

iPhone App User Guide





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Preface

About This Guide

This document provides information about the services and functions available with the iPhone App (referred to simply as "the app" in the remainder of this document) and how to access them.

Audience

This guide is intended for people who want to use their iPhone, iPod touch, or iPad to access remote interactive services for their home or business.

Typographic Conventions

This document uses the following typographic conventions to help you locate and identify information:

<i>Italic text</i>	Identifies new terms, emphasis, and book titles
Bold text	Identifies button names and other items that you can click or touch in the graphical user interface or press on a computer keyboard
<code>Mono text</code>	Identifies text to enter on the keyboard

Note: Notes provide extra information about a topic that is good to know but not essential to the process.

IMPORTANT: Important draws your attention to actions or information that are important to know and that can be essential to the process.

CAUTION: Cautions draw your attention to actions that could compromise the security of your system or result in the loss of data.

Overview of the App

The iPhone App allows you to access a core set of remote monitoring and security system functions.

Note: The iPhone App is designed for the iPhone and iPod touch and is compatible with the iPad (in 2X emulation mode).

The app is designed to be easy to use, so it contains only the essential functionality available in the web portal. For more extensive functionality, refer to the web portal and its online help system.

This app adheres to the iPhone human interface guidelines for a productivity app, so you should feel comfortable using it right away.

Each time you sign in to the app, your iPhone synchronizes with your site, downloads any pictures or video clips that were captured since you last signed in, provides you with any alarm updates, and updates all sensor and other device histories.

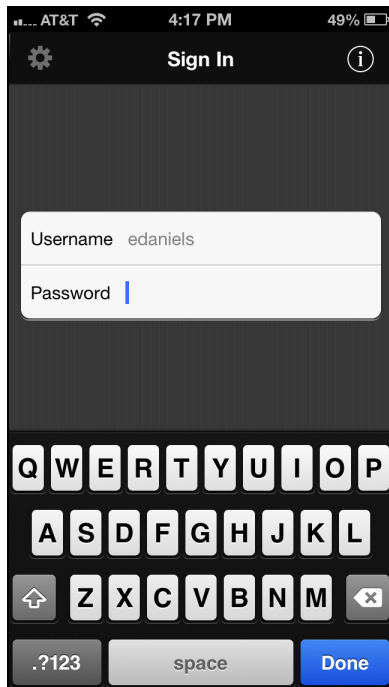
Signing In

To start the app, tap the launch icon on the home screen of your iPhone.

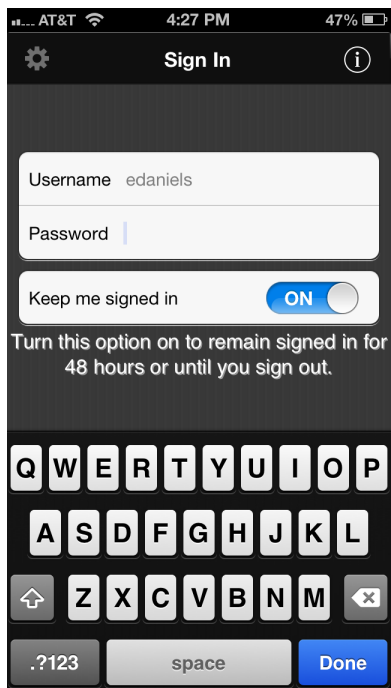
Note: This app requires your iPhone to be connected to the Internet. If you have never set up the Wi-Fi connection for your device, refer to your Apple documentation for instructions.

The first time you sign in to the app, a server selection screen appears. Select the server specified by your service provider. Your selection becomes the default server for your account. In the future, whenever you sign in from the same iPhone, you do not have to select a server.

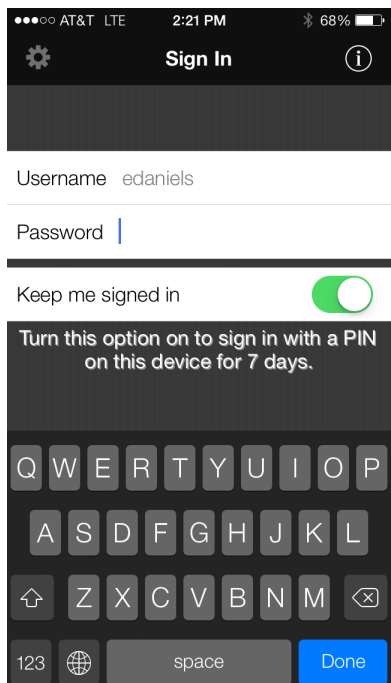
The Sign In screen appears.



If your app has the Keep me signed in feature enabled, this option appears on the Sign In screen, with the specified signed-in session period of time.



If your app has the Keep me signed in with a PIN code feature enabled, this option appears on the Sign In screen, with the specified Keep me signed-in with PIN code session period of time.



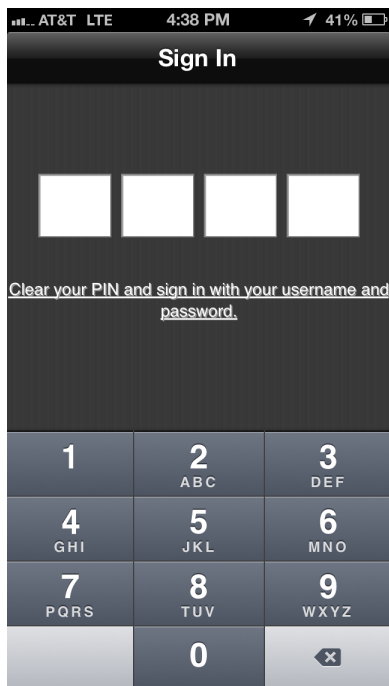
Enter the same username and password you use to access the web portal from your computer.

Note: After your first sign in, your iPhone remembers your username. If you forget your username or password, on the Sign In screen, tap on the forgot your username or password icon (i).

Depending on your system settings, you might have the option to turn on the Keep me signed in option (with or without the sign in with a PIN code option). This will keep your session active for the specified period of time, or until you manually sign out. (See ["Keep Me Signed In" on page 4](#) for details.) If your app has the Keep me signed in with a PIN code feature enabled and you have selected it, you are prompted to set up a new PIN code upon sign in. (See ["Keep Me Signed In with a PIN Code" on page 5](#) for details.)

When you are done, tap **Done**. The launching screen displays a progress bar while your iPhone connects to the server. The Security screen appears. (See ["Security" on page 23](#) for more information.)

If you set up a PIN code during the initial sign-in, the next time you launch the app, within the Keep me signed in with a PIN code time period, you only need to enter your PIN code.



Keep Me Signed In

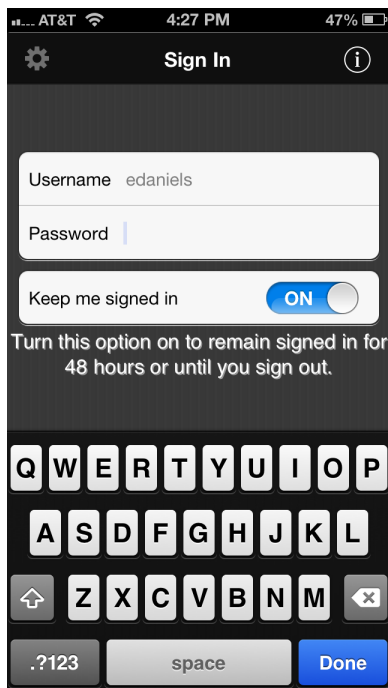
Depending on your system, your app might have the Keep me signed in feature enabled. Keep me signed in provides quick access to all app features.

The Keep me signed in feature allows you to access your app regularly without having to continually enter your username and password. The length of the sign-in session depends on your system settings, and it appears on the Sign In screen. The sign-in session automatically expires once the specified session time ends. If you explicitly sign out, the sign-in session expires immediately.

To start a Keep me signed in session:

1. On the Sign In screen, enter your username and password.

The Sign In screen shows the period of time your sign-in session will last.



2. Tap the Keep me signed in **ON** button.
3. Tap **Done**.

The launching screen displays a progress bar while your iPhone connects to the server. The Security screen appears

Keep Me Signed In with a PIN Code

Depending on your system, your app might have the Keep me signed in feature with a PIN code enabled. The Keep me signed in feature with the addition of the PIN code feature allows you to quickly access your app regularly by entering a PIN code instead of a username and password. This option is more secure than the Keep me signed in feature on its own.

You can only access the app using the PIN code while the Keep me signed in session is active. The length of the session depends on your system settings, and it appears on the Sign In screen. The session automatically expires once the specified session time ends. If you try to access the app with a PIN code and the session has expired, you will be prompted to re-enter your username and password. However, you do not need to create or change your PIN code. Next time you try to access the app you only need to enter your PIN code.

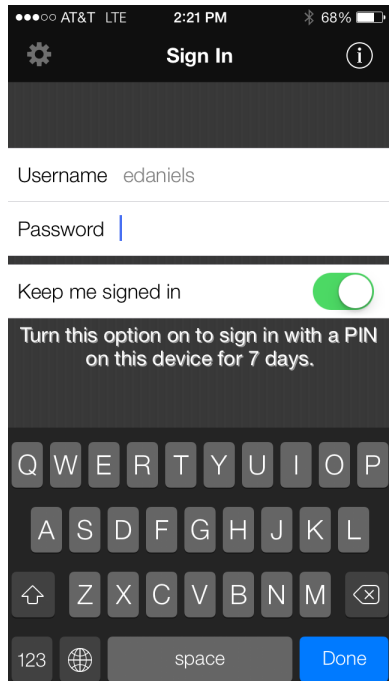
The only time the PIN code expires is, if you fail to successfully enter the PIN code within the allowed number of attempts, or when you explicitly sign out of the app. In which case, the sign-in session and the PIN code both expire immediately.

Note: The PIN code is unique to each device. It does not need to be the same as any other access code, for example, the security panel master code.

When you initially sign-in to the app, with the Keep me signed in with a PIN code feature turned on, you are guided through the PIN code creation steps. You can change your PIN at any time from the Settings screen. To end the sign-in session and clear the PIN code, explicitly sign out of the app.

To start a Keep me signed in session with a PIN code:

1. On the Sign In screen, enter your username and password.



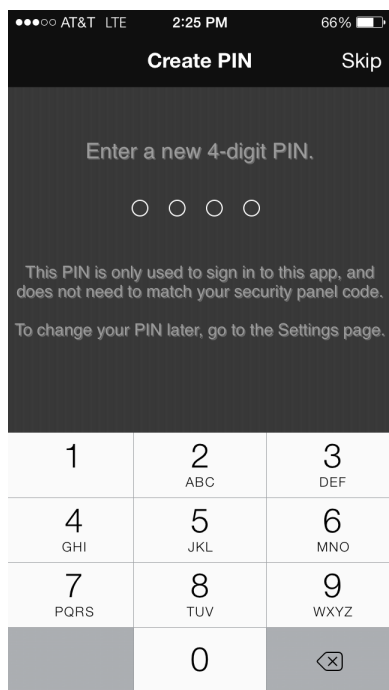
2. Tap the Keep me signed in **ON** button.

The Sign In screen shows the period of time your sign-in session will last.

3. Tap **Done**.

The Create PIN screen appears.

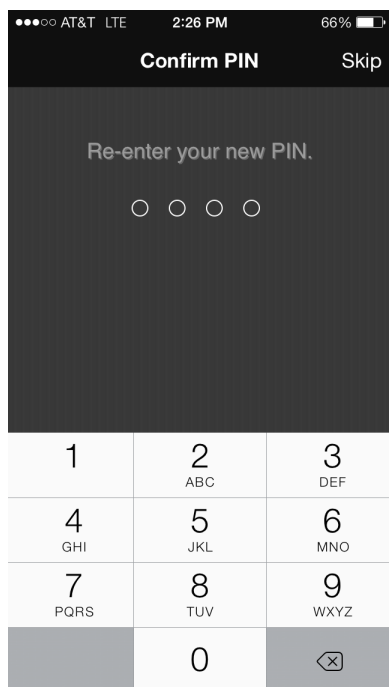
Note: At any time you can tap the **Skip** button to sign in without creating a PIN code. The launching screen displays a progress bar while your iPhone connects to the server. The Security screen appears.



4. Enter a new 4 digit PIN code.

Note: The PIN code does not need to be the same as any other access code, for example, the security panel master code.

The Confirm PIN page appears.



5. Enter the PIN code again to confirm.

The launching screen displays a progress bar while your iPhone connects to the server. The Security screen appears

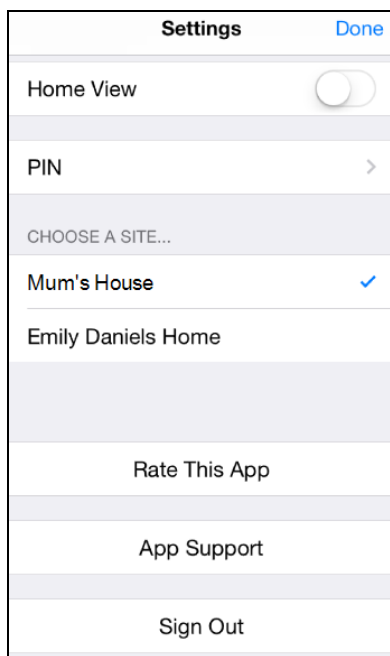
Changing the PIN Code

There might be times when you wish to change your PIN code. To do so, launch the app and go to the Settings page and create a new PIN code.

To change the PIN code:

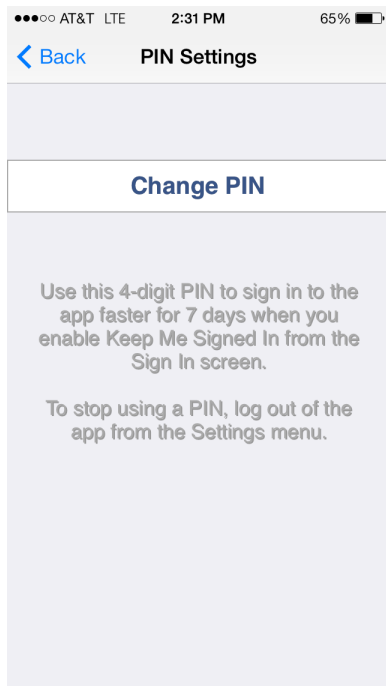
1. Tap the Settings () icon on any screen.

The Settings screen appears.



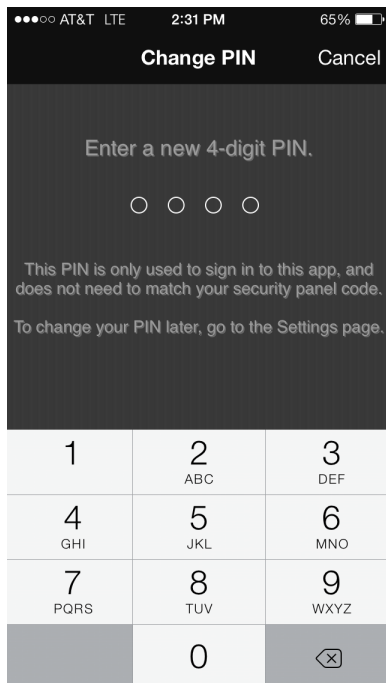
2. Tap **PIN**.

The PIN Settings screen appears.



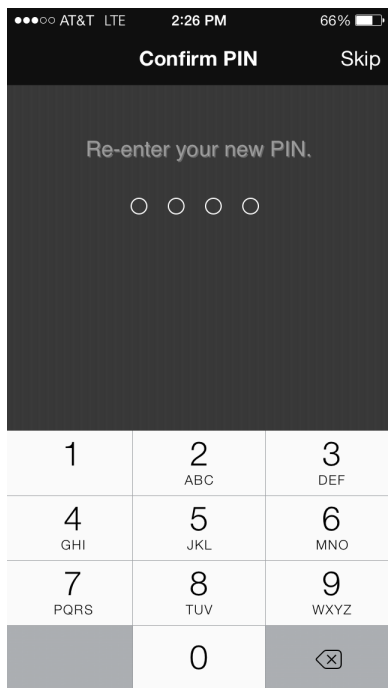
3. Tap **Change PIN**.

The Change PIN screen appears.



4. Enter your new PIN code.

The Confirm PIN screen appears.



5. Enter the PIN code again to confirm.

The launching screen displays a progress bar while your iPhone connects to the server. The Security screen appears.

Clearing Your PIN Code

There might be times when you no longer want to have an active PIN code. In that case, you can clear the PIN code by explicitly signing out of the app.

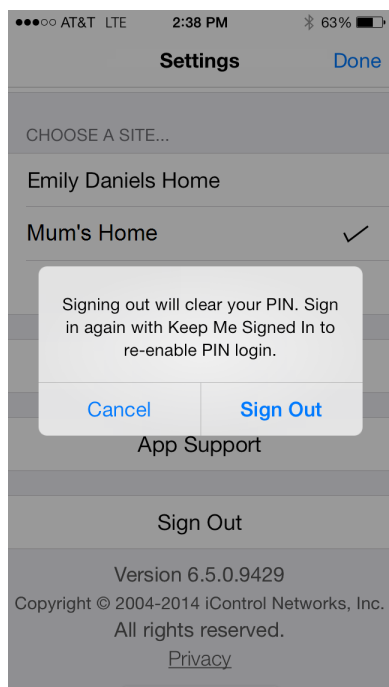
To clear the PIN code:

1. Tap the Settings () icon on any screen.

The Settings screen appears.

2. Tap **Sign Out**.

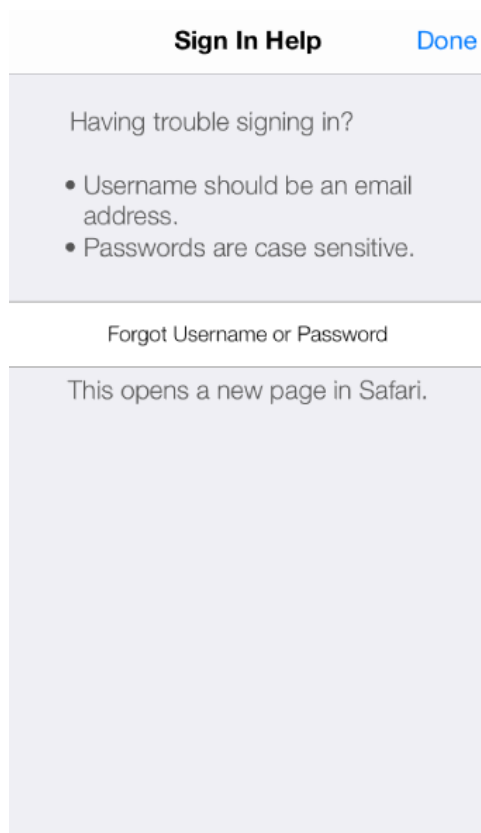
A confirmation message appears.



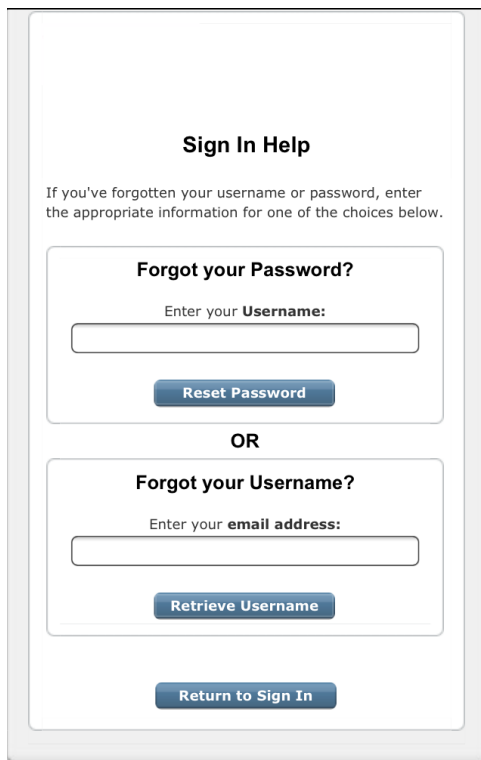
3. Tap **Sign Out** to confirm you want to sign out and clear your PIN code.

Forgotten Username or Password

If you ever forget your username or password, on the Sign In screen, tap on the forgot your username or password icon (i). The Sign In Help screen opens; tap on **Forgot Username or Password**.



The Sign In Help screen displays the Reset Password and Retrieve Username options. From this page you can begin the process of retrieving your username or resetting your password.



The image shows a mobile app screen titled "Sign In Help". Below the title is a paragraph: "If you've forgotten your username or password, enter the appropriate information for one of the choices below." There are two main sections. The first section is titled "Forgot your Password?" and contains a text input field labeled "Enter your Username:" and a blue button labeled "Reset Password". The second section is separated by the word "OR" and is titled "Forgot your Username?". It contains a text input field labeled "Enter your email address:" and a blue button labeled "Retrieve Username". At the bottom of the screen is a blue button labeled "Return to Sign In".

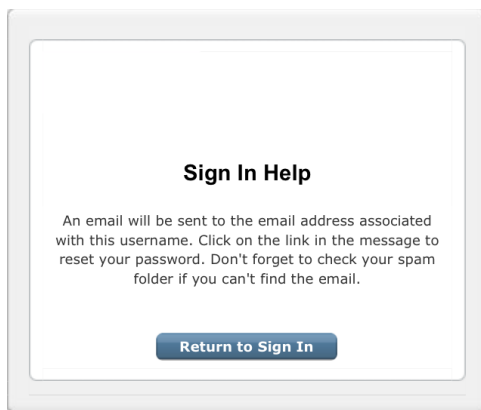
Resetting Your Password

From the Sign In Help screen, you can reset your password.

To reset your password:

1. On the Sign In Help screen in the browser, enter your username and tap **Reset Password**.

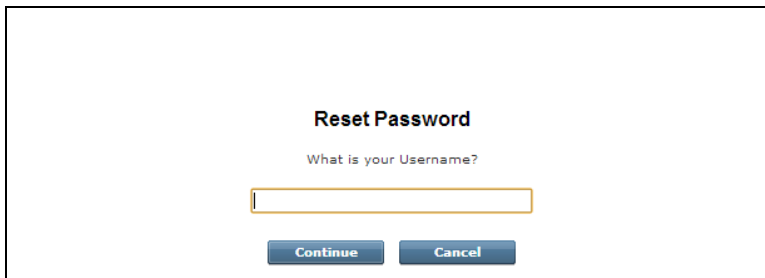
A screen appears and a message displays to tell you that you will receive an email with link to reset your password.



The image shows a mobile app screen titled "Sign In Help". Below the title is a paragraph: "An email will be sent to the email address associated with this username. Click on the link in the message to reset your password. Don't forget to check your spam folder if you can't find the email." At the bottom of the screen is a blue button labeled "Return to Sign In".

2. Open the email with the reset password link, and tap on the link.

A browser page opens and the Reset Password page appears.



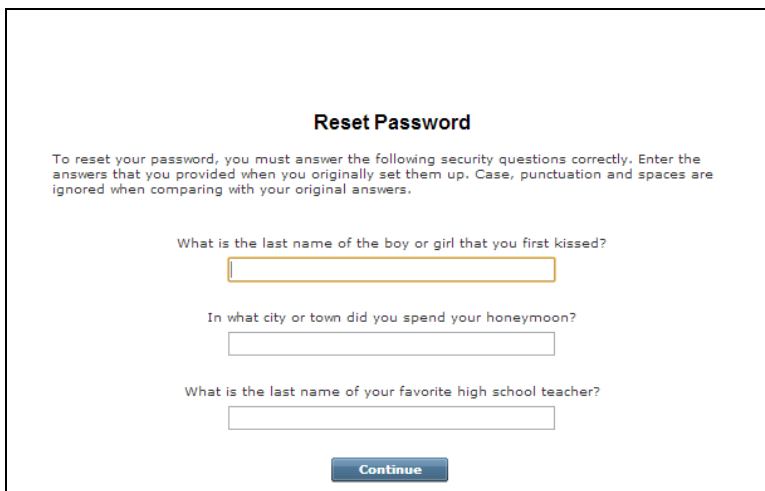
Reset Password

What is your Username?

Continue **Cancel**

3. Enter your username and tap **Continue**.

The answer security questions page appears.



Reset Password

To reset your password, you must answer the following security questions correctly. Enter the answers that you provided when you originally set them up. Case, punctuation and spaces are ignored when comparing with your original answers.

What is the last name of the boy or girl that you first kissed?

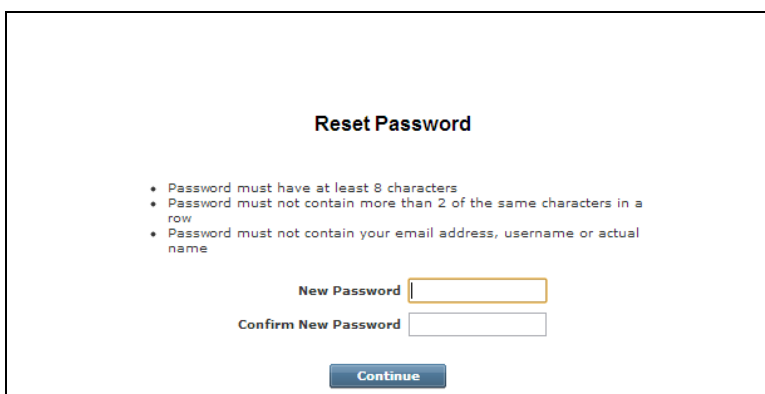
In what city or town did you spend your honeymoon?

What is the last name of your favorite high school teacher?

Continue

4. Enter the answers to the security questions and tap **Continue**.

The enter new password page appears.



Reset Password

- Password must have at least 8 characters
- Password must not contain more than 2 of the same characters in a row
- Password must not contain your email address, username or actual name

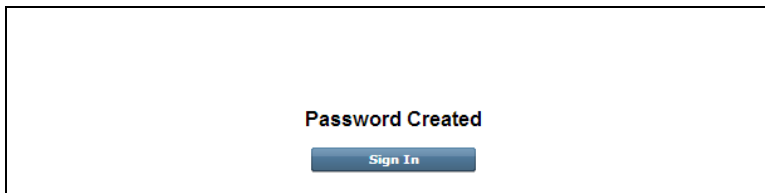
New Password

Confirm New Password

Continue

5. In the **New Password** field, enter your new password, and in the **Confirm New Password** field re-enter your new password, then tap **Continue**.

The Password Created page appears.



6. Go back to the iPhone app's Sign In page and enter your username and password.

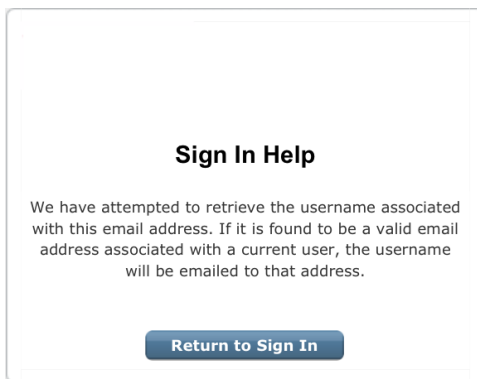
Retrieving Your Username

From the Sign In Help screen, you can retrieve your username.

To retrieve your username:

1. On the Sign In Help screen, enter your email address and tap **Retrieve Username**.

A screen appears and a message displays to tell you that you will receive an email with your username.



2. Tap **Return to Sign In**, and using the username that was emailed to you, on the Sign In screen, enter your username and password.





Failed Sign-In Attempts

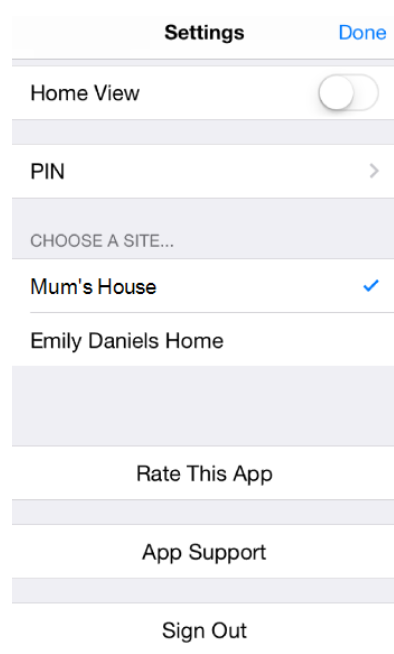
If you attempt to sign in unsuccessfully several times in a row, the app blocks you from signing in for a period of time. Even a valid username and password combination fails at that point. This is a security measure designed to deter unauthorized users from guessing your username and password.

If your account is locked due to too many failed sign in attempts, you will need to wait 15-30 minutes before trying again.

Note: The maximum number of failed sign-in attempts and the time you must wait before signing in again depend on your system configuration.

Settings

The Settings button  appears at the top of each of the main screens. When you tap , the Settings screen appears.



On the Settings screen, if you have access to more than one site, all of the sites you can access are listed, with a check mark next to the site you are currently viewing. To select a different site to view, tap the name of the site. You return to the home screen for the new site.

Tap **Home View** to enable or disable the display of Home View on the home screen.

Note: Before you can use Home View on the iPhone App, you will need to set it up in the web portal.


If you are currently signed in to a session with an active PIN code, tap **PIN** to change the Keep me signed in PIN code (see ["Keep Me Signed In with a PIN Code" on page 5](#) for details).

From the Settings screen you can Rate this app (see ["Rate This App" on page 19](#) for details) or send questions or feedback to App support (see ["App Support" on page 19](#) for details).

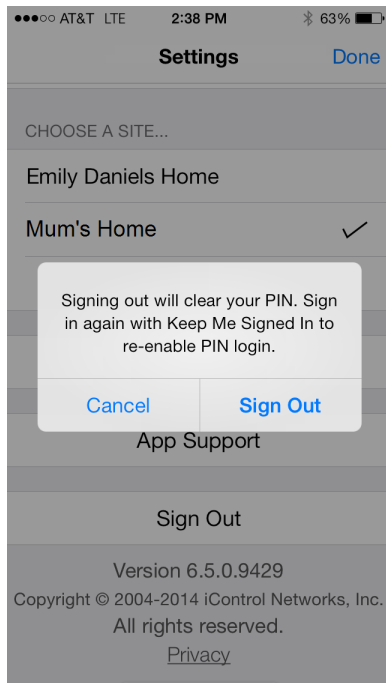
The Settings screen also identifies the current version of the iPhone App software and includes a Sign Out button.

When finished, tap **Done** to return to the previous screen.

Signing Out

It is not necessary to explicitly sign out of the app. It automatically signs you out after a period of inactivity. However, to explicitly sign out of the app, tap  on any screen, and then tap **Sign Out**.

If your app has the Keep me signed in feature enabled with a PIN code, explicitly signing out clears the PIN code. You will be prompted to create a new sign-in PIN code the next time you sign in and select the Keep me signed in with a PIN code feature.

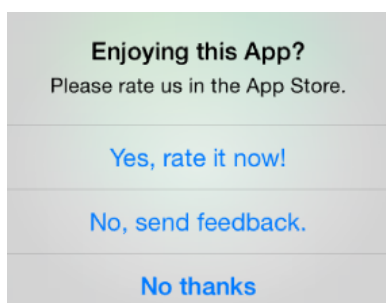


Note: To keep your information secure, use the Passcode Lock feature of your iPhone, which you can find in the Settings utility on your iPhone's home screen.

If your iPhone goes to sleep while running the app, you can remain signed in. When you wake up your phone, the screen might display a reconnecting message while it reconnects to the server to update the data on the current screen.

Rate This App Pop-Up

Depending on your system, some time after your initial sign-in, you might be asked to rate the iPhone app. If so the rate this app pop-up appears.



Do one of the following:


- ❑ If you want to rate the iPhone app, tap **Yes, rate it now!**. For more information, see ["Rate This App" on page 19](#).
- ❑ If you would prefer to send feedback to app support instead, tap **No, send feedback**. For more information, see ["App Support" on page 19](#).
- ❑ Otherwise, tap **No thanks**.

You can always rate the app or send feedback later by going to the Settings screen.

Rate This App

Depending on your system, on the Settings screen you can provide feedback by rating the iPhone application.

To rate the app:

1. At the top of any screen, tap the Settings  button.

The Settings screen appears.

2. Tap the **Rate this app** button.


You are directed to the Apple® App StoreSM where you can write a review and rate your experience with the iPhone app.

App Support

Depending on your system, on the Settings screen you can get help from iPhone App Support.

Note: The App Support button appears on both the pre sign-in and post sign-in Settings screen.

To get app support:

1. At the top of any screen, tap the Settings  button.

The Settings screen appears.

2. Tap the **App Support** button.

Your default email application opens. The App support email address pre-fills and the email body contains your app's version number and other system details.

Cancel

iOS - App Support

Send

To: Support@suprt-org.com

Cc/Bcc, From: app_user@gmail.com

Subject: iOS - App Support

How do I create an alert?

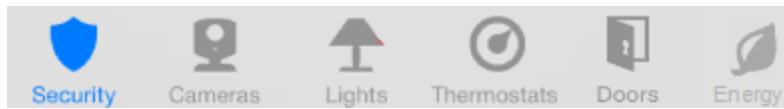
AppVersion: 5.5.0.8737
User-Agent: iPhone/5.5.0.8737
(iPhone; OS 6_1_2; en-US; iPhone5,1)
Server: https://mobile-secure.icontrol.com
Panel Type: vista-security-panel
Site ID: 00695089eeb

Sent from my iPhone

3. Enter you question or feedback and tap **Send**.

Navigation

You navigate through the app using the tab bar that appears at the bottom of the main screens of the app. For example, you might see any of the following tabs.

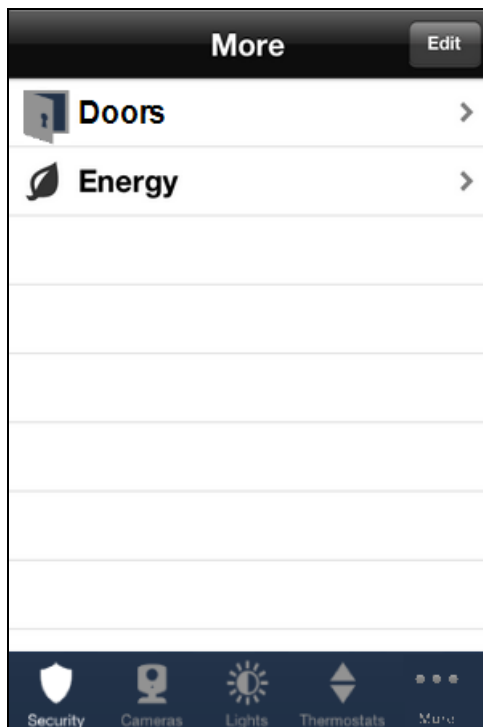


Note: Some cellular-only security systems do not support Z-Wave devices.

Because the tab bar can only display five tabs at a time, some tabs might be moved to the "More" list.



Tap on **More** to open the extend list of tabs. Tap on any item in the More list to go to that specific list. For example, tap **Energy** to go to the Energy list screen.



Refer to the following sections for more information about each area:

- ❑ ["Security" on page 23](#)
- ❑ ["Cameras" on page 41](#)
- ❑ ["Lights" on page 52](#)
- ❑ ["Energy Monitoring" on page 50](#)

- ❑ ["Thermostats" on page 54](#)
- ❑ ["Doors" on page 58](#)

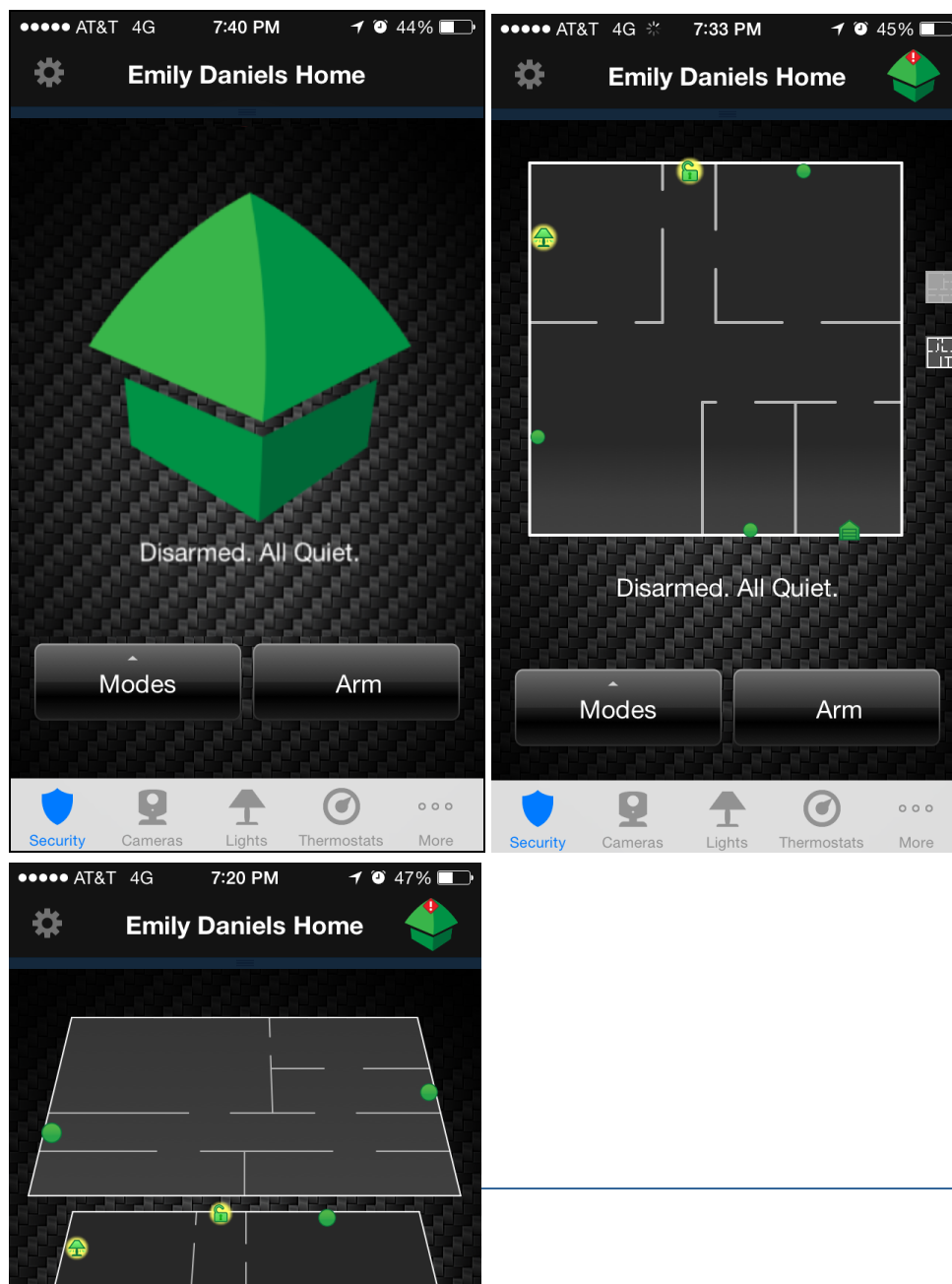
Swiping works the same way in this app as in other iPhone apps. When you are viewing details about a device, if there is more than one device of that type, you can swipe right-to-left to go to the details screen for the next device, or swipe left-to-right to go to the details screen for the previous device.

Security

The Security screen provides information about the status of your security system. At the top of the screen, it identifies the name of the site. The last sign-in date and time also appears the first time you view this screen after signing in. If there are any system warnings (for example, Broadband Connection Unknown or Connecting for Remote Control), then they appear under the site name in a yellow warning list.

In the center, it displays the system icon, which is a graphical representation of the current security system state and any sensor information that you should know about. (See ["System Icon" on page 25](#) for details about each variation of the system icon.) Below the system icon is a text description of the security system state.

If you have set up and enabled the display of Home View, you will see the Home View floor plan in place of the large system icon, and a small system icon at the top-right of the screen. The two examples below on the right show the Security screen with Home View and Home View 3D enabled. (See ["Home View" on page 38](#) for instructions for enabling and using Home View.)



From the Security screen, you can arm or disarm your security system. (See ["Arming and Disarming Your System" on page 31](#) for details about arming and disarming.)

The Security screen also contains a SHiFT button that allows you to change the behavior of your connected home or business automation devices using one of eight modes, for example, At Home or Be Right Back. (Depending on your system's configuration, you might not see the SHiFT button.) (See ["SHiFT" on page 36](#) for details about switching modes.)

System Icon

The system icon appears on the Security screen. It is a graphical representation of the overall status of your system. In addition to the icon, text below it provides additional details.

The system icon's color indicates its state:



The security system is disarmed.



The security system is armed, either all sensors or doors and windows only.



An alarm state that requires immediate attention.



Remote access is currently unavailable.

Smaller symbols appear on the green or red system icons when there is more information to report:



A red diamond indicates a sensor problem, a panel or gateway communication issue, or a tamper warning.



A yellow circle indicates that doors or windows are open. A number appears in the yellow circle to indicate the number of open sensors.



Sometimes both a red diamond and a yellow circle appear, indicating both a problem with a sensor and an open door or window.



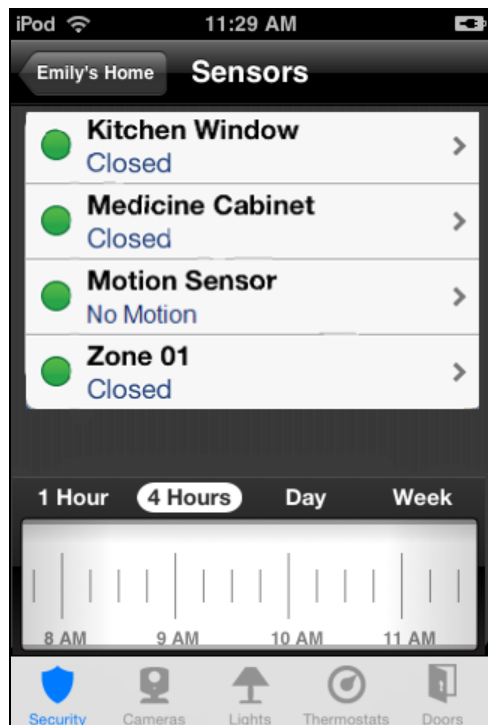
Wave lines indicate that motion is detected.

Note: Security systems with gateways show normal status for motion detectors as Motion or No Motion. Security systems that are cellular-only show normal status as OK.

You can tap the system icon to display the Sensors screen. (See ["Sensors" on page 27](#) for more information.)

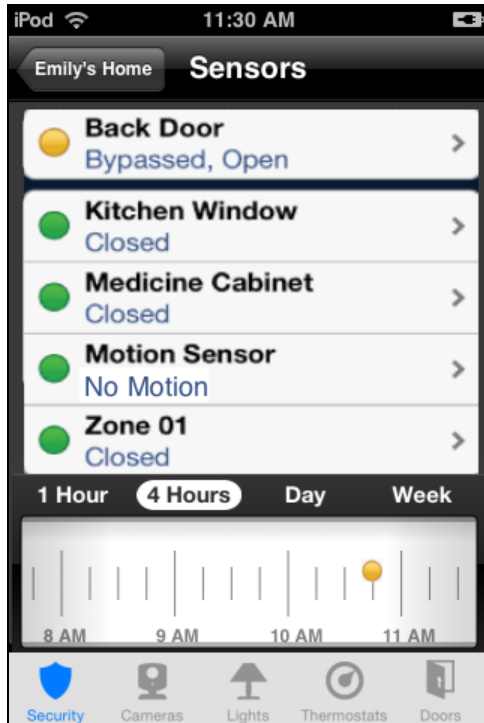
Sensors

When you tap the system icon on the Security screen, the Sensors summary screen appears.



This summary screen lists the sensors installed at your site and the current state of each. You can tap the name of a sensor to display details for that sensor. (See ["Sensor Details" on page 29](#) for more information.)

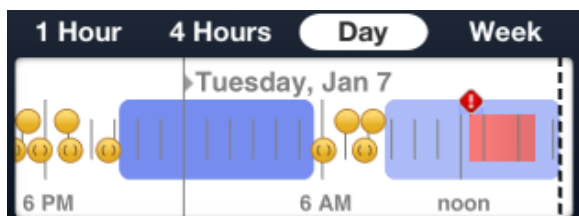
If sensors are open or motion is detected, those sensors appear at the top of the list with a yellow icon.



The status icons that appear to the left of the sensors indicate the status of each sensor. The text next to each icon provides more information about the device's status.

Icon	Description
	A green circle indicates no sensor activity, quiet status, and no problems.
	A yellow circle indicates sensor activity, such as an open door or window.
	A yellow circle with brackets indicates sensor activity, such as motion detected.
	A red diamond with an exclamation mark indicates an alarm or environmental sensor tripped that requires immediate attention, or a device with a trouble or tamper condition, or a low battery.
	A red diamond with a minus sign indicates a device that is offline.
	A gray diamond indicates an unknown state (generally because remote access to the security system is currently unavailable).

The timeline below the list displays a scrollable, historical view of arm states, important sensor activities, and alarm events that occurred during the selected period of time. You can tap a different time option to display sensor activity for that time period. You can also scroll the timeline to the left or right to view an earlier or later timeframe.



System arm and disarm periods display as color-shaded areas on the graph. Light blue shading indicates the system was set to Arm Away, dark blue shading indicates the system was set to Arm Stay. No shading indicates the system was Disarmed. Red shading indicates some type of trouble; for example, alarm activity. You must clear all alarms before the red shading stops.

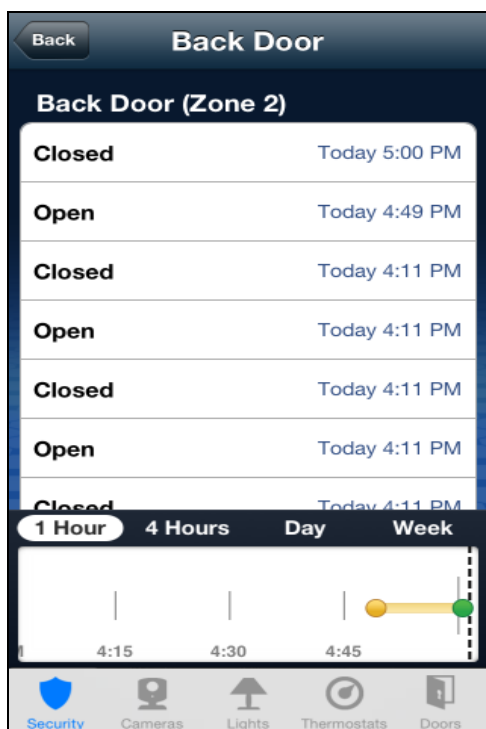
If sensors are open or motion is detected, those sensors appear as a yellow status icon on the timeline. To discover which sensor the timeline icon refers to, tap on the icon and the sensor's details page opens. When a sensor closes, or motion is no longer detected, the sensor appears as a green status icon on the timeline and is connected to the sensor's yellow status icon by a yellow line.

Note: Some sensor changes occur so close to each other on the timeline that the status icons can overlap each other. You can tap a shorter time option (for example, 1 Hour) to see the sensor change events in more detail.

Because different types of sensors can have concurrent events on the timeline, there are three status icon tracks; alarm events, general sensors, and motion detection sensors. If one of each occurs at the same time the status icons stack on top of each other on the timeline.

Sensor Details

When you tap a sensor listed on the Sensors screen, the Sensor Details screen appears.



The Sensor Details screen displays the name of the selected sensor and a list of its recent activity, such as opened or closed for doors, and motion events for motion sensors.

The timeline below the list displays status activity for the selected sensor that occurred during the selected period of time. Each change appears on the timeline as a status icon. You can tap a different time option to display sensor activity for that time period.

Arming and Disarming Your System

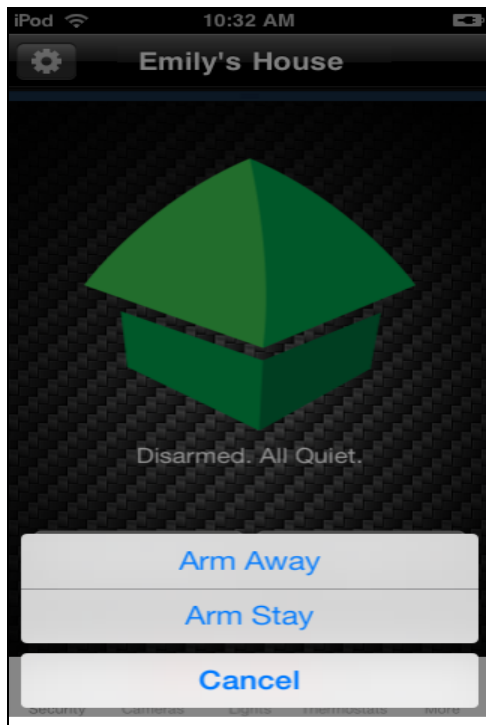
You can arm and disarm your security system from the Security screen. Tap **Security** on the tab bar from anywhere in the app to display the Security screen.

Note: The wording of the arming options differs depending on the security panel you have installed.

To arm the system:

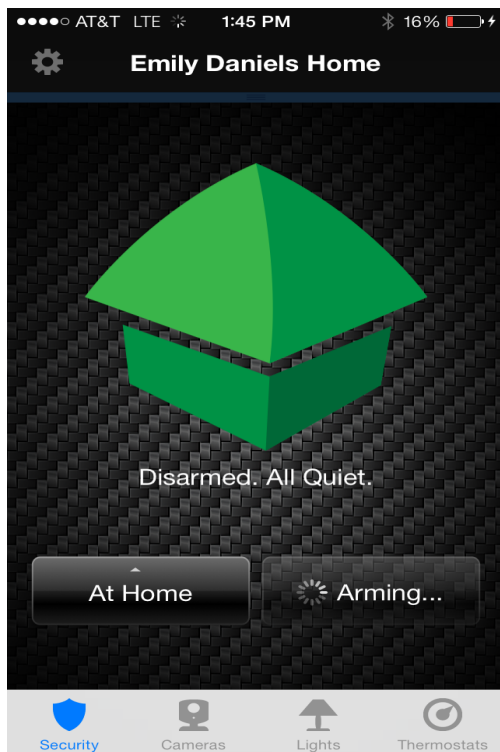
1. On the Security screen, tap **Arm**.

The arming options appear.



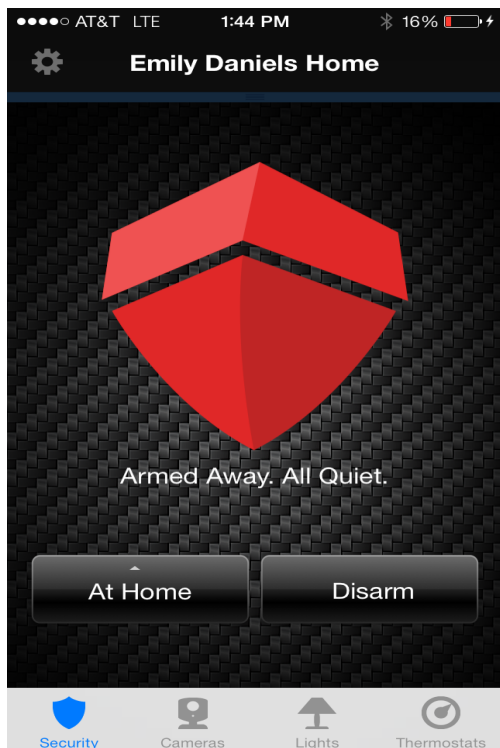
2. Tap **Arm Stay** to arm perimeter sensors only, or tap **Arm Away** to arm all perimeter and interior sensors.

The security panel arming countdown timer begins.



At the end of the countdown, arming is complete.

Note: If the system fails to arm, it could be because the security panel master access code stored for remote access does not match the code programmed in the security panel. See ["Troubleshooting" on page 60](#) for the steps required to resolve this situation.



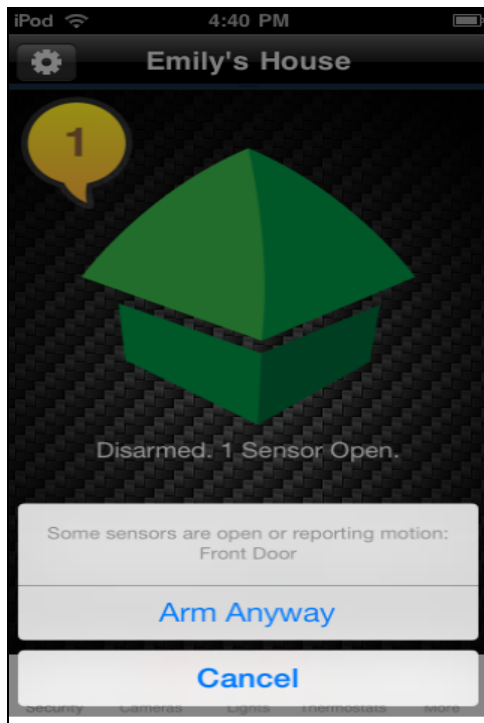
To disarm the system:

1. On the Security screen, tap **Disarm**.

The iPhone App securely sends the master access code, along with the disarm instruction, to your security system. It is as if you were there and entered the master access code yourself.

Bypassing Open Sensors When Arming

If you attempt to arm the system when a sensor is not in a secure state (such as when a door or window is open), a message informs you of which sensor is open and gives you the option of bypassing that sensor and arming anyway.



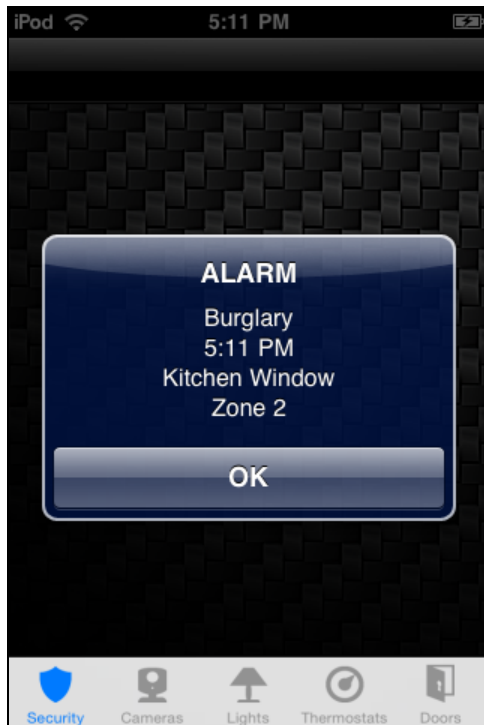
If you want to correct the problem (such as closing an open window), tap **Cancel**, correct the problem, and try again. If you want to bypass the sensor and arm the system anyway, tap **Arm Anyway**.

CAUTION: With some security system configurations, when you bypass a sensor during arming, that sensor may no longer provide protection while the system is armed. For example, if you tap **Arm Anyway** and bypass a window sensor, anyone can open or close the bypassed window while the system is armed without setting off an alarm. With other security system configurations, when you bypass a sensor during arming, that sensor will provide protection while in the armed mode. In either case, after disarming the system, the sensor bypass is canceled. Before using this feature be sure you understand how your security system will behave.

Note: The next time you disarm the system, the bypass is canceled. When you want to arm the system after that, the system checks the previously bypassed sensor, as usual.

Alarms

If a security system alarm occurs while you are in the app, or you open the app when there is an alarm already occurring, an alarm notification dialog appears.



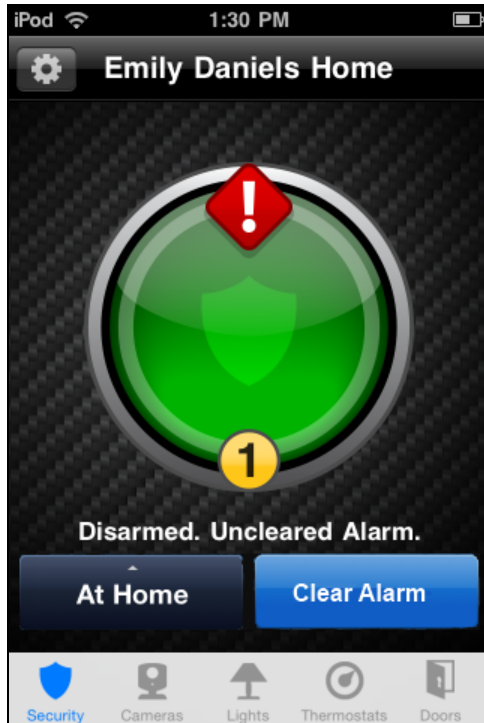
Tap **OK** to acknowledge the dialog. At this point, the alarm is still active, and the "Alarm" system icon displays.



To cancel the alarm and stop the security system's alarm sound, tap the **Disarm** button.

CAUTION: Canceling the alarm does not necessarily stop the alarm from being reported to the alarm monitoring station.

On some security systems, after you cancel an alarm, the alarm remains in the security system's memory as a reminder that the alarm occurred. This is referred to as an uncleared alarm.



If you have an uncleared alarm, before performing other security panel functions, you must specifically clear the uncleared alarm by tapping **Clear Alarm**.

SHiFT

SHiFT enables total home automation at the touch of a button, providing greater security, control, and energy savings. You perform a single action—select a new mode—and lights, thermostats, and locks transform into states that you pre-determine. The user-definable modes enable schedules and automations to perform actions with respect to your security system's arm state, scheduled times, sensor status, system events, and more.

Note: SHiFT is not available on all cellular-based security systems.

Using SHiFT you can set up custom modes for the ultimate amount of control. For example, when leaving on vacation simply select the On Vacation mode, after you arm your system, and the following actions can occur automatically:

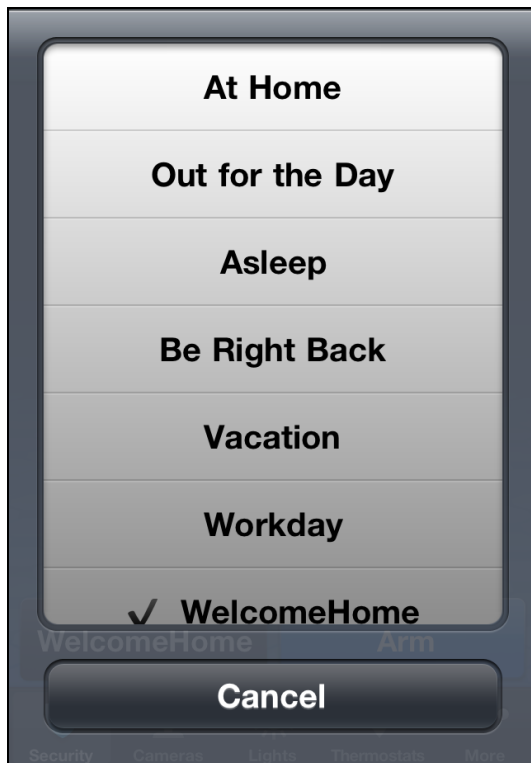
- ☐ Change the thermostat schedule to an energy-efficient schedule
- ☐ Turn off all lights and lock all doors
- ☐ Enable a schedule that randomly turns on certain lights between 7pm and 10pm
- ☐ Capture video clips from all cameras if motion is detected
- ☐ Send an alert when the system is disarmed (to ensure that your pet sitter is caring for the family pet)

Upon returning home, you disarm the system and change the mode to At Home. Your system reverts back to the pre-defined settings and schedules associated with the selected mode. Alternatively, you can use the mobile application to change the mode on your way back from the airport, to get your home ready for your arrival, without compromising your home's security.

Switching Modes

When you select the SHiFT button on the Security screen, the mode selection screen appears. (Until you select the SHiFT button and acknowledge the welcome message, the button is labeled SHiFT. Thereafter, the currently active mode's name appears on the button.) The SHiFT button allows you to change the behavior of your home or business automation devices based on modes, for example, At Home or Be Right Back.

Note: SHiFT uses alerts, automations, and schedules to customize the behavior of your home using installed sensors, cameras, and Z-Wave devices. When a particular mode is active, it determines which alerts, automations, or schedules are active and can occur. For more information about using modes, refer to "About SHiFT" in the online help for the web portal.



On this screen, you can view the mode that is currently active, and you can switch to another mode.

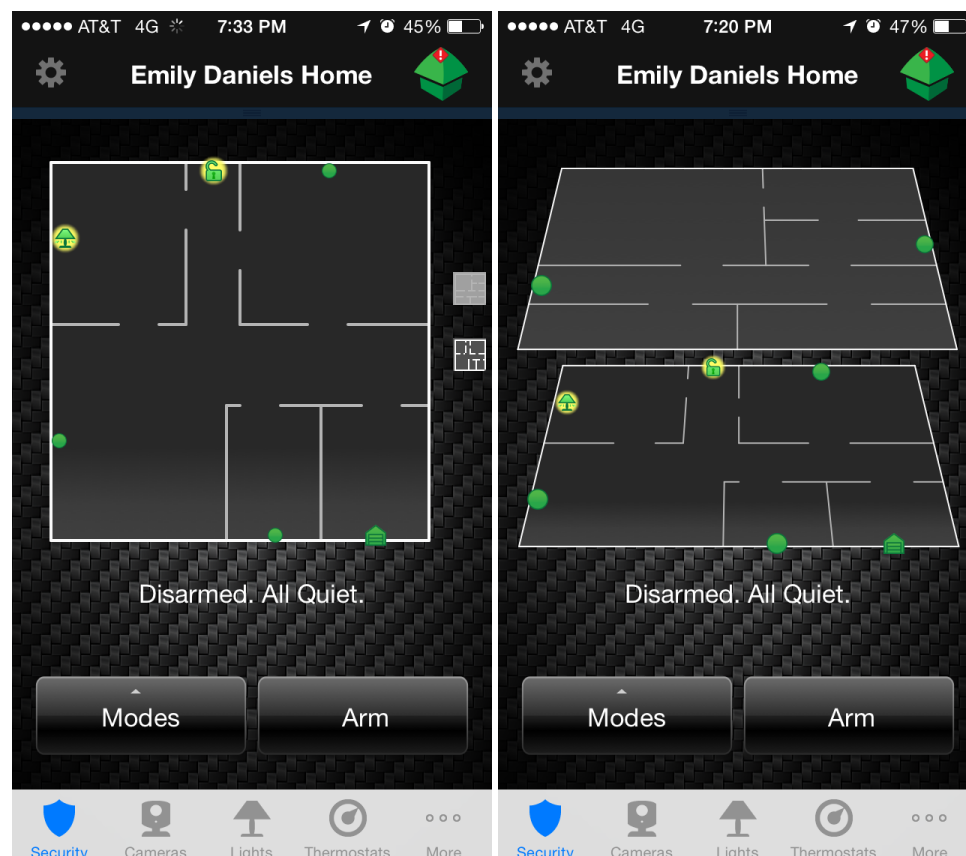
To switch modes, select the desired mode button. The Security screen appears and the selected mode becomes active.

Note: If you change the mode during an exit delay (immediately after arming the security system), the mode will not become active until the (security panel's) exit delay is complete.

Home View

Home View displays a graphical representation of your home or business that indicates the location and state of each of your installed devices. (This is an optional feature that is disabled by default. See below for information about how to set up and enable the Home View feature, if it is included in your configuration.)

When Home View is enabled, a floor plan replaces the large system icon on the Security screen and a smaller system icon is shown at the top-right of the screen. Text indicating the state of your security system and the arm/disarm buttons are located below Home View.



In Home View, you can:

- ❑ See the current state of devices on the floor plan, by looking at their icons. In general, yellow icons or icons with a yellow glow behind them indicate "active" states such as an open door or window, motion in an area, an unlocked door lock, a light turned on, or a thermostat actively heating or cooling.
- ❑ Tap any icon on the floor plan to display a pop-up showing the name of the device, text describing its current state (where applicable) and an action button. The pop-up disappears automatically after a few seconds.
- ❑ Double-tap the device, or tap the action button in the pop-up, to display more details about that device.

- ❑ If the device is a camera, live video is shown for that camera.
- ❑ For a security sensor, the Sensor Details screen is displayed, showing history for that sensor.
- ❑ For lights and thermostats, the details screen for that device is shown.
- ❑ For door locks, the Door Locks list screen is shown.
- ❑ Click the floor icons to the right of the floor plan to change the view to a different floor (if more than one floor is defined).
- ❑ Zoom in and out using spread and pinch gestures, or double-tapping. (Double-tapping zooms in by 300%.)

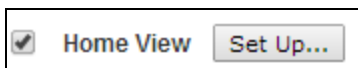
Setting Up Home View

Before you can use Home View, it needs to be set up in the web portal. Setting up Home View is done via an intuitive drag-and-drop editor that provides pre-defined floor plan shapes to enable quick setup.

To set up Home View:

1. As the site owner user, sign into the web portal. (Only the site owner user can set up Home View.)
2. At the bottom of the **Summary** tab page, click the **Customize this page** link.
3. On the Customize Summary Page page, select the **Home View** check box.

A Set Up button appears.



4. To open the Set Up Home View window, click **Set Up**.

The Set Up Home View window opens.

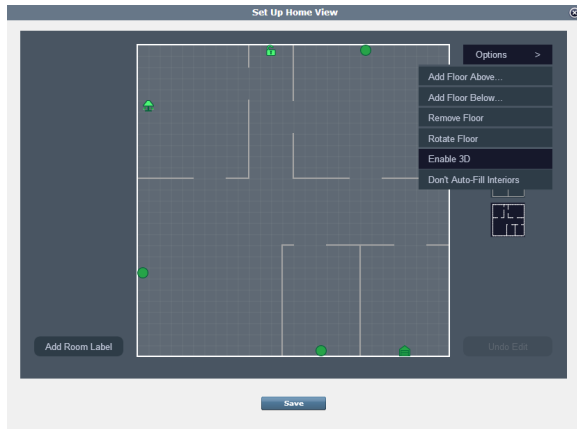
5. Follow the online help instructions to create a floor plan of your site and place devices in the correct locations. See the web portal's "Setting Up Home View" help topic for more information about setting up Home View and Home View 3D.)

Setting Up Home View 3D

Once Home View has been set up in the web portal, you can choose whether you want to view your site in Home View 3D mode. Home View 3D enables you to view, all at once, the state of each of your installed security and home control devices, in a multi-floor site.

To set up Home View 3D:

1. On the Set Up Home View window, click on the **Options** menu, and then select **Enable 3D**.




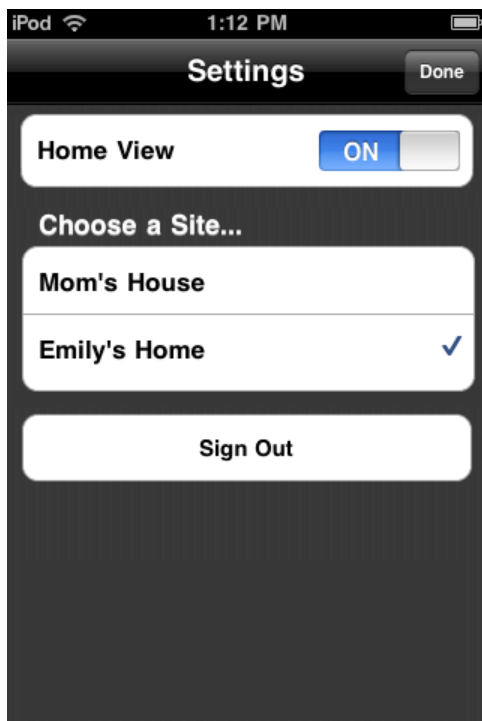
Home View now appears in 3D, and you can view each of your devices on all the floors at once.

Enabling Display of Home View

Once Home View has been set up in the web portal, you can choose whether you want to see it on your iPhone or not.

To enable Home View:

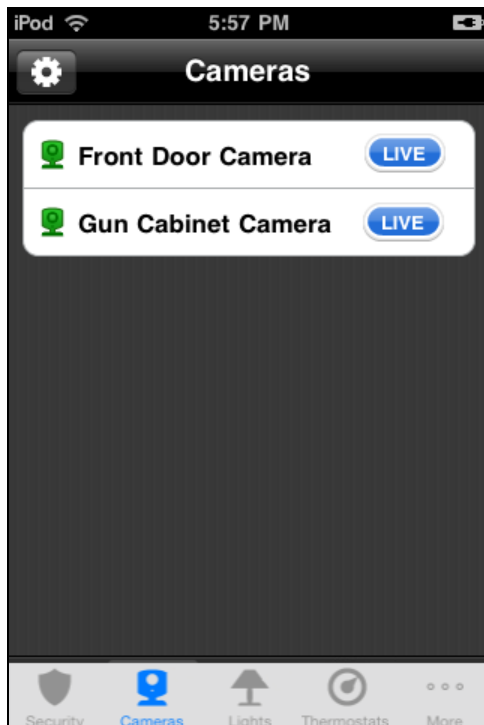
1. In the iPhone App, tap the Settings button  to view the Settings screen.



2. Tap **ON/OFF** to enable or disable the Home View, then tap **Done**.

Cameras

The first time you tap Cameras on the tab bar, the Cameras list screen appears.



The Cameras list screen shows all of the cameras installed at your site.

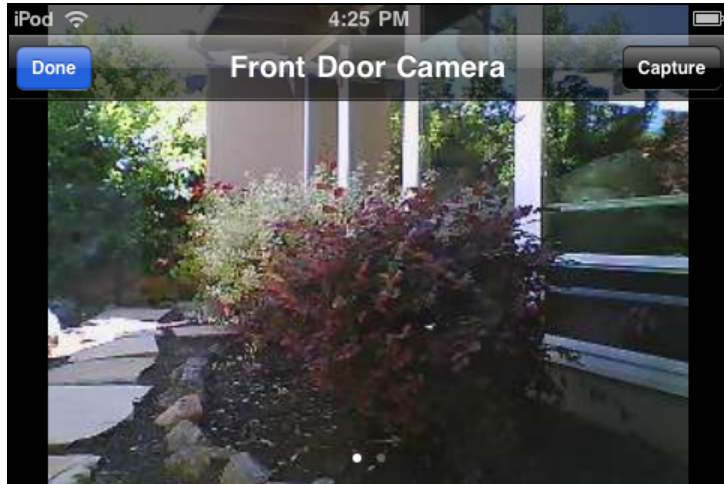
On this screen, you can:

- ☐ Tap **LIVE** next to any camera to display live video from that camera. Pictures and video clips can also be captured from the camera's live video screen. (See ["Viewing Live Video" on page 42](#) and ["Taking Pictures and Capturing Video Clips" on page 43](#) for more information.)
- ☐ Tap the name of any camera to view thumbnails of the pictures and video clips captured by that camera. (See ["Viewing Pictures and Video Clips" on page 45](#) for more information.)

Note: The next time you tap Cameras on the tab bar, it skips the Cameras list screen and displays the thumbnails for the last camera you selected.

Viewing Live Video

When you tap **LIVE** next to a camera on the Cameras list screen, the app displays the name of the selected camera, a **Done** button, and a **Capture** button as a title bar overlaying live streaming video from that camera.



After a few seconds, the title bar disappears, and only the live video is displayed.



When you finish watching the video, tap the screen to display the title bar, and tap **Done** to return to the Cameras screen.

If you want to take a picture or capture a video clip with the displayed camera, tap the screen to display the title bar, and tap **Capture**. (See ["Taking Pictures and Capturing Video Clips" on page 43](#) for more information.)

If you have multiple cameras, you can swipe sideways to view live video from the next or previous camera in the list. Or, tap **Done** to return to the Cameras list screen and tap **LIVE** for a different camera in the list.

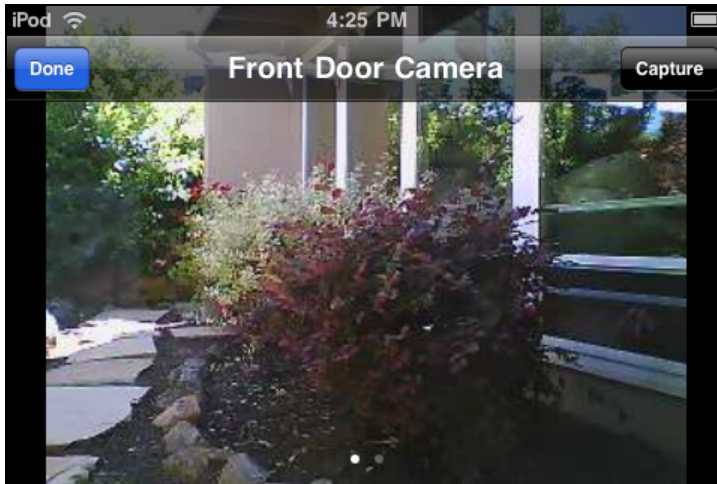
Taking Pictures and Capturing Video Clips

You can take pictures or capture video clips from the live video screen on your iPhone.

To take a picture or capture a video clip:

1. Tap **Cameras** on the tab bar.
2. Tap **LIVE** next to the camera you want to use.

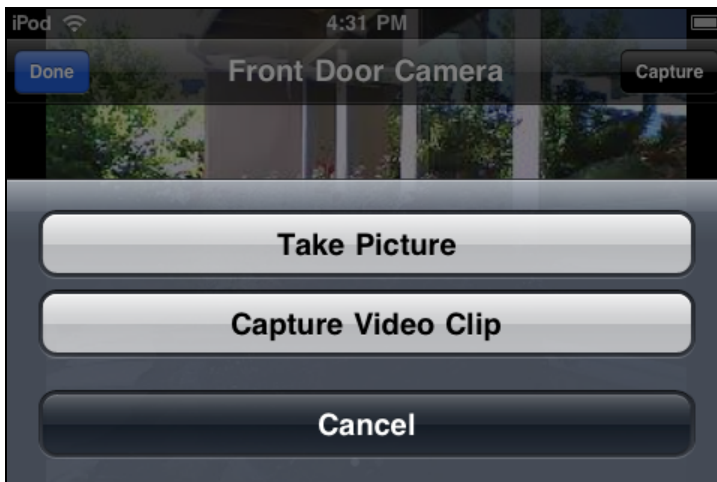
The live video screen appears.



3. On the title bar, tap **Capture**.

If the title bar disappears, tap the screen to display it again.

The capture options screen appears.



4. Tap **Take Picture** or **Capture Video Clip**.

A message informs you that the action is taking place and will be available shortly.

5. Tap **OK**.


You return to the live video screen, and you can navigate to the thumbnails screen for the camera you used to see the new picture or video clip.

Viewing Pictures and Video Clips

When you tap the name of a camera on the Cameras list screen, the thumbnails screen is displayed.




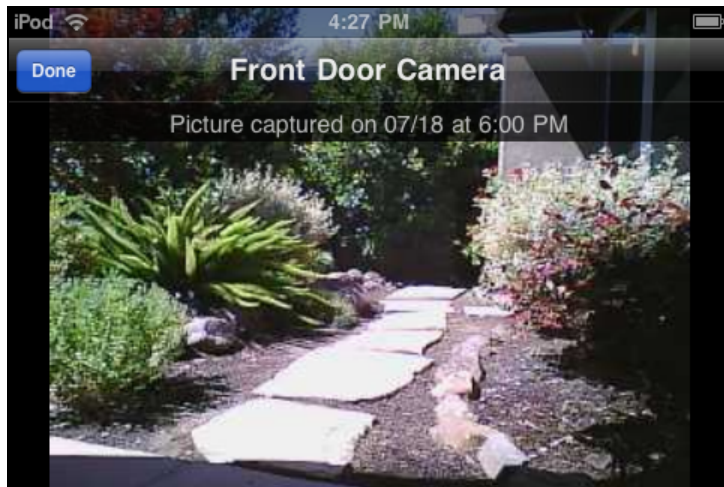
The thumbnails screen displays the name of the camera and thumbnails of the most recent pictures and video clips from that camera. You can tap **Cameras** to return to the Cameras screen, if you want to select a different camera, or you can swipe sideways to display the thumbnails for the next or previous camera in the list.

The  icon appears in the top left corner of each video clip. The thumbnails without this icon are pictures. The time and date appears under each thumbnail. You can scroll down to see more thumbnails by flicking your finger upward across the thumbnails.

When you are viewing the thumbnails from one camera, you can swipe sideways to see thumbnails for the next or previous camera in the list. Or, tap **Cameras** to return to the Cameras list screen where you can select a specific camera from the list.

Pictures


You can tap any picture thumbnail, or any  icon on the timeline, to see a full-size view of that picture.

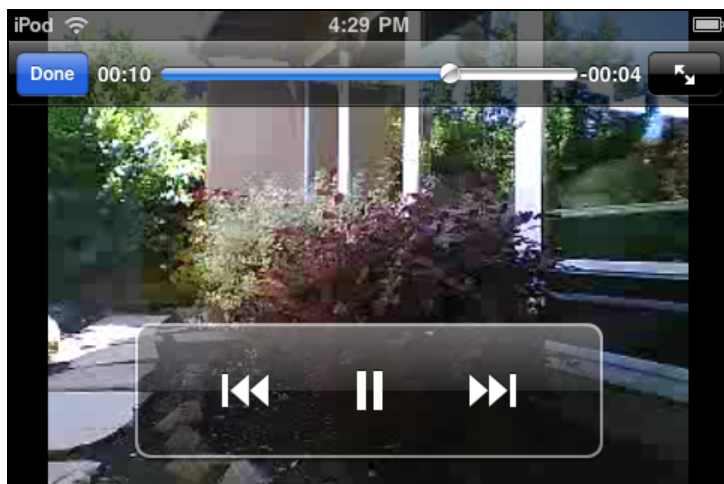


The picture screen displays the name of the camera, the date and time the picture was taken, and a **Done** button as an overlay. After a few seconds, the overlay disappears, and only the picture is displayed. You can tap the screen to display the overlay again.

Swipe left to see newer pictures, or right to see older ones. When you finish viewing pictures, tap **Done** to return to the thumbnails screen.

Video Clips






You can tap any video clip thumbnail, or any  icon on the timeline, to see a full-size view of that video clip.



The video screen displays a **Done** button and some video controls as an overlay. The controls are:

- ❑ A progress bar indicating how much of the video clip has been played. The number to the left of the progress bar is the number of seconds into the video clip. The number to the right of the

progress bar is the number of seconds remaining. Drag the indicator to the left or right to move backward or forward in the video clip.

- Tap  once to zoom out. Tap again to zoom in.
- Tap  to pause the video. A play button  appears. Tap to restart the video.
- Tap  to restart the video from the beginning.
- Tap  to go to the end of the video.

After a few seconds, the overlay disappears, and only the video is displayed. You can tap the screen to display the overlay again.

When the video clip is finished playing, it returns to the thumbnails screen automatically. You can also tap **Done** to return to the thumbnails screen before the video clip is finished.

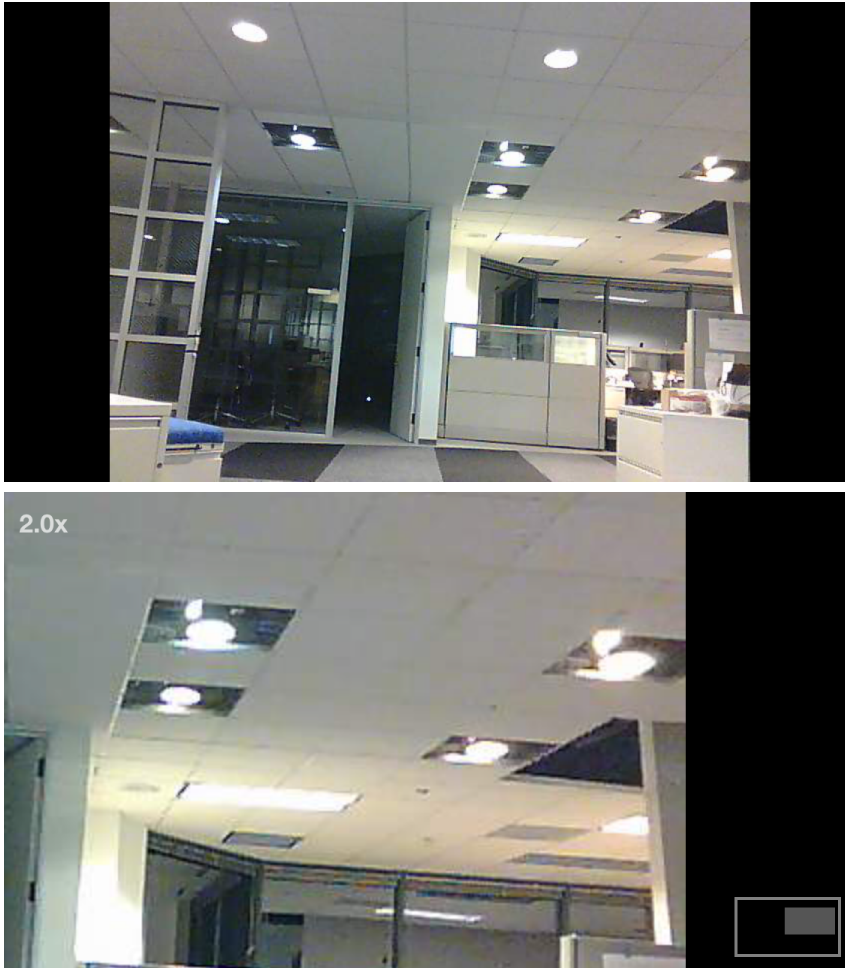
Zooming and Panning Pictures and Video

You can zoom in on pictures, video clips, and live video. When you zoom in, then you can pan around the picture or video.

To zoom and pan:

1. To zoom in or out:

- **Zoom In**—Pinch two fingers apart. Or, double tap on the screen and the picture/video focuses on the tap location and the zoom level doubles.
- **Zoom Out**—Pinch two fingers together. Or, single tap the screen with two fingers and the picture/video zooms out by a factor of two.



While zoomed-in on a portion of the picture/video clip, a *zoom map* appears on the screen. The zoom map indicates which portion of the available picture/video is visible on screen relative to the entire camera image.

2. To pan around the picture/video (assumes that the video is zoomed to some degree):

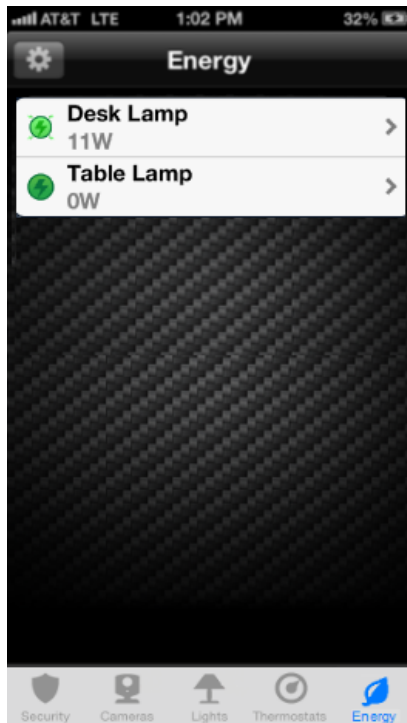
- **Pan**—Touch the screen and drag left, right, up, or down to pan around the picture/video

clip.



Energy Monitoring

If you installed an energy monitoring device, you will see the Energy tab on the navigation tab bar. Tap on **Energy** to open the Energy device list. On the Energy device list, you can see all the energy monitoring devices installed at your site and the current energy usage for each device, measured in watt-hours or kilowatt-hours.



The icon to the left of the name indicates the type of energy monitor device and its state.

Icon	Description
	Off-Whole home meter device that measures the entire home's energy consumption. Only one of these per site.
	On-Whole home meter device that measures the entire home's energy consumption. Only one of these per site.
	Off-Energy monitoring device for large load appliances, socket Level, and combination switches.
	On-Energy monitoring device for large load appliances, socket Level, and combination switches.

You can tap the name of any energy monitor device to display the Energy details screen for that device.

Note: The next time you tap **Energy** on the tab bar, it skips the Energy list screen and displays the Energy details screen for the last energy monitor device you selected. To return to the Energy list screen, tap **Energy** at the top of the screen or tap Energy on the tab bar a second time.



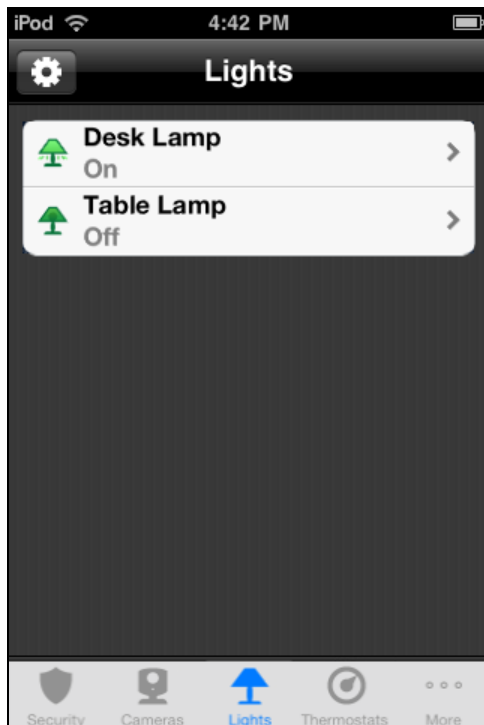
On the Energy details screen the real-time power usage (measured in watts) displays in digits and is represented by a graphical gauge.

Historical data for energy usage appear in a bar graph below the gauge. The total energy usage for the selected time period appears below the bar graph. The energy usage history graph shows the energy usage during the selected period of time. The numbers to the right of the y-axis show the range of energy usage covered by the graph in watt or kilowatt hours. The default time option is **Day**, which shows the last 24 hour's energy usage in per hour increments and the total consumption during the previous 24 hours. You can tap a different time option (**Week** or **Month**) to show energy usage over the last seven days or calendar month respectively. The time options use the current date and time to calculate the time period that appears in the history graph. To view energy consumption for a particular day, week, or month, touch the bar that represents that period. While you touch the bar the period's energy consumption appears in a pop-up. You can drag your finger horizontally across the graph, from one bar to the next, to see each period's energy consumption.

If you have multiple energy monitors, swipe sideways to see the next or previous energy monitor in the list. Or, tap **Energy** to return to the Energy list screen where you can select a specific energy monitor from the list.

Lights

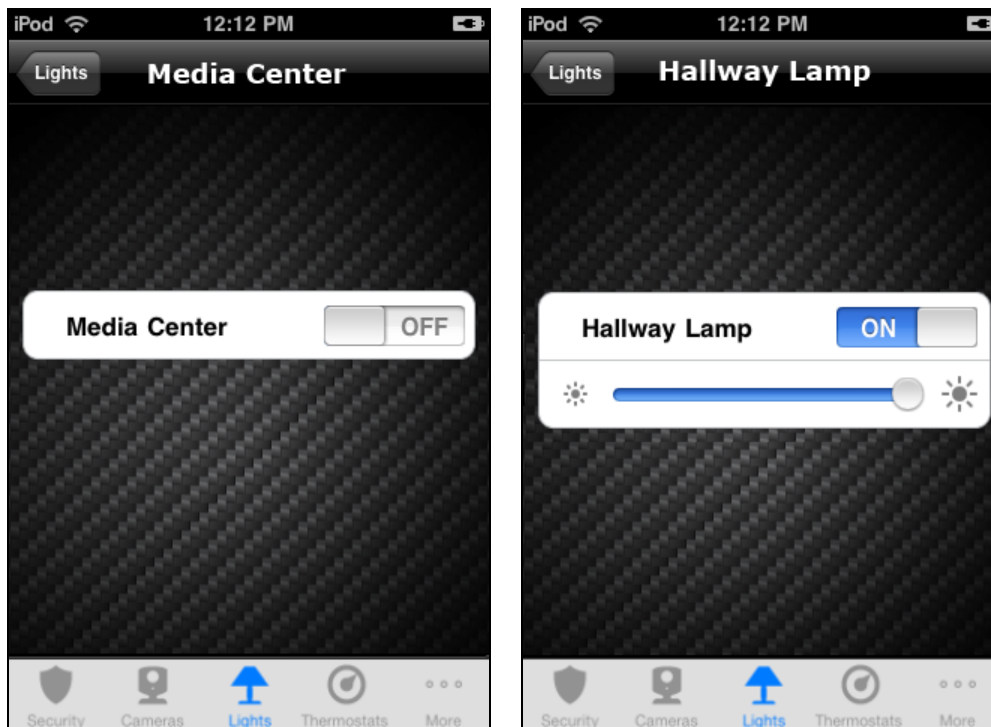
The first time you tap **Lights** on the tab bar, the Lights list screen appears.



The Lights list screen shows all of the switches installed at your site, and the current state of each (on or off). The icon to the left of the name also indicates the state.

You can tap the name of any light to display the Light details screen for that light.

Note: The next time you tap **Lights** on the tab bar, it skips the Lights list screen and displays the Light details screen for the last light you selected. To return to the Lights list screen, tap **Lights** at the top of the screen or tap Lights on the tab bar a second time.



The **ON/OFF** selector shows the current state of the light, and can also be used to change the state. A light that is on shows "ON" on a blue background, whereas a light that is off shows "OFF" on a gray background.

If the light is on, you can tap **OFF** to turn it off. If it is off, you can tap **ON** to turn it on.

If the light includes the dimmer function (shown on the right), you can adjust its brightness with the slider control. If you slide the indicator toward the left, the light gets dimmer. If you slide the indicator toward the right, the light gets brighter.

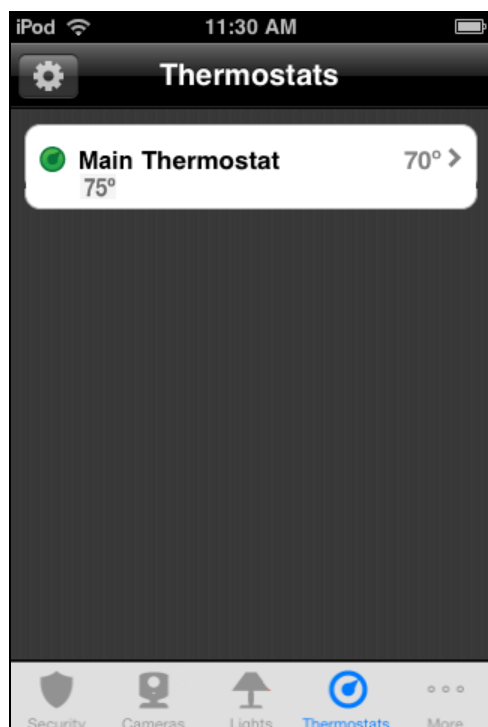
When you turn off a light with a dimmer, the brightness level goes all the way to the left. When you tap **ON** to turn that light on again, the brightness level returns to its previous brightness level. Alternatively, when a light is off, you can slide the dimmer to the right to turn on the light at the selected brightness.

Note: There may be some delay before you see the light change.

If you want to view or adjust another light, swipe sideways to see the next or previous light in the list. Or, tap **Lights** to return to the Lights list screen where you can select a specific light from the list.

Thermostats

The first time you tap **Thermostats** on the tab bar, the Thermostats list screen appears.



The Thermostats list screen shows all of the thermostats installed at your site, and the current temperature at each thermostat's location. For some batteries, when the thermostat's battery reaches a low battery state, the thermostat's green icon (●) changes to a red low battery icon (⬇️). In addition, when a low battery energy level occurs the system sends a system alert to indicate there is a low battery. You can tap the name of any thermostat to display details about that thermostat.

Note: The next time you tap **Thermostats** on the tab bar, it skips the Thermostats list screen and displays the Thermostat details screen for the last thermostat you selected. You can always tap **Thermostats** at the top of the screen to go back to the Thermostats list screen or tap Thermostats on the tab bar a second time.

The Thermostat details screen displays the current temperature at its location, for example:



The currently selected mode appears below the temperature display. The mode setting indicates whether the thermostat is controlling heating, cooling, both (**Auto**), or is turned off. To change the mode, tap the mode button to view the list of modes, then tap the desired setting.

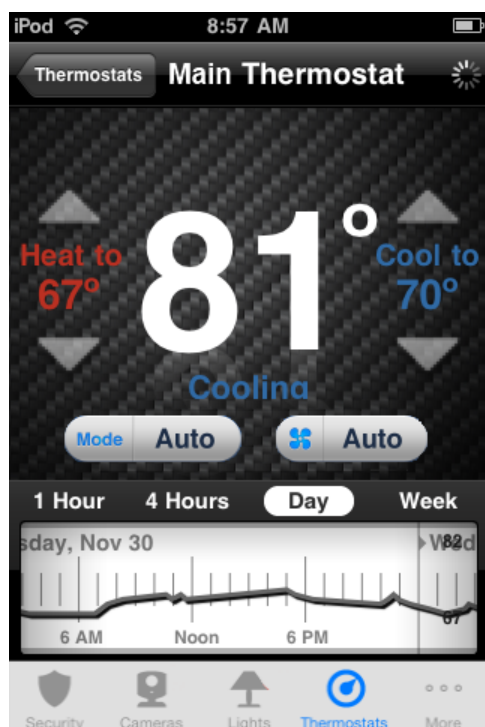
If **Auto** mode is selected, both the heating and cooling settings are displayed. If the temperature goes below the heat setting, the thermostat activates the heater/furnace. If the temperature goes above the cool setting, the thermostat activates the air conditioner.

If **Heat** mode is selected, only the heating setting appears and is active. If **Cool** mode is selected, only the cooling setting appears and is active. If **Off** mode is selected, neither of the settings appear, and the thermostat does not control the temperature.

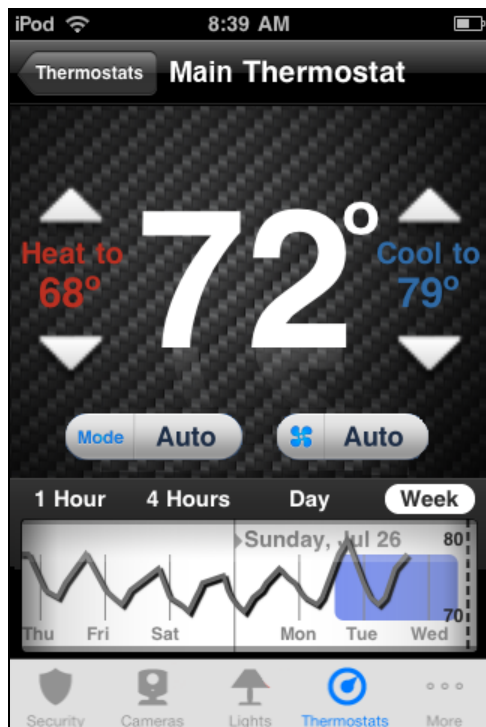
You can tap the up and down arrows to adjust the heating and cooling settings.

The currently selected fan mode appears below the temperature display. The fan mode can be either **On** to keep the fan always on, or **Auto** to have the fan come on automatically only when heating or cooling is active. To change the mode, tap the fan mode button to view the list of fan modes, then tap the desired setting.

When the heater or air conditioner is active, the word "Cooling" or "Heating" (whichever is applicable) appears below the temperature, for example:



The thermostat history graph indicates the temperature fluctuations during the selected period of time. The numbers on the right show the range of temperatures covered by the graph. The default time option is **Day**, which shows the last 24 hour's temperature fluctuations. You can tap a different time option (**1 Hour**, **4 Hours**, or **Week**) to show temperature fluctuations for the last 60 minutes, four hours, or seven days respectively. By default, the time options use the current date and time to calculate the time period that appears in the history graph. You can scroll from left to right to view earlier time periods. When you scroll (change the time period), and then select a different time option, the app uses the new time period to calculate what appears in the history graph. For example, if you look at the default last 24 hours of data and scroll back two days into the past, and you then select the Week time option, the history graph does not use the current time to calculate what to display on the history graph. Instead it displays seven days of data ending two days prior to the current time, because you scrolled back two days.

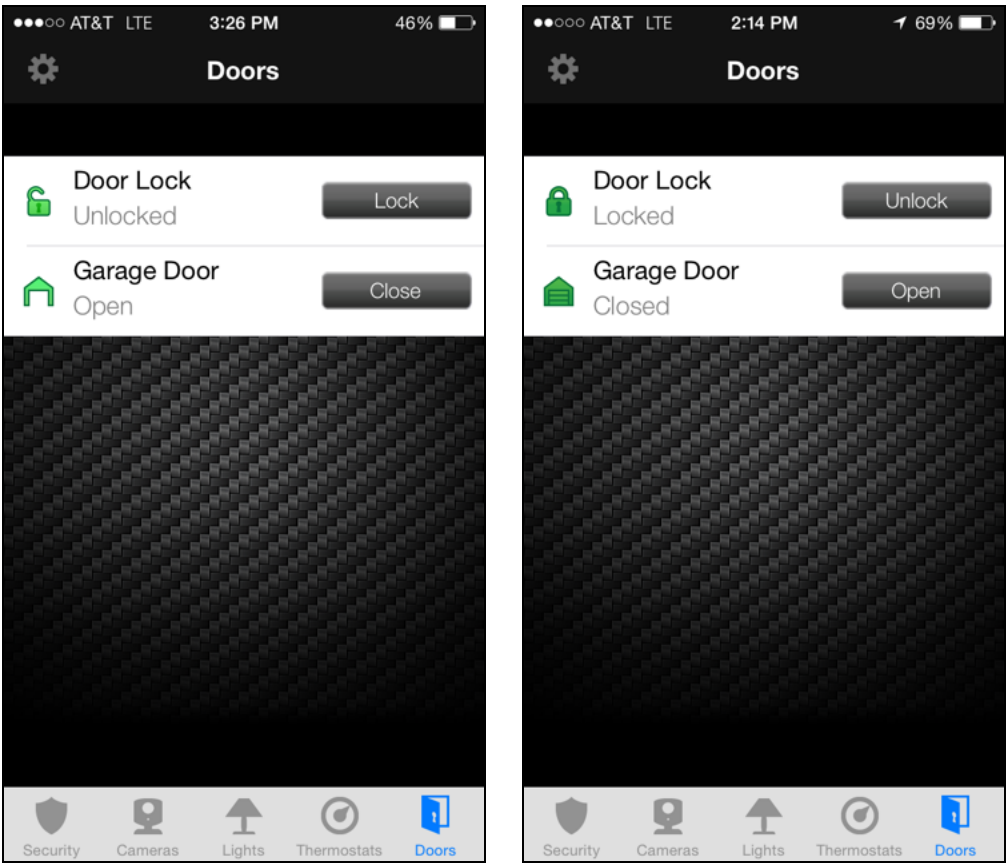


If the temperature goes above the thermostat's cool setpoint, a blue area on the graph indicates when the air conditioner was activated. If the temperature goes below the thermostat's heat setpoint, a red area on the graph indicates when the heat was activated.

If you have multiple thermostats, swipe sideways to see the next or previous thermostat in the list. Or, tap **Thermostats** to return to the Thermostats list screen where you can select a specific thermostat from the list.

Doors

The first time you tap **Doors** on the tab bar, the Doors screen appears.








The Doors screen shows all of the door locks and garage door controllers for your site and the current state of each door (locked/unlocked or open/closed). The icon to the left of the door name also indicates the state. You can use this screen to remotely lock/close or unlock/open any door. Simply tap **Lock/Close** or **Unlock/Open** to change the setting of any door on the list.

Note: Although it is convenient to lock a door from your iPhone when you are in another part of the house, for your security, use caution when unlocking a door remotely.

The following table describes the various states for a door or garage door controller.

Icon	Description
	A green open lock indicates an unlocked door state with no problems.
	A green closed lock indicates a locked door state with no problems.
	A green open garage door icon indicates an open door state with no problems. An open door state can mean the garage door is fully open, partially open, opening, or closing.
	A green closed garage door icon indicates a closed door state with no problems.

Icon	Description
	<p>A red diamond indicates a trouble or tamper state that requires immediate attention. See the accompanying status text to identify the reason for the trouble. For example, Sensor Trouble or Locked Out.</p> <p>Note: After installing a new garage door controller or after a power loss you might see this icon accompanied by the Initializing status text. This indicates the device is initializing and cannot be operated remotely. Manually open or close the garage door to complete the initialization. To do this use the push button wall console in the garage to operate the garage door. Otherwise, the device will take up to one hour to complete initialization. Once initialization is complete you can remotely control the garage door.</p>
	A red diamond with a battery icon indicates a low battery state.
	A red diamond with a minus sign indicates a garage door controller that is offline.
	A gray clock indicates the garage door controller is installing.
	A gray diamond indicates an unknown state (generally because remote access to the security system is currently unavailable).

Special Considerations for Garage Door Controllers

You cannot send another command to either Open or Close the garage door until after 30 seconds elapses. If the garage door does not completely open or close, after 30 seconds you can attempt to open or close the door again. If three commands fail in a row then the garage door controller will go into lock-out mode. If the garage door controller goes into lock-out mode, you need to use the push button wall console to operate the garage door.

Troubleshooting

The following table lists some common issues and their resolutions.

Symptoms	Reasons	Resolutions
The iPhone App does not launch, or signing in fails.	Although you may be on a Wi-Fi network, you might not be connected to the Internet.	Check another app (such as Weather) to be sure you are connected to the Internet.
Arming or disarming from the iPhone App fails	The security panel master access code stored for remote access may not match the code programmed in the security panel. This can happen if the master access code has been changed on the security panel, but the value stored for remote access has not been updated to the new code.	Using the master access code, arm and then disarm the security system directly from a security system keypad. This ensures that the code is valid. Use a web browser to sign into the web portal as the site owner user, then click the System tab. Click Security Panel , then change the Security Panel Master Code to the code that was just successfully used to arm and disarm the security system.
The iPhone App has intermittent problems.	There might be an issue with the data cache.	Sign out of the app, then tap the Settings button  on the Sign In screen. On the Settings screen, click Reset Application Settings , then click OK . Click Done to return to the Sign In screen and sign in again.
	You may not have the latest version of the app.	Check that you have the latest version of the app from the App Store. From the iPhone home screen, tap App Store , then Updates in the tab bar. If a new version of the app is listed, select it and choose UPDATE to install the new version.
	Other unknown causes.	If problems continue, delete the app completely and then reinstall it from the App Store.

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