WELCOME TO A WHOLE NEW LEVEL OF

SMARTER BUSINESS SECURITY





GETTING STARTED WITH ONLINE ACCOUNT ACCESS



LOG IN SCREEN

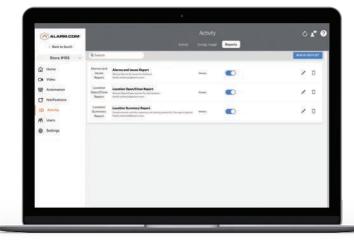
- Log in at ALARM.COM/LOGIN
 Log in using the username/password
 provided by your installer to manage
 and view your system from the
 home page.
- 2 SET UP HOURS FOR YOUR BUSINESS

Click on **Settings** to set the hour for your business.

3 CREATE USER CODES

Set up user codes for your staff, service providers, or anyone who has access to arm/disarm your panel.

Users > Add New User



REPORTS

CONFIGURE NOTIFICATIONS, RULES, AND SCHEDULES

Receive real-time alerts (text, email or push) due to a system occurrence, such as the system reporting an alarm, if someone forgets to arm the system, or if a door is left open.

Notifications > + New Notification

You can also create rules and schedules to automate your business. Set up Arming Schedules to ensure that your property is always protected after hours.

Automation > Arming Schedules

5 SET UP REPORTS

Get reports on activity within your business. See open and close times, identify peak traffic periods, and be aware of any alarms or issues. Set report frequency and email delivery.

Activity > Reports > New Report

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ACCESS THROUGH THE ALARM.COM MOBILE APP

- 1 DOWNLOAD THE MOBILE APP
 The Alarm.com app for phone and tablet is available for free download on Google Play Store and Apple App Store. You can also control and monitor your system using your Apple Watch, Apple TV, Amazon Fire TV, Amazon Echo and Google Home.
- 2 NAVIGATE THE DASHBOARD
 View and control your system
 from the palm of your hand with
 the easy-to-navigate Dashboard.
 Arm and disarm your panel, adjust
 Thermostats, control Locks, and view
 Video Cameras.*

3 ENABLE NOTIFICATIONS

Click **Notifications** in the left menu to enable Push Notifications. You can also add or manage your notifications on-the-go. An Open/Close Event Notification will let you know if your business was not opened or closed on time.

4 VIEW REPORTS

In the left menu, select **Reports** to view your most recent reports like open/close events and sensor activity. You can also set report frequency and email options.





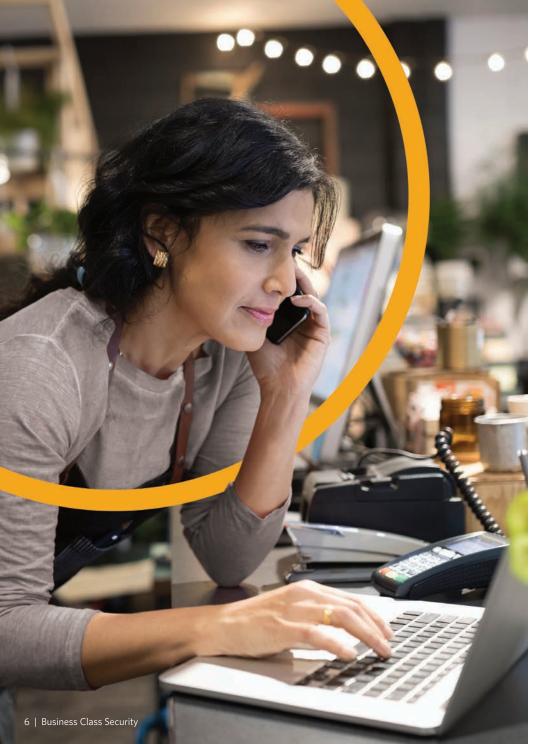
TWO-FACTOR AUTHENTICATION

Add an extra layer of security to protect access to your system. Whenever you sign into your system from a new or untrusted device, you'll have to enter both your password and a code sent to your mobile phone.

Online Account > Settings > Login Information > Two-Factor Authentication

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^{*}These services are only available on certain plans. Please contact your security dealer for more information.



CREATE A VIDEO RECORDING RULE

- **1.** Log into the Business Portal
- 2. Click Video.
- 3. Click Recording Rules.
- 4. Click + Add Rule.
- **5.** Click to select the type of rule to create
- **6.** Enter a name for the recording rule.
- 7. Configure the rule settings as desired. Rule settings depend on which rule is being created.
- 8. In Video Clip Recipients, click + Add **Recipient** if the user wants to receive notifications.
 - a. Click to select the entries in the Address book to be notified, or click + **New** to add a new Address Book entry.

- b. Click Close.
- c. In Recipients drop-down menu select which method of communication (email or SMS text) you would like to receive notifications.
 - Text Only to receive a notification containing only text.
 - Attach a Video Clip to receive the captured video clip attached in the notification.
 - Attach a Thumbnail to receive a thumbnail image of the captured video clip attached in the notification.
- **9.** Verify the recording rule is configured with the desired settings.
- 10. Click Save Rule.

EDIT A VIDEO RECORDING RULE

- 1. Log into the Business Portal
- 2. Click Video.
- 3. Click Recording Rules.
- **4.** Click on the recording rule you wish to edit.

- **5.** Adjust the recording rule as desired. Rule settings depend on which rule is being created.
- 6. Click Save Rule.

HOW TO MAXIMIZE VIDEO ANALYTICS

Alarm.com Video Analytics continuously scans a property and sends enhanced notifications with thumbnail images showing people, vehicles, and animals. Push notifications are the best way to receive alerts on activity at your home when the following occurs:

- A vehicle pulls into your business or a person walks to a door
- Anyone loiters in a specific zone of the property
- · Activity around the business after business hours (i.e. vehicle or person)

Video Analytics can spot what is important, even if there is a lot going on.

You can easily set up recording rules for video analytics via the portal or mobile app. Follow the steps below to get started.



USING THE BUSINESS PORTAL:

- 1. Log into the Customer Website
- 2. Select Video
- 3. Select Recording Rules
- 4. Chose Add Rule
- **5.** In the New Video Recording Rule window, select Video Analytics

USING THE CUSTOMER APP:

- 1. Log into the Customer app
- 2. Select Video option
- 3. Select Settings icon
- 4. Chose Recording Rules
- 5. Select + Add New Rule
- 6. Select Video Analytics

Follow the portal or mobile app step by step instructions to select rule type, camera scene, how to configure ground zone and tripwire rules, and how to view uploaded video clips.



GROUND ZONE

CONFIGURE A GROUND ZONE RULE

Skip this section if Tripwire was chosen during rule type selection.

- 1. In the Rule Name field enter a name for the recording rule.
- 2. Click and drag the corners of the shape to cover only the ground where the target's feet will be. To clear the current area of interest and restart, click Clear ground zone.
 - Click and hold inside the shape to move it around without changing its shape.
- 3. Using the Duration Inside Area of Interest drop-down menu, select the desired time an object needs to stay inside the Ground Zone to trigger a recording.

CONFIGURE A

Skip this section if Ground Zone was chosen during rule type selection.

- 1. In the Rule Name field, enter a name for the recording rule.
- 2. Click and drag the Tripwire to cover only the ground where the target's feet cross. The arrow determines which direction the object must be moving to trigger a recording. To clear the current Tripwire and restart, click Clear Tripwire.
- **3.** Customize the direction of movement to be recorded:
 - In Direction, click Switch directions to switch the direction of the movement to capture.
 - Click to select Both Directions to record when an object crosses the Tripwire regardless of which direction it is moving.



ACCESS CONTROL TIPS & TRICKS

ADDING USERS

- **1.** Log into app
- **2.** Press the hamburger menu in the top left on app
- **3.** Scroll down to users and then select users
- **4.** Press the plus sign top right on app
- **5.** Fill in first name and last name and then press create
- 6. Press add credentials
- **7.** Either enter the 5-digit number on the card or scan badge at the reader
- **8.** Select access plan that needs to be associated with this card

DELETING A USER

- **1.** Log into app
- **2.** Press the hamburger menu in the top left on app
- **3.** Scroll down to users and then select users
- **4.** Press the user that is to be deleted and scroll down to bottom of page
- 5. Delete user

ACCESS PLANS

- **1.** Log into app
- **2.** Press the hamburger menu in the top left on app
- **3.** Scroll down to users
- **4.** Press access plans and select access plans
- **5.** Press actions and then select new plan
- **6.** Name new access plan and press next
- **7.** Add the door(s) you want on the new access plan and press save
- **8.** Press edit on new access plan and select schedule to add which time and dates you want this access plan to be active

DELETING ACCESS PLANS

- **1.** Log into app
- **2.** Press the hamburger menu in the top left on app
- 3. Scroll down to users
- 4. Choose access plans
- **5.** Scroll to find the access plan that is to be deleted and press edit
- **6.** Delete Plan

LOCKING DOORS MANUALLY

- 1. Log into app
- **2.** Scroll down and find doors on main app page
- **3.** Highlight all doors and press lock

UNLOCKING DOORS MANUALLY

- **1.** Log into app
- **2.** Scroll down and find door(s) that needs to be unlocked manually
- 3. Place a check mark beside each door
- **4.** Press unlock to keep door unlocked or buzz open to allow doors unlocked for 3 seconds and then lock back

HOLIDAY SCHEDULE

- 1. Log into app
- **2.** Press the hamburger menu in the top left on app
- **3.** Scroll down to users
- **4.** Press actions and then manage holidays
- **5.** Press add button to add all holidays desired and then select access plans to be paused



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IMPORTANT ITEMS TO REMEMBER



Security Monitoring Phone Number:

1(800) 868-0063

Master Security Code:
(for Security and Settings control)
Account #:
Security Password:
(to give to the monitoring station in case of false alarm)
Mahila Angga Hayyanga
Mobile Access Username:(for remote access)
Mobile Access Password:
(for remote access)
WiFi Network Name:
WiFi Network Password:
(If you change the above network information your system and cameras may not work.)
Note: The above information is strictly confidential for you.



Don't miss our call in an emergency!

Be sure to program the Security Monitoring phone number, (800) 475-3331, into your phone to ensure you don't miss our call.

COMPORIUM'S CENTRAL MONITORING STATION PROVIDES LOCAL 24/7 U.L. APPROVED MONITORING FOR YOUR RESIDENCE OR BUSINESS.

The following occurs when Security Monitoring receives an alarm signal:

Burglary

- 1. Customer Notification Two calls are placed in an attempt to notify the customer
- 2. Dispatch Authorities
- 3. Contact List Notification

Panic

- 1. Dispatch Authorities No calls are made first
- 2. Contact List Notification

System Testing

You should test your system monthly.

Security Monitoring Number: 1 (800) 868-0063

Suggested Action: Leave the business immediately if you have any doubt about your safety.





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