

SMARTLINK

7.95 PORTAL USER GUIDE



WELCOME TO SMART SECURITY

This document will guide you through using the web portal for controlling and managing your smart security system.

For instructions on using the app, please refer to the App User Guide.

In a web browser, navigate to the portal at the following URL:

smartlink.secure.direct

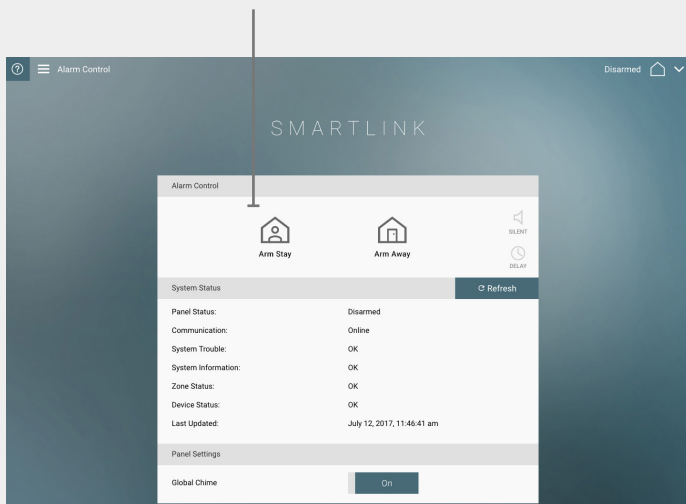
To begin, sign in with the **Username** and **Password** you were provided.

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CONTROL SECURITY

Arm or Disarm your system by selecting from the arming options



CONTROLLING YOUR SYSTEM

From the **Alarm Control** page you can control and review the status of your security system.

To **Arm your system**, select either **Arm Stay** or **Arm Away** from the top Alarm Control section. The available options will change to Arming then Disarm once your system is armed.

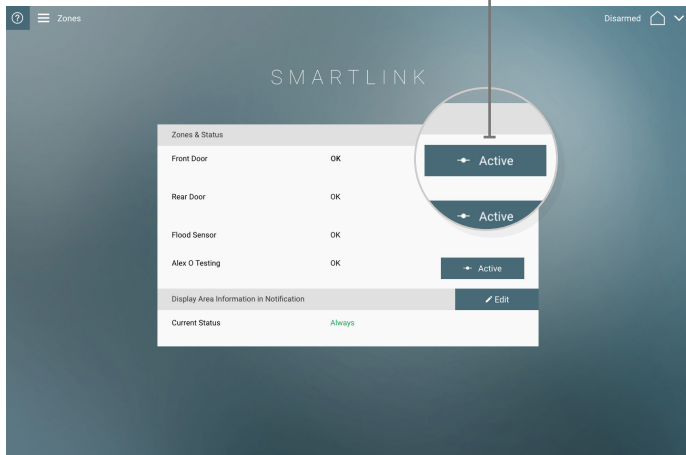
Silent toggles silent arming functionality on supported panels, while **Entry** will enable No Entry Delay on supported panels.

In the System Status section, the current panel status and any system troubles are listed, as well as any open or bypassed zones (sensors).

On supported panels, a third arming option called Night Arm is also available as well as Global Chime options.

BYPASS ZONE

Toggle the button from Active to Bypassed to enable zone (sensor) bypassing



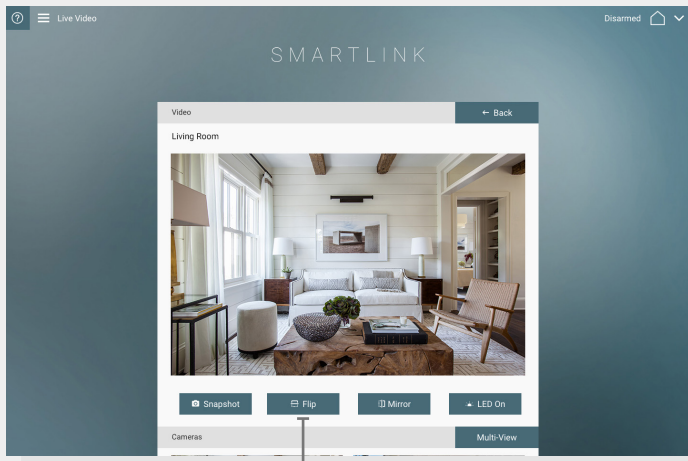
BYPASSING A ZONE

From the **Zones** page you can view a list of zones (sensors) on your system, their current status and the ability to bypass them.

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

To bypass a zone, toggle the Active/Bypassed button.

Display Area Information in Notification provides an option for accounts with multiple Areas (partitions). Unless you have multiple Areas set up on your security system, you should leave this off.



FLIP & MIRROR

Toggle the Flip and Mirror buttons to reverse the layout of the video. This is helpful if the camera is mounted sideways or pointed at a mirror

VIEWING LIVE VIDEO

From the Live Video page you can view real-time footage from your security cameras, as well as recent event recordings.

Select a camera from the snapshot images to view that camera live. Alternatively, you can select the check-boxes on multiple cameras, before clicking the **Multi-view** button. This will allow you to view multiple cameras simultaneously.

After selecting a camera, the Video section will appear. It contains a live video feed from your camera. Below the live camera feed, you can select additional cameras or recent event recordings.

You can view the full list of event recordings from the Recordings page.

FILTER RESULTS

Choose a search filter range to narrow the results

The screenshot shows the SMARTLINK Recordings interface. At the top, there's a 'Settings' section with a 'Refresh' button and a 'Submit' button. Below this, there are two columns of input fields: 'Start Date' and 'Start Time' on the left, and 'End Date' and 'End Time' on the right. Below these are 'Results' and 'Show as' dropdown menus. The 'Results' dropdown is set to 'All Cameras' and the 'Show as' dropdown is set to 'Snapshots'. Below these are 'Events' radio buttons for 'Recorded Events' (selected) and 'Saved Archives'. A progress bar shows 'Video Archives Allowed: 250' with a 40% fill. At the bottom, there's a 'Recordings' table with columns for date, number of video events, and a table of recordings. The table has buttons for 'Archive' and 'Delete'.

Recordings	Archive	Delete
Tuesday, Sep 5 2017 Number of video events for this day: 1		
Friday, Sep 1 2017 Number of video events for this day: 1		
Friday, Aug 4 2017 Number of video events for this day: 7		

VIDEO ARCHIVES

See your recording limit and usage

PLAYING BACK RECORDINGS

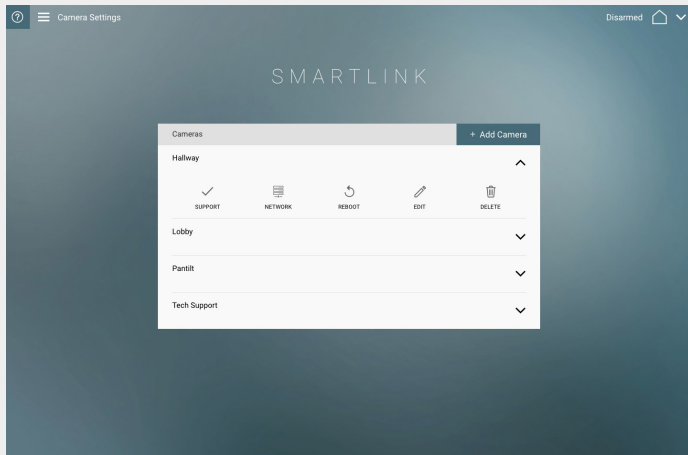
From the Recordings page you can view and search for past recordings. To filter your recordings, set a date and time range or specify a camera.

In the Recordings list, expand each day to reveal recordings from that day. Use the check-boxes to archive or delete one or more recordings at a time.

Selecting a recording will take you to the Video Playback page where you can watch back the recording, with options to archive, rename, download or delete it.

Recordings use "first in, first out" DVR-style storage where the oldest recordings will be deleted to make way for new recordings. Archiving a recording will save it until you manually delete it.

Depending on your service package, you can store either 250 or 500 recordings. The length of each recording does not count towards storage limit and can vary based on event.



CAMERA SETTINGS

From the Camera Settings page you can add, configure or delete cameras from your system. **To add a camera** press the **Add Camera** button and follow the on-screen prompts.

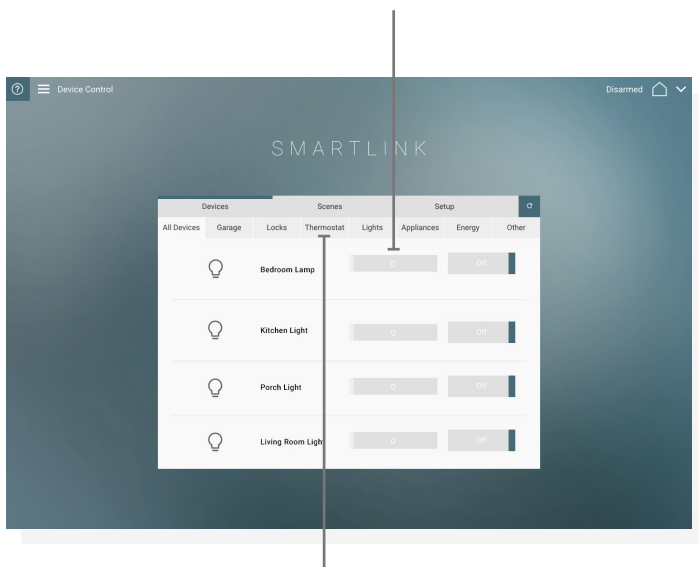
Expanding each camera in the list will reveal options to **Edit**, **Delete** or **Reboot** a camera. Selecting **Edit** will allow you to configure the settings and wireless configuration of the camera.

In the camera settings, you can set the camera to record on arming or disarming, and any zones that might trigger an alarm.

The Support option when toggled on, allows support staff the ability to view the live feed from your camera (off by default). This can sometimes be required to help troubleshoot any issues you may have. The Network option is a tool to help troubleshoot any network connection issues you may have.

DIMMABLE CONTROL

Control dimmable devices with the percentage slider



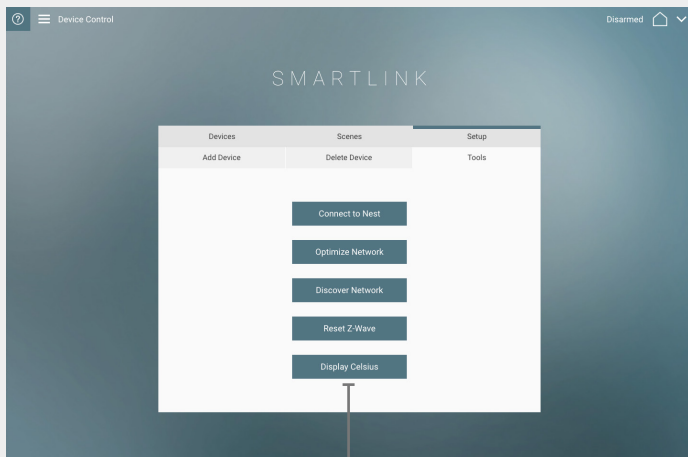
THERMOSTATS

Switch to the Thermostat tab to control the thermostat temperature, mode and fan settings

CONTROLLING DEVICES & SCENES

From the Device Control page you can control all Z-Wave devices, including lights, locks, thermostats, doors, locks, appliances and other devices. Switch between tabs to filter the devices by type.

Scenes are listed under the **Scenes** tab. **Built-in Scenes** allow you to control **All Lights**, **All Appliances** or **All Devices** simultaneously, while **Custom Scenes** are the scenes created within the Personalize Scene page.



TEMPERATURE SCALE

Switch between Celsius and Fahrenheit

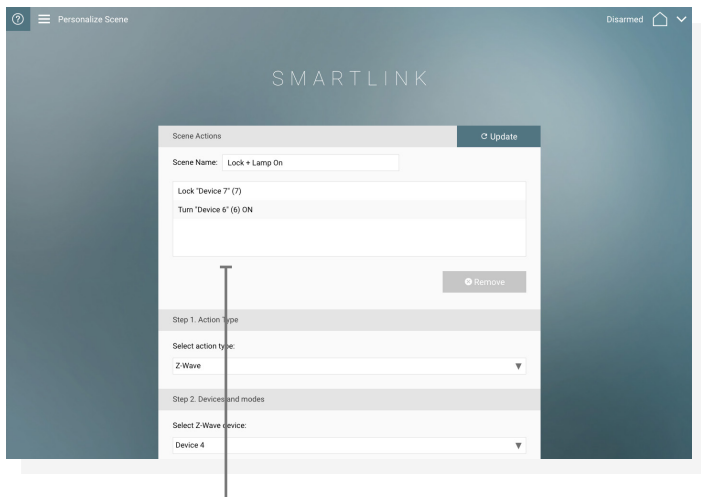
ADDING & REMOVING DEVICES AND TOOLS

From the Setup tab on the Device Control page, you can add (learn in) and remove devices, as well as test and reset your Z-Wave connection.

To add or remove a device, follow on-screen prompts, pressing the Bind button on the device when prompted to learn it in.

Under the Tools tab there are several options including connecting a Nest Thermostat, and tools to help resolve issues with the Z-Wave network.

Optimize Network can improve the speed and stability of your Z-Wave network by recalculating the position of all devices, providing a stronger mesh network. Discovery and Refresh help to resolve issues with missing or faulty Z-Wave devices, while Reset will remove all devices from your system.



SET MULTIPLE ACTIONS

All Actions are listed here

CREATE A SCENE

A Scene is a group of device actions you can set to run collectively. A Scene can be run on-demand or it can be triggered by an Event (See Event Schedules).

The Personalize Scene page contains a list of all created Scenes. Expanding a scene will give you options to **Play Scene** (trigger it on-demand), **Edit** or **Delete** the scene.

Selecting **Edit** will allow you to set up the actions in your scene, or you can create a new Scene by selecting the **Create Scene** button.

When **creating a scene**, first assign the scene a name then continue to set up the actions.

To add actions, complete the steps in the Action Type, firstly by selecting either **Z-Wave**, **Alarm** or **Camera** as the trigger type. Depending on your selection, you will be able to select specific devices, modes and actions you would like to take place on triggering the scene.

Select the **Add** button to add the action to your Scene. You can repeat the process, adding multiple actions to a Scene. Once all actions are added, select **Save**.

Your Scene will appear on the Personalize Scene page, as well as the Scene tab in the Device Control page. You can also trigger scenes from either location on-demand, as well as in the app or by attaching them to an Event Schedule.

MULTIPLE ACTIONS

Set one or more Devices or Scenes to trigger when the event occurs

SETTING EVENT SCHEDULES

Event Schedules are event-based triggers that you can set to trigger Scenes, recordings or other device actions.

On the Event Schedule page is a list of all created Event Schedules, each with **Edit**, **Delete** and **On/Off** options.

To create a new event, click the **Create Schedule** button, then on the following screen, enter a name for your event and select a type. The type can be either **Alarm Trigger** or **Time Trigger**.

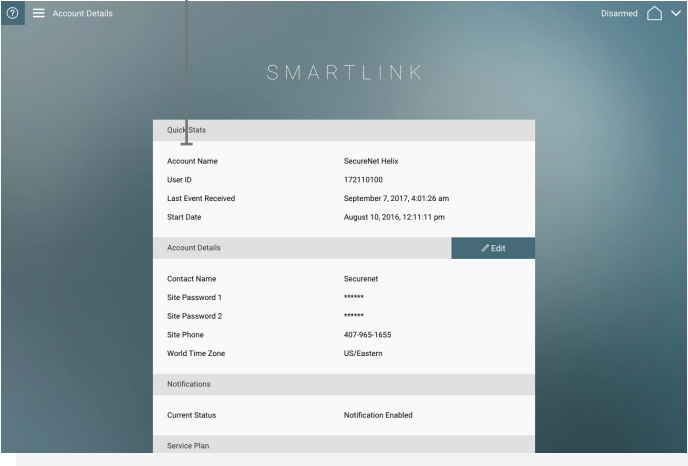
Alarm Trigger will run your event when you arm or disarm, or when your system goes into alarm. Select the zones you'd like the event to trigger for from the checkboxes. If left unchecked, the event will not activate should that zone trigger the alarm.

Setting type to **Time Trigger** will activate your event based on a specified time. It can be once or set to repeat, much like a calendar event.

In the Step 2. Actions section, select the device(s) and action(s) you would like to occur. Alternatively or in addition, you can select one or more Scenes to be triggered.

ACCOUNT OVERVIEW

See when the account was created and when the last activity occurred



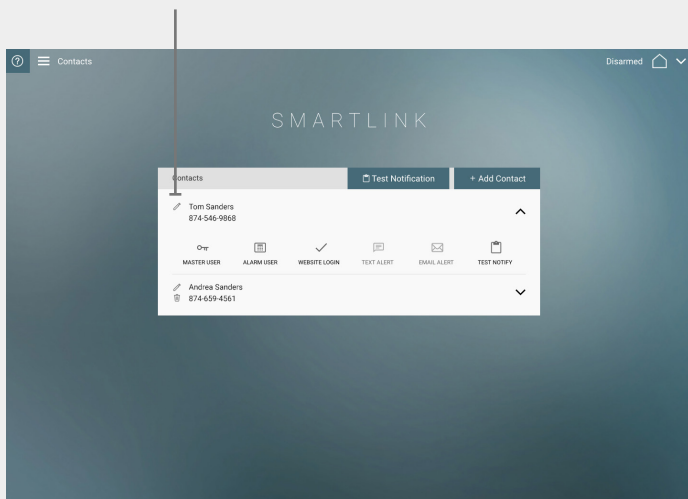
ACCOUNT & PROPERTY DETAILS

The Account Details page gives an overview of your account information, including your **Account Name**, **User ID**, **Contact Name** and **Site Phone Number**.

The Property Details page displays an overview of the premises including address information.

EDIT OR DELETE CONTACT

Select the pencil icon to edit or trashcan icon to delete the contact



MANAGING CONTACTS

The Contacts page lists all contacts (users) on the account. Expand each user to reveal additional options. The **Master User** option, when turned on, allows full account access. **Alarm User** allows physical access to the security system, while **Website Login** provides access to the web portal.

When activated, **Text Alert** and **Email Alert** will send text and email notifications. Pressing **Test Notify** will send an example of the selected notification/alert types.

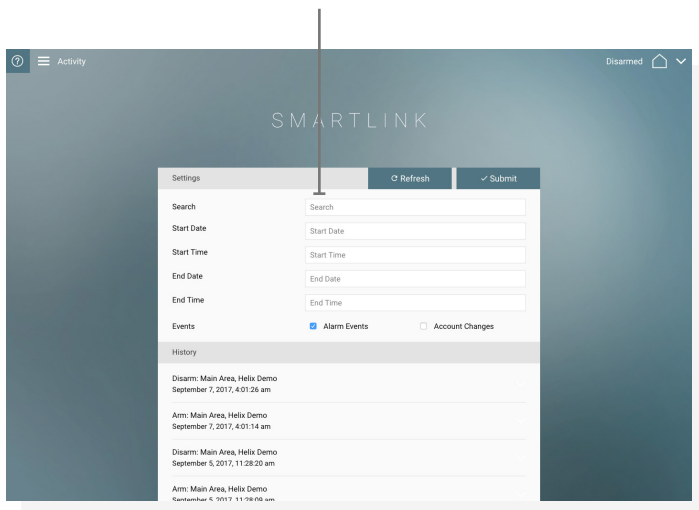
From the Add Contact or Edit Contact page, enter the **Name**, **Phone #** and **Email Address**. If the Phone is a mobile, it will receive the text messages if text notifications is active.

The **Username** field is the name you will enter when signing into the app and web portal, along with the password. The Username must be unique. The **Check Availability** functionality enables you to check if the name is already taken.

In the Alarm User section, set the alarm panel **Pin** code (this is the 4-digit numeric pin code that is physically typed into the panel, pinpad or app when disarming)

FILTER RESULTS

Narrow down the activity results, searching by name, time-frame or type



The screenshot shows the SMARTLINK Activity page. A settings panel is open, allowing users to filter results. The panel includes a search bar, date and time range filters, and checkboxes for event types. The 'History' section below the filters lists several events.

Settings	Refresh	Submit
Search	Search	
Start Date	Start Date	
Start Time	Start Time	
End Date	End Date	
End Time	End Time	
Events	<input checked="" type="checkbox"/> Alarm Events	<input type="checkbox"/> Account Changes
History		
Disarm: Main Area, Helix Demo September 7, 2017, 4:01:26 am		
Arm: Main Area, Helix Demo September 7, 2017, 4:01:14 am		
Disarm: Main Area, Helix Demo September 5, 2017, 11:28:20 am		
Arm: Main Area, Helix Demo September 5, 2017, 11:28:02 am		

VIEWING ACTIVITY

The Activity page lists all alarm events, recordings and account events. You can search and filter or search the results to find a specific event within your activity log.

Click the arrow to expand the event for further details such as status or notifications sent to each contact.