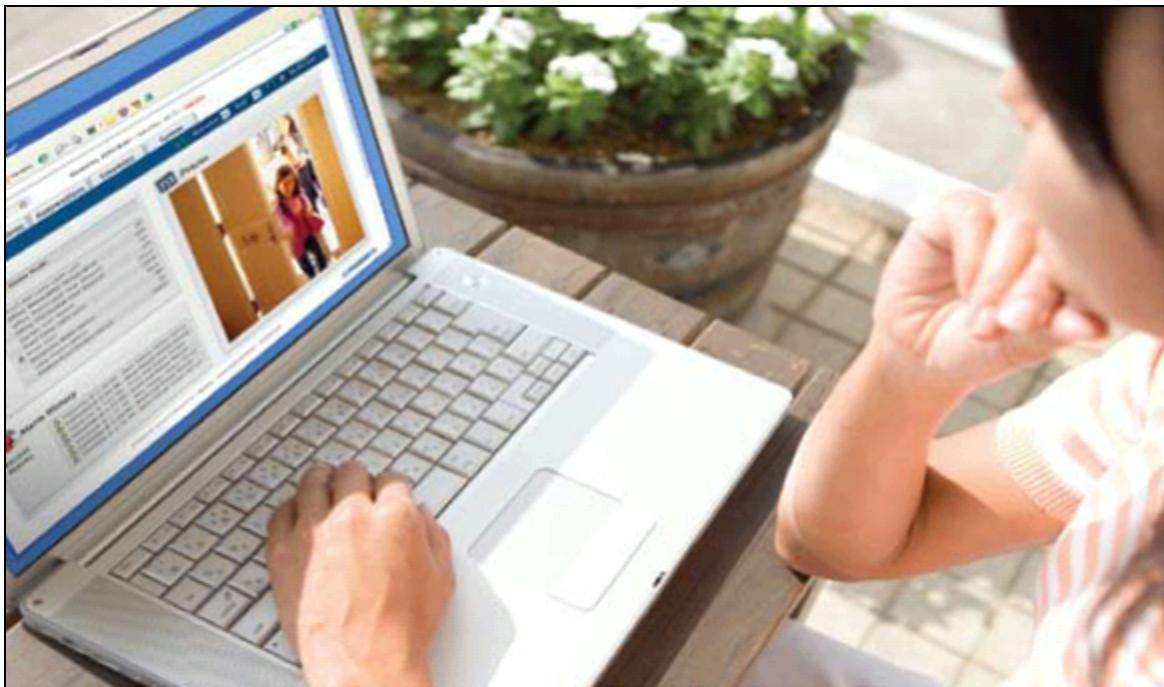




# Converge Subscriber Portal

## User Guide

7.1 Oahu



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# Revision History

The following revisions have been made to this document.

## Oahu 7.1

Removed the list of supported browsers from the following section: ["Signing In" on page 7](#).

For information about supported browsers, see:

<https://share-icontrol.atlassian.net/wiki/display/CSKB/7.1+Oahu+Core+-+Build+Information+and+System+Requirements>

## Nantucket 7.0

No updates

## Maui 6.3

No updates

## Lanai 6.2

Updated Main screen images with the new format in ["Main Page" on page 8](#).

Updated images with HD cameras in ["Managing Cameras, Video & Captured Images" on page 25](#).

## Kodiak 6.1

The ["Managing Cameras, Video & Captured Images" on page 25](#) section has been modified to describe how to changed the motion-capture settings for motion capable cameras. Images and terminology has been modify throughout the subsequent subsections to reflect the changes in the Cameras user interface.

The supported OS's and browsers are updated. When subscribers log in, the system checks their browser compatibility. If their browser is not supported, a pop-up is displayed. See ["Signing In" on page 7](#).

**v2:** Changed the terminology in ["Rule Actions" on page 51](#), Table 12 Rule Actions, "Send Email" and "Send Text Message" so that is clearer that subscribers cannot create rules that select individual emails or phone numbers for alerts.

## Jamaica 6.0

A note has been added clarifying that add-on app activity is suspended during an Alarm state, including silent alarms. See:

- ❑ ["Arm and Disarm Your Security System" on page 13](#)
- ❑ ["Managing Key Pad Access Codes" on page 19](#)

## Ibiza SU1

The system supports door locks. See ["Managing Door Locks" on page 39](#).

## 1 About This Guide

This guide provides comprehensive information about how to use the Subscriber Portal to manage your touchscreen settings and monitor your home. It covers:

- ❑ "Signing In" on page 7
- ❑ "Status Headers" on page 10
- ❑ "Arm and Disarm Your Security System" on page 13
- ❑ "Managing Key Pad Access Codes" on page 19
- ❑ "Managing Security Zones" on page 20
- ❑ "Setting Up Your Emergency Dispatch Contacts" on page 21
- ❑ "Managing Rules" on page 50
- ❑ "Managing Contacts for Rules" on page 48
- ❑ "Viewing History Reports" on page 41
- ❑ "Managing Your Account Information" on page 71

## 2 Signing In

You can sign into the Subscriber Portal to manage your touchscreen, touchscreen apps, and security devices.

### To sign in to the Subscriber Portal:

1. In a web browser, go to the Subscriber Portal URL provided to you.

The Sign In screen appears.

2. Enter your username and password.

**Note:** If you have forgotten your username or password, click the appropriate link on the Sign In page to begin the process of retrieving your username or resetting your password. Follow the instructions on the web pages or email messages associated with this process to restore your access to the Subscriber Portal.

*The Main screen is displayed. See "Main Page" on page 8 for more information.*

**Note:** If your browser is not supported by the Subscriber Portal, a pop-up is displayed that identifies supported browser versions. Click **OK** to continue.

### 2.1 Failed Sign-In Attempts

If you attempt to sign in unsuccessfully five times in a row (that is, enter the wrong username and password combination), the Sign In screen blocks you from signing in to the Subscriber Portal for 30 minutes. Even a valid username and password combination fails at that point. If this happens, a message informs you that your account has been locked and that you cannot sign in for 30 minutes. This is a security measure that prevents unauthorized users from guessing your username and password combination and fraudulently accessing your account.

## 3 Main Page

From the Main page you can:

- ❑ "Arm and Disarm Your Security System" on page 13
- ❑ "Status Headers" on page 10
- ❑ "Managing Rules" on page 50
- ❑ "Managing Key Pad Access Codes" on page 19
- ❑ "Managing Security Zones" on page 20
- ❑ "Managing Door Locks" on page 39
- ❑ Manage emergency dispatch contact information on page 21.
- ❑ Viewing and capture pictures and live video on page 27.
- ❑ Viewing and managing all your captured pictures and video clips on page 28.
- ❑ Managing environmental devices, such as thermostats and lights on page 33.
- ❑ Viewing history logs on page 41.
- ❑ Managing people who are contacted if an event occurs on page 48.
- ❑ View account information on page 71.
- ❑ "Managing Touchscreen Apps" on page 67

The following images shows the areas of the Main page:

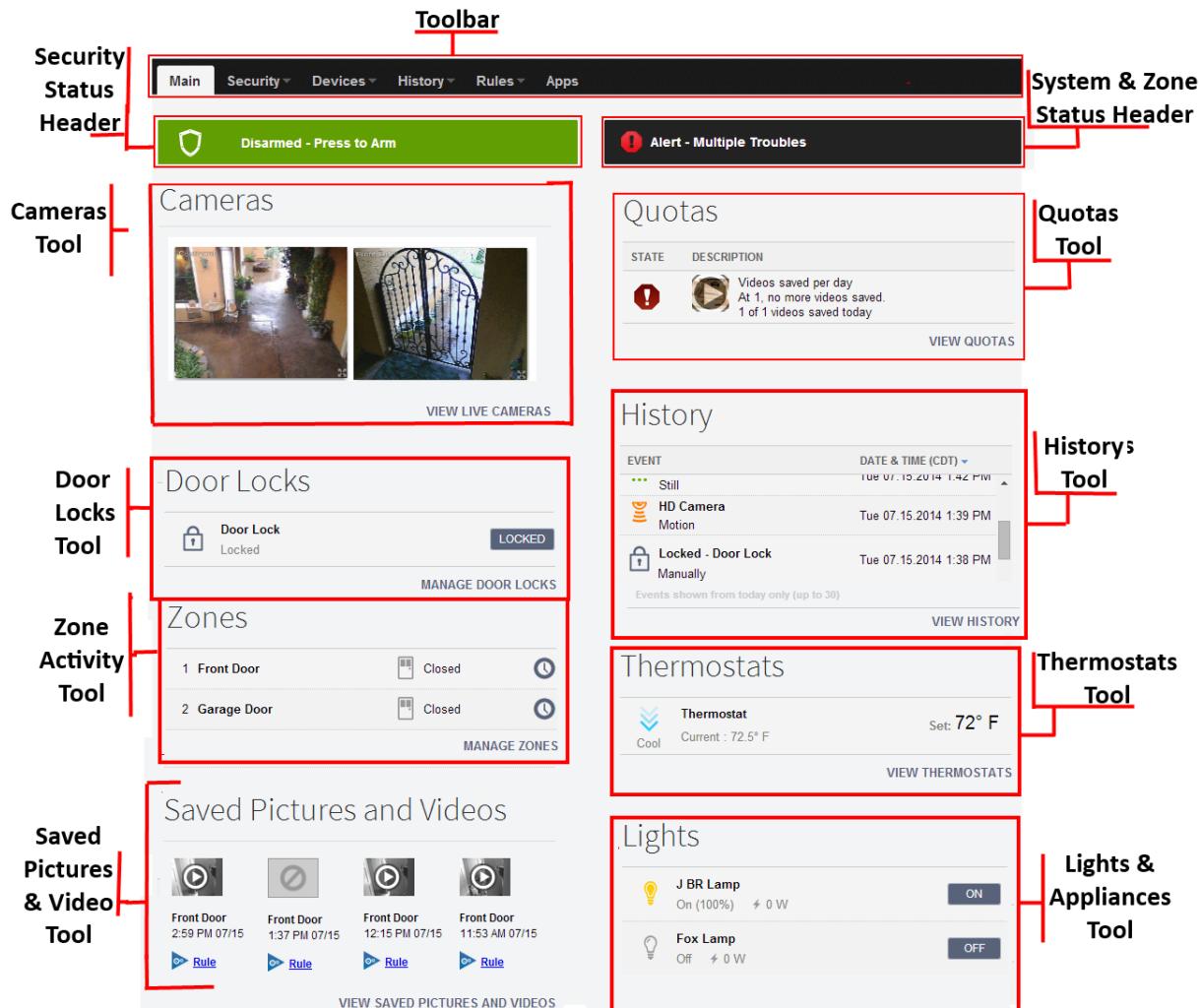
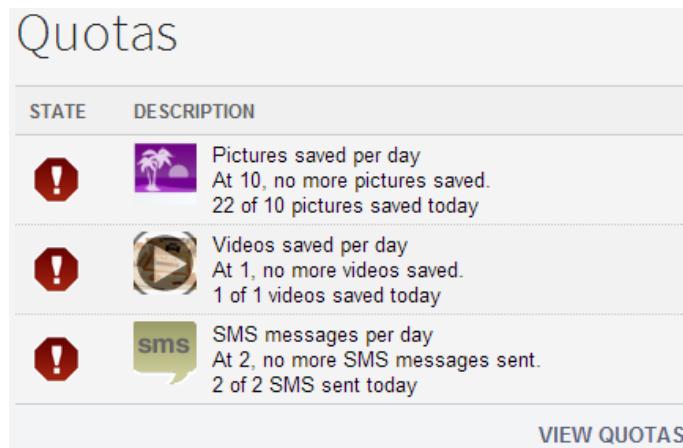


Figure 1: Subscriber Portal Main Page Elements

If your account is approaching or has reached the limit of photos, videos, or SMS messages, the Quotas tool is displayed at the top of the right column.

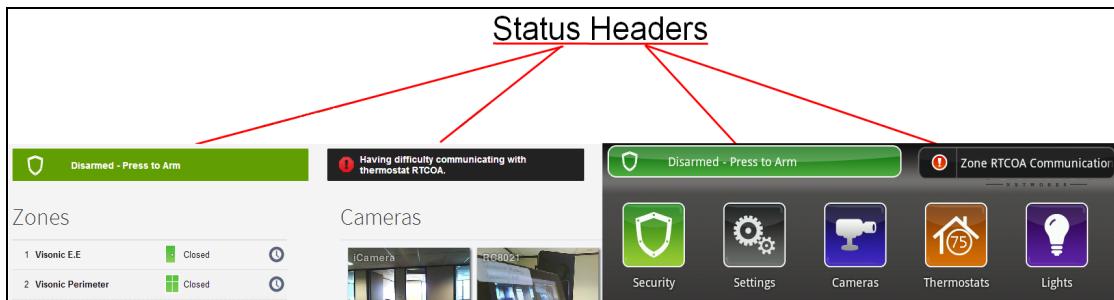


**Figure 2: Quotas Tool**

Click **View Quotas** for more information about the quotas assigned to your account. See "Viewing Your System Quotas" on page 74 for more information.

### 3.1 Status Headers

At the top of every screen is a Header that displays the System Status and the System & Zone Trouble status. The headers mirror the headers in the touchscreen in real-time.



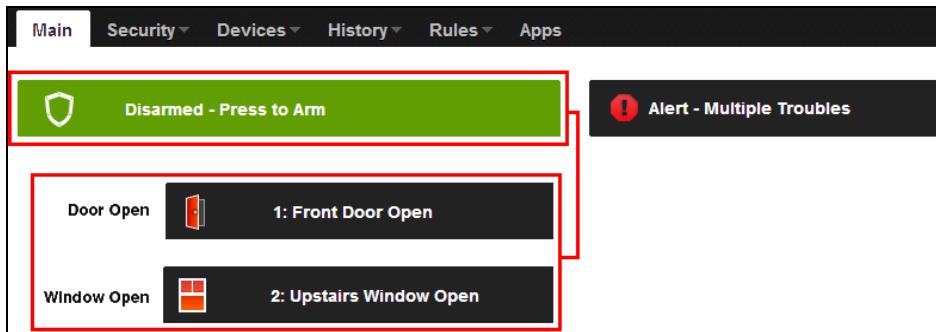
The following headers are displayed:

- [Security Status header](#) (See "Security Status Header" on page 10)
- [System & Zone Trouble header](#) (See "System & Zone Trouble Header" on page 11)

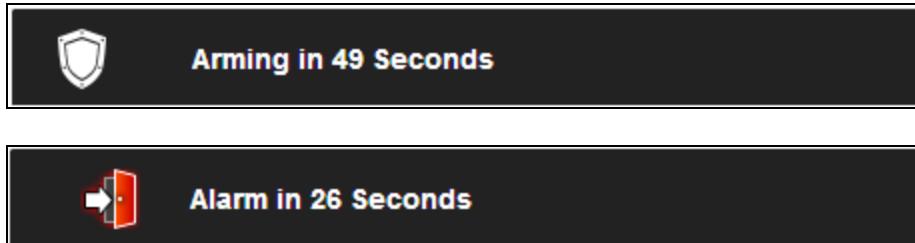
#### 3.1.1 Security Status Header

The Security Status header displays in the upper left hand of the Subscriber Portal and touchscreen. It indicates whether the system is armed or disarmed. During an alarm the Security Status header changes to show the Alarm state.

Troubles that prevent arming replace the Security Status Header altogether.



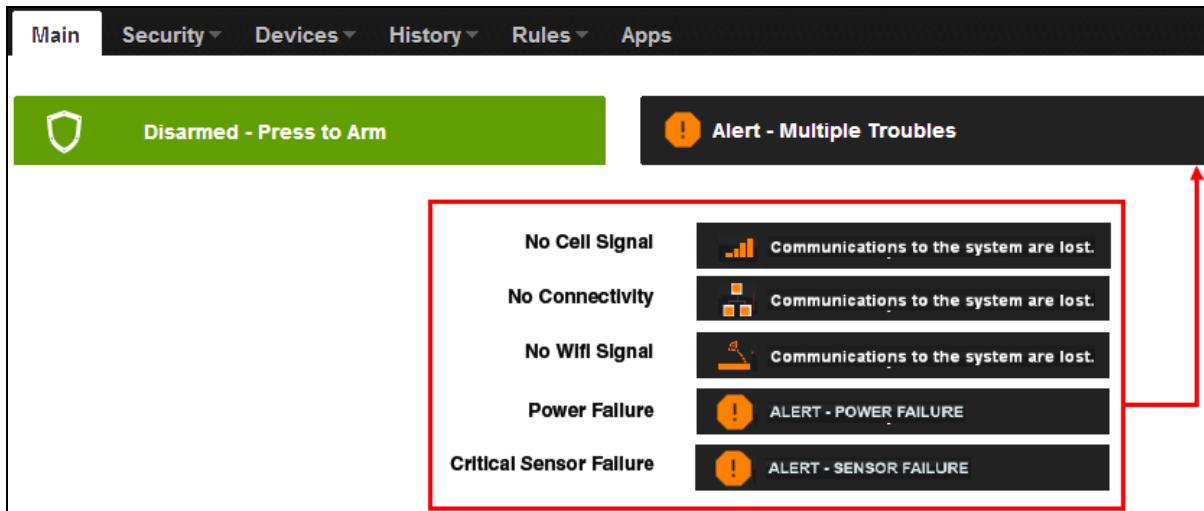
During the Entry delay and Exit delay, the Security Status header displays a countdown.



Click the Security Status header to remotely arm or disarm the security system.

### 3.1.2 System & Zone Trouble Header

The System & Zone Trouble header displays in the upper right hand of the Subscriber Portal and touchscreen. It displays when there is a connectivity (cellular, broadband, and so on) or power problem with the touchscreen. It also displays when a sensor goes down (such as due to a battery failure) or is being tampered. It only displays when there is a connectivity problem or when there is a problem with a sensor or other device.



**Note:** When the touchscreen is in Low Power mode (no A/C power), it disconnects broadband connections and sends alerts for major events (such as alarms) over cellular. However, it does not send heartbeats over cellular, so the Trouble Header shows that the touchscreen is disconnected over cellular as well.

When a System & Zone trouble header is displayed, click it to display the Troubles screen, which lists all current troubles with touchscreen and the sensors.

Main	Security ▾	Devices ▾	History ▾	Rules ▾	Apps
 Disarmed - Press to Arm					 Alert - Multiple Troubles
Troubles					
EVENT	DATE & TIME (CST) ▾				
 ALERT - The backup battery power levels are low.	Thu 11.07.2013 7:39 AM				
 ALERT - The backup battery has been removed.	Thu 11.07.2013 7:39 AM				
 ALERT - Communications to the system are lost.	Thu 11.07.2013 9:13 AM				
 ALERT - Having difficulty communicating with camera Baby Room.	Wed 11.06.2013 1:43 PM				

## 4 Managing Security Settings

Under the Security option on the toolbar, you can:

- "Arm and Disarm Your Security System" on page 13
- "Managing Key Pad Access Codes" on page 19
- "Managing Security Zones" on page 20
- "Managing Door Locks" on page 39
- "Setting Up Your Emergency Dispatch Contacts" on page 21
- "Setting and Viewing the Secret Word (Central Station Passcode)" on page 22

### 4.1 Arm and Disarm Your Security System

The Security status of your security system is displayed in the large Security Status header.

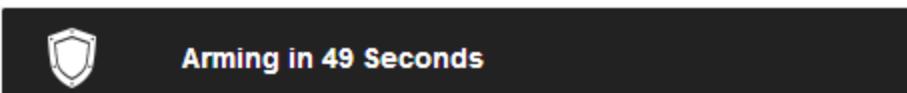


This is the Security Status header when the status is "Armed". Click to disarm the system.



This is the Security Status header when the status is "Disarmed". Click to arm the system.

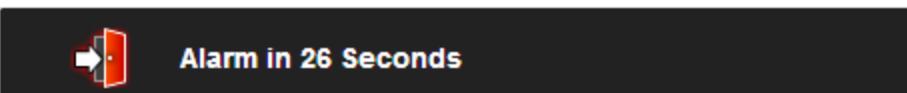
When you arm the system, an Exit Delay period begins. The System Status Header indicates the number of seconds before the system is armed.



You must exit the premises and secure the Entry/Exit door before the Exit Delay period ends. If a door or window is still open when the Exit Delay period ends, the alarm is triggered and the central monitoring station is notified. The System Status Header indicates that an alarm was triggered and the security zone that caused the alarm.



When someone enters an armed premises, an Entry Delay period starts (generally, around 30 seconds long). The System Status Header indicates that the entry delay countdown has begun.



You must enter a valid key pad code before the end of the Entry Delay period to avoid triggering an alarm. If a valid key pad code is not entered by the end of the Entry Delay period, the alarm is triggered and the central monitoring station is notified.

After the Entry Delay period, the alarm will sound. Non-system apps, such as a radio app or an app that plays movie trailers, are stopped. There is a legally required short period after your alarm sounds at your house before the central monitoring station receives the notification (called an Alarm Transmission delay). You have this time to enter a valid keypad code to disarm the system. If you do so, a notification goes out to the central monitoring station to inform them that you have canceled the alarm.

**CAUTION:** Smoke alarms are reported without an Alarm Transmission delay or an Entry Delay. Consult Customer Care to understand the number of seconds configured for the Alarm Transmission Delay in your system.

When the Alarm Transmission delay period ends, the central monitoring station operator attempts to contact the people on your [Emergency Dispatch list](#) in the order they are listed. See "[Setting Up Your Emergency Dispatch Contacts](#)" on page 21. The central monitoring station operator asks the first contact reached for the secret word (central station passcode) to ensure that the person is a valid Emergency Dispatch contact.

**Note:** Depending on the procedures determined by your service provider, the monitoring operator might attempt to contact you through the touchscreen device itself. In this case, is a series of ring tones, and then you hear the voice of a monitoring operator. A dialog is displayed on the screen, alerting you that an open call is active on your touchscreen.

You must address any troubles in the System and Zone Trouble header before you can arm the system. The following conditions require that the zone be turned off before the system can be armed:

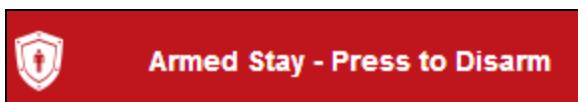
- Sensor Tamper Detected
- Tamper Detected
- Sensor Communication Failure

It is NOT necessary to turn off a zone for any other troubles.

**Note:** When your system is in Alarm state, all non-system app-activity is suspended. This includes silent alarms. For example, if an app is playing music and a silent alarm is initiated, the music will stop.

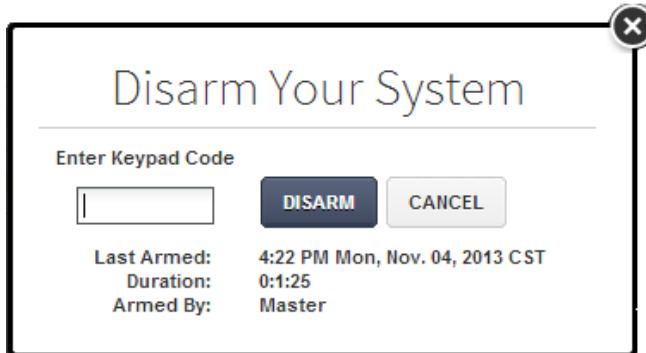
#### To disarm the system:

1. Click the Security Status header when it is in the Armed state:



Or select **Security > Disarm** on the toolbar.

A dialog is displayed:



2. Enter your keypad code, and click **Disarm**.

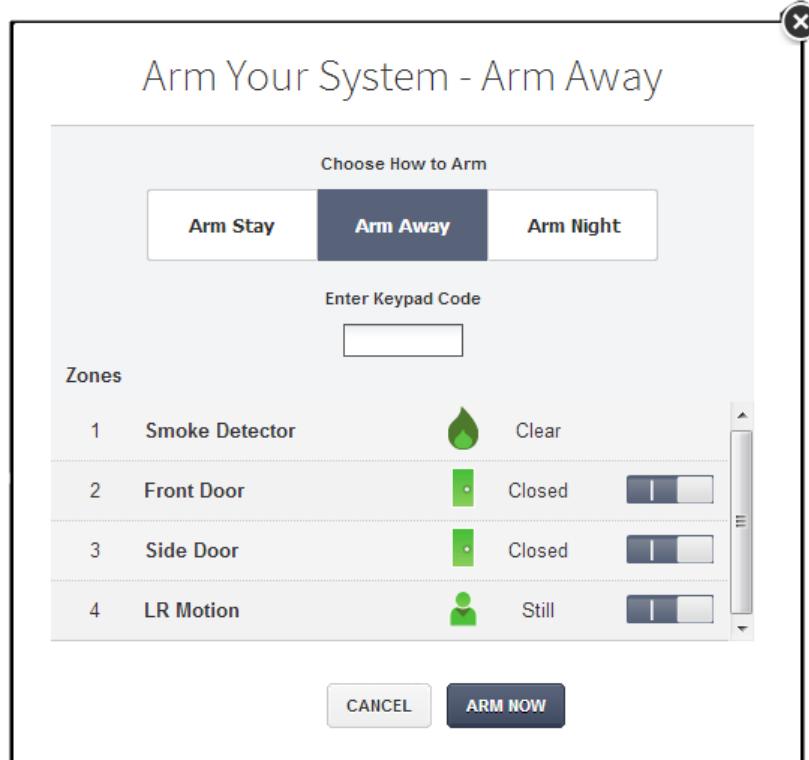
#### To arm the system:

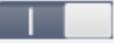
1. Click the Security Status header when it is in the Disarmed state.



Or select **Security > Arm** on the toolbar.

A dialog is displayed:



2. If any security zones are currently faulted or troubled, preventing the system from being armed, you must click the Zone Off/On button  for that zone to the *Off* position  before arming the system.

When zones are turned off they do not cause an alarm to be faulted when they are tripped.

3. Select the Arming Mode. See "[Understanding Arming Modes](#)" on page 16.
4. Enter your keypad code.
5. Click **Arm Now**.

## 4.2 Understanding Arming Modes

You can arm the system in any of the following modes:

	<b>Arm Away</b> "Arm Away Mode" on page 17
	<b>Arm Stay</b> "Arm Stay Mode" on page 17
	<b>Arm Night</b> "Arm Night Mode" on page 18
	<b>Disarmed</b> System is not armed

Different arming modes utilize different rules for when sensors are tripped and for Entry/Exit delays.

- ❑ An Exit Delay is a short period of time after the system is armed for you to leave your home through an Entry/Exit door after you arm your system (default 60 seconds).
- ❑ An Entry Delay is a short period of time after a sensor is tripped at an Entry/Exit door if the system is armed (default 30 seconds).

You must enter a valid key pad code within the Entry Delay period to avoid sounding an alarm. Consult with your installer or Customer Care representative to customize the Entry/Exit delays on your system.

**Note:** During Armed state and during the Entry Delay period, if the central system loses all connectivity with your touchscreen, the system assumes an intruder has attempted to defeat the security system by destroying the touchscreen. An alarm is immediately sent to the central monitoring station.

#### 4.2.1 Arm Away Mode



The Arm Away mode is used when everyone leaves the house. The following rules apply:

- ❑ Alarm trips immediately if a monitored Perimeter zone (non-Entry/Exit door or window) is opened.
- ❑ Interior motion detectors are armed.
- ❑ Entry/Exit zones start an Entry Delay.
- ❑ Exit Delay starts when the system is armed.

For the Arm Away mode's Entry/Exit Delay period, the following rules apply:

- ❑ When armed, the system audibly beeps once per second to announce that the system is in the Exit Delay period. During the last ten seconds of the Exit Delay period, the system audibly fast beeps (two beeps per second).
- ❑ When an Entry/Exit door is opened, the Entry Delay period begins and the touchscreen sounds an audible beep each second. The touchscreen beeps twice per second in the last ten seconds of the Entry Delay period. The key pad code must be entered during this time to avoid sounding an alarm. During the Entry Delay period, the motion detectors do not log events.
- ❑ A numerical countdown timer on the touchscreen indicates how much time remains in the Exit Delay.
- ❑ If an Entry/Exit door is opened, closed, and then opened again prior to the end of the Exit Delay, then the Exit Delay is restarted. This only occurs once.
- ❑ If no Entry/Exit door opens and closes during the Exit Delay, the Arming Mode reverts to Armed Stay.
- ❑ After Exit Delay, the Security Status header is relabeled Armed Away and the touchscreen sounds two short beeps.

#### 4.2.2 Arm Stay Mode



The Arm Stay mode is used to arm the system when there are still people in the premises. The following rules apply:

- ❑ Alarm trips immediately if a monitored Perimeter zone (non-Entry/Exit door or window) is opened.
- ❑ Interior motion detectors are not armed.
- ❑ Entry/Exit zones start an Entry Delay.
- ❑ Exit Delay starts when the system is armed.
- ❑ Exit Delay does not beep and is twice the length of Alarm Away mode.

For the Arm Stay mode, the Entry/Exit Delay, the following rules apply:

- ❑ When an Entry/Exit door is opened the Entry Delay period begins and the touchscreen sounds an audible beep each second. The touchscreen beeps twice per second in the last ten seconds of the Entry Delay period. The key pad code must be entered during this time to avoid sounding an alarm.
- ❑ When the system is armed, the Exit Delay period starts, BUT there is no audible beep during the Exit Delay period (as there is in Arm Away). The Exit Delay period is the time between the system being armed and when the alarm is actually activated. This gives the user time to leave through an Entry/Exit door.
- ❑ The Exit Delay period is twice as long as for the Arm Away mode, and there is no audible alert during the countdown.
- ❑ A numerical countdown timer indicates how much time remains in the Exit Delay period.
- ❑ If an Entry/Exit zone is opened, closed, and then opened again prior to the end of the Exit Delay period, then the Exit Delay is restarted. This only occurs once.
- ❑ After the Exit Delay, the Security Status header is relabeled Armed Stay and the touchscreen sounds three short beeps.

#### 4.2.3 Arm Night Mode



The Arm Night mode, is used when everyone is going to bed. This mode works the same as Arm Stay except that there is no Entry Delay period. If an Entry/Exit door is opened, an alarm sounds immediately.

**Note:** There is still an Alarm Transmission Delay period, and the Exit Delay period works the same as in Arm Stay mode.

## 4.3 Managing Key Pad Access Codes

Key pad access codes are used to arm or disarm the system. Multiple keypad codes can be assigned to track who enters and leaves the premises.

To manage keypad access codes, select **Security > Keypad Codes** on the toolbar.

*The Keypad Access Codes screen is displayed.*

Keypad Access Codes						
ADD ACCESS CODE		NAME	ACCESS CODE	LEVEL	VALID DAYS	MODIFY
Master	****	Show	Master	<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/> W <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/> F <input checked="" type="checkbox"/> S		
Cleaning	****	Show	Guest	<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/> W <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/> F <input checked="" type="checkbox"/> S		
Duress	****	Show	Duress	<input checked="" type="checkbox"/> S <input checked="" type="checkbox"/> M <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/> W <input checked="" type="checkbox"/> T <input checked="" type="checkbox"/> F <input checked="" type="checkbox"/> S		

**Figure 3: Keypad Access Codes Screen**

From this screen you can add a new access code and modify the current access codes. The user with the Master access code can display all the access codes. Access codes can be refined to be valid on specific days.

The Master and Duress code can be modified, but not deleted. All other codes can be deleted by clicking the Delete Access Code icon:

The following table details the arming levels that are available.

**Table 1: Arming Levels**

Arming Level	Description
Arm only	User can arm the system only.
Duress	Grants access to the touchscreen to arm/ disarm the system or access security settings and sends a silent alarm to central monitoring station, which dispatches the police. This level is provided with the system and cannot be added.  <b>Note:</b> When your system is in Alarm state, all non-system app-activity is suspended. This includes silent alarms. For example, if an app is playing music, when you enter your Duress code, the music will stop.
Master	User can create, edit, and delete keypad codes, as well as arm and disarm the system. This level is provided with the system and cannot be added.
Standard or Guest	User can arm and disarm the system.

## 4.4 Managing Security Zones

Table 2: Security Zones below describes the available Security zones.

**Table 2: Security Zones**

Zone	Description	States
Entry Exit point	Doorways from which users enter and exit an armed premises.	Open and Closed
Non-Entry/Exit points	Windows or doorways that serve as a perimeter and are not used to enter or exit an armed premises	
Interior motion detectors	Motion detectors inside the premises.	Motion and Still
Exterior motion detectors	Motion detectors on the premises grounds.	

To manage Security zones, select **Security > Zones** on the toolbar.

The Security Zones screen is displayed:

The screenshot shows a table titled "Zones" with the following data:

#	NAME	BYPASS	STATE	HISTORY (CST)
1	Smoke Detector	Edit	Clear	Mon 11.04.2013 4:42 PM
2	Front Door	Edit	TURN ZONE OFF	Mon 11.04.2013 4:21 PM
3	Side Door	Edit	TURN ZONE ON	Mon 11.04.2013 4:22 PM
4	LR Motion	Edit	Still	Mon 11.04.2013 4:54 PM

**Figure 4: Security Zones Screen**

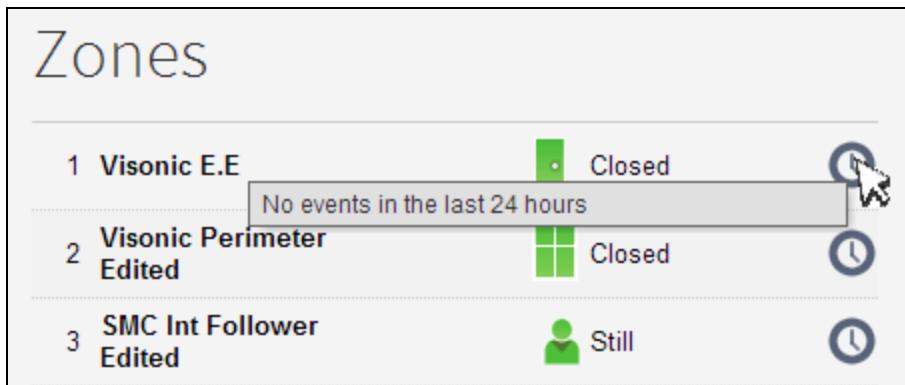
This screen displays the current state of each zone and the last time each reported an event.

From this screen you can:

- Modify the names of the zones used by the Subscriber Portal by clicking **Edit**.
- Turn zones off and on.

**Note:** Zones that are turned off do not trip alarms when they are faulted. Fire/Smoke detectors cannot be turned off.

When you hover the mouse over the  icon for any device listed, the recent events history for that device appears. As soon as you move the mouse, the recent events history disappears.



## 4.5 Setting Up Your Emergency Dispatch Contacts

The Emergency Dispatch contacts are the persons contacted by the central monitoring station when an alarm is tripped. When central monitoring contacts a person on the Emergency Dispatch list, the person must give a secret word, which is also known as a central station passcode.

To manage Emergency Dispatch contacts, select **Security > Emergency Dispatch Setup** on the toolbar.

*The Emergency Dispatch screen is displayed:*

CALL ORDER	WHEN TO CALL	FIRST NAME	LAST NAME	PHONE	MODIFY
1	 Verify alarm before calling police	Emily	Wynn	5125559178, Home	 
2	 Verify alarm before calling police	James	Wynn	5125555555, Home	 
3	 Notify after police called	Larry	Morgan	5125557874, Home	 

**Secret Word**  
Secret Password:  **UNLOCK TO VIEW/EDIT**

**Alarm Ordinance And Permit Registration**  
Alarm Permit Number:  Expires On This Date:

Figure 5: Emergency Dispatch Setup Screen

From this screen, you can:

- Add a new contact to the Emergency Dispatch list.
- Modify the details of a contact on the Emergency Dispatch list.

- Delete a contact from the Emergency Dispatch list.
- View and modify the Emergency Dispatch secret word (central station passcode).
- Enter a permit number for the alarm system and the expiration date (for areas where required).

**Note:** You cannot change the order of the first emergency contact. Your service provider can disable the ability to edit other elements of the first Emergency contact.

**Table 3: Emergency Dispatch Setup Elements**

Element	Description
Add Contact Button	Click to display the Add Emergency Contact dialog box to enter the details of a new contact.
Call Order	When verifying an alarm, central monitoring attempts to reach contact #1 first, then contact #2, and so on.  Drag up or down to change the Call Order of the associated Emergency Dispatch contact.
When to Call	 Verify The central monitoring station attempts to reach one of these persons (according to call order) before calling the authorities.  Notify The central monitoring station attempts to reach all of these persons (according to call order) after calling the authorities.
First/Last Name	First and last names of the Emergency Dispatch contact.
Phone	Contact phone number and type of phone (home, mobile, and so on) of the Emergency Dispatch Contact.
Modify	 Click to modify the associated Emergency Dispatch contact's information.  Click to delete the associated contact from the Emergency Dispatch list.

## 4.6 Setting and Viewing the Secret Word (Central Station Passcode)

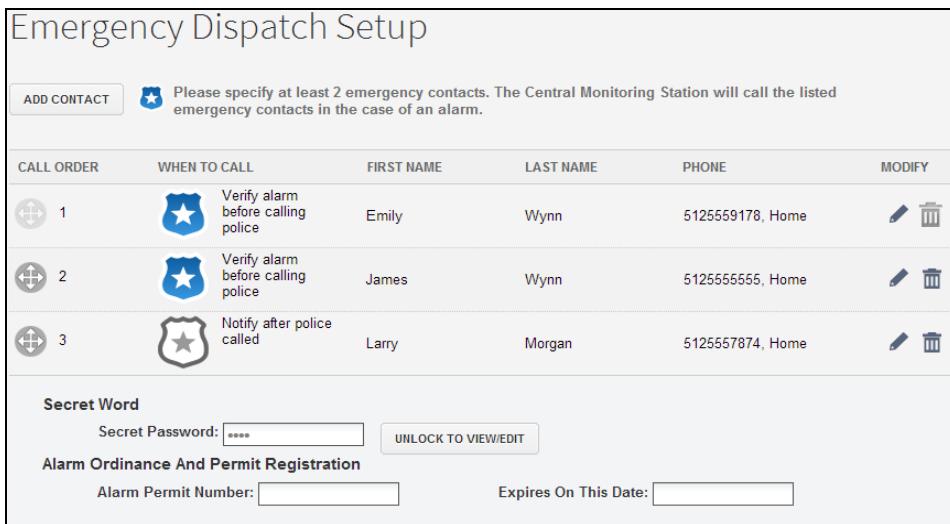
The secret word (also known as the central station passcode) is used in alarm situations when the central monitoring station calls to verify an alarm. It validates that the person answering the telephone is who they say they are.

You must provide the key pad master code to set or view the secret word (central station passcode). See [Managing Keypad Codes](#) for more information.

### To set or view the secret word (central station passcode):

1. Select **Security > Emergency Dispatch Setup** on the toolbar.

The Emergency Dispatch screen is displayed:



The screenshot shows the 'Emergency Dispatch Setup' page. At the top, there's a button labeled 'ADD CONTACT' and a note: 'Please specify at least 2 emergency contacts. The Central Monitoring Station will call the listed emergency contacts in the case of an alarm.' Below this is a table with columns: CALL ORDER, WHEN TO CALL, FIRST NAME, LAST NAME, PHONE, and MODIFY. Three contacts are listed:

CALL ORDER	WHEN TO CALL	FIRST NAME	LAST NAME	PHONE	MODIFY
1	Verify alarm before calling police	Emily	Wynn	5125559178, Home	
2	Verify alarm before calling police	James	Wynn	5125555555, Home	
3	Notify after police called	Larry	Morgan	5125557874, Home	

Below the table, there's a section for 'Secret Word' with a text input field for 'Secret Password' containing '\*\*\*\*' and a button 'UNLOCK TO VIEW/EDIT'. At the bottom, there's a section for 'Alarm Ordinance And Permit Registration' with fields for 'Alarm Permit Number:' and 'Expires On This Date:'.

Figure 6: Emergency Dispatch Setup Screen

2. Click **Unlock to View/Edit**.

The Account Verification Screen is displayed.

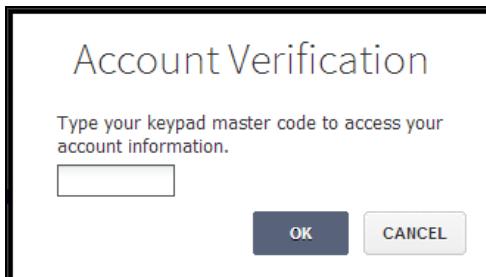


Figure 7: Account Verification Screen

3. Enter your keypad master code and click **OK**. A text box that contains the secret word (central station passcode) is displayed.
4. To change the secret word (central station passcode), type the new word in the text box and click **OK**.

Click **Cancel** if you do not want to change the value.

1. Select **Security > Emergency Dispatch Setup** on the toolbar.

The Emergency Dispatch screen is displayed:

The screenshot shows the 'Emergency Dispatch Setup' screen. At the top, there is a note: 'Please specify at least 2 emergency contacts. The Central Monitoring Station will call the listed emergency contacts in the case of an alarm.' Below this is a table with columns: CALL ORDER, WHEN TO CALL, FIRST NAME, LAST NAME, PHONE, and MODIFY. There are three rows of data:

CALL ORDER	WHEN TO CALL	FIRST NAME	LAST NAME	PHONE	MODIFY
1	Verify alarm before calling police	Emily	Wynn	5125559178, Home	
2	Verify alarm before calling police	James	Wynn	5125555555, Home	
3	Notify after police called	Larry	Morgan	5125557874, Home	

Below the table, there is a section for a Secret Word with a text input field labeled 'Secret Password: \*\*\*\*' and a button 'UNLOCK TO VIEW/EDIT'. At the bottom, there is a section for 'Alarm Ordinance And Permit Registration' with fields for 'Alarm Permit Number:' and 'Expires On This Date:'.

Figure 8: Emergency Dispatch Setup Screen

2. Click **Unlock to View/Edit**.

The Account Verification Screen is displayed.

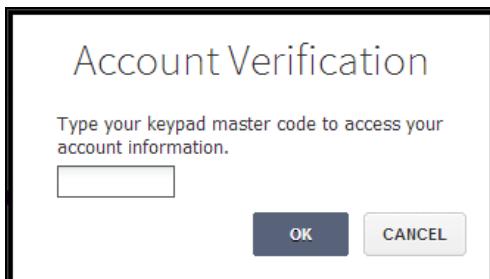


Figure 9: Account Verification Screen

3. Enter your keypad master code and click **OK**. A text box that contains the secret word (central station passcode) is displayed.
4. To change the secret word (central station passcode), type the new word in the text box and click **OK**.

Click **Cancel** if you do not want to change the value.

## 5 Managing Cameras, Video & Captured Images

Depending on your package subscription, up to six cameras are supported on your security system. When an alarm is tripped (even if the monitoring station was not notified), the camera takes five pictures in quick succession.

From the Main page, you can:

- ❑ [View, download, or delete captured images and video from any of your cameras](#). See "Viewing Captured Images and Video" on page 28.
- ❑ [Capture live video and snapshots from a selected camera](#). See "Viewing & Capturing Live Video and Snapshots" on page 27.

To create rules to automatically capture video and images based on a variety of criteria, see "Managing Rules" on page 50.

### 5.1 Cameras with Motion Detection Capability

**To manage the motion detection settings of a camera:**

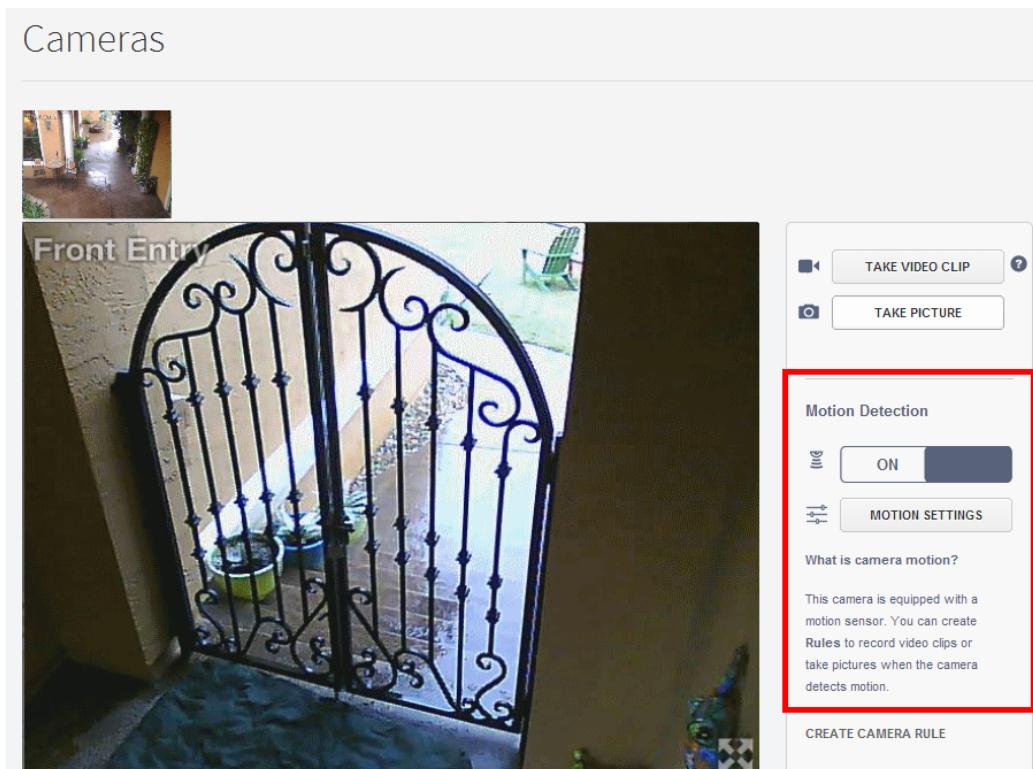
Some cameras are designed with integrated motion-detection. You can modify cameras sensitivity to detect motion via the touchscreen and the Subscriber Portal. If you find that your camera is detecting a lot or irrelevant motion, lower the sensitivity level, if you find that you are missing events, increase the sensitivity level. You can also toggle motion-detection on and off for each camera.

1. On the Toolbar, select **Security>Cameras**.

*The Cameras screen is displayed.*

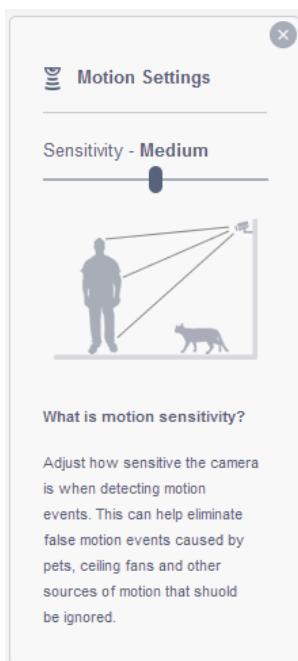
2. Click on the motion-capable camera to be modified.

A Camera that is motion capable has additional features in the below the Take Picture button.



3. Click to turn motion detection off for this camera.

4. To change the motion sensitivity for this camera, click .



*The Motion Settings Tool is displayed.*

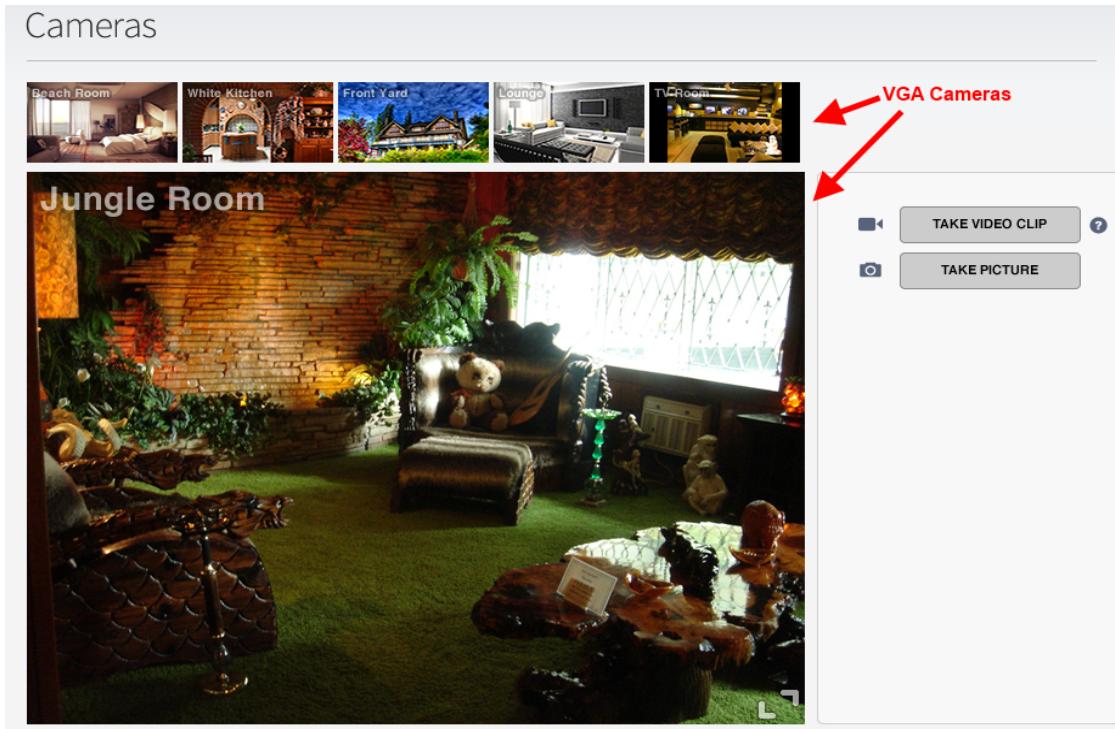
1. Drag the Sensitivity bar left and right to change the sensitivity to *Low, Medium, or High*.
2. Click to close the Motion Settings tool.

## 5.2 Viewing & Capturing Live Video and Snapshots

To view live video from the cameras attached to your system and take snapshots or videos from them:

1. On the Main page, in the Cameras section, click **View Live Cameras**.

One of the cameras is displayed as live video. The other camera views (not live video) are arrayed above it. If you have both HD and VGA cameras, the HD cameras will be displayed in 16:9 aspect ratio (wide rectangular) and the VGA cameras are in 4:3 aspect ratio. The "not live video" VGA cameras are "letter boxed" (black bands on either side).

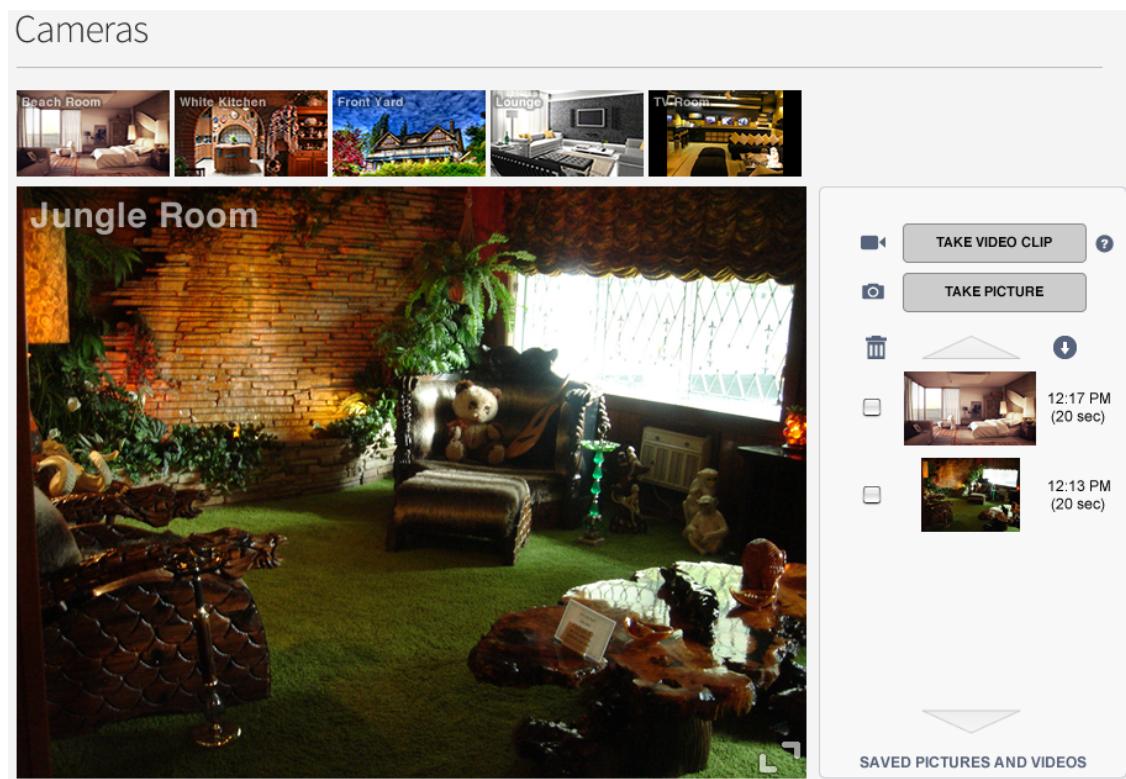


**Note:** Live video resolutions of either 640x480 or 320x200 are displayed as configured for the camera during activation. You must have Adobe Flash Player version 10 or greater to view video.

2. Click an image above the video to view live video from that camera.
3. To take a snapshot with the currently selected camera, click **Take Picture**.
4. To take a video clip (about 15 seconds) with the currently selected camera, click **Take Video Clip**.

**Note:** If a camera is not capable of video capture, then the **Take Video Clip** button is disabled for that camera.

Each time you click **Take Picture** or **Take Video Clip**, a thumbnail of the picture or clip is added below the Take Picture button -- from the most recent to the oldest.



**Note:** HD camera thumbnails are in 16:9 aspect ratio. VGA camera thumbnails are in 4:3 aspect ratio.

### 5.3 Viewing Captured Images and Video

During alarm events, the camera associated with the faulted security zone, or (if no camera is associated) the Default camera, takes five pictures in rapid succession. You can also take pictures from one of the attached cameras manually.

You can:

- View captured pictures and video
- [Download captured pictures and video to your computer](#)
- [Delete captured pictures and video](#)

#### 5.3.1 Viewing Images and Video

You can view images that are manually and automatically captured (during alarm events) by your system.

### To view captured images:

1. Click **Saved Pictures and Videos** on the Main page:

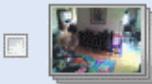
The Saved Pictures and Videos page is displayed listing the captured pictures.

Saved Pictures and Videos		
		SELECT ALL    DESELECT ALL    DELETE    DOWNLOAD
EVENT		DATE & TIME (CST)
	Picture - Office (3)	Fri 02.22.2013 10:03 AM
	Video Clip - Office (3)	Fri 02.22.2013 9:58 AM
	Video Clip - Living Room (2)	Fri 02.22.2013 9:58 AM
	Picture - Living Room (2)	Fri 02.22.2013 9:57 AM
	1 video	Rule (Coming Home) Thu 02.21.2013 5:56 PM
	1 video	Rule (Coming Home) Thu 02.21.2013 5:54 PM
	1 video	Rule (Coming Home) Thu 02.21.2013 5:27 PM

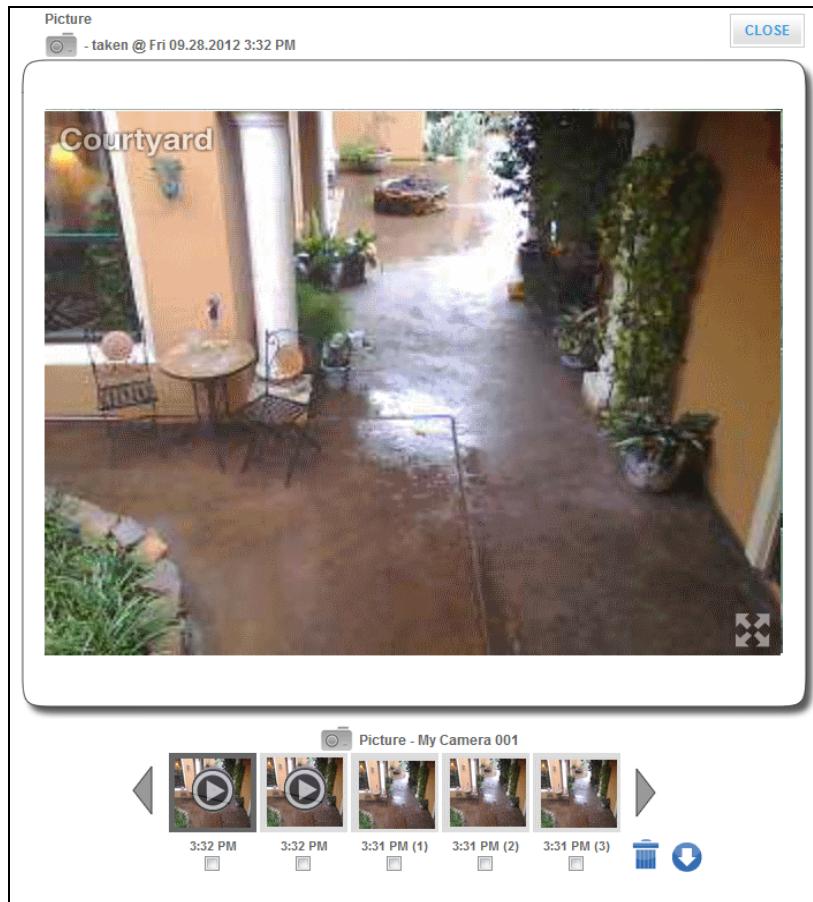
**Note:** HD camera thumbnails are in 16:9 aspect ratio. VGA camera thumbnails are in 4:3 aspect ratio.

**Table 4: Explanation of the Saved Pictures and Videos Page**

Element	
	A captured video that you can view or download.
	Multiple images captured in sequence (typically when a rule effect is "Take a Picture").
	A single image was taken manually.
	An image that was taken manually.
	A video clip was taken manually or as result of an alarm. The camera that took the picture
	The image(s) or video was taken as a result of a rule. Click Rule to view the rule that caused the image(s) or video to be taken.

Element		
		5 pictures in sequence

2. Click the **Next**, **Previous**, or individual page numbers to navigate between pages of videos and images. You can specify whether to display 50, 100, or 200 items per page.
3. Click on an image to view it.



Images and videos that are captured automatically during an alarm have:

- A  icon above the image or video
- Identify the security zone that faulted the alarm BELOW the image or video.

Images and videos that are captured as a result of a rule have a  icon above and below the image or video and the name of the rule.

Images and videos that are captured manually have a  icon (for images) and a  icon (for videos) above and below the image and video.

## 5.4 Managing Captured Videos and Images

You might need manage the videos and images your cameras capture. To do this, you can perform a bulk delete of videos and images. You can also download these files to your computer in a ZIP file.

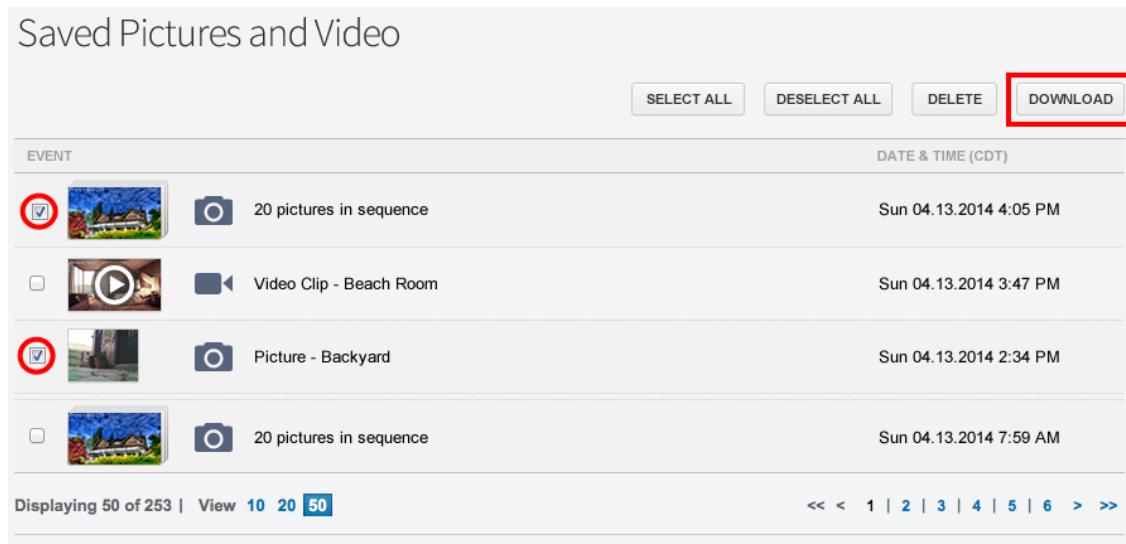
You can:

- Download captured pictures and video to your computer
- Delete capture pictures and video from your system

### 5.4.1 Downloading Images and Video to Your Computer

To download image(s)/videos from the Saved Images and Video page:

From the Main Screen click **View Saved Pictures and Video**.



The screenshot shows a list of captured media items under the heading "Saved Pictures and Video". At the top right are four buttons: "SELECT ALL", "DESELECT ALL", "DELETE", and "DOWNLOAD", with "DOWNLOAD" highlighted by a red box. Below this is a table with columns for "EVENT" and "DATE & TIME (CDT)". The table lists four items:

EVENT	DATE & TIME (CDT)
<input checked="" type="checkbox"/>  20 pictures in sequence	Sun 04.13.2014 4:05 PM
<input type="checkbox"/>  Video Clip - Beach Room	Sun 04.13.2014 3:47 PM
<input checked="" type="checkbox"/>  Picture - Backyard	Sun 04.13.2014 2:34 PM
<input type="checkbox"/>  20 pictures in sequence	Sun 04.13.2014 7:59 AM

At the bottom left, it says "Displaying 50 of 253 | View 10 20 50". At the bottom right are navigation links: << < 1 | 2 | 3 | 4 | 5 | 6 > >>".

The selected files are saved to your browser's default download directory in a compressed **zip** file (named Media\_[an ID number].zip).

You can click **Select All** to select all the files currently listed for downloading.

## 5.4.2 Deleting Captured Images and Video

To delete image(s)/videos from the Saved Images and Video page:

Select checkbox next to the images(s) and video(s) that you want to download and click **Download**.

Saved Pictures and Videos

EVENT	DATE & TIME (CST)
<input checked="" type="checkbox"/>  5 pictures in sequence  Rule (Front door opened)	Fri 02.22.2013 11:08 AM
<input checked="" type="checkbox"/>  Picture - Office (3)	Fri 02.22.2013 10:03 AM
<input checked="" type="checkbox"/>  Video Clip - Office (3)	Fri 02.22.2013 9:58 AM
<input type="checkbox"/>  Video Clip - Living Room (2)	Fri 02.22.2013 9:58 AM
<input type="checkbox"/>  Picture - Living Room (2)	Fri 02.22.2013 9:57 AM

Buttons: SELECT ALL, DESELECT ALL, **DELETE** (highlighted with a red box), DOWNLOAD.

You can click **Select All** to select all the files currently listed for deleting.

## 6 Managing Environmental Devices

Your system supports a maximum of 64 ZigBee sensors and environmental devices are supported for the system (not including cameras).

From the Main page, you can operate your environmental devices, including:

- [Managing Thermostats](#)
- ["Managing Lights" on page 38](#)
- ["Managing Door Locks" on page 39](#)

### 6.1 Managing Thermostats

The Subscriber Portal lets you monitor the state of up to five thermostats in real time and manage basic settings. The current states of your thermostats are displayed on the Main page.

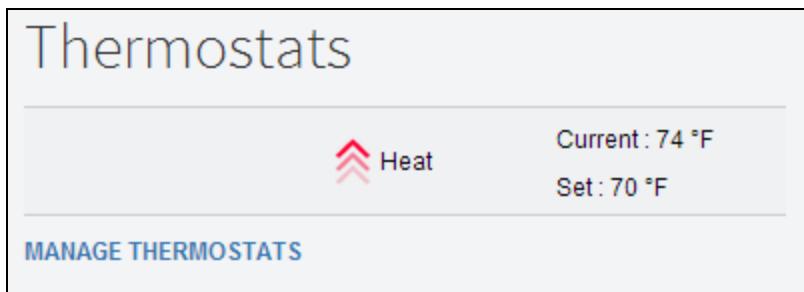


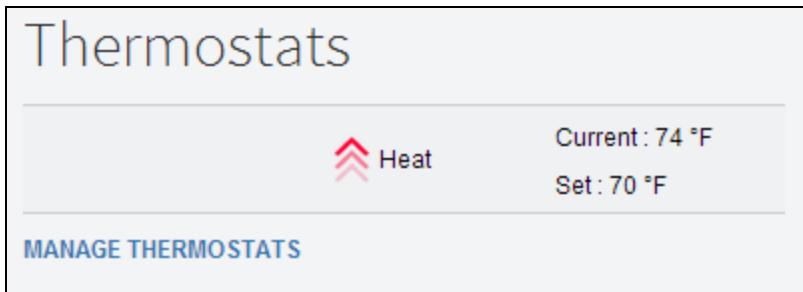
Figure 10: Thermostats Tool on the Main Page

Table 5: Thermostats Tool Options

Element	Description
Mode	Thermostat is set to Cool.
	Thermostat is set to Heat.
Current	Current measured temperature of the premises.
Set	Current Cool/Heat setting of the thermostat.

### To operate your thermostat:

1. On the Main page, in the Thermostat tool, click **Manage Thermostats**.

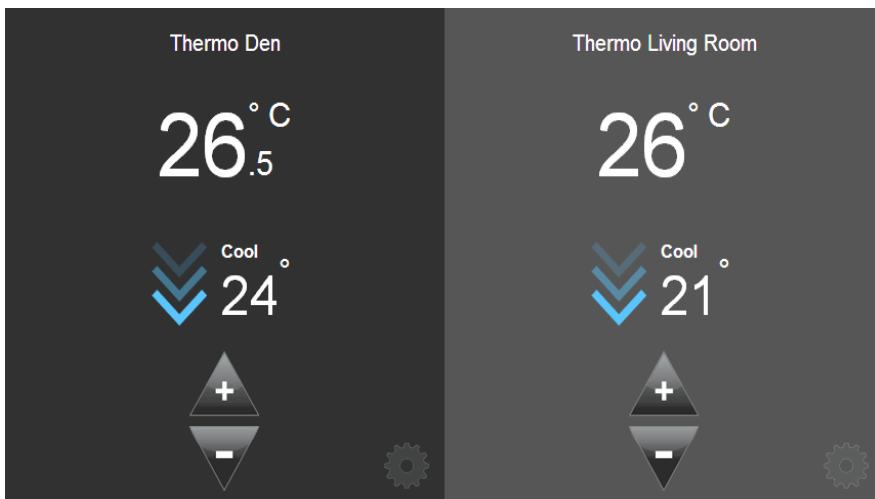


OR

On the Toolbar, click **Thermostats > Thermostats**.

*The Thermostat page is displayed.*

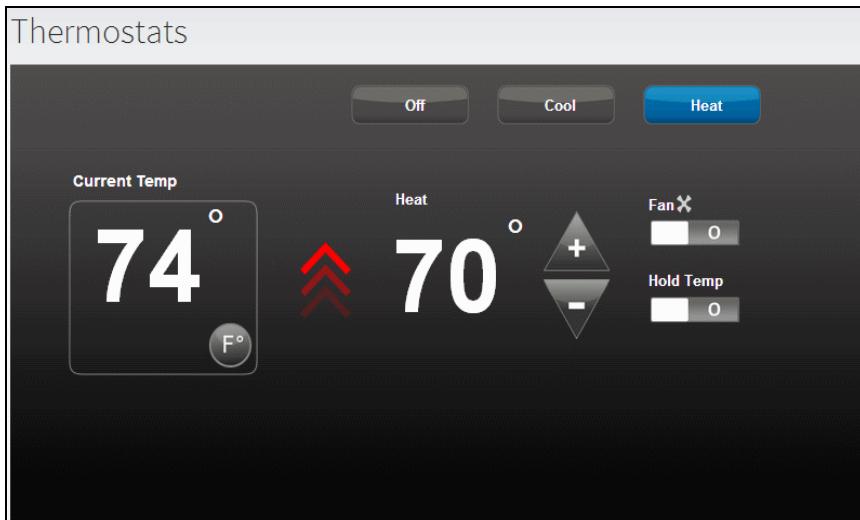
*If you have multiple thermostats, they are displayed in modular form like the following.*



2. You can change the temperature setting from this page, or you can click the gear icon to access the Thermostat Details page.

*The Thermostat page is displayed (or is displayed immediately if you only have one thermostat)*

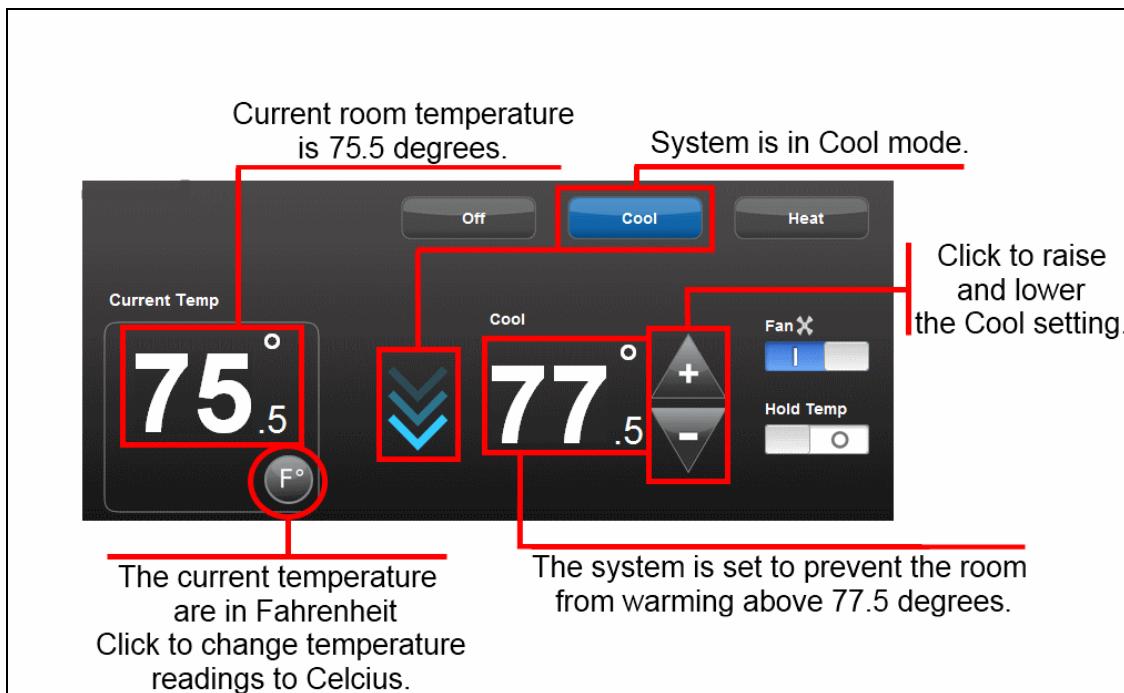
device).



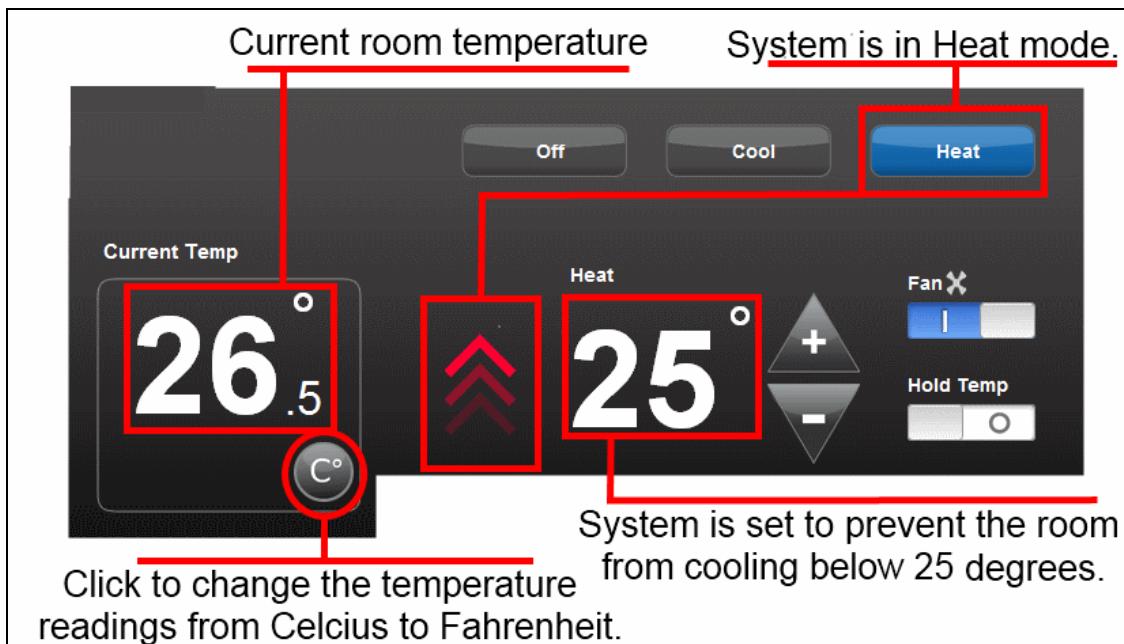
**Table 6: Thermostats Tool Element**

Element	Description	
Mode	 Thermostat is set to <b>Cool</b> and will prevent the room from warming above a set temperature.	
	 Thermostat is set to <b>Heat</b> and will prevent the room from cooling below a set temperature.	
	No icon Thermostat is set to Off and will not manage room temperature.	
Setting Increment	 Increase the current temperature setting.	
	 Decrease the current temperature setting	
Temperature Scale	 All temperature values are in Fahrenheit. Click to toggle to Celsius.	This setting only affects the Subscriber Portal. The temperature values of the thermostat must be set at the device.
	 All temperature values are in Celsius. Click to toggle to Fahrenheit.	
Fan	 <b>On:</b> Fan runs continuously, regardless of whether the heat or air conditioning is active. Click to toggle Off.	
	 <b>Auto:</b> Fan comes on only when the heat or air conditioning is active. Click to toggle On.	
Hold Temp	 <b>On:</b> Maintain the current mode and temperature settings and ignore any <a href="#">Rules</a> that would otherwise change the temperature setting and mode. Click to toggle Off.	
	 <b>Off:</b> Allow the thermostat setting and mode to be changed by Rules. Click to toggle On.	

The following examples describe the page elements.



**Figure 11: Mode Cool – Readings in Fahrenheit**



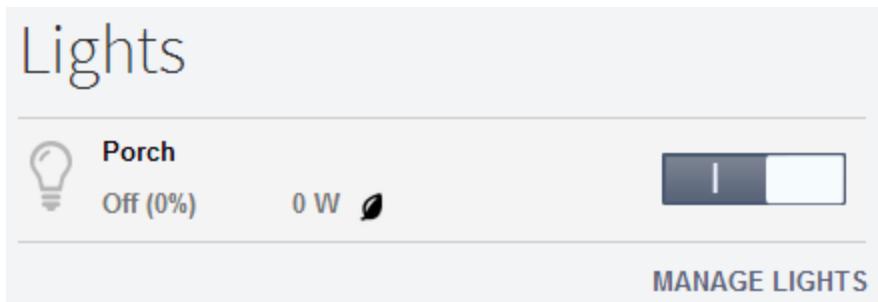
**Figure 12: Mode Heat – Readings in Celsius**

### To add a thermostat:

If you want to add a thermostat that was not included with your original package installation, make sure your service provider supports it.

## 6.2 Managing Lights

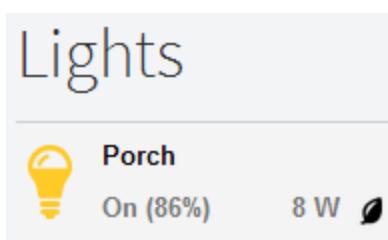
The Subscriber Portal lets you remotely monitor and control light/appliance devices. The current states of your light devices is displayed on the Main page.



**Table 7: Lights Tool Options**

Element	Description
%	Shows the current dimming percentage of the light. <b>100%</b> is undimmed. <b>0%</b> is totally off. No % means the light is not set to dimmable.
On	Indicates whether the light is on or off or dimmed
Off	Indicates whether the light is on or off or dimmed
Dimmed	Indicates whether the light is on or off or dimmed

If the lighting device is Energy Management enabled, when the light is on, the TouchScreen displays a leaf icon, and how many watts are currently being drawn through the device by a lamp or appliance.



From the Subscriber Portal, you can manage your lights by turning them on or off and dimming them (if the light is dimmable).

#### To manage your lights:

1. On the Main page, in the Lights tool, click **Manage Lights**.

OR

On the Toolbar, click **Devices> Lights**.

The Lights page is displayed.

NAME	CONTROLS
Front Porch	<input checked="" type="checkbox"/> <input type="checkbox"/> <div style="width: 100%;">100%</div>
Back Porch	<input checked="" type="checkbox"/> <input type="checkbox"/>
Family Lamp	<input type="checkbox"/> <input checked="" type="checkbox"/> 0
Hall Lamp	<input type="checkbox"/> <input checked="" type="checkbox"/> <div style="width: 0%;">0%</div>

In the Lights tool, you can turn the light on or off by clicking the switch icon:

is On.

is Off.

If the light can be dimmed, you can also set the dimming percentage by dragging the bar.

**Note:** You can also create rules that involve lights. See "Managing Rules" on page 50 for more information.

### 6.3 Managing Door Locks

Your system supports a maximum of 4 ZigBee door locks.

The current states of your door locks is displayed on the Main page.

Front Door Lock	Unlocked	<input type="checkbox"/>
<b>MANAGE DOOR LOCKS</b>		

**Table 8: Lights Tool Options**

Element	Description
Locked	 Indicates whether a door lock is locked or unlocked
Unlocked	

**To manage your door locks:**

In the Door Locks tool, you can turn the light on or off by clicking the switch icon:

 is Locked.

 is Unlocked.

**6.3.1 Making Rules for Door Locks**

You can create rules to lock and unlock door locks based on events with the following exceptions:

- ❑ You cannot create an Event rule to lock a door based on the mode changing to Home.
- ❑ You cannot create an Event rule that changes the mode to Home whenever the door becomes Locked.
- ❑ You cannot create an Event rule to unlock a door based on the mode changing to Night, Away, or Vacation.
- ❑ You cannot create an Event rule that changes the mode to Night, Away, or Vacation when the door becomes Unlocked.

## 7 Viewing History Reports

You can view reports of events based on a variety of criteria:

### To view history reports:

Select **History > report name** on the toolbar.

The selected history report is displayed. The following example shows all history.

The screenshot shows a software interface titled "History". At the top, there's a date range selector showing "Dec.20 2010" and "Dec.14 2010", with buttons for "Show All", "Range", and "Details". Below this is a table header with columns "Event" and "Time (PST)". The main area lists various events with icons and details:

Event	Time (PST)
Armed Stay	Mon 12.20.2010 12:32 PM
Exit Delay	Mon 12.20.2010 12:30 PM
TouchScreen online	Mon 12.20.2010 12:17 PM
TouchScreen offline	Fri 12.17.2010 6:10 PM
TouchScreen online	Fri 12.17.2010 4:09 PM
TouchScreen offline	Fri 12.17.2010 10:20 AM
Zone Trouble - There are no more issues communicating with a sensor for zone Bedroom window (glass).	Fri 12.17.2010 8:21 AM
Closed - Back door (1)	Fri 12.17.2010 8:21 AM
Open - Back door (1)	Fri 12.17.2010 8:21 AM
Closed - Kitchen window (2)	Fri 12.17.2010 8:21 AM
Open - Kitchen window (2)	Fri 12.17.2010 8:21 AM

At the bottom, it says "150 most recent history events shown" and has a date range selector at the bottom: "Dec.20 2010" and "Dec.14 2010", with buttons for "Show All", "Range", and "Details".

See [All History Report](#) for information about filtering the results of this report.

**Table 9: Report Types**

History Report	Description
All History	All logged events
Last 24 Hours	All events that have occurred in the last 24 hours (not calendar day)
Scene Changes	Lists every time the scene was changed.

History Report	Description
Alarms	 An alarm or test alarm was tripped causing a call to be sent to a central monitoring station.  Panic alarm sounded/turned off  Panic Police alarm sounded/turned off  Carbon monoxide alarm sounded/turned off  Fire alarm sounded/turned off  Panic Fire alarm sounded/turned off  Water was turned off/restored  Panic Medical alarm sounded/turned off
Arms/Disarms	System was disarmed or armed in Arm Away, Arm Stay, or Arm Night mode.  System unarmed or armed away, stay, night  The key pad code used is also listed as well as whether the action was performed from the touchscreen or the Subscriber Portal. <p><b>Note:</b> Arms/disarms performed using a key pad device or a key fob, are listed as having been performed from the touchscreen.</p>
Trouble Events	System Trouble events are when the touchscreen has lost of power or has a low battery. Zone Trouble events are when a sensor fails (perhaps due to battery power) or is being tampered with. <ul style="list-style-type: none"> <li> touchscreen power disrupted/restored (System Trouble event)</li> <li> Broadband connectivity disrupted/restored (System Trouble event)</li> <li> Cellular connectivity disrupted/restored (System Trouble event)</li> <li> Wi-Fi connectivity disrupted/restored (System Trouble event)</li> </ul>

History Report	Description
	Loss of all connectivity (System Trouble event)
	A Zone Trouble event has occurred, such as a bad battery or the cover has been removed on a sensor.
	Battery in the touchscreen or a sensor is low.
Zone Activity	An event has occurred at a non-bypassed security zone, regardless of whether the system is armed or disarmed. (See <a href="#">Table 2: Security Zones on page 20</a> .)
	A doorway
	A window
	Motion detected / no motion since last detected motion
	A system initiated event, such as logging the beginning and end of an alarm.

## 7.1 All History Report

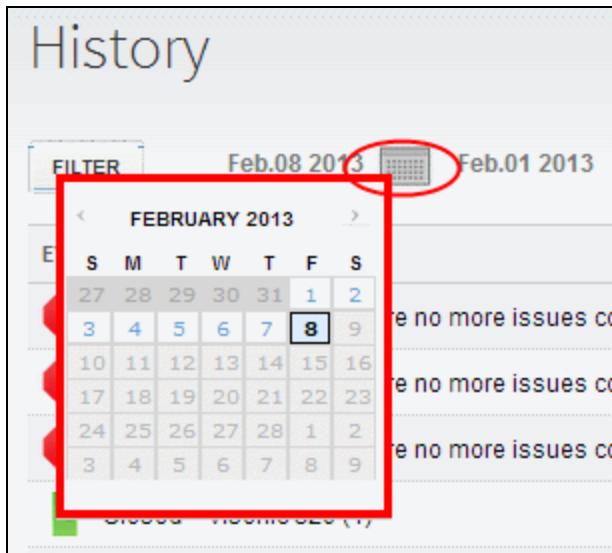
This report lists all the events logged by the system. Only the most recent 150 events are listed for each day. This report provides various tools for filtering the events listed. The filters can be used in conjunction with each other.

Click the **<Previous**, and the **Next>** links to display events that occurred on the previous or next day from the current one.

The screenshot shows a user interface for viewing history reports. At the top left is a 'History' button. Below it is a toolbar with a 'FILTER' button and a date range selector from 'Feb.07 2013' to 'Feb.08 2013'. The main area displays a timeline with dates from 'Feb 07' to '08'. The date 'Feb 07' is highlighted in blue. At the bottom right of the timeline, there is a red oval around the '<Previous | Next>' link.

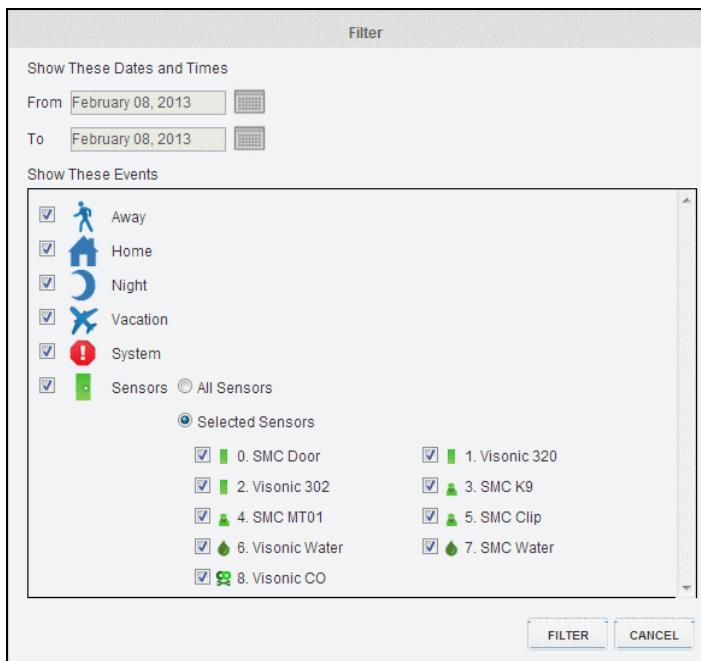
Click a date in the header to view the events for that day.

Click the calendar tool to filter out all but the events that occurred on a specific date.

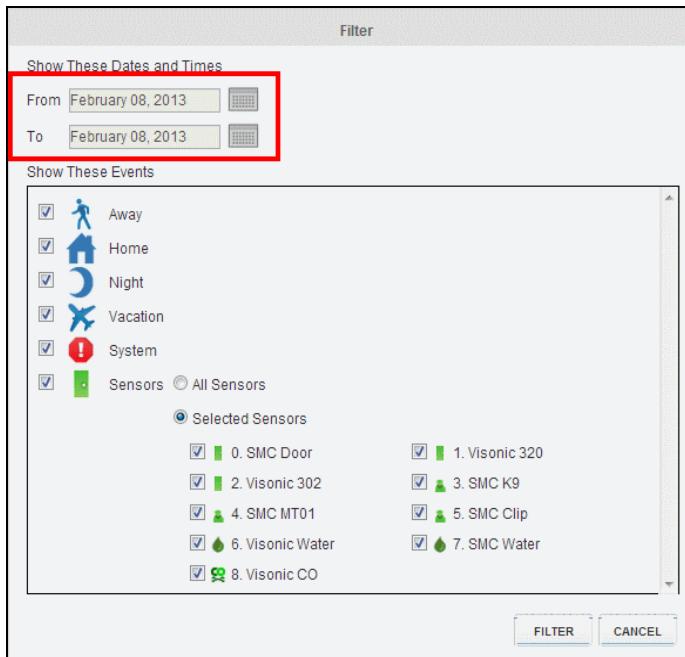


Click the **Details** link to reveal a tool to limit the displayed events to those within a range of days or to specific event types. If the **Show All** button is selected (blue), the report lists events for the currently selected day. The tools listed below are displayed.

Click the **Filter** button to display the following tool..



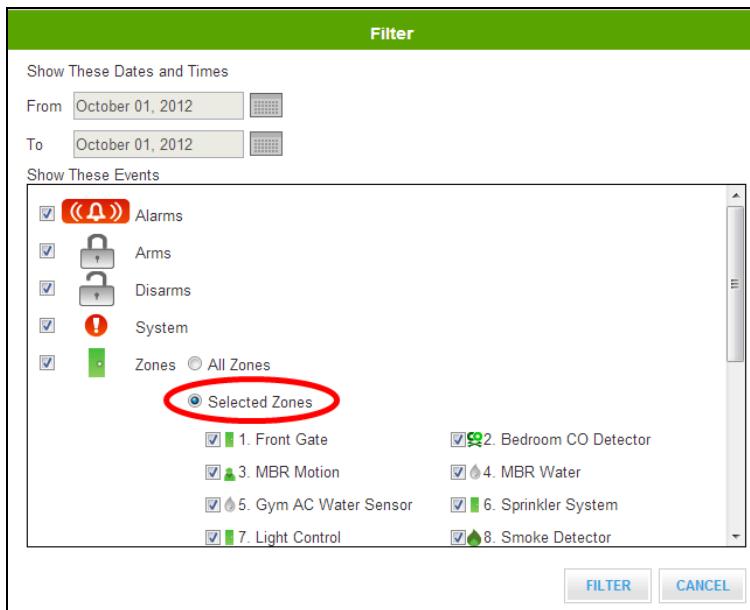
You can use the data fields to From/To dates to list only events within those calendar dates.



You can select or unselect the “Show These Events” check boxes to specify what types of events to display in the All History report.

Also, you can select specific sensors to limit the results.

Click **Filter** to display your results.



Select an option to include only events from specified zone in the History report. Deselect options to filter from the History report any events from those zones.

**Note:** This is the refining tool used by the system when you select the Zone Activity report.

## 7.2 Alarms in Reports

When alarms are listed in the All History report, the Last 24 Hours report, or the Alarms report, they are reported as a batch of events.

The following example shows an alarm event where someone opened and then closed the kitchen window and turned off the alarm by entering the key pad code.

Alarms			
Events	Types	Time (PST)	
<input checked="" type="checkbox"/> <b>ALARM</b> Alarm Started	 System	Mon 12.20.2010 3:12 PM	
Kitchen window	 Open	Mon 12.20.2010 3:12 PM	
Kitchen window	 Closed	Mon 12.20.2010 3:12 PM	
Alarm Aborted - Monitoring Station Not Notified	 System	Mon 12.20.2010 3:12 PM	
<input checked="" type="checkbox"/> <b>ALARM</b> Alarm Ended	 System	Mon 12.20.2010 3:12 PM	

Figure 13: Alarms in Reports

The alarm's beginning and end is marked with an  icon. You can collapse each Alarm event into a single row by clicking the  next to the first event in the alarm.

Table 10: Alarms in Reports Types

Columns	Description
Events	 Beginning and ending of an alarm event.  Beginning and ending of a test alarm event.
Name of the zone that reported the alarm	In the cases in <a href="#">Figure 13: Alarms in Reports above</a> , the zone reporting the alarm events is "Kitchen Window".
Alarm Aborted	A valid key pad code was entered within the Alarm Transmission delay. The alarm was not sent to the monitoring station.
Alarm Canceled	A valid keypad code was entered within the Cancel Window (within five minutes of the alarm sounding). The alarm might have been sent to the monitoring station.
Types	The type of action taken that caused the alarm. See "Zone Activity" in <a href="#">Table 9: Report Types on page 41</a> . <p><b>Note:</b> Alarms that are sent to central monitoring because a duress keypad code was entered are not recorded in Subscriber Portal history.</p>
Time	Date/time of the event. <p><b>Note:</b> This column title includes the time zone of the premise.</p>

### Columns Description

If there are cameras in the security system, a camera icon is displayed in this column. Click the camera icon to view the images capture when this alarm occurred.

The following is an alarm event that occurred on a previous day.

<b>ALARM</b>	Alarm Started		Location : N/A Mon 12.20.2010 3:12 PM
--------------	---------------	--	---------------------------------------

There is no icon next to the icon. This event cannot be expanded. Hover your cursor over the to display the expanded events and interactive icons.

<b>ALARM</b>	Alarm Started		Location : N/A Wed 9.10.2010 7:07 PM
	System - Alarm Started		Wed 9.10.2010 7:07 PM
	Open - Front Door (1)		Wed 9.10.2010 7:07 PM
	Alarm Aborted - Monitoring Station Not Notified		Wed 9.10.2010 7:08 PM
	System - Alarm Ended		Wed 9.10.2010 7:08 PM

If a camera appears on the list of events, you can click it to view the camera images captured when the alarm was triggered.

## 8 Managing Contacts for Rules

The people defined in the Contacts for Rules page can be designated as recipients of emails and texts that are generated when a rule is triggered. These people can be the same or different as those defined as Emergency Dispatch contacts. For example, you might choose to list an adult who lives nearby, but is only contacted by central monitoring in the event of an alarm when you are out-of-town.

**CAUTION:** The list of contacts for rules is not the same as the list of Emergency Dispatch contacts used by the Central Monitoring Station when an alarm occurs. For information about the Emergency Dispatch contacts, see "Setting Up Your Emergency Dispatch Contacts" on page 21

### To add a contact:

1. Click **Rules > Contacts for Rules** on the toolbar.

The Contacts screen is displayed:

2. Click **Add Contact**.

The screenshot shows the 'Add Contact' dialog box. It has fields for 'First Name' (with an empty input field), 'Last Name' (with an empty input field), 'Email' (with an empty input field and a trash bin icon), and 'Phone (format: 5125550909)' (with an empty input field, a 'Home' dropdown, and a trash bin icon). Below these are 'Add an Email' and 'Add a Phone' buttons. At the bottom are 'SAVE' and 'CANCEL' buttons.

3. Enter a first name, last name, email address, and phone number. You can specify multiple email addresses and phone numbers.
4. Click **Save**.

### To manage your contact list:

1. Click **Rules > Contacts for Rules** on the toolbar.

The Contacts screen is displayed:

Contacts for Rules				
NOTE: This is not the Emergency Dispatch contact information used by the Central Monitoring Station when an alarm occurs. Emergency Dispatch contacts are available to view, submit, or edit by selecting Security/Emergency Dispatch Setup or by <a href="#">clicking here</a> .				
<a href="#">ADD CONTACT</a>				
First Name	Last Name	Email	Phone	Modify
Jesse	James	kharper@icontrol.com	5126515586  Home	
Freda	Johnson	freda@freda.com	5125558888  Mobile	 

2. Click  to modify a contact.

3. Click  to remove a contact from the list.

**Note:** The person associated with the account is automatically added as a contact. You cannot delete this person from the list of contacts.

You cannot delete a contact if that person is defined in a rule.

You can also add new contacts from the Emergency Dispatch screen. See "Setting Up Your Emergency Dispatch Contacts" on page 21.

## 9 Managing Rules

Rules allow you define how Converge responds to events that it detects or even events that do not happen. They also allow you to control non-sensor devices, such as cameras, lights, and thermostats.

Example rules include:

- Take snapshots or video Converge Armed Away, and the front door opens.
- Send an email or text message when any sensor encounters a trouble.
- Turn on a light every night at 9 PM and off at 6 AM.

### To manage rules:

Click **Rules > Rules** on the toolbar.

OR use one of the following paths:

- Security > Rules
- Cameras > Rules
- Thermostats > Rules
- Lights > Rules

The Rules screen is displayed.

Rules Setup						
Rules can be based on events, such as taking a picture when the front door opens. Or based on a specific time, such as turning on the lights at sunset.						
<a href="#">ADD RULE</a>						
Description	How Often				Modify	
Alarm Alert By Email	S	M	T	W	T	F
Security System Armed Send Email	S	M	T	W	T	F
Security System Disarmed Send Email	S	M	T	W	T	F

## 9.1 Types of Rules

**Table 11: Rule Types** describes the types of rules you can configure for automatic actions performed by the Subscriber Portal system.

**Table 11: Rule Types**

Type	Description
Schedule	<p>Actions occur regularly on specified times, dates, and date ranges without regard to an additional event. See "<a href="#">Adding Schedule Rules</a>" on page 54 for more information.</p>
Event	<p>Actions occur when a specified event occurs at a security zone (door, window, motion detector, smoke alarm, etc.);</p> <p>For example, send an email when a trouble is reported by the touchscreen reports a trouble event.</p> <p>See <a href="#">Event Rules</a> for more information.</p>
Non-event	<p>Actions occur when an expected event does not occur at a security zone.</p> <p>For example, Send a text notification if the front door does not open between 3:30 PM. and 4:00 PM. on Monday through Friday when the kids are expected home.</p> <p>See <a href="#">Non-Event Rules</a> for more information.</p>
Thermostat Schedule	This option launches the Thermostat Schedule wizard to create a series of Schedule-type Rules

For all rule types, you can have a rule only apply when the system is in a specific arming mode such as armed, disarmed, when an Entry Delay starts, and so on. See "[Understanding Arming Modes](#)" on page 16 for more information on arming modes.

## 9.2 Rule Actions

The purpose of a rule is to cause a single action to occur under specific circumstances. To have multiple actions occur for the same cause (schedule, event, non-event), create multiple rules.

**Table 12: Rule Actions**

Action	Description	
Arm System	Automatically arm the system in a selected mode (no key pad code required).	<b>CAUTION:</b> Arming and Disarming can be rule events that trigger a rule as well as the resulting action. Therefore, it is possible that a rule could result in the system being armed or disarmed and that result could trigger additional rules. See <a href="#">Table 13: Rule Events: Devices</a> on page 57 and <a href="#">Table 14: Rule Events: Security System</a> on page 58 for information on rule events.
Disarm System	Automatically disarm the system.	Your service provider might restrict the ability to arm or disarm the system as an action within a rule.
Lock a Door Lock	Lock a selected door lock	You cannot create a rule to automatically <i>unlock</i> a door lock.
Send Email	<p>Send an email notification to everyone on your Contacts list.</p> <p>Depending on how your system is configured, an option to add a picture or video to the email message might appear. In some cases, picture and/or video attachments are not allowed with rules, because they require too much bandwidth and adversely affect the server's performance.</p>	
Send Text Message	<p>Send an SMS notification to everyone on your Contacts list.</p> <p>Depending on how your system is configured, an option to add a picture or video to the email message might appear. In some cases, picture and/or video attachments are not allowed with rules, because they require too much bandwidth and adversely affect the server's performance.</p>	
Take Picture	Have one of your cameras take a five pictures in quick succession.	
Record Video Clip	Have one of your cameras take a short video clip.	
Play Sound	Play a sound from your touchscreen and siren.	
Turn on/Turn Off Light	<p>Turn a light on or off.</p> <p>Your service provider might allow you to set the duration when turning on a light.</p>	

Action	Description	
Set Thermostat to Cool	Have the Thermostat cool the premises to a specified temperature.	Your service provider might restrict the ability to set the thermostat to cool or heat as an action within a rule.
Set Thermostat to Heat	Have the Thermostat heat the premises to a specified temperature.	The Hold feature is no longer supported within a rule. If you have any Thermostat rules that contain the Hold option, you must edit the rule and save it.
Set Thermostat to Cool and Heat	Have the Thermostat cool or heat the premises to a specified range.	
Turn Thermostat Off	Turn the Thermostat off so that it is not maintaining the premises temperature.	

## 9.3 Default Rules

The following rules are created by default

- Default alarm rule

This rule sends an email and text message to the primary person on your account when an alarm is tripped at your premises. This rule cannot be deleted or disabled. It cannot be modified except in the following ways:

- Change the method to notify the primary person from email to SMS or SMS to email.
- Add or remove an email address or phone number from one or more people in your Contacts list.

**Note:** The email or phone number for the primary person on the account must be one of the notification methods.

- Default arm rule

This rule sends an email to the primary person on your account when the system is armed. You can delete, disable this rule. You cannot change the “When My” and “Becomes” options for this rule.

- Default disarm rule

This rule sends an email to the primary person on your account when the system is disarmed. You can delete, disable this rule. You can change anything about this rule except “When My” and “Becomes” menus that trigger the rule.

## 9.4 Adding Schedule Rules

1. From the Rules Screen, click **Add Rule**.

The Add Rule page is displayed:

**Add a Rule**

**▼ What Kind of Rule?**

**Schedule:** At a specified time, take action. For example, at 3:30 pm Monday through Friday capture video and send it to me (my kids should be home then.)

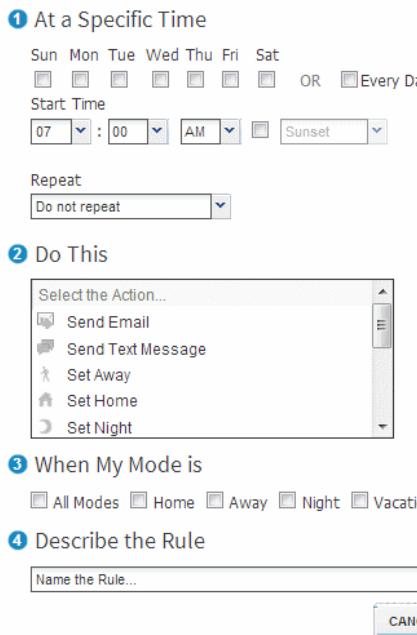
**Event:** When something happens, take action. For example, when a door opens, take a picture.

**Non-event:** When something does NOT happen at a specified time, take action. For example, if the front door does not open, from 3-4 PM when my kids should be coming home, send a text message.

**SAVE**    **CANCEL**

2. Select **Schedule**.

The criteria options for schedule rules are displayed.



**① At a Specific Time**

Sun Mon Tue Wed Thu Fri Sat  
      OR  Every Day  
 Start Time  
 07 : 00 AM Sunset

Repeat  
 Do not repeat

**② Do This**

Select the Action...  
 Send Email  
 Send Text Message  
 Set Away  
 Set Home  
 Set Night

**③ When My Mode is**

All Modes  Home  Away  Night  Vacation

**④ Describe the Rule**

Name the Rule...  
 CANCEL SAVE

3. Select the criteria for your rule.

- At a Specific Time** – The time and day or the time/day range when the rule applies.  
 For Schedule rules that apply during a time range, you can have the action repeat periodically during that time range. For example, you can have the system turn on a light for five minutes every 20 minutes between 7:00 PM and midnight.
- Do This** – The action the rule takes. See [Table 12: Rule Actions on page 52](#)
- In Home Security Mode** – During which specific arming mode (if any) the rule applies. See ["Understanding Arming Modes" on page 16](#) for more information.

4. The **Describe the Rule** field changes based on your selected criteria. This will be the name of the rule. Modify this field as desired.
5. Click **Save**.

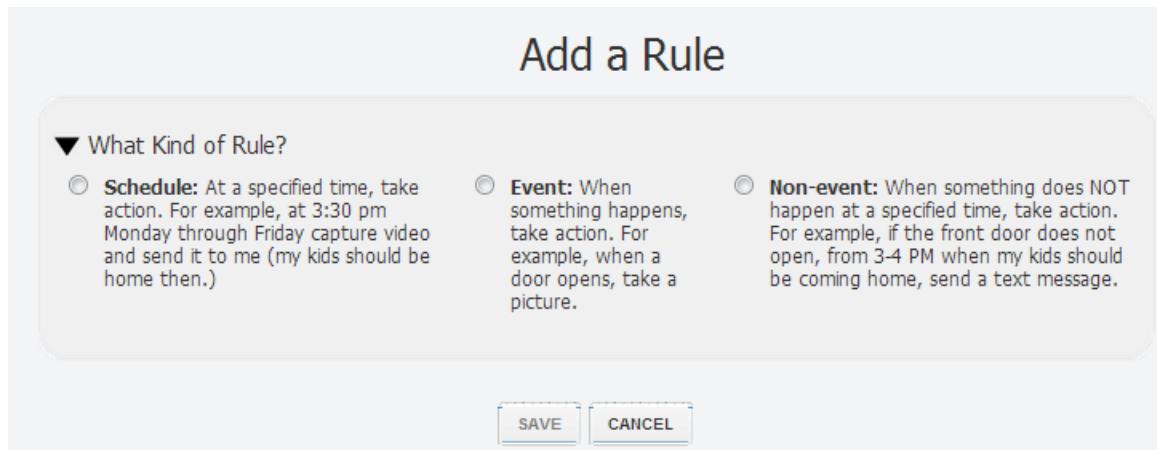
Thermostat Schedule rules can be built in the same way all other schedule rules but it is easier to use the [Thermostat Schedules Wizard](#). Rules created using this wizard are much more complex than normal Schedule rules.

## 9.5 Event Rules

Event rules are triggered by events in security zones such as by a reported trouble or by an alarm being faulted in your security system.

- From the Rules Screen, click **Add Rule**.

The Add Rule page is displayed:



- Select **Event**.

The criteria options for event rules are displayed.

① When My

② Becomes

③ Do This

④ How Often

⑤ When My Mode is

 All Modes  Home  Away  Night  Vacation

⑥ Describe the Rule

- Select the criteria for your rule.

- When My** – Select a specific security zone that triggers the action, or select the entire system.
- Becomes** – Select an event. The list of events vary, depending on which item you selected in the **When My** field. For example, if you selected a door/window sensor, options involving opening and closing are displayed. See [Table 14: Rule Events: Security System on the next page](#) for more information.

For the entire system, the only options are Alarm or Trouble.

- Do This** – The action the rule takes. See [Table 11: Rule Types on page 51](#).
- How Often** – The time range and days of the week when the rule is applicable. You can select **Any Time** to have the rule apply when the selected event occurs.
- In Home Security Mode** – During which arming mode (if any) the rule applies. See ["Understanding Arming Modes" on page 16](#) for more information.

4. Modify the **Describe the Rule** field as desired.

5. Click **Save**.

Event rules consist of the following elements:

**Table 13: Rule Events: Devices**

Event	Description
Open	The security zone was faulted such as a door closing or a motion being detected.
Close	The security zone was cleared, such as a door closing.
Open or Close	The security zone was either faulted or cleared.
Trouble	A trouble is reported for selected security zone or for the touchscreen itself, such as loss of cellular connectivity.

**Table 14: Rule Events: Security System**

Event	Description
Alarm	An alarm is triggered in the security system.
Armed	<p>System is armed. Specify the Arming mode:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Arming</li> <li><input type="checkbox"/> Arm Stay</li> <li><input type="checkbox"/> Arm Away</li> <li><input type="checkbox"/> Arm Night</li> </ul> <p>(See "<a href="#">Understanding Arming Modes</a>" on page <a href="#">16</a> for more information on Arming modes.)</p>
Connectivity Changed	The broadband or cellular connectivity has been lost or re-established.
Disarmed	System is disarmed.
Power Loss	The TouchScreen has lost A/C power or power has been restored.
Trouble	<p>System reports a Trouble such as:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> A/C power lost/restored</li> <li><input type="checkbox"/> Tamper/restore (back plate of TouchScreen has been removed or restored)</li> <li><input type="checkbox"/> Battery removed/restored to the touchscreen</li> </ul>

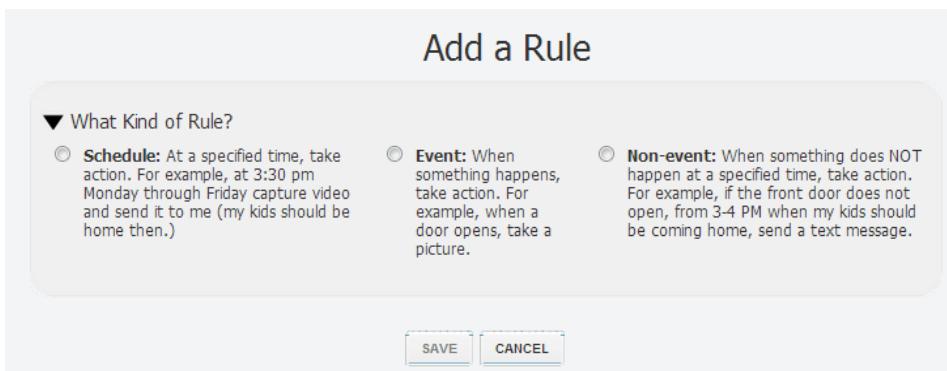
**Note:** If a dimmable light is set to zero and a rule causes the light to turn on, the light level increases to 30% when it turns on. But if a dimmable light is set to any other value (even 1%), the light turns on at the specified setting.

## 9.6 Non-Event Rules

Non-event rules are triggered when a specific event does not occur during a specific time range—either every day or on specified days.

- From the Rules Screen, click **Add Rule**.

The Add Rule page is displayed:



## 2. Select Non-event.

The criteria options for non-event rules are displayed.

**① When My**

**② Does Not**

Select an Event...

- Away
- Home
- Night
- Vacation

**③ Between These Times**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
<input type="checkbox"/>						

OR

 Every Day

Start Time  
07 : 00 AM  Sunset

End Time  
05 : 00 PM  Sunrise

**④ Do This**

Select the Action...

- Send Email
- Send Text Message
- Set Thermostat to Cool
- Set Thermostat to Heat
- Take Picture

**⑤ When My Mode is**

All Modes  Home  Away  Night  Vacation

**⑥ Describe the Rule**

Name the Rule...

**Buttons:** CANCEL, SAVE

**Info Box:**

Often, you just want to leave a light on for 4 hours, to suggest that you are home. **Duration** determines how long a specified action occurs. For example, to turn lights on for four hours, choose a **Specified Time**, select **Turn Lights Back On** and choose **4 Hours**.

**Add End Time** is also useful, when you want to create the appearance of being home by turning lights on and off. For example, you can repeat turning the lights on and off every hour, for four hours. To do this:

- Set a start time such as 7 PM and an **End Time** of 11 PM
- Choose **Repeat>Every Hour**
- Set the light on **Duration** to **30 Minutes**.

## 3. Select the criteria for your rule.

- When My** – Select a specific security zone that triggers the action, or select the entire system.
- Does not** – Select an event. The list of events vary, depending on which item you selected in the **When My** field. For example, if you selected a door/window sensor, options involving opening and closing are displayed. See [Table 14: Rule Events: Security System on page 58](#) for more information.

For the entire system, the only options are Alarm or Trouble.

- Between These Times** – The time/day range when the rule is applicable. Alternately, you can set times based on sunrise and/or sunset for your location.
- Do This** – The action the rule takes. See [Table 11: Rule Types on page 51](#).
- In Home Security Mode** – During which arming mode (if any) the rule applies. See ["Understanding Arming Modes" on page 16](#) for more information.

4. Modify the **Describe the Rule** field as desired.

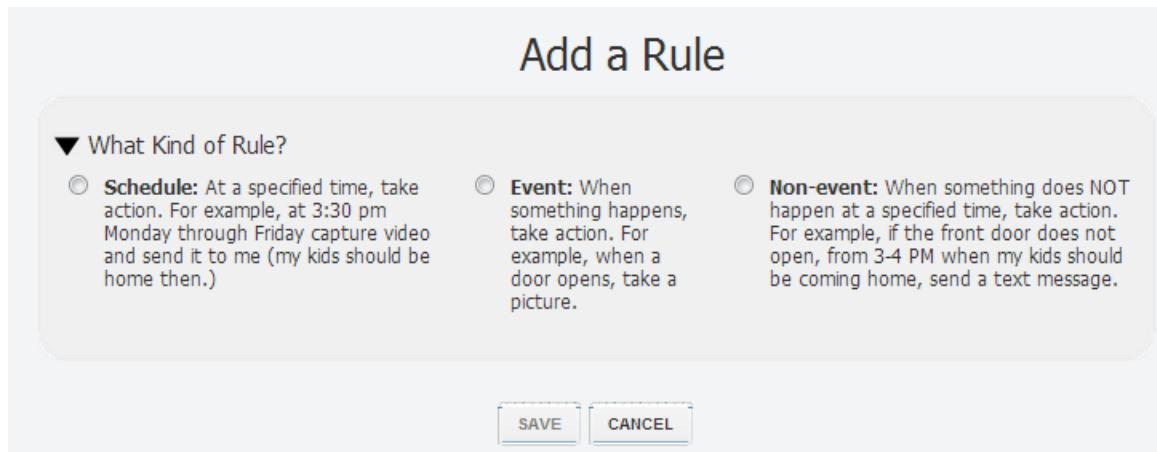
5. Click **Save**.

## 9.7 Adding Rules

To add a rule:

1. From the Rules Screen, click **Add Rule**.

The Add Rule page is displayed:



2. Select **Schedule**, **Event**, or **Non-event**.

The criteria options for the selected rule type are displayed.

**Note:** The options that appear in each list are dependent on your selections so far. For example, if you select a door/window sensor under When My, the options under Becomes include only conditions that relate to doors and windows (such as Open, Close, or Trouble). If you select a thermostat, however, the only option under Becomes is Temperature Exceeds Range, and you can specify the range.

3. Select the criteria for your rule.

The Describe the Rule field changes based on your selected criteria. This will be the name of the rule.

4. Modify the Describe the Rule field as desired.
5. Click **Save**.

## 9.8 Thermostat Schedules Wizard

This tool lets you create multiple Schedule rules for your thermostats.

**The easiest way to launch the Thermostat Schedules wizard:**

Click **Thermostats > Thermostat Schedules** on the toolbar.

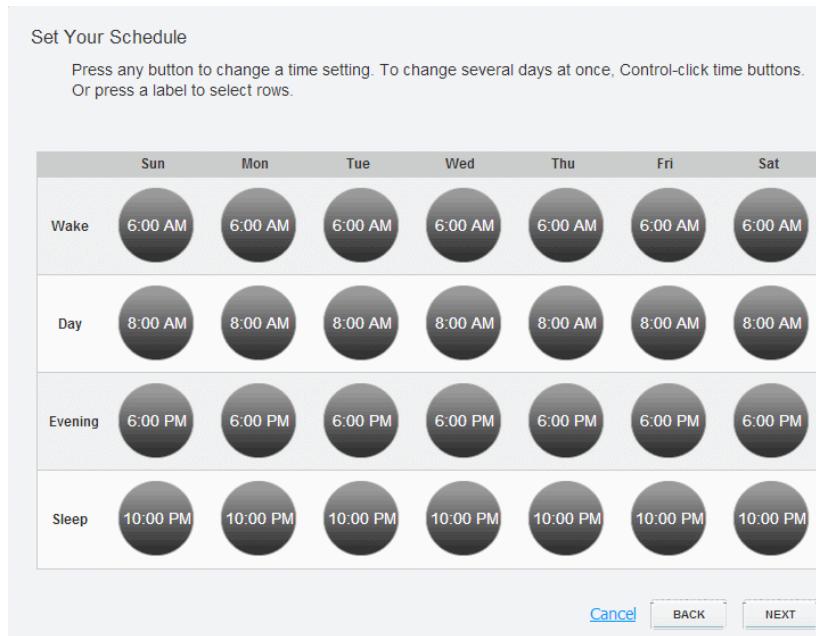
**To add your Thermostat Schedule Rules:**

1. Click the  icon to toggle it to . The temperature values are displayed in Celsius.

Click the  icon to toggle it to . The temperature values are displayed in Fahrenheit.

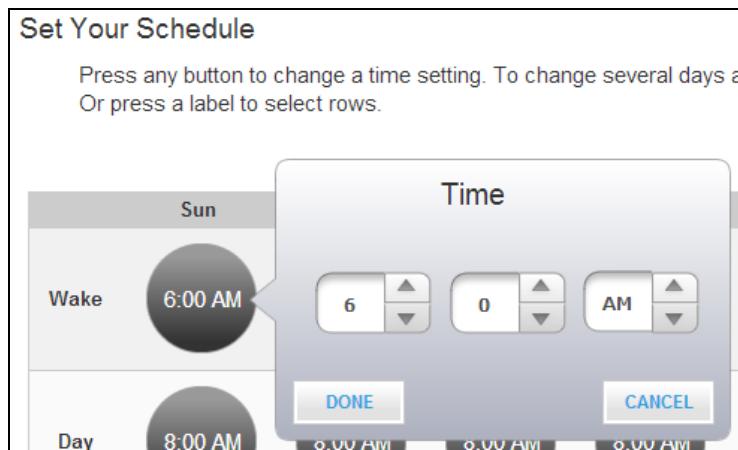
2. Click **Next**.

The Set Your Schedule screen is displayed.



**From this screen you will set up to FOUR TIMES for each day of the week that the system will adjust the Thermostat setting of ALL thermostats.**

- Click on each **time** on each **day** to set time for the Temperature setting to change.



For example: On Sunday, you can plan for the thermostat(s) to set a particular temperature:

- On Monday
- At 5:00 AM so you will be comfortable when you wake up
- At 9:00 AM after everyone has left the house
- At 3:30 PM when the children return from school
- At 10:00 PM when everyone is going to bed

- After all the times have been set, click **Next**.

The [Thermostat Name] Cool Settings screen is displayed.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Wake	78 F						
Day	80 F						
Evening	78 F						
Sleep	78 F						

**Energy Savings Tip**  
Setting your home temperature 8 degrees warmer, while away, can help reduce costs.

[Cancel](#) [BACK](#) [NEXT](#)

From this screen, you will set temperatures settings that the named thermostat will use at EACH time (that you configured in the previous screen) WHEN THE THERMOSTAT IS IN COOL MODE.

For example, these are the settings your system will use in the *Summer*.

**Note:** If you have more than one thermostat, you will get a chance to set that on later.

- After the thermostat's Cool settings have been set, click **Next**.

The [Thermostat Name] Heat Settings screen is displayed.



From this screen, you will set temperatures settings that the named thermostat will use at EACH time (that you configured in the previous screen) WHEN THE THERMOSTAT IS IN HEAT MODE.

For example, these are the settings your system will use in the *Winter*.

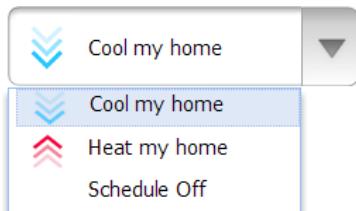
- After the thermostat's Heat settings have been set, click **Next**.

If you have more than one thermostat, steps 4 and 5 are repeated for each.

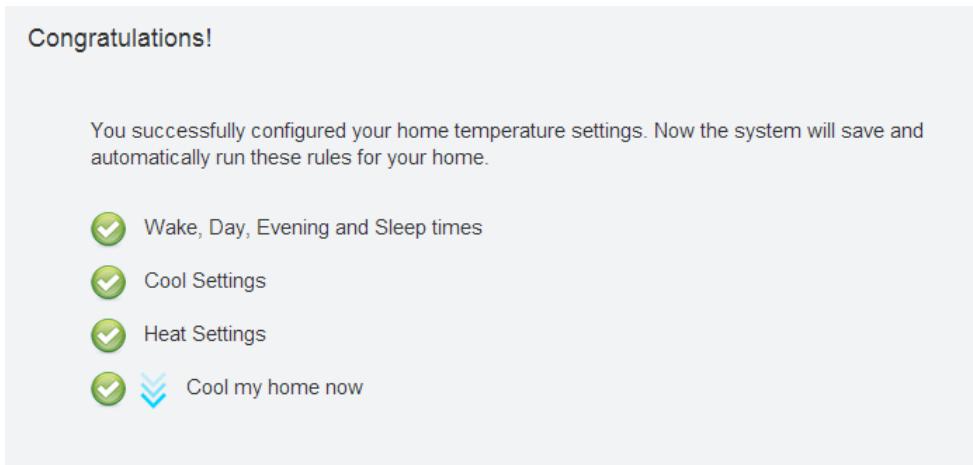
**Note:** A separate Schedule rule will be created for each thermostat.

After the Temperature Settings schedule has been programmed for all your thermostats, the Set the System Mode screen is displayed.

From this screen, you will determine whether ALL of your thermostats are will start in Heat mode or Cool mode or to have Schedule rules.



7. After you selected a mode for your thermostat(s), click **Next**.



A Thermostat Schedule rule is created for each thermostat.

Description	How Often	Modify
Alarm Alert via Email and Text Message	S M T W T F S Any Time	
Security System Armed Send Email	S M T W T F S Any Time	
Security System Disarmed Send Email	S M T W T F S Any Time	
Thermo Den Schedule	S M T W T F S Any Time	
Thermo Living Room Schedule	S M T W T F S Any Time	

Each Thermostat Schedule rule contains the times each day for the thermostat to change and its temperature settings depending on whether the thermostat is in Heat mode or Cool mode.

**To edit your Thermostat Schedule Rules:**

Click the  icon for the rule to open a special editing tool for Thermostat Schedule rules.

Press any button to change a temperature setting. To change several days at once, Control-click temperature buttons. Or press a label to select rows and columns.

 Heat my home ▼

**Edit Temperatures**

	TIME	TEMPERATURE						F°
Thermostat		Sun	Mon	Tue	Wed	Thu	Fri	Sat
Cool Set		78 F	78 F	78 F	78 F	78 F	78 F	78 F
Heat Set		85 F	85 F	85 F	85 F	85 F	85 F	85 F
Day		78 F	78 F	78 F	78 F	78 F	78 F	78 F
Evening		78.5 F	78.5 F	78.5 F	78.5 F	78.5 F	78.5 F	78.5 F
Sleep		78.5 F	78.5 F	78.5 F	78.5 F	78.5 F	78.5 F	78.5 F

SAVE CANCEL

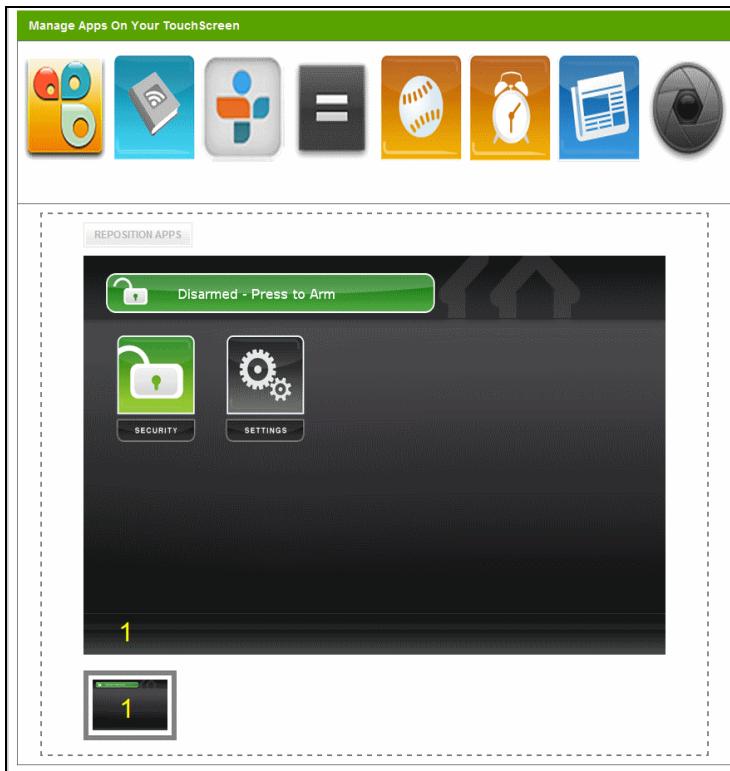
## 10 Managing Touchscreen Apps

You can manage which touchscreen apps are displayed on your touchscreen, configure them, and determine how they are displayed from the Subscriber Portal only.

### To view the touchscreen apps management tool:

Click **Apps** on the toolbar.

*The Manage Apps screen is displayed.*



The apps at the top of the screen are those available to be added to the touchscreen. The apps displayed in the touchscreen image are those apps currently displayed on the touchscreen. The apps are positioned in the image just as they are on the actual touchscreen.

**Note:** Use the horizontal scroll bar to view all the available apps.

From the Manage Apps screen you can:

- [Add apps to the touchscreen](#). See "Adding touchscreen Apps" on page 68.
- [Remove the apps from the touchscreen](#). See "Deleting touchscreen Apps" on page 68.
- [Reposition how the apps are displayed on the screen](#). See "Repositioning touchscreen Apps" on page 69.

Security, Settings, and Camera apps are native to the touchscreen. They cannot be moved, configured, or removed.

## 10.1 Adding touchscreen Apps

To add a touchscreen app to the touchscreen:

1. Click on the touchscreen app you want to add to display a dialog.



2. Click **Install**.

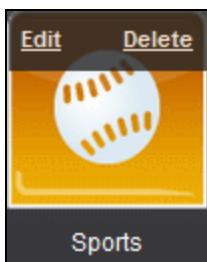
The Subscriber Portal pushes the app to the touchscreen. An “updating” message is displayed while the app is being added.

## 10.2 Deleting touchscreen Apps

To delete a touchscreen app:

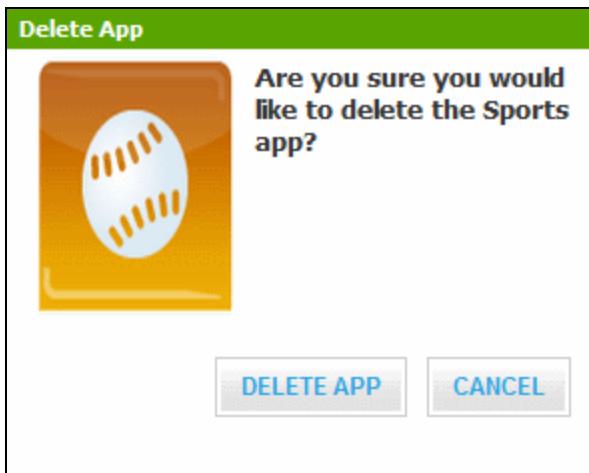
1. From the Manage Apps screen, hover your cursor over the app you wish to delete.

*A label is displayed over the app.*



2. Click **Delete**.

A confirmation dialog is displayed.



3. Click **Delete App**.

The app is deleted from the Subscriber Portal and from the touchscreen.

### 10.3 Repositioning touchscreen Apps

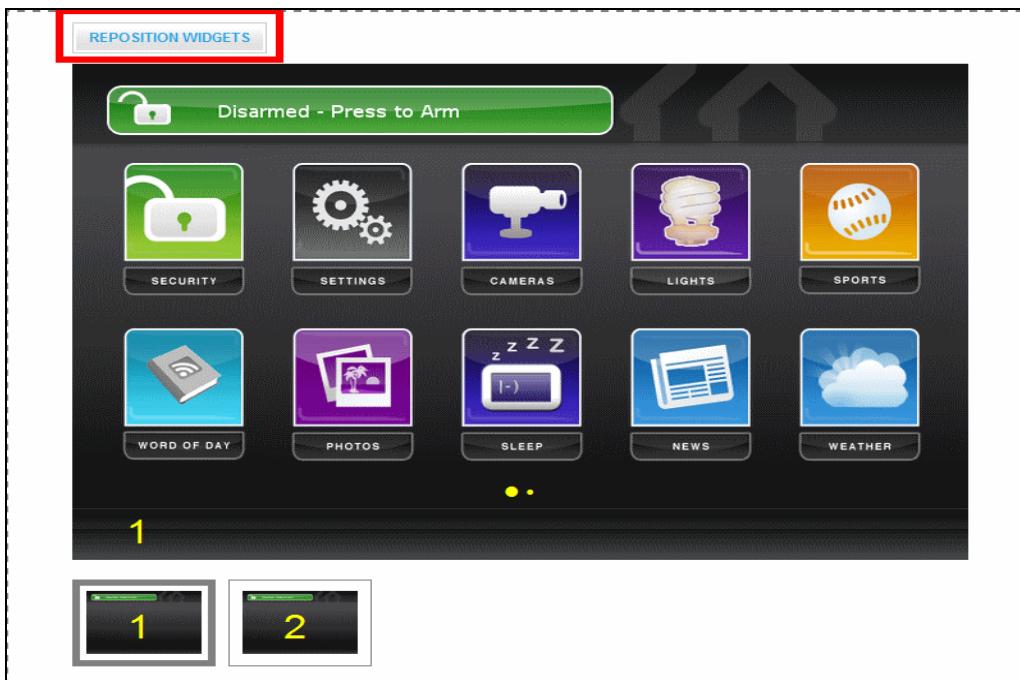
You can change the order in which touchscreen apps are displayed on the touchscreen.

All apps, except the Security, Settings, and Cameras apps, can be moved to the preferred location on the touchscreen.

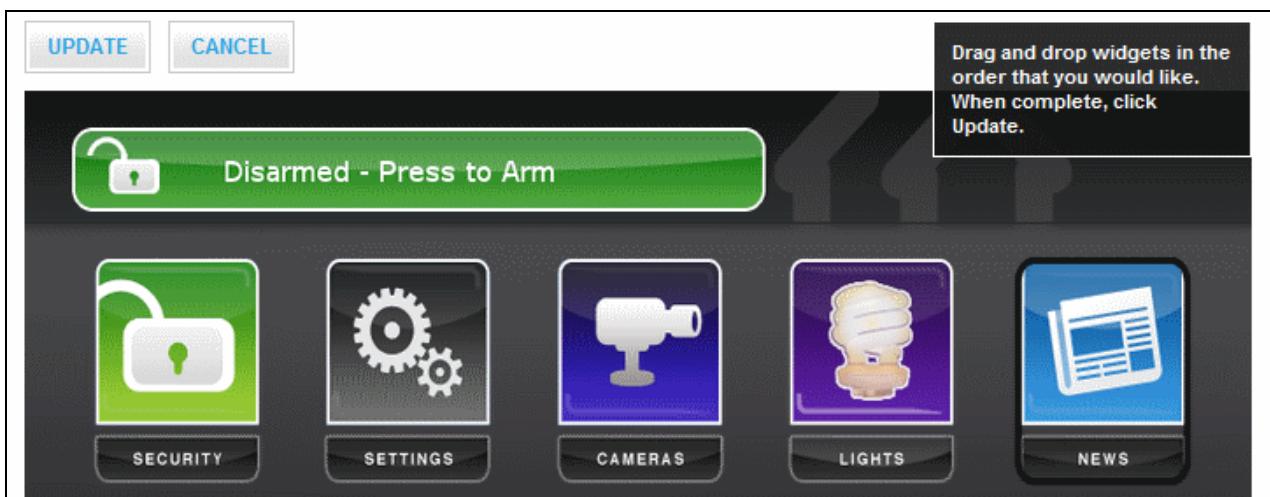
**Note:** Apps cannot be moved from one screen to another. To move an app from the second screen to the first, delete an app on the first page, then add the desired app to the first page.

### To reposition the apps:

1. Click **Reposition Apps** to rearrange the apps.



2. Drag and drop the apps to the preferred location on the touchscreen.
3. When all the apps are repositioned to your satisfaction, click **Update**.



*The apps have been updated and the new app locations have been pushed to the touchscreen*

## 11 Managing Your Account Information

You can manage some of the information related to your account on the My Account page.



When you click **My Account** from any page in the Subscriber Portal, the My Accounts page appears.

Quotas	Username	Password	Address
STATE	DESCRIPTION	QUOTA	
	Pictures saved per day At 50, no more pictures saved.	 0%	
	Pictures saved At 3000, oldest pictures deleted.	 1 of 3000 pictures saved	
	Videos saved per day At 50, no more videos saved.	 0%	
	Videos saved At 100, oldest videos deleted.	 0%	
	SMS messages per day At 100, no more SMS messages sent.	 0%	

From this page, you can:

- View a list of how much of the allotted server space you have used for pictures, videos, and SMS messages. See "Viewing Your System Quotas" on page 74.
- Change your username. See "Changing Your Username" on page 72.
- Change your password. See "Changing Your Password" on page 73.
- View the address and time zone listed for the premises. See "Viewing Your Address and Time Zone" on page 73.

**Note:** Your service provider might require that you manage your username and password with another program. If this is the case, you cannot update your username or password on this screen.

## 11.1 Changing Your Username

When you click the **User Manager** tab, the My Account page displays your current username.

The screenshot shows a user interface for managing account information. At the top, there are tabs labeled 'Quotas', 'Username' (which is highlighted in white), 'Password', and 'Address'. Below the tabs, there are three input fields: 'Current Username' (containing 'jsmith'), 'New Username' (empty), and 'Confirm New Username' (empty). A 'CHANGE USERNAME' button is located at the bottom right of these fields.

You can change your username by entering a new username in the New Username field and then entering it again in the Confirm New Username field. Then click **Change Username**. The next time you sign in to the Subscriber Portal, enter the new username.

The username may contain numbers, English uppercase and lowercase letters, as well as the following non-English characters:

Ä, ä, É, é, Ö, ö, Ü, ü, ß, à, à, Â, â, Å, æ, Ç, ç, È, è, Ê, ê, Ë, ë, Î, î, Ï, ï, Ô, ô, œ, œ, Ù, ù, Û, û, Í, í, Ò, ò, Ó, ó, Ú, ú, Ñ, ñ, ¿, ¡

The following special characters are also supported:

! . # \$ % ' \* + - ? ^ \_ ` { | } ~

Spaces cannot be used in a username.

Usernames are not case-sensitive.

**Note:** If your service provider requires you to manage your username with another program, the Current Username, New Username, and Confirm New Username fields are not displayed.

## 11.2 Changing Your Password

When you click the **Password Manager** tab, the My Account page allows you to change your password.

Quotas	Username	<b>Password</b>	Address
Old Password <input type="text"/> New Password <input type="text"/> Verify <input type="text"/> <div style="text-align: center;"> <a href="#">CHANGE PASSWORD</a> </div>			

You can change your password by entering your current password in the Old Password field. Then enter a new password in the New Password field, and enter it again in the Verify field. Then click **Change Password**. The next time you sign in to the Subscriber Portal, use the new password.

Passwords may contain any character and are case-sensitive.

**Note:** If your service provider requires you to manage your password with another program, the Old Password, New Password, and Verify fields are not displayed.

## 11.3 Viewing Your Address and Time Zone

When you click the **Address** tab, the My Account page displays the address and time zone associated with your account.

Quotas	Username	Password	<b>Address</b>
Address 1 <input type="text" value="1234 Main St"/> Address 2 (optional) <input type="text"/> City <input type="text" value="Austin"/> State <input style="width: 20px;" type="text" value="TX"/> Postal Code <input type="text" value="78759"/> Time Zone <input style="width: 20px;" type="text" value="US/Central"/>			

**Note:** You cannot use the Subscriber Portal to change the address or time zone of the premises where the system is installed.

## 11.4 Viewing Your System Quotas

When you click the **Quotas** tab, the My Account page displays information about your current daily quota status: the number of saved pictures, videos, and SMS messages your system has initiated today and how many you have left.

Your image, video, and SMS quotas limit the number of times you are allowed to take pictures and video or receive an SMS alert. When you have met your quota, you will not be allowed to capture more pictures or video. Contact support for information on upgrading your account.

Quotas	Username	Password	Address
STATE	DESCRIPTION	QUOTA	
		Pictures saved per day At 50, no more pictures saved.	<div style="width: 0%;"><div style="width: 0%;">0%</div></div> 0 of 50 pictures saved today
		Pictures saved At 3000, oldest pictures deleted.	<div style="width: 0%;"><div style="width: 0%;">0%</div></div> 1 of 3000 pictures saved
		Videos saved per day At 50, no more videos saved.	<div style="width: 0%;"><div style="width: 0%;">0%</div></div> 0 of 50 videos saved today
		Videos saved At 100, oldest videos deleted.	<div style="width: 0%;"><div style="width: 0%;">0%</div></div> 0 of 100 videos saved
		SMS messages per day At 100, no more SMS messages sent.	<div style="width: 0%;"><div style="width: 0%;">0%</div></div> 0 of 100 SMS sent today

**Note:** You cannot change any information on this page. It is for informational purposes only.