

P ▲ R ▲ D O X™

Insight

Designed for your lifestyle

Insight App User Guide



www.paradox.com

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Overview

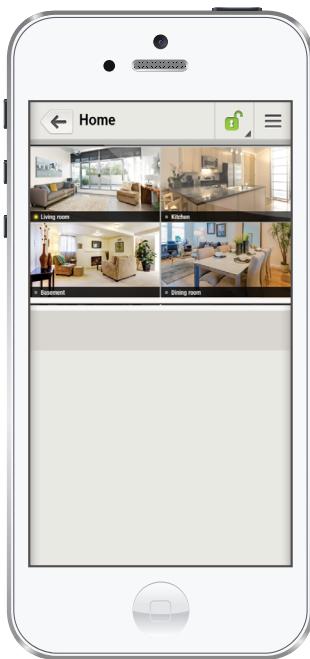
Paradox Insight™ App is all you need to monitor and control what's going on in your home or office while you're on-the-go, directly from your iPhone or Android phone. You can access unlimited live HD video and audio streaming anytime, from anywhere, and make informed decisions in real time. By connecting to Paradox advanced HD video cameras, you can see and hear events as they happen, day or night.

With the Paradox Insight™ App you can:

- Manage the entire system from your mobile device, including arming/disarming, user permissions, and media files
- View and record what is happening in your secured locations and respond in real-time
- Define user privacy protection - set of permissions limit non-master users and CMS system access
- Secure multiple locations, controlled within a single system
- Receive and respond to alarm notifications using options such as: Contact Police, Fire or Central Monitoring System (CMS) via a panic button, within the app, or call anyone listed on your mobile phone contacts
- Build a network of up to 8 people you trust to receive notifications in case of an alarm or event, in addition to the Central Monitoring System (CMS)



Secure and monitor multiple sites



View site cameras



View and record live video from Paradox HD cameras



Call emergency services and contacts

To help you quickly start using the Paradox Insight app, this guide includes the following sections:

- **Daily Use:** Monitor the sites
- **User Setup:** Define users and set user access
- **Site Setup:** Add a new site to your Paradox Insight app

Daily Use

This section describes how to use the Paradox Insight™ app to monitor your home or business, any time, from anywhere.

Insight app enables you to view and record the video from Paradox cameras and perform the following:

- Arm and disarm your security system
- Contact emergency services or Central Monitoring System (CMS) using the panic button in the app, or call anyone on your phone's contact list
- Manage and send media files recorded by Paradox cameras
- Review events and alarms
- Manage Insight users and their access permissions (Master User only)

Sign In

To enter your site:

1. Tap the **Paradox Insight** on your smartphone screen. 

Insight app lists all your sites and their details:

- | | |
|----------------|-----------------------------------|
| • Site name | • Partitions and cameras in site |
| • Alarm status | • Arming status of each partition |

2. Tap the selected site.

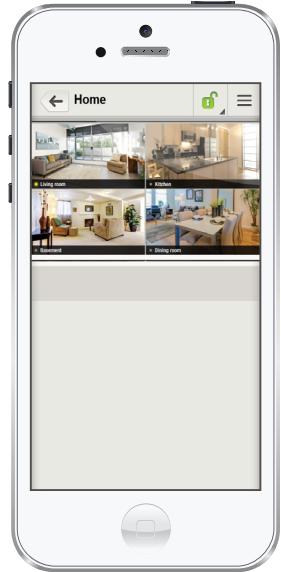


3. Enter the Paradox system password and tap **Connect**.



4. View site's cameras.

You may turn your phone horizontally to show camera views on the entire screen.



Note: The security system installer sets up partitions (areas) within a site.

Arm Your Security System

Tapping the arm status icon  sets the arm status:

 **Arm** sends an alarm for every detected event

 **Disarm** deactivates the security devices

 **Stay** disarms the motion detectors while all other zones are armed.

STAY mode is typically used when you want the peace of mind of having the perimeter doors armed, but motion detectors disarmed, so you can move freely within your home.



Arm the Entire Site (all partitions)

1. To arm your security system, tap **Arm** status , and then tap **All partitions** .

2. Tap the selected arm status: 



Arm a Single Partition (Area)

1. To set arming status for a specific partition, tap **Arm** .

2. Select the partition you want to arm and tap **Arm** .

3. Tap the selected arm status.



View Live Streaming Video

You can view live streaming video from your site (Video On Demand).

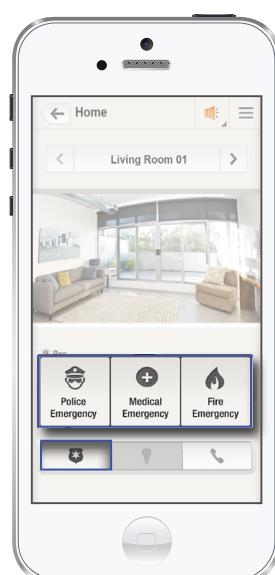
- To view a live video stream, select a camera.
The image pane shows a live stream from the camera.



Record Video

You can record up to two minutes of live video from a selected camera.

- To record streaming video from the selected location, tap **Start Rec**.
The camera records up to two minutes of video and saves it as a media file.



Call Emergency Services and Contacts

You can call emergency services and other contacts directly from your Paradox Insight App.

Call Emergency Services

- To call emergency services, tap **Emergency Services**  to show three icons:

 **Police Emergency** to call the saved phone number of the police or security services

 **Medical Emergency** to call the saved phone number of emergency medical services

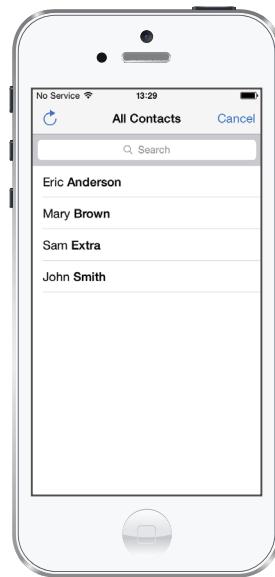
 **Fire Emergency** to call the phone number of the fire department



Call Other Insight Users

You can call another Insight user, directly from Paradox Insight.

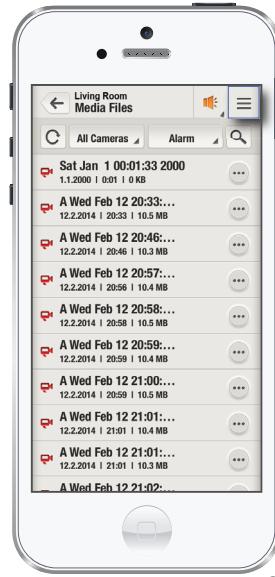
1. To call another user, tap the **Contact** button to open a pop-up window with a list of all the site's users.
2. Select an Insight user you wish to call.



Call Phone Contacts

In addition to calling other Insight users, you can also call any contact saved in your phone.

1. To call another contact, tap the **Contact** button to open a list of all the Insight users for that site.
2. From the pop-up window, tap **From Contacts** to open your phone's contact list.
3. Tap the contact that you want to call.

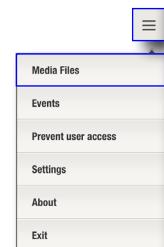


Media Files

You can view segments of video that were recorded by a user or triggered by an alarm.

View Recorded Video Media Files

1. To access the media files, tap **Menu** and select **Media Files**. A list of recorded media files appears, showing from the most recent first.
2. Tap on a selected media file to show it.
3. To play the recorded video, tap **Play**



Manage Media Files

You can manage the video recordings with the following actions:



1. To manage the media files, tap **Manage**  to open a menu.

2. From the pop-up menu, tap the action that you want to perform on the media file:

- **Download** sends you an email message with a link to view and download a MP4 media file of the recorded video. The link stays active for 15 minutes, after which the user must download it again.

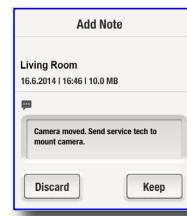
- **Write Protect** the media file for future retrieval and to prevent deletion.

A shield icon  shows that the file is write protected.

Note: Only the Master User can activate Write Protect.

- **Add Note** to the file.

Enter note in text box and tap **Keep**.



- **Delete** the file.

Tap  to delete the media file and **Yes** to confirm.



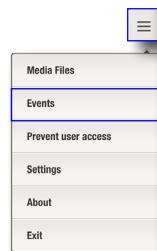
Note: Only the Master User can write protect or delete media files.

View Events

You can view all the events that were recorded by Paradox Insight at the site.

• To view the events list for a site, tap **Menu**  and select **Events**.

A list of recorded events appears, showing from the most recent first.



The Master User should pay close attention to the following major event categories when reviewing events:

- **Failed to Login of Non-Master User** indicates that an Insight app user (non-Master) has attempted and failed to log in to a site.
- **New User** indicates that a new user was created.
- **Alarm** indicates that a monitoring device or contact detected an alarm event.
- **Record On Demand** indicates that an Insight App user has recorded streaming video.



User Setup

Paradox Insight users can view and record streaming video from cameras in sites, according to their access privileges.

The Master user defines each user's access privileges for each site.

Paradox Insight system enforces user access restrictions to protect privacy and prevent unauthorized users from viewing or recording video from cameras:

- For the Master user to enable a user to access a site from a smartphone, the user must be authorized as defined in the security system's control panel by the installer.
- User access privileges are given to a specific site.
- Users can view live video stream at any time (VOD - Video On Demand), or be limited to viewing the live video stream up to 15 minutes after an alarm (VOD after Alarm).
- The app can send an email to the Master user whenever specific users log in or access specific sites.

Create a New User

The Master user can define up to eight permitted users of the Insight app, from the list of users defined in the Paradox Insight Control Panel.

1. To create a new user, open the Paradox Insight app.

2. From within the selected site, tap **Menu**  and select **Settings**.

3. In **Settings**, tap **Users**.

4. Tap **Add user**  (plus) to define a new user.

5. Enter the user information into the fields:

- **Email** of the new user

If the **Email notification** box is checked, then the system sends the user an email every time an alarm is triggered in the site.

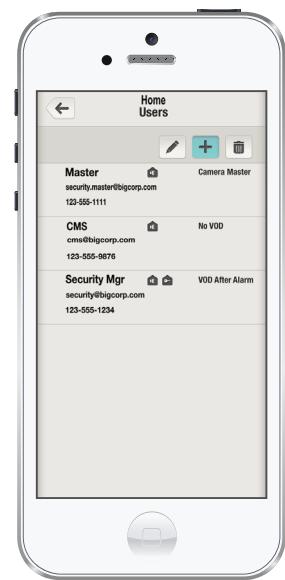
- **Telephone number** of the new user

The user's telephone number is contacted when another user taps **Contact** in the camera view screen. See "**Call Other Insight Users**" on page 8.

- **Notification upon login** sends a message to the Master user every time the new user activates Video On Demand or Record On Demand.

- **Set permission** enables the new user to **VOD** or **VOD After Alarm**

6. Tap **Change** to save the new user or **Cancel** to exit without saving.



Set User Permissions

To protect privacy and prevent unauthorized users from viewing or recording a video, the access permissions for each user are restricted to a specific site.

1. To set user permissions to a specific site, enter the selected site.

2. Enter your system user password and tap **Connect**.

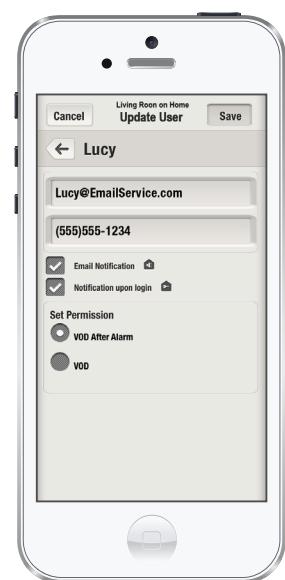
3. Tap **Menu**  and select **Settings**.

4. In Settings, tap **Users** to open a list of all the currently permitted Insight users.

5. Tap the **Edit** pencil  to edit the user and then tap the user's name.

6. Set the user's permissions to allow:

- **VOD After Alarm** enables the user to view the live video up to 15 minutes after an alarm is activated at the site.
- **VOD** enables the user to view live or recorded video stream at any time.



7. Tap **Save** to keep the changes or **Cancel** to exit without making changes.

Notifications, Mail and Phone Calls

- A user can download a recorded media file to his computer by choosing the file and selecting Download. The user then receives an email from Paradox Insight with a link to the media file.
- The link to the media file is active for 15 minutes, after which the user is blocked.
- The current Insight app user can call the telephone number of any other registered site user, directly from the app.

Site Setup

You can view all the sites that have been set up on a smartphone that has the Paradox Insight app installed.

Note: If Paradox Insight has not yet been installed in the smartphone, go to “[Download and Install Paradox Insight](#)” below and then configure the first site.

Download and Install Paradox Insight

If Paradox Insight app has not yet been installed on your smartphone, you can download and install it directly from the AppStore (iPhone) or GooglePlay (Android phones).

1. On an iPhone, download and install by tapping **AppStore**.   
On an Android phone, download and install by tapping **GooglePlay Store or Market**.

2. In both applications, tap **Search Q** and enter **Paradox Insight**.
3. From the search results, select the app with the **Paradox Insight** icon. 
4. Tap **Install**  to download and install Paradox Insight.
The app will immediately open the settings for the first site.
5. Continue to “[Create a New Site](#)” to configure the new site.



View Sites

Start Paradox Insight app to open a list of all the currently defined sites.

1. Tap **Paradox Insight** on the smartphone screen. 
The screen displays all sites that are currently set up in the phone.

Note: If no site has been set up in the smartphone, then the app immediately opens the Create Site dialog. See “[Create a New Site](#)” on page 12.

2. The list of sites shows the following site information:

- Site name appears on the left of each site bar
- Alarms status appears to the right of the site name.

Alarm  An alarm is active at the site

Alarm In Memory Deactivated alarms are in the site's memory

No Alarm No alarm events are registered for the site

No Connection No connection to the site security system

- Number of partitions (areas) and their alarm status

 **Disarmed:** System is disarmed for all status for this partition (area)

 **Armed:** System is armed within this partition (area)

 **Stay:** System is armed in Stay mode within this partition (area)

- Number of cameras in each partition indicated by camera icons 





Enter an Existing Site

1. Tap on a site that appears in the site list.

2. Enter the password and tap **Connect**.

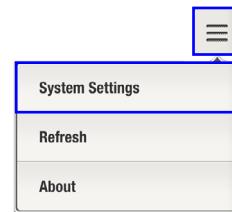
Your password is the security code for the Paradox security system.

Create a New Site

Note: To create a new site, the installer must set the Site ID.

1. Tap **Menu** ☰ and select **System Settings**.

2. Tap **Create Site** + (plus) to add a new site.



3. Enter the following site information:

- **Site Name:** Enter a unique name for the site.
- **Site ID:** Enter the site's configured ID code as given to you by the installer.
- **Server Password:** Enter the password to access the site.

The default password is “**paradox**”.

4. Tap **Ok** to save the new site.

The app attempts to connect with the site.

5. Tap **Next** to continue configuring the site.

The new site appears in the list, showing its status and enabling access.

6. Continue to “**Site Settings**” on page 13 to set up the site, and “**Users**” on page 13 to add users and give them permissions.



Site Settings

Note: Only the Master user can configure site settings.

1. Tap **Menu**  and select **Settings**.

2. Set the following site settings:

| | |
|--------------------------------|---|
| Record On Motion (ROM) | Activates the camera and begins recording only when the camera's motion sensor detects motion |
| Enable VOD LED* | Lights the camera's blue LED when a user activates Video On Demand (VOD) or the camera is recording |
| Enable Installer Access | Activates the default paradox password for the site for 30 minutes to enable an installer to work on, configure and upgrade firmware on the system. Only the configured password can be used to access the site after 30 minutes. |
| Users | Defines the users who can access the site. See " Users " below. |
| Set Outgoing Mail | Sets the email address from which the app sends alarms to users. See " Setup Outgoing Mail " on page 14. |
| Change Password | Sets the unique password for the site. The default password is ' paradox '. See " Change Password " on page 15. |

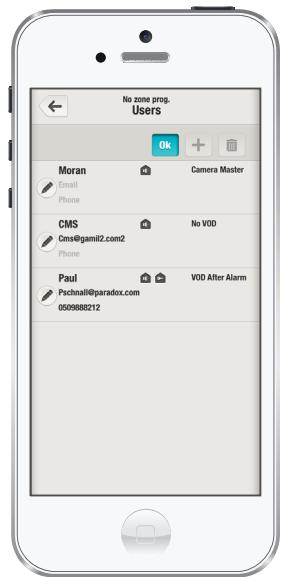
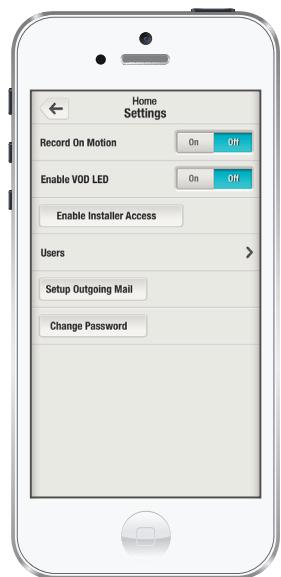
Note: *Local and national laws may restrict recording individuals without their knowledge or consent. Consult your security system installer when configuring the cameras.

Users

1. Tap **Users** to open a list of all the current Insight users.

2. If the user is not defined, go to "Create a New User" on page 10.

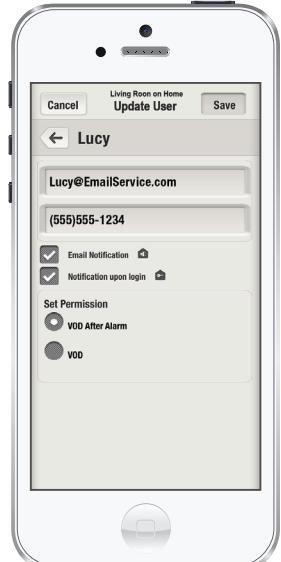
If the user is defined, tap **Edit**  to edit the users.



3. Edit the user's setting for the site.

- **Email** to where site alerts are sent to the user, and then check **Email Notifications**
- **Telephone number** where other users can call the defined user
- **Notifications upon login** to send an email to the Master user when a permitted user logs into the site.
- **Set Permission** gives the permitted user full rights to view **Video On Demand (VOD)**, or restricts the viewing to 10 seconds after an alarm (**VOD After Alarm**).

4. Tap **Save** to keep the changes or **Cancel** to exit without making changes.



Setup Outgoing Mail

Paradox Insight can send emails to the Master user from an account every time a permitted user logs in, activates Video On Demand (VOD), Record On Demand (ROD), and when an event occurs.

1. Tap **Setup Outgoing Mail** to set the mail server that sends the emails.

2. Enter the following information in the fields:

- **Outgoing Server (SMTP)**
- **Port** number on the SMTP server
- **Authentication required** email account requires a user name and password
- **User Name** of the email account
- **Password** of the email account

3. Tap **Change** to save the changes or **Cancel** to exit without saving.

Note: The following examples of common email settings may change.

Check with your email provider for specific settings and requirements.



Outgoing Mail Examples

Hotmail:

- **Outgoing Server (SNMP):** smtp.live.com
- **Port:** 25 or 465
- **User Name:** Hotmail user's email address
- **Password:** Hotmail user's email account password

Gmail:

- **Outgoing Server (SNMP):** smtp.gmail.com
- **Port:** 465 or 587
- **User Name:** Gmail or Google Apps user's email address
- **Password:** Gmail or Google Apps user's account password

Yahoo!:

- **Outgoing Server (SNMP):** smtp.mail.yahoo.com
- **Port:** 25 or 465
- **User Name:** Yahoo! user's email address
- **Password:** Yahoo! user's email account password

Microsoft Office365 and Outlook Web Access:

- **Outgoing Server (SNMP):** smtp.office365.com
- **Port:** 587
- **User Name:** Outlook user's full Exchange email address (user@domain.com)
- **Password:** Outlook user's Exchange email account password

Change Password

The Master user can change a site's password for the other permitted users.

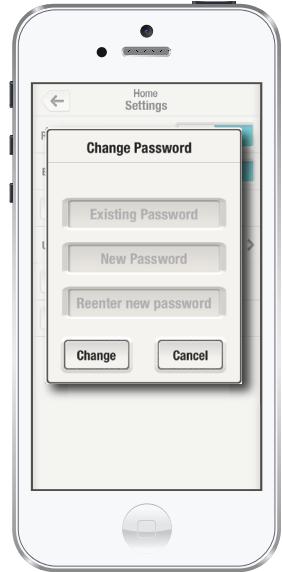
Note: The default password is '**paradox**'.

1. Tap **Change Password** to change the current password for the site.

2. Enter the existing and new passwords in the required fields:

- **Existing Password:** Enter the current site password
- **New Password:** Enter the new password for the site
- **Reenter new password:** Enter the new password again

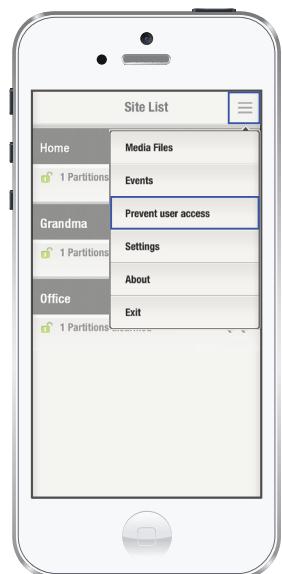
3. Tap **Change** to save the changes or **Cancel** to exit without saving.



Site Privacy Mode

The Master user can set the site's privacy to enable or prevent site access to Insight users.

1. To set the site privacy setting, tap the site from the list and enter your user password.
2. Tap **Menu** and select **Enable user access** or **Prevent user access**.
 - **Enable user access** provides access to **Video On Demand** and **VOD after Alarm** to Insight app users.
 - **Prevent user access** prevents Insight app users from activating **Video On Demand** and **VOD after Alarm**.



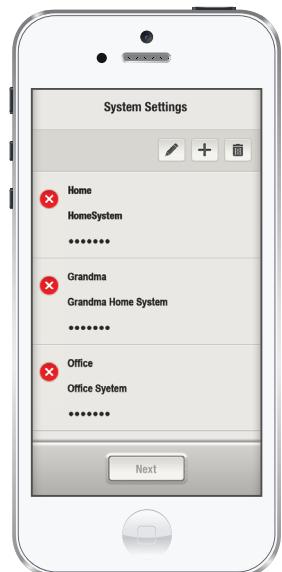
Delete a Site

The Master user can delete a site and disconnect the cameras from the Insight app.

1. Tap **Menu** and select **System Settings**.

2. Tap **Delete** and select the site that you want to delete.

3. To confirm that you want to delete the site, tap **Yes**.



P ▲ R ▲ D O X™

The whole Paradox team wishes you a successful and easy installation.
We hope this product performs to your complete satisfaction.
Should you have any questions or comments, please contact us.

For support, please contact your local distributor, or dial +1-450-491-7444,
Monday to Friday, from 8:00 a.m. to 5:00 p.m. EST.
You may also e-mail us at support@paradox.com.
Additional information can be found at PARADOX.COM

Insight App-EU00

Printed in Canada

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