. Order History

This tab shows any in-portal purchases you have made and allows printing of receipts.

10.0   SUPPORT

The **Account Settings** link in the left vertical menu enables changes to be made to your user account settings. Once clicked, the following will appear:

10.1.   Guides

This page contains a collection of specific user guides for the various features of the EyezOn portal.

10.2.   FAQ

This page contains a link to Frequently asked questions and our interactive web forum. The forum is great place to find answers to your questions from other long-time EyezOn users.

10.3.   Request Support

Here you will find a form that allows you to generate a support request. This is the preferred method as it provides our technicians with additional diagnostic information about your system

and will allow them to help you faster. When you generate a support request you will be given a support ticket number that can be referenced in any conversations with the support department.

11.0 SUBSCRIBE TO AND UPDATE ENVISALARMS™ MONITORING

This section details the steps required to first subscribe to our central station monitoring service and then updating your information at the station when required.

11.1. Subscribe to EnvisAlarms™ Central Station Monitoring

To subscribe to our Central Monitoring Station Service, please follow these steps.

11.1.1. Log in and select system

Start by logging into your EyezOn Web portal using a PC or Laptop Computer. From the Main Page click the Details Icon to the far right of the System which you would like to be monitored.
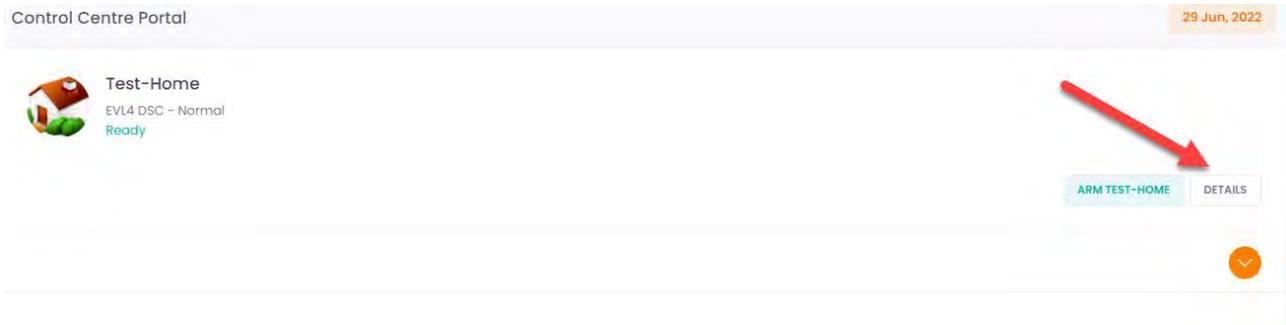
11.1.2. Click on Services tab

Then Click on Services.
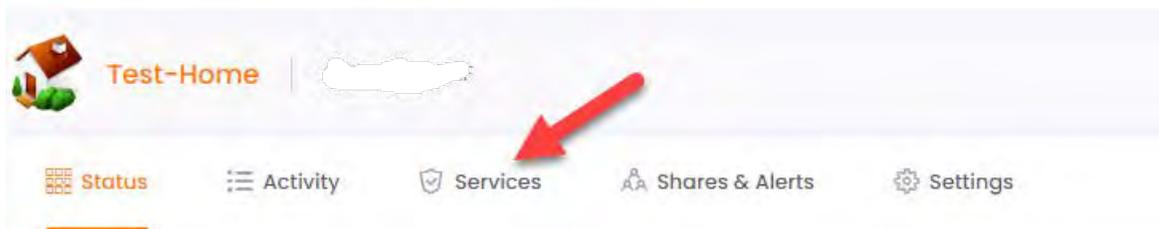
11.1.3. Click on Sign Up Now

Then Click on Sign Up Now in the EnvisAlarms Monitoring Section.

11.1.4. Pick your plan

Pick either the 1-year or 3-year plan and then click Next Step.

11.1.5. Complete premises information

Complete all the information pertaining to the Monitored Location, Residence Full Name if it's a Home, Site Business Name if Commercial etc.
Click **Next Step** to continue.

Monitoring SignUp for Test-Home EVL4 DSC

← BACK

✓	2	3	4	5	6
Choose Your Plan	Premises Details	Procedures	Authorities	Keyholders	Zones

Premises Details

Type:

Residential ⌄

Full Name:

John Smith

Please enter your full name

Company Name:

If applicable, please enter company name

Address:

Enter street address

Street with number

City:

Enter city

Country:

Canada ⌄

State/Province:

Ontario ⌄

Zip/Postal:

Premises/Cell:

Cell phone or premises number

Email:

ted@ted.ca

Please enter your account holder email

Directions To Premises:

Panel Type:

i.e. SOLO, Honeywell or DSC (add specific type if known i.e. DSC PC1864)

2-Wire Smoke Detector:

☐ Check if you have any fire detectors that are connected to the alarm panel but not assigned to a zone.

PREVIOUS   NEXT STEP

11.1.6. Select response procedures

On the Procedures Page, standard procedures are listed for each type of signal that would require some type of emergency response. The default procedures will be followed unless you specify a different procedure in the appropriate box.

Please note: Supervisory and Trouble signals will always be Premises and Keyholders.

Click **Next Step** to proceed.

Procedures

Burglary Signal Standard Procedure: Call Premises/Cell, then Keyholders, then Police.

Burglary Special Procedures:

If different than the standard procedure.

PLEASE NOTE: IF A CANCEL CODE OR OPENING SIGNAL FROM A VALID USER CODE IS RECEIVED DURING THE HANDLING OF A BURGLARY SIGNAL, THE PROCESS WILL CEASE AND THE ALARM WILL BE CONSIDERED RESOLVED.

Panic/Duress Signal Standard Procedure: Call Premises/Cell, then Police, then Keyholders.

Panic/Duress Special Procedures:

If different than the standard procedure.

Fire Signal Standard Procedure: Call Premises/Cell, then Fire Department, then Keyholders.

Fire Special Procedures:

If different than the standard procedure.

French Speaking Station:

☐ Check if you require a station with French speaking operators.

PREVIOUS   NEXT STEP

11.1.7. List local authorities

In this section you can list your local permit number if required. Indicate the name of the police and fire departments for your area. If you know the 24-hour dispatch number (not 911) list that too otherwise leave it blank.

Click **Next Step** to proceed.

11.1.8. List keyholders for the system

This section lists the keyholders that have access to the system and could be on-site when the station calls for alarm verification. To add new keyholders first press the **Actions** button and select **Manage Keyholders** in the dropdown menu.
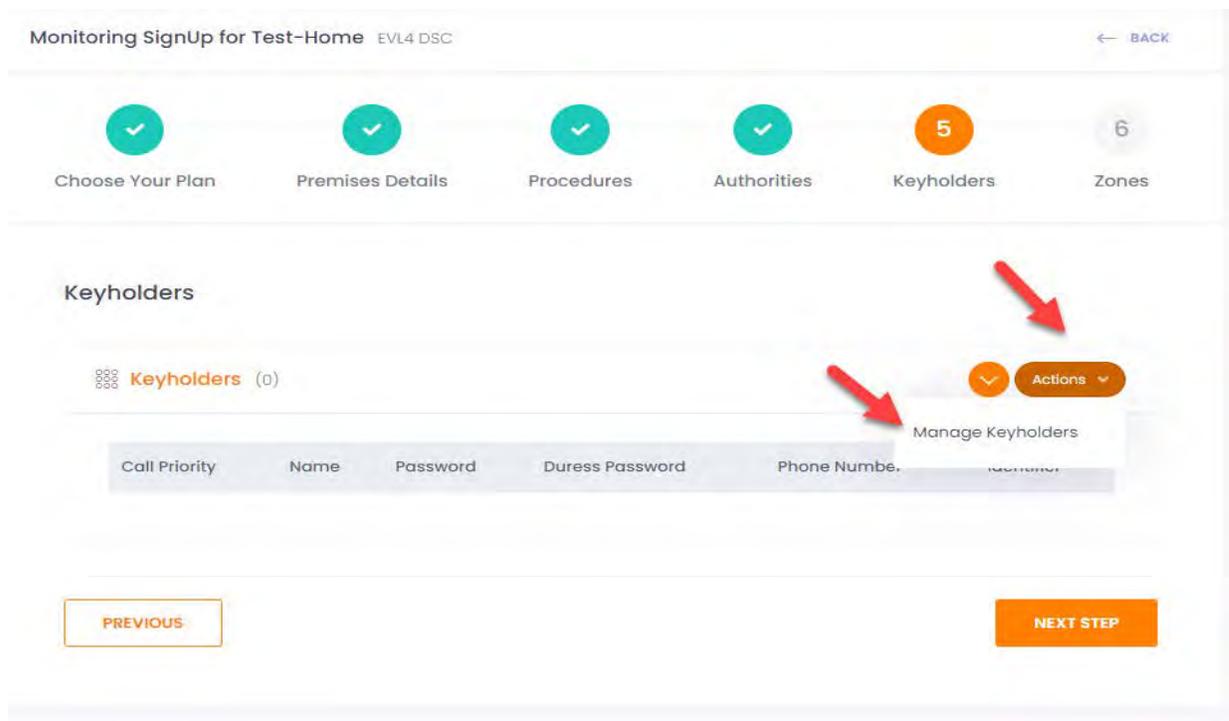
Once on the Manage Keyholders page use the **Add Keyholder** button to add a new keyholder.

You will then be taken to a form where you can add the information for a specific keyholder.

⚠ Important: If the optional duress password is used must be different than password. It should also not be a word that would come up in the normal course of conversation with Central Station.

Add New Keyholder

← Back

Call Priority:

Name:

Password:

Letter or numbers only. No special characters.

Duress Password:

Letters or numbers only. No special characters. Must be different than the Password above.

Phone:

Identifier:

Cell

Cancel   Submit

To identify themselves to the station, every keyholder must have a Password or Pass Number. When keyholders are to be called, they will be called in the priority order listed. If they have access to the site but you do not wish then to be called, do not enter a phone number.

Name: The keyholder's full name.

Password: A secret word or number for the station to identify the person on the phone when verifying an alarm condition. This is a mandatory field. Every keyholder must be listed in order to be called and must have a password.

Duress Password: The secret word or number that will alert the Station when verifying an alarm that the person is in Duress and requires the police. **Remember this password will be used when you or someone on the premises is in fear for their safety due to an intruder**

so make sure it is simple and will not attract the attention of the intruder. Stay away from obvious words like Help, Police, Hurry, etc. The duress password cannot be the same as the password.

Call Priority: This is the order in which the Station will call in the event of an issue.

Phone: Individuals phone number and type ex: cell, Pager etc.

Use the **Submit** key to save and return to the Manage Keyholders page. To add another keyholder click Add Keyholder again and follow the process above.

When finished adding keyholders click the **Back** key to return to the monitoring sign-up form.
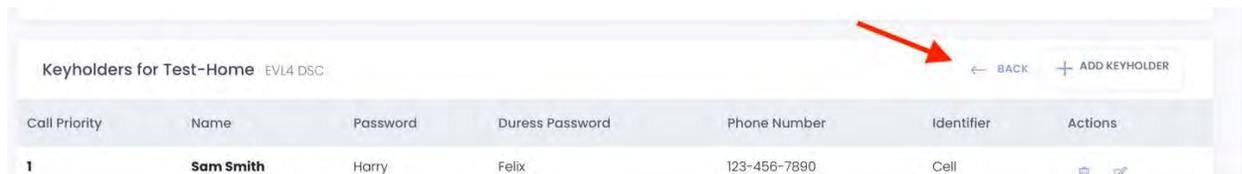
Click **Next Step** to proceed.
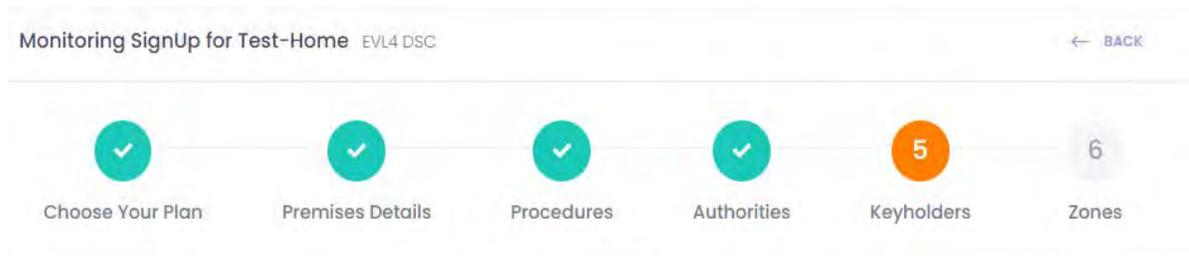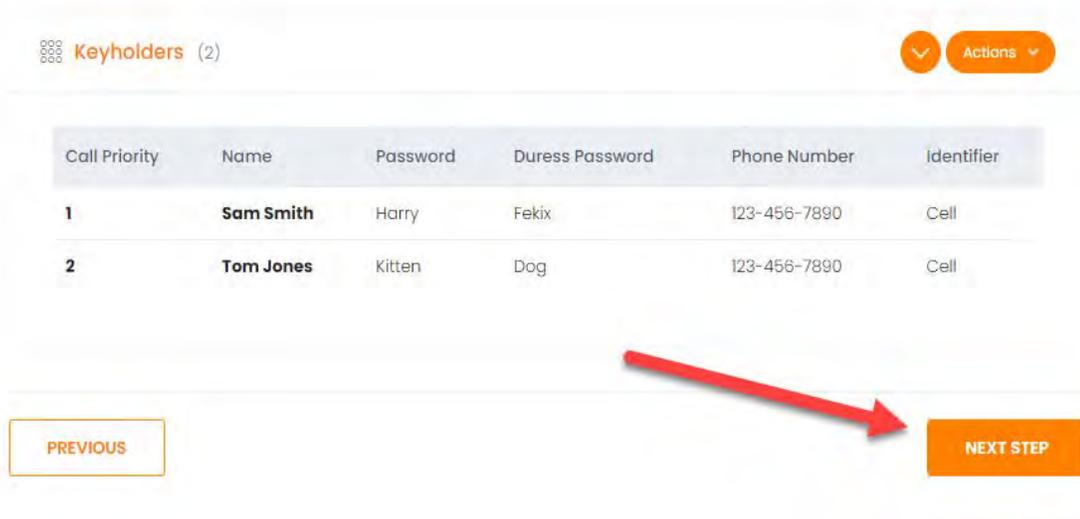
11.1.9. List zone information and submit request

This section is a list of the sensors that are connected to each zone in the alarm panel. If you have already completed this when you set up your module, this list will be populated already. Make sure that the information is accurate as the station will use this to advise your contacts and authorities what type of alarm was triggered when verifying. It is also used by us to ensure the system reports the correct data to the station.

If the list is empty or you need to add more zones or change the information associated with a zone, then click the **Actions** button and select **Manage Zone Labels** from the dropdown menu.
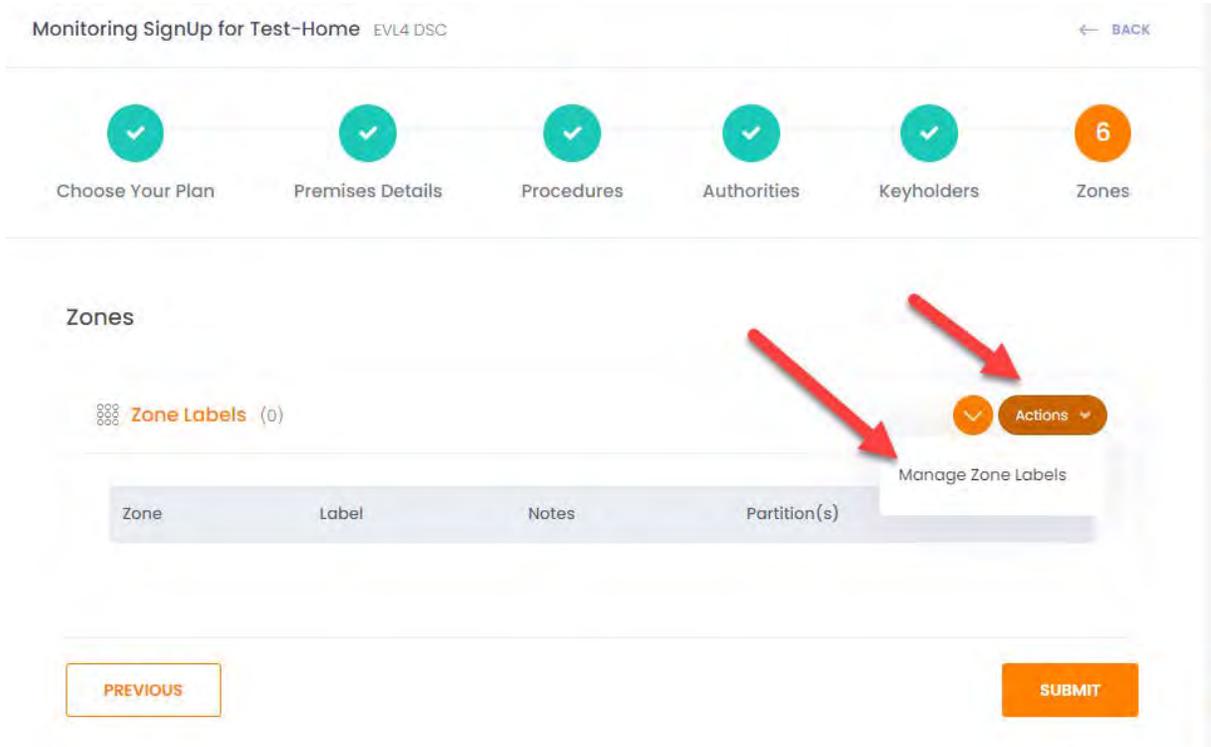
Once on the Manage Zone Labels page use the **Add Zone Label** button to add a new zone label.

You will then be taken to a form where you can add the information for a specific zone.

Zone: The zone number.

Label: A descriptive label for the zone i.e., "Front Door". A good zone label will identify the location and sensor type i.e., Kitchen Window, Garage Overhead Door, Living Room Motion etc.

Notes: Any additional information that the monitoring company may need to know about that sensor.

Partition(s): A zone may exist on more than one partition if you have multiple partitions on your system. To select multiple partitions, click one partition then hold down the shift key while selecting the other partitions.

Press the **Submit** button to save the zone information and return to the Manage Zone Labels page.

Once you have finished managing your zone labels, click the **Back** button to return to the monitoring sign-up page.

When back on the monitoring sign-up form, since this was the last step in the process just click the **Submit** button to complete the request.

← BACK

Choose Your Plan — Premises Details — Procedures — Authorities — Keyholders — 6 Zones

Zones

Zone Labels (6)

Actions ⌄

Zone	Label	Notes	Partition(s)
1	Front Door		(1)
2	Back Door		(1)
3	Hall Motion		(1)
4	Side Window		(1)
5	Basement Window		(1)
6	Main Floor Smoke		(1)

PREVIOUS

SUBMIT

If the submission was successful you will see a confirmation pop-up.

Your monitoring request has been successfully submitted.

OK
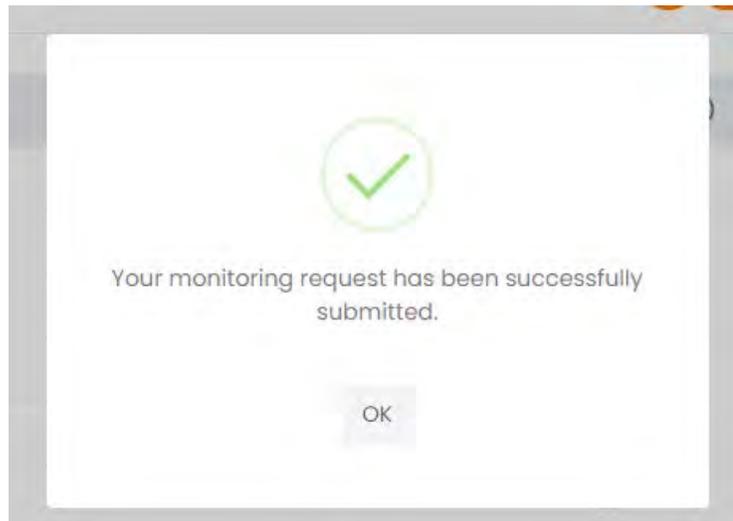
11.1.10. Complete and email the contract

Once you have successfully submitted the request you will receive an email with the appropriate contract attached depending on the term you chose. Fill out the contract and email it back to us at *envisalarms@eyezon.com* for processing. It can take up to 2 business days to complete the processing and activate the monitoring on your system.

If you don't receive an email with the contract, you can also return to the system **Details->Services** tab where there will also be a link to the contract.
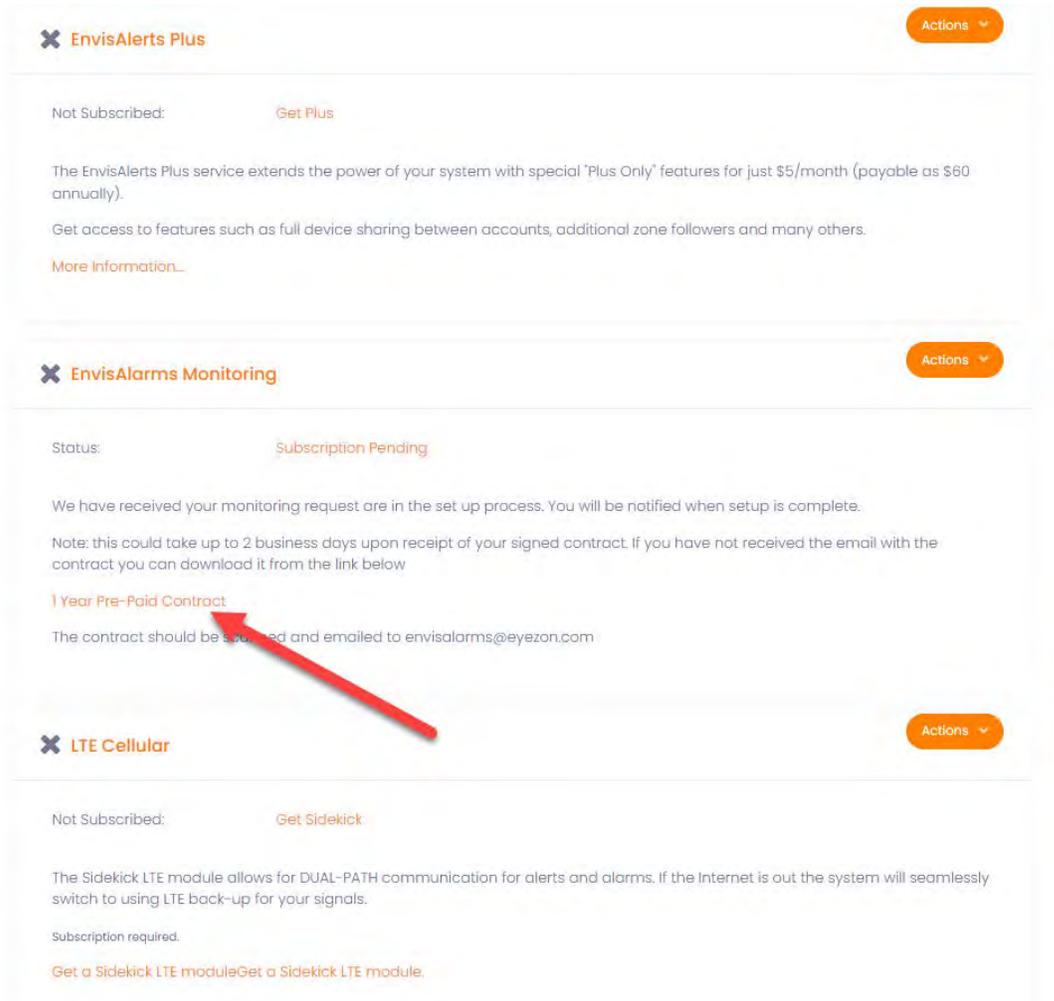
Note: While in the **Subscription Pending** state you cannot edit or update your monitoring information. Once the monitoring setup is complete you will have the option to update your monitoring in this section.

11.2.   Update Your Monitoring Information

Once subscribed you can manage and update the station with your monitoring information any time you make a change.

Note: If you change zones or zone descriptions you need to update the station with this information so that they can give accurate information about an alarm to the appropriate keyholders or authorities.

To manage your monitoring details just navigate to the **Details->Services** tab for your system and under the **EnvisAlarms Monitoring** section click the **Action** button and select **Manage Monitoring Details**.

You will be routed to the Manage Monitoring Details page. This one-page form will allow you to edit all the information you submitted during the sign-up process.

The top section contains general information about your system and is divided into the following sections:

1. Premises Details
2. Panel Information
3. Permanent Comments
4. Procedures

5. Authorities

When you have made your changes to this top section, click **Save Premises Information** to save them.

The next two sections contain the **Keyholder** and **Zone Label** information. To manage these, refer to sections **11.1.8** and **11.1.9** above.

Once all the information appears correct in each section click **Upload To Station** to have your changes saved at the central station.

Monitoring Information for Farmhouse EVL4 DSC   ← BACK   + UPLOAD TO STATION

MAC:
Account #:
Last Upload: July 2, 2022, 11:32 am EDT

General Information

1. Premises Details:

Full Name: John Smith
                        Please enter your full name

Company Name:
                        If applicable, please enter company name

Address: Sideroad RR-4
                        Street with number

City: Smithville

Country: Canada

State/Province: Ontario

12.0   MANAGING SHARES AND ALERTS

Alerts and system shares for any system are all managed from the **Details** page of that system under the **Shares & Alerts** tab.

Alerts and system shares for a system can only be created with an already verified Contact.

Please refer to **Chapter 7.0** for full details on how to create and verify a Contact.

This chapter assumes you already have at least one verified contact available.

There are three main groups of Shares & Alerts available:

1. **Alerts only (Local account)** – These are standard email, SMS or Direct SMS (Plus Required) style alerts sent to any contacts you configure to receive them.

2. **Push notifications (Local account)** – This allows you to configure what you receive in push notifications for each system on your account. You must have a valid mobile contact (either iPhone or Android) on your account to select this. These types of shares are usually created automatically when someone with access to your account installs the mobile app. They can be edited any time.

3. **Full Share** – A share is a way of making your system available to another EyezOn account holder. There are 3 different levels of Full Share:

    1. **Push notifications (Remote share – Plus not required)** – This is a very basic level of Sharing where the recipient of the share will receive push notifications for events that

happen on your system. They can configure the push notification settings they receive from their account. They can also view the event log for the system.

2. **Standard user (Plus required)** – A standard user can perform most system commands and see all system information. They cannot make changes to settings for a system.

3. **Administrator (Plus required)** – An administrator can perform nearly all the functions of the system owner. They can modify most settings. They cannot delete a system.

12.1.   Create an Email or SMS Alert

Navigate to the **Details->Shares & Alerts** tab for your system.

1. Click the **New Share** button.
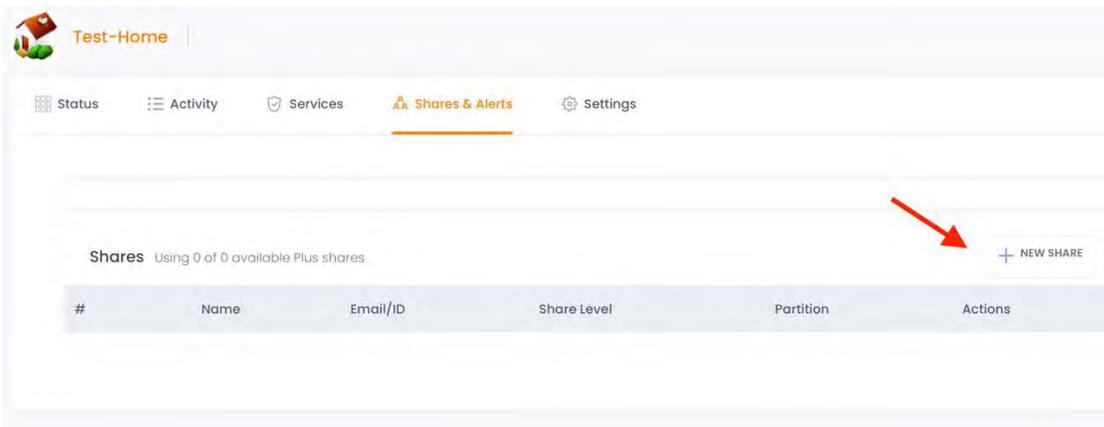
2. In the **Alerts Only** box press the **Select** button.
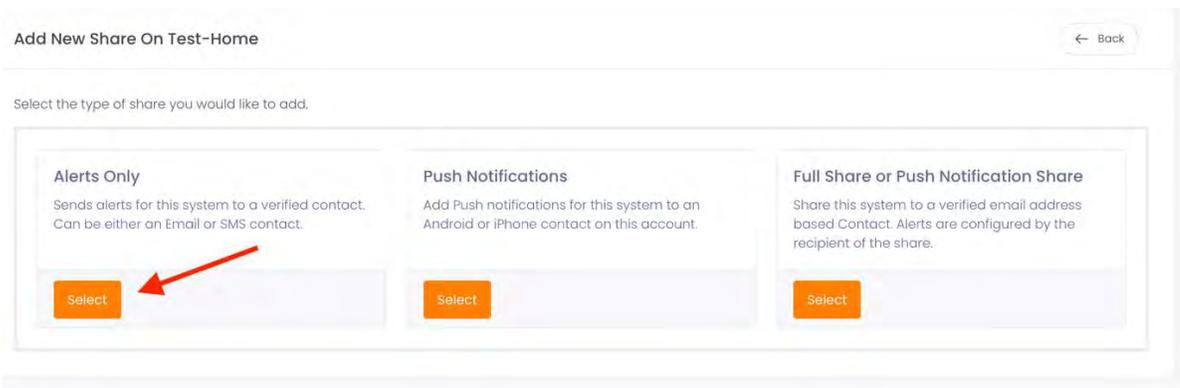
3. Choose the contact you wish to use and select the **Alerts Only** share level and press the **Submit** button.

Add New Alert Share On Test-Home   ← BACK

Contact   John

Share Level   Alerts Only

Cancel   Submit

4. You will be returned to the Details page on the Shares & Alerts tab but now your new Alerts only share will appear in the list. It has been created with certain default settings, but you can change these by clicking the edit icon or the name.

#	Name	Email/ID	Share Level	Partition	Actions
1	John		👤 Alerts	All	🗑 ✎

Shares Using 0 of 0 available Plus shares   + NEW SHARE

5. The following image shows the default alert settings.

Alert Settings for John

Notification Settings
- ✓ Alarms
- ☐ Alarm Restorals
- ☐ Miscellaneous
- ✓ Arms
- ☐ Append Arming Mode
- ✓ Disarms
- ☐ System Troubles
- ☐ Installer Maintenance
- ☐ Network Supervision/Line Cut
- ☐ Zone Followers
- ☐ Zone Inactivity Timer Alert (Plus Feature)

Message Format
- ● Full
- ○ SMS Style with Partition
- ○ SMS Style no Partition

Cancel   Submit

The following options are the unique **Alert Types** that can be enabled for each alert share:

Alarms - Alert is sent for any alarm situation on your system (e.g. burglary, fire etc.) including which zone was involved.

Alarm Restorals - Alert is sent when zone that caused an alarms restores (e.g. door closes). This does not mean the security system is no longer in alarm.

Misc - Alert is sent for anything else not listed here.

Arms - Alert is sent when your security system is armed

Disarms - Alert is sent when your security system is disarmed

System Troubles - Alert is sent when there is a trouble condition on your security system (e.g. low battery, power loss etc).

Installer Maintenance - Alert is sent when someone enters Installers Mode on your security system.

Network Supervision / Line Cut - Alert is sent when the EyezOn server does not receive communication from a device within 10 minutes. An Alert is also sent when communication is restored.

Zone Followers - Alert is sent when a zone enabled for Zone Follower is opened/faulted or closed/restored. Refer to section 10.1 for more information.

Zone Inactivity Timer Alert (Plus Feature) - Alert is sent when a zone configured for inactivity has been left in a certain state for a long period of time (e.g. garage door left open).

Message Format – The default for this section sends the most verbose message for any event type and is typically used for email contacts. If the contact is an SMS you may want to select one of the shorter SMS style message formats. If you only have one partition on your system then selecting SMS Style no Partition would produce the shortest message.

6. Once you have the appropriate configuration selected click the **Submit** button to save your changes. The screen will refresh but stay on this page in case you still want to make changes. If you are done, click either **Cancel** or **Back** to return to the **Shares & Alerts** tab.

12.2.   Create a Push Notification Share (Local Account)

This allows you to configure what you receive in push notifications for the selected system. You must have a valid mobile contact (either iPhone or Android) on your account to select this. A valid mobile contact is created automatically when the mobile app is installed on your phone.

Navigate to the **Details->Shares & Alerts** tab for your system.

1. Click the **New Share** button.
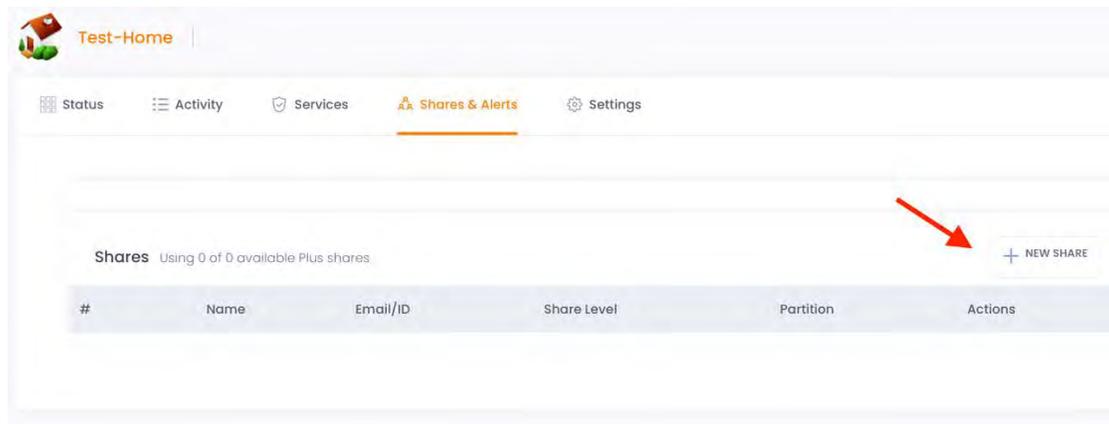
2. In the **Push Notifications** box press the **Select** button.
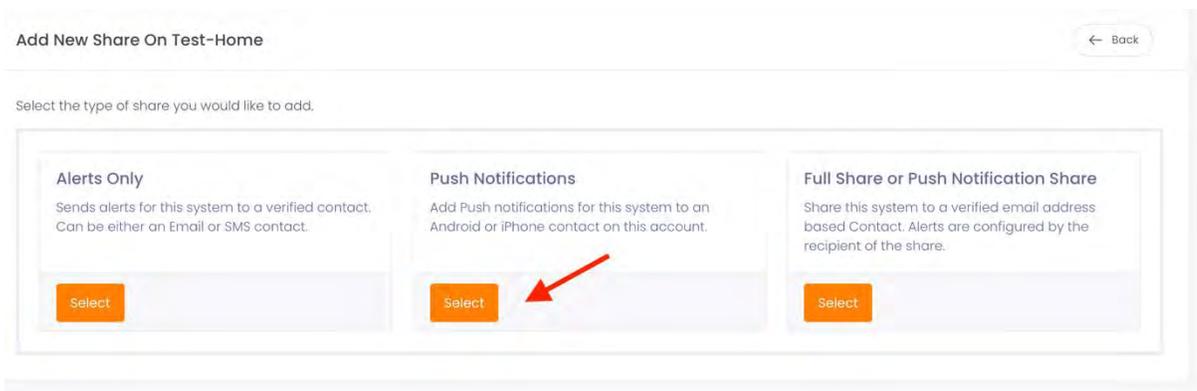
3. Choose the contact you wish to use and select the Push Notifications (Account) share level and press the **Submit** button.

4. You will be returned to the Details page on the Shares & Alerts tab but now your new Push Notifications (Account) share will appear in the list. It has been created with certain default settings, but you can change these by clicking the edit icon or the name.

5. The following image shows the default notification settings.
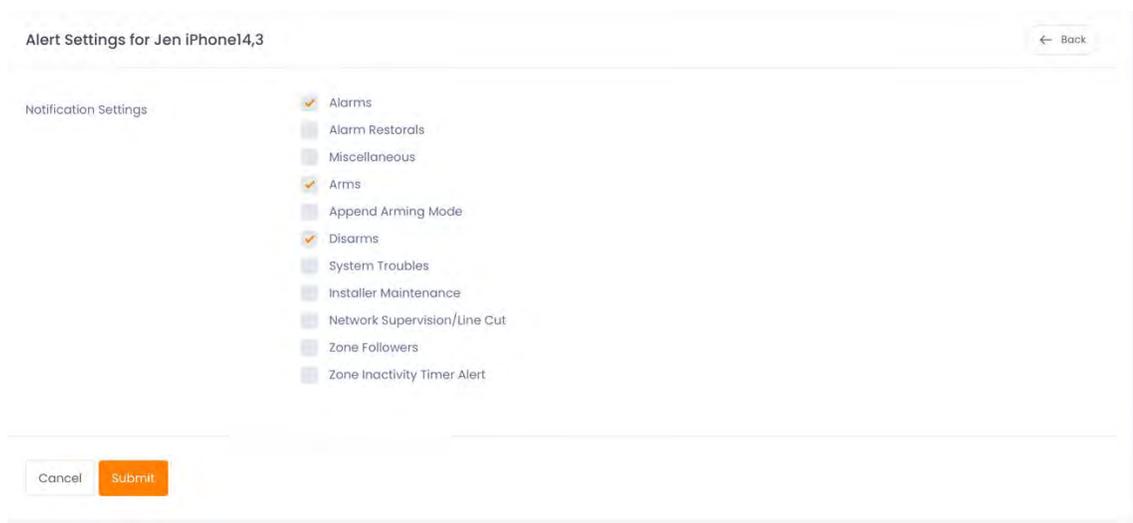
The following options are the unique **Alert Types** that can be enabled for each push notification share:

Alarms - Alert is sent for any alarm situation on your system (e.g. burglary, fire etc.) including which zone was involved.

Alarm Restorals - Alert is sent when zone that caused an alarms restores (e.g. door closes). This does not mean the security system is no longer in alarm.

Misc - Alert is sent for anything else not listed here.

Arms - Alert is sent when your security system is armed

Disarms - Alert is sent when your security system is disarmed

System Troubles - Alert is sent when there is a trouble condition on your security system (e.g. low battery, power loss etc).

Installer Maintenance - Alert is sent when someone enters Installers Mode on your security system.

Network Supervision / Line Cut - Alert is sent when the EyezOn server does not receive communication from a device within 10 minutes. An Alert is also sent when communication is restored.

Zone Followers - Alert is sent when a zone enabled for Zone Follower is opened/faulted or closed/restored. Refer to section 10.1 for more information.

Zone Inactivity Timer Alert (Plus Feature) - Alert is sent when a zone configured for inactivity has been left in a certain state for a long period of time (e.g. garage door left open).

6. Once you have the appropriate configuration selected click the **Submit** button to save your changes. The screen will refresh but stay on this page in case you still want to make changes. If you are done, click either **Cancel** or **Back** to return to the **Shares & Alerts** tab.

12.3.   Create a Full System Share

A full share is a way of making your system available to another EyezOn account holder. There are 3 different levels of Full Share:

1. **Push notifications (Remote share – Plus not required)** – This is a very basic level of Sharing where the recipient of the share will receive push notifications for events that happen on your system. They can configure the push notification settings they receive from their account. They can also view the event log for the system.

2. **Standard user (Plus required)** – A standard user can perform most system commands and see all system information. They cannot make changes to settings for a system.

3. **Administrator (Plus required)** – An administrator can perform nearly all the functions of the system owner. They can modify most settings. They cannot delete a system.

Navigate to the **Details->Shares & Alerts** tab for your system.

1. Click the **New Share** button.
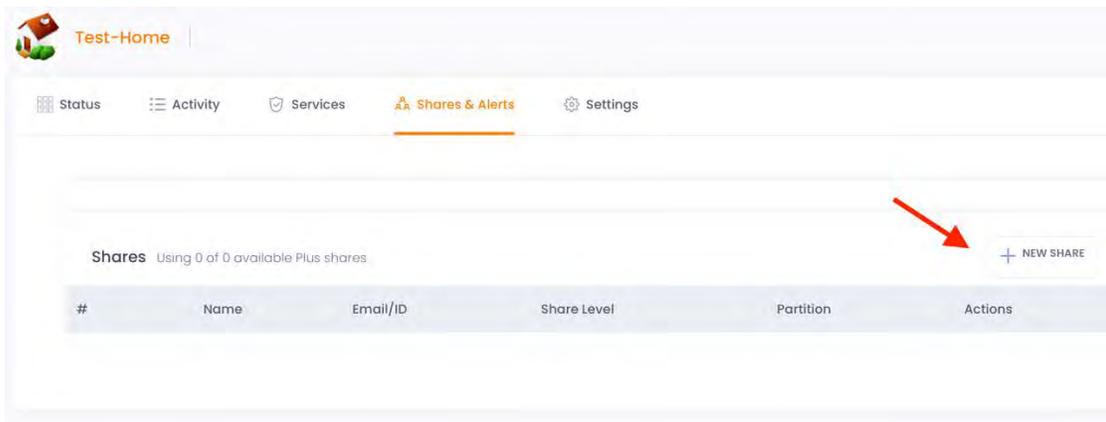
2. In the **Full Share or Push Notifications** box press the **Select** button.
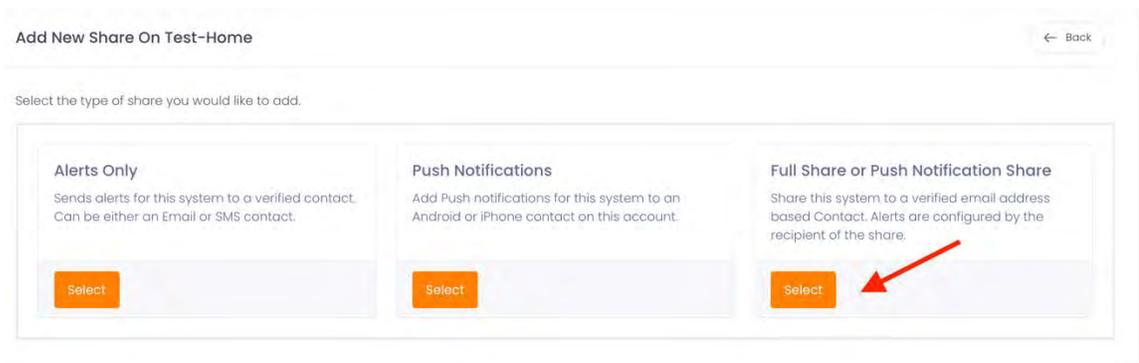
3. Choose the contact you wish to use (only verified email contacts will be shown), select the share level you wish to assign and press the **Submit** button.

Add New Share On Test-Home   ← BACK

Contact   Jack

Share Level   ✓ Push Notifications (Share)
               Standard User (Share) (Plus Required)
               Administrator (Share) (Plus Required)

Cancel   Submit

4. You will be returned to the Details page on the Shares & Alerts tab but now your new share will appear in the list. The share will show (Pending) beside the name.

#		Name	Email/ID	Share Level	Partition	Actions
1	J	John		👤 Alerts	All	🗑 ✎
2		Jack (Pending)		👤 Push Notifications (Share)	All	🗑

Shares Using 0 of 0 available Plus shares   + NEW SHARE

5. The contact that you used will be sent an email asking them to confirm that they wish to accept the share request from you.

eyezon

HELLO Jack,

John Smith wishes to share access to their EyezOn device with you. To accept this sharing request please follow this link to complete the authorization. If you do not already have an EyezOn account you will be prompted to create one.

ACCEPT REQUEST

IMPORTANT
Please be sure to review the terms and conditions.

VIEW TERMS

On
EyezOn
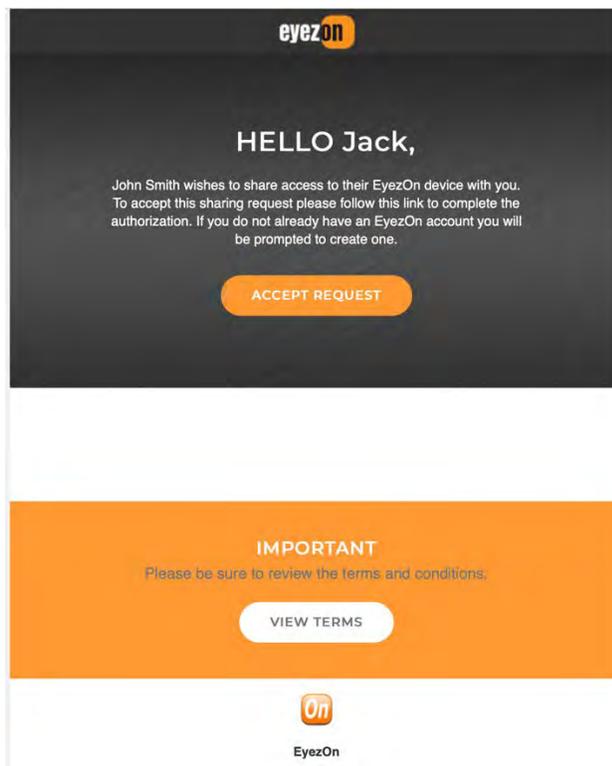
6. Once they have approved the share, it will show in your list as normal and can be edited.
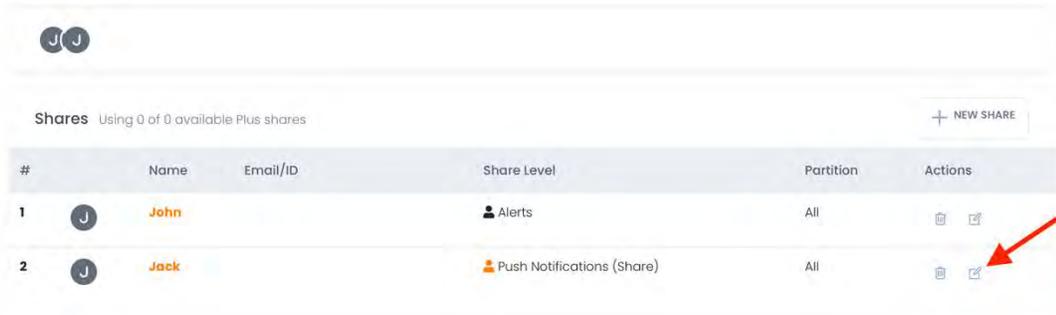
7. Editing a full share will give you the option to change the share level. You can pick higher share levels if you are subscribed to the Plus service.

8. Once you have the appropriate configuration selected click the **Submit** button to save your changes. The screen will refresh but stay on this page in case you still want to make changes. If you are done, click either **Cancel** or **Back** to return to the **Shares & Alerts** tab.

13.0   TIME STAMPS FOR ALERTS AND PUSH NOTIFICATIONS

The most common configuration for an EyezOn account is one User Account per Device with both being configured for the same Time Zone. In this situation, all Alerts, Push Notifications, Recent Event logs etc. will all be displayed with the same time stamp for events.

If you have a Device located in a different Time Zone than where the account user is resident and both are configured correctly, your time stamps will be as follows.

Example - The account user is set as Eastern Time and the Device is set as Pacific Time:

Web portal - Account Recent Activity - shows all events in EDT

Web Portal - Device Recent Events - shows all events in EDT

App - Account Recent Activity - shows all events in EDT

App - Device Recent Events - shows all events in EDT

App - Push Notifications - shows all events in PDT

Alerts - Email - shows events in PDT

Alerts - SMS - shows events in PDT

Refer to the following Section **9.1.3.1 Time Zone** under Account Settings and Section **6.3.6.3. Set Time Zone - System Settings** for more information.

14.0   EYEZON MOBILE APP

14.1.   Installing the EyezOn Mobile App

The EyezOn Mobile app is available for **Android** and **iOS** devices. **Version 10+ of iOS is required.** To get the app go to either Google Play Store or the Apple App Store and search for **EyezOn**. The EyezOn Mobile app will appear, and you install it like any other app.

14.2.   Enable Push Notifications

Enabling Push Notifications for the EyezOn app will allow your smart phone to prompt you with Alerts in real-time. Once installed, open the app. You will be prompted to enable Push Notifications. Click **Allow** to receive notifications.

*Note - You can change your notification preferences at any time from the Shares & Alerts tab in your system details. Refer to Section **12.2 Create a Push Notification Share (Local Account).***

14.3.   EyezOn Mobile App Login

Once you have opened the EyezOn mobile app and selected your preference for Push Notifications, you will be prompted for your user account login credentials. The username and password are the same username and password used to access your account via the web portal.

NOTE: All users of the EyezOn Mobile App use the same credentials to log into the app. There are no secondary or sub-users. Each time the app is installed on another device, a new instance is created in the Contacts menu for this device. This allows each individual device to have unique and customizable alert settings even though they log in with the same credentials.

15.0   SIGN OUT

Once you have completed your interactive browsing session using the web portal, we recommend logging out for security reasons. To logout, click the user icon in the top right corner of the portal and select **SIGN OUT** in the pop-up menu that appears.

16.0 GLOSSARY

Alerts	Alerts are security system event notifications sent from EyezOn to contacts within your account based on the specific configurations. Refer to section 12.0 Managing Shares and Alerts for more information.
Contact	A Contact is a unique alerting method. A Contact should not be thought of as an individual user of the system. Rather, Contacts are configured for each unique Alert method desired.
System	The EyezOn term used to represent a security system that is setup on your account having a EyezOn IP communicator module installed. Each '**System**' represents one security system and one EyezOn IP communicator module. If you have a home with a security system installed along with the EyezOn IP communicator module, you have one **System**. If you have a home and a cottage each having a security system installed along with the EyezOn IP communicator module, you have two **Systems**.

Partition	A partition is a separate, arm-able area in your security system (e.g. detached garage, basement apartment).
Time Zone	There are two time zone settings applicable to your EyezOn system: Within **Account Settings** - This is the Time Zone in which the account holder is resident in. Within **Device Settings** - This is the Time Zone in which the device is installed and must be configured for each device independently.
Zone	A Zone is a sensor (e.g., motion detector, door alarm, fire alarm).