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d. You shall include statements in You welcome kit and/or its agreement(s) with Customer's to remind them to keep secure their login and password details and comply with all applicable security policies.

e. You shall be solely responsible for: (i) all services You offer and supply to Your dealers and Customers; (ii) all of Your, Your dealer and Customer content, posted, printed, stored, received, routed or created through the use of the Software, including both its content and accuracy; (iii) managing the provision of the service offered by You to Your Customers using the Software; and (iv) compliance with all privacy and other laws applicable to Your use of the Software and provision of services.

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g. You agree to indemnify Tyco and its affiliates for any claims, damages and expenses (including reasonable attorney’s fees) related to Your or Your dealer’s failure to comply with this Section 17.
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About this guide

Intended audience
This guide is for installers, technicians, and support engineers who configure and troubleshoot alarm security systems using the AlarmInstall app.

About the AlarmInstall app
Use the AlarmInstall app to configure an alarm security system from your mobile device or tablet. Installers can configure a panel on-site or from a remote location. For installers that are on-site, there is no requirement for a wireless keypad if the security panel is hidden. As there are no travel requirements, accessing the panel remotely significantly reduces response and troubleshooting times.

Download the AlarmInstall app from the Apple App Store or from Google Play.

Support
Email: intrusion-support@jci.com
Website:
- EMEA: https://www.tycosecurityproducts.com/TS_ContactDetails.aspx
- APAC: https://www.tycosecurityproducts.com/A_TS_ContactDetails.aspx
Configuring the AlarmInstall app

Supported devices and panels

Devices
You can install the AlarmInstall app on the following devices:

- Apple devices, such as iPads and iPhones, with iOS version 9 or later. Download the AlarmInstall app in the Apple App Store.
- Android version 4.3 devices or later, such as tablets and smartphones. Download the AlarmInstall app in the Apple App Store. To download the Google Play Store.

Panels
You can use the AlarmInstall App with the following panels remotely or directly:

Remote access:
- PowerMaster-10
- PowerMaster-30
- PowerMaster-33
- PowerMaster-360
- PowerMaster-360R
- PowerMax
- PowerSeries Pro
- PowerSeries Neo

Direct access:
- PowerMaster-360
- PowerMaster-360R
- PowerSeries Pro

Note: For PowerSeries Pro panels, download the PowerSeries Pro AlarmInstall mobile application.

Prerequisites

Server access approval
Depending on how the server is configured, installers require approval by one of the following methods:

- Server operator approval: The installer can connect to the panel without homeowner permission. To enable this option, disable APPROVE INSTALLER ACCESS BY USER in Configuring PowerManage server approval in the PowerManage web application.
- Self-monitoring server: The homeowner approves access to the panel using the ConnectAlarm app every time the installer requests access with the AlarmInstall app. To enable this option, enable APPROVE INSTALLER ACCESS BY USER in Configuring PowerManage server approval in the PowerManage web application. For more information on how the user approves access, see Approving installer access with user approval in the ConnectAlarm app.
Configuring PowerManage server approval in the PowerManage web application

Server operators complete the following steps to configure the interactive settings parameters on the PowerManage server:

**Note:** In the following example, the PowerManage server is version 4.6 and later. For earlier PowerManage versions, refer to the installation guide of the relevant version.

Configuring installer app access in the PowerManage web application

To configure installer app access in the PowerManage web application, complete the following steps:

1. From the navigation pane, click **System**, and then click **Settings**.
2. From the **INTERACTIVE** tab, click **EDIT** in the **INTERACTIVE SESSIONS** panel and configure the server with one of the following options. For more information, see Figure 1:
   - To enable installer app access to new panels that enroll in the server by default, select the **ENABLE INSTALLER APP FOR NEW INCOMING PANELS** check box.
   - To configure the PowerManage to allow installer access with user approval by the ConnectAlarm user app only, enable **APPROVE INSTALLER ACCESS BY USER**. To configure the PowerManage to allow installer access with user approval, see Approving installer access with user approval in the ConnectAlarm app.
   - To configure the PowerManage to allow installer access with server operator approval only, disable **APPROVE INSTALLER ACCESS BY USER**.

![Figure 1: Configuring installer access approval on the INTERACTIVE tab](image)

<table>
<thead>
<tr>
<th>Callout</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>APPROVE INSTALLER ACCESS BY USER</strong></td>
<td>Enable <strong>APPROVE INSTALLER ACCESS BY USER</strong> to configure the PowerManage to allow installer access only with user approval by the ConnectAlarm user app. Disable <strong>APPROVE INSTALLER ACCESS BY USER</strong> to configure the PowerManage to allow installer access with server operator approval only.</td>
</tr>
<tr>
<td></td>
<td><strong>ENABLE INSTALLER APP FOR NEW INCOMING PANELS</strong></td>
<td>Enable <strong>ENABLE INSTALLER APP FOR NEW INCOMING PANELS</strong> to enable the installer app for new panels that enroll by default.</td>
</tr>
</tbody>
</table>
Enabling or disabling the AlarmInstall application for a specific panel in the PowerManage web interface

In the PowerManage web interface, you can enable or disable the AlarmInstall application for a specific panel.

Enabling or disabling the AlarmInstall application for a specific panel on the Panels page

1. From the navigation pane, click **Panels**.
2. On the Panels page, find the panel you want to configure and click the mobile app icon
3. Enable **Installer App**. For more information, see Callout 1 and Callout 2 in Figure 2.

**Note:** If you enable ENABLE INSTALLER APP FOR NEW INCOMING PANELS, the installer app enables for new panels that enroll.

**Figure 2:** Enabling and disabling installer and user access to panels on the Panels page

<table>
<thead>
<tr>
<th>Callout</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>App icon</td>
<td>Click to use the Installer App and User App toggles.</td>
</tr>
<tr>
<td>2</td>
<td>Installer App toggle</td>
<td>Click to enable or disable access to the panel with the installer app.</td>
</tr>
</tbody>
</table>

Enabling or disabling the AlarmInstall application for a specific panel in the Panel hub

1. Go to the panel hub of the panel you want to configure.
2. From the **ACTIONS** drop-down, enable **Installer App**. For more information, see Callout 1 and Callout 2 in Figure 3.

**Figure 3:** Enabling and disabling installer and user access to panels in the Panel hub

<table>
<thead>
<tr>
<th>Callout</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ACTION drop down</td>
<td>Click to access actions to perform on a panel.</td>
</tr>
<tr>
<td>2</td>
<td>Installer App toggle</td>
<td>Click to enable or disable access to the panel with the installer app.</td>
</tr>
</tbody>
</table>
AlarmInstall App configuration

Running AlarmInstall for the first time

1. Download the application from Apple App Store or Google Play App.
2. Open the app and accept the end user license agreement and privacy notice.
3. To choose the connection type to the panel, select **Direct** or **Remote**. For more information, see Remote and direct connections.
   **Important:** If you connect with remote mode, authenticate your device with two factor authentication. For more information, see Authenticating in remote mode with two factor authentication. If you have already completed two factor authentication, to login, enter your email and password.
4. Add one or more panels. For more information, see Adding a panel.

Remote and direct connections

The AlarmInstall application can work in remote or direct mode.
- **Remote mode:** The installer can connect to the panel and control it remotely without travelling to the premises of the user. Both the panel and the phone or tablet connect to a server over a wide area network (WAN). For more information, see Remote access.
- **Direct mode:** The phone connects directly to the panel by local WiFi or a USB cable. The installer must travel on-site to the user’s premises. For more information, see Direct access.
  **Note:** Only PowerMaster-360 and PowerMaster-360R panels support direct mode.

Remote and direct access requirements

For remote access, the following prerequisites are required:
- All panels must have cellular or Ethernet connections or a combination of both. You can connect to all alarm panels that are connected to the WAN.
- Before the installer connects to the panel remotely, the server operator, homeowner, or business owner must enroll all panels in the PowerManage server and enable installer app access on the PowerManage server. To enroll panels on the PowerManage server, refer to the relevant PowerManage User Guide. For more information on enabling installer app access on the PowerManage server, see Server access approval.

For direct access, the following prerequisites are required:
- A connection to the PowerMaster-360 or PowerMaster-360R alarm panel. This connection can be a WiFi connection to the panel’s private local WiFi network. For Android devices, you can connect to the panel using USB and USB OTG cables.
- The mobile device is within range of the panel’s WiFi.
- PowerSeries Pro panels require a different app, the PowerSeries Pro AlarmInstall app.
Direct access

Connecting to a panel with WiFi in direct mode

**Pre-requisite:** Find the panel ID and password on a label on the underside of the panel in the following format:

- Panel ID: XXXXXX
- S/N: XXXXXXXXXX

The serial number (S/N) is the password.

1. Open the AlarmInstall app.
2. On the connect screen, tap **Direct**.
3. In your device WiFi settings, locate and connect to the panel WiFi. The WiFi ID is the Panel ID. If the panel WiFi ID does not display, complete the following steps:
   a. Go to the panel’s installation menu.
   b. Follow the following path: 04:COMMUNICATION > 8:WiFi > ACCESS-POINT > A.POINT MODE.
   c. Select **Enable**.
   d. Press the +/- buttons on the back of the panel.
4. In the AlarmInstall app, enter the panel ID number as the panel ID and the serial number as the password.
5. Tap **CONNECT**.
6. Enter your configuration code and tap **LOGIN**.
7. Enter the default installer code: 9999.

Direct access troubleshooting

**Problem**
The following message appears when you try to connect to the panel: Panel is not responding. Please check your WiFi settings.

**Solution**
There is a problem with the WiFi connection. See the section [Connecting to the alarm panel using direct access](#) and try to connect your device to the panel’s local WiFi network.

The following restrictions apply:

- Direct access is only possible when the alarm panel is in a disarmed state.
- Connection time is 15 minutes. Five minutes before the panel disconnects, a beep sounds. To renew the connection press the +/- button on the back of the panel.
- After an hour, the connection automatically terminates and a beep sounds 5 minutes before the panel disconnects.
USB and USB OTG cables connections to an alarm panel (Android devices)

If the AlarmInstall app is installed on an Android device you can access the PowerMaster-360 and PowerMaster-360R panels with micro-USB and USB OTG cables.

Ensure that your device supports a USB OTG cable. To test this, connect an optical mouse to the OTG cable and connect the micro-USB connector to the port on your Android device. If the mouse's optical LED lights and you can move the mouse icon on the Android device, the device supports OTG cable.

Connecting to an alarm panel using cables

**Note:**
- To connect an Android device to a PowerMaster-360 panel, see Figure 5.
- To connect an Android device to a PowerMaster-360R panel, see Figure 6.
  1. Connect the micro-USB cable and USB OTG cable.
  2. Insert the micro-USB connector of the OTG cable into the micro-USB port on your Android device.
  3. Insert the micro-USB connector cable into the micro-USB port on the panel.
    **Note:** For the PowerMaster-360R, open the panel to access the micro-USB port.
  4. When a dialog box appears in the app, requesting access to the USB port, tap Yes.

**Figure 4: USB OTG and Micro USB cables**

<table>
<thead>
<tr>
<th>Callout</th>
<th>Device</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>USB OTG cable</td>
</tr>
<tr>
<td>2</td>
<td>Micro USB cable</td>
</tr>
</tbody>
</table>
Figure 5: PowerMaster-360 connections to an Android device

Table 5: PowerMaster-360 connections to an Android device

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PowerMaster-360</td>
</tr>
<tr>
<td>2</td>
<td>Micro-USB cable connected to panel</td>
</tr>
<tr>
<td>3</td>
<td>Android device</td>
</tr>
<tr>
<td>4</td>
<td>OTG cable connection</td>
</tr>
</tbody>
</table>
Figure 6: PowerMaster-360R connections to an Android device

Table 6: PowerMaster-360R connections to an Android device

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PowerMaster-360R with base removed</td>
</tr>
<tr>
<td>2</td>
<td>Micro-USB cable connected to panel</td>
</tr>
<tr>
<td>3</td>
<td>Android device</td>
</tr>
<tr>
<td>4</td>
<td>OTG cable connection</td>
</tr>
</tbody>
</table>
Remote access

Remote access panel connections
You can remotely access all panels that are connected to the WAN and are registered on the PowerManage server.

Two factor authentication in Remote Mode

**Note:** 2FA is supported on PowerManage version 4.6 and later.

Two factor authentication does not rely on only the installer code to connect the installer to the panel. After the two factor authentication, the installer can add panels to the application.

Installers only need to complete two factor authentication once to register in a server in order to access panels but must complete the two factor authentication procedure each time for other servers.
Authenticating in remote mode with two factor authentication

1. Open the AlarmInstall app. First time users must accept the End user license agreement and Privacy Notice.
2. On the connect screen, tap Remote.
3. In the Server address field, enter the URL of the PowerManage server you want to connect to and tap OK.
   **Note:** To use the public server, enter: connect.tycomonitor.com.
   Figure 7: Entering the server address

4. Tap OK.
5. On the logon screen, tap Sign up!.
   Figure 8: Signing up to a new server
6. Enter your email address, name, and phone number in the required fields and tap **SIGN UP**. **Note:** This information is stored in the PowerManage server. To find the information, open the PowerManage web interface and in the navigation pane, from **System**, select **Installers**.

   **Figure 9: Entering your logon details**

   ![Image of logon details form]

7. An authentication access code is sent to the email address. **Figure 10: Receiving your access code email**

   ![Email with access code]

   Registration
   dev-2@jcisurveillance.awsapps.com <dev-2@jcisurveillance.awsapps.com>

   Dear Customer,

   Your access code: 201350

   Sincerely,

   Visonic

8. Enter your access code in the Email code field and tap **PROCEED**. **Figure 11: Entering your access code**

   ![Image of access code form]
9. Enter a new password in the Password and New password fields and tap **PROCEED**.

**Note:** If the PowerManage server belongs to a monitoring station, the message **The account has not been approved yet** displays. The central monitoring station must change the installer status from **Pending** to **Accepted** in the PowerManage web interface **Installers page**. For more information, refer to the *PowerManage User Guide*.

**Figure 12: Setting a new password**

You are now a registered installer with two factor authentication certification. To log on to the server, see [Logging on to a server](#).
Logging on to a server

**Pre-requisite:** Complete the two factor authentication procedure in *Authenticating in remote mode with two factor authentication*.

1. To go to the logon screen, complete one of the following options:
   - Open the AlarmInstall app and on the connect screen, tap **Remote**.
   - If you already enabled ‘Keep me signed in’, or enabled a biometric log on, you must first log out of the server. In the panels list, tap the menu icon, then tap **Log out**. For more information, see Callout 3 in *Figure 17*.

   **Note:**
   If you already To change to a different server, see *Changing and logging on to another server*.

   *Figure 13: Logon screen*

2. In the Email field, enter the email address. For more information, see *Figure 13*.
3. In the Password field, enter the password. For more information, see *Figure 13*.
4. **Optional:** To stay signed in, enable **Keep me signed in**. If your device supports facial recognition or fingerprint scanning, you can also enable the feature at this point. For more information, see *Quick and biometric logon options*.
5. Tap **LOGIN**.

   **Post-requisite:** Add panels to the application. For more information, see *Adding a panel*.

   **Note:** If an installer tries to log on to a panel that is on a self-monitored server and does not have user permission to access the server, the following message displays: No user permissions. To access the server, see *Approving installer access with homeowner approval with the ConnectAlarm app*. 
Changing and logging on to another server

1. Open the AlarmInstall app and enter the logon screen.
2. To the right of the Server field, tap Change.

   Figure 14: Changing the server address

3. If you are not registered with the server you want to change to, complete the two factor authentication again. For more information, see Two factor authentication in Remote Mode.
Quick and biometric logon options
To avoid entering a password each time you connect to the app, use a remembered password or biometric options, such as facial recognition and fingerprint scan.

**Note:** The availability of logon methods depends on the capabilities of your device.

On the logon screen, select the **Keep me signed in** check box.

**Figure 15: Selecting the Keep me signed in check box**

Select one of the following options:

- **Enable FaceId:** Log on to the app with facial recognition.
- **Enable Fingerprint:** Log on to the app with a fingerprint scanner.
- **Remember the password:** Select the checkbox and do not select the other checkboxes.

**Figure 16: Biometric logon**
Changing the app language on the logon screen
1. Open the Alarminstall app and enter the logon screen.
2. Tap the US flag to the upper-right of the screen and choose a language.
3. Tap System default to use the language of your device, or select the language you want.
Adding panels

Panels list

Installers can add multiple panels to the AlarmInstall app. Panels that you add appear in the panels list.

To edit user information, access the app settings, change your two-factor authentication password and more, see Panels list menu.

Other panel related tasks include the following:

- Adding a panel.
- Editing a panel name.
- Removing a panel from the AlarmInstall app.

Figure 17: Panels list

Table 7: PANELS LIST user interface elements

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PANELS LIST. Tap the arrow icon to enter the panel. <strong>Note:</strong> If an installer tries to log on to a panel that is on a self-monitored server and does not have user permission to access the server, the following message displays: No user permissions. To access the server, see Approving installer access with homeowner approval with the ConnectAlarm app.</td>
</tr>
<tr>
<td>2</td>
<td>Edit icon</td>
</tr>
<tr>
<td>3</td>
<td>PANELS LIST menu. For more information, see Panels list menu. Tap the menu icon to view a drop-down list. In the list you can perform the following tasks:</td>
</tr>
<tr>
<td></td>
<td>- Application settings</td>
</tr>
<tr>
<td></td>
<td>- Viewing the AlarmInstall app version number</td>
</tr>
<tr>
<td></td>
<td>- Changing the app theme to light or dark mode</td>
</tr>
<tr>
<td></td>
<td>- Changing the app language</td>
</tr>
<tr>
<td></td>
<td>- Changing the temperature scale to Celsius or Fahrenheit</td>
</tr>
<tr>
<td></td>
<td>Add panel button</td>
</tr>
<tr>
<td>---</td>
<td>------------------</td>
</tr>
</tbody>
</table>

**Panel activation for Neo and PSP panels**

Neo and PSP panels require panel activation with the server but PowerMaster panels do not. The installer code is required for panel activation. If the installer code changes, to activate the panel, in the AlarmInstall app, log in to the panel again with the new installer code. The user app does not work until you activate the panel.
**Adding a panel**

**Pre-requisite:** You can only add panels to the AlarmInstall app if the panel is connected to the server.

1. Tap the plus button to the bottom-right.
   
   Figure 18: Add panel button

2. **Optional:** If the server is upgraded to PowerManage 4.6, tap **RESTORE** to restore the panels you added previously.
   
   Figure 19: Restoring previously added panels
3. Enter the required information in the following fields:
   - Panel name: Enter a recognizable panel name that appears in the app only.
   - Panel serial: Enter the panel ID. For PowerMaster panels, the six digit ID is on the label on the back of the panel. For Neo and PSP panels, use the integration identification number (installer menu → [851] → [422] twelve digits).
   - Installer code: Enter the installer code.

4. Tap CONNECT.

The panel appears in the panels list.

Note: If you enter incorrect information or if the panel does not connect to the server after three logon attempts, the following message displays: User is temporarily blocked. The application is blocked for 300 seconds. After 300 seconds, you can try to add the panel again.

Editing a panel name
1. On the panels list screen, tap the pencil icon to the upper-right. For more information, see Callout 2 in Figure 17.
2. In the panels list, find the panel and tap the pencil icon next to the panel.
3. Edit the required PANELS LIST information.
4. Tap OK.

Removing a panel from the AlarmInstall app
1. On the panels list screen, tap the pencil icon to the upper-right. For more information, see Callout 2 in Figure 17.
2. In the PANELS LIST, find the panel you want to remove.
3. Tap the minus icon next to the panel.
4. Enter your password and tap REMOVE.
Panels list menu

In the Panels list menu, you can complete the following:

- Changing your two factor authentication password.
- Edit application settings, such as the language, theme, and biometric log on. For more information, see Application settings.
- Edit the installer name and phone number as they appear in the Installers page in the PowerManage GUI. For more information, see Editing user information.
- Viewing the EULA and Privacy Notice.
- Logging out of the AlarmInstall app.

Changing your two factor authentication password

1. Tap the menu icon to the upper-right. For more information, see Callout 3 in Figure 17.
2. Tap Change password.
3. In the Current password field, enter your current password.
4. In the New password and Repeat password fields, enter your new password.
5. Tap CHANGE.

Application settings

You can view or edit the following settings in the AlarmInstall app:

- View the app version number
- Change the app theme to light or dark mode
- Change the app language
- Change the temperature scale to Celsius or Fahrenheit
- Enable or disable biometric login with face ID or fingerprint

Viewing the AlarmInstall app version number

1. Tap the menu icon to the upper-right. For more information, see Callout 3 in Figure 17.
2. Tap Application settings.
3. The version number displays at the top of the page, under AlarmInstall.
4. To exit, tap the back arrow.

Changing the app theme to light or dark mode

1. Tap the menu icon to the upper-right. For more information, see Callout 3 in Figure 17.
2. Tap Application settings.
3. Optional: From Theme, enable Light.
4. Optional: From Theme, enable Dark.
5. To exit, tap the back arrow.

Changing the app language

1. Tap the menu icon to the upper-right. For more information, see Callout 3 in Figure 17.
2. Tap Application settings.
3. From the Application settings list, tap Language.
4. From the Language list, select the desired language.
   Note: Select System default to use the language of your phone.

Changing the temperature scale to Celsius or Fahrenheit

1. Tap the menu icon to the upper-right. For more information, see Callout 3 in Figure 17.
2. Tap Application settings.
3. Optional: To use Celsius, from Temperature scale, enable Celsius.
4. Optional: To use Fahrenheit, from Temperature scale, disable Celsius.
5. To exit, tap the back arrow.
Enabling or disabling biometric login with face ID or fingerprint

1. Tap the menu icon to the upper-right. For more information, see Callout 3 in Figure 17.
2. Tap *Application settings*.
3. **Optional:** To enable biometric login, enable *Use biometric login*.
4. **Optional:** To disable biometric login, disable *Use biometric login*.
5. To exit, tap the back arrow.
Editing user information
To edit the installer name and phone number as they appear in the Installers page in the PowerManage, complete the following steps:

**Note:** To access the Installers page in the PowerManage web app, from the navigation pane, click the **System** drop down menu, then click **Installers**.

1. In the AlarmInstall app, tap the menu icon to the upper-right.
2. Tap **User information**.
3. **Optional:** In the Name field, edit the installer name.
4. **Optional:** In the Phone field, edit the installer phone number.
5. To save the changes, tap **CHANGE**. To discard the changes, tap the back arrow to the top left.

Viewing the EULA and Privacy Notice
1. Tap the menu icon to the upper-right.
2. **Optional:** Tap **EULA**.
3. **Optional:** Tap **Privacy Notice**.

Logging out of the AlarmInstall app
1. Tap the menu icon to the upper-right.
2. Tap **Logout**.
Managing the security system

Approving installer access with homeowner approval with the ConnectAlarm app

If an installer logs on to a server that is self-monitored, the homeowner must complete the following steps to grant the installer access to the panel:

1. The homeowner opens the ConnectAlarm app.
2. The homeowner taps the menu icon to the upper left. For more information, see Callout 1 in Figure 20.
3. From the menu, the homeowner taps Installer access. For more information, see Callout 2 in Figure 20.
4. In the AlarmInstall app, the installer finds the panel that requires installer access and taps the enter icon. For more information, see Callout 3 in Figure 20.
5. The installer enters the installer code and taps PROCEED.

Important: For Neo and PSP panels, if the installer code changes, you must enter the new installer code each time or the server will not support the panel. This is called panel activation.

Figure 20: Approving installer access with user approval in the ConnectAlarm app

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Menu</td>
</tr>
<tr>
<td>2</td>
<td>Installer access</td>
</tr>
<tr>
<td>3</td>
<td>Panel selection</td>
</tr>
</tbody>
</table>
AlarmInstall app interface

You can configure, monitor, test, and troubleshoot security systems in the AlarmInstall app.

General

Figure 21: General layout

Table 9: General layout of user interface elements

<table>
<thead>
<tr>
<th>Callout</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Menu and connection status</td>
<td>View the panel connections status and access the app menu. For more information, see Menu and connection status.</td>
</tr>
<tr>
<td>2</td>
<td>Tab contents</td>
<td>Displays the information of the tab you open.</td>
</tr>
<tr>
<td>3</td>
<td>Tab bar</td>
<td>Tap an icon to open the tab. The tab bar contains the following tabs: Customer info, Diagnostics, Configuration, Location, and Log.</td>
</tr>
</tbody>
</table>
Menu and connection status

Use this area to view the panel’s connection status and to navigate the menu. For more information, see Callout 1 in Figure 21.
Tap the connection status icon to enlarge it.

Table 10: Menu and connection status user interface elements

<table>
<thead>
<tr>
<th>Callout</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Menu</td>
<td>Tap to access the application settings, such as language, measurement standards, and biometric login options. For more information, see Application settings.</td>
</tr>
<tr>
<td>2</td>
<td>Connected status</td>
<td>The panel and the server are connected.</td>
</tr>
<tr>
<td>3</td>
<td>Online status</td>
<td>The panel recently connected to the server but is not actively connected.</td>
</tr>
<tr>
<td>4</td>
<td>Offline status</td>
<td>There is no connection between the panel and the server.</td>
</tr>
</tbody>
</table>
**Customer info tab**

The Customer info tab displays information about the customer, such as email address, phone number, and home address. For more information, see Callout 3 in Figure 22.

**Note:** Customer personal data is used only for security purposes, and relates directly with the panel that is connected to this server.

To edit customer information, tap **Edit** and make the required changes. For more information, see Callout 4 in Figure 22.

The information in this tab synchronizes with the information on the INFO tab in the PowerManage web interface. Personal customer data is used for security purposes only.

**Figure 22: Customer info tab**

![Customer Info Tab](image)

**Table 11: Customer info tab user interface elements**

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Customer panel name</td>
</tr>
<tr>
<td>2</td>
<td>Panel account number</td>
</tr>
<tr>
<td>3</td>
<td>Customer information</td>
</tr>
<tr>
<td>4</td>
<td>Edit customer information</td>
</tr>
</tbody>
</table>
Diagnostics tab
Each device displays basic information such as type, icon, zone, location, troubles, and alarms.

Figure 23: Diagnostics tab

Table 12: Diagnostics tab user interface elements

<table>
<thead>
<tr>
<th>Callout</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Walk test</td>
<td>Tap to start a walk test of the panel and devices.</td>
</tr>
<tr>
<td>2</td>
<td>Refresh RSSI</td>
<td>Tap to refresh the RSSI readings. For more information, see RSSI.</td>
</tr>
<tr>
<td>3</td>
<td>Only trouble devices/Hide null devices</td>
<td>To access the buttons, swipe down from the top of the screen.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To show devices with troubles only, enable <strong>Only trouble devices</strong>.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To hide wired devices that are defined as not existing, enable <strong>Hide null devices</strong>.</td>
</tr>
<tr>
<td>4</td>
<td>Panel</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>IP and GPRS connection</td>
<td>Displays the connection status of the Internet Protocol. If there is no connection defined, the icon appears greyed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Displays the connection status of the GPRS. If there is no connection defined, the icon appears greyed.</td>
</tr>
<tr>
<td>6</td>
<td>RSSI</td>
<td>Displays the received signal strength between the device and panel on a scale of one to four bars.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The question mark in the RSSI icon indicates the RSSI was never read.</td>
</tr>
<tr>
<td>7</td>
<td>Alerts and alarms</td>
<td>• Yellow color:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Type</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Icon</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Zone</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Location</td>
</tr>
<tr>
<td></td>
<td></td>
<td>o Troubles</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>8</td>
<td>Add device</td>
<td>Tap to enroll a new device in the panel. To complete the procedure, enter the device ID or scan the label on the device.</td>
</tr>
</tbody>
</table>
| 9 | Device | To view information about a particular panel or device, tap the device. To change the configuration settings of a panel or device, tap the device, then tap the Configuration tab. For more information about configuration, see Configuration tab. **Note:**
- If there is no configuration available, to download the configuration, tap **DOWNLOAD**.
- If the configuration was changed since the last download, to refresh the configuration, tap **REFRESH**. |

- Red color:
  - Alarms
Table 13: Device inspection interface elements

<table>
<thead>
<tr>
<th>Callout</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>GENERAL tab</td>
<td>Contains general information about the device, such as RSSI and warnings.</td>
</tr>
<tr>
<td>2</td>
<td>CONFIGURATION</td>
<td>Tap to configure the device</td>
</tr>
<tr>
<td>3</td>
<td>RENAME</td>
<td>Tap to rename the device</td>
</tr>
<tr>
<td>4</td>
<td>REMOVE</td>
<td>Tap to remove the device</td>
</tr>
<tr>
<td>5</td>
<td>RSSI</td>
<td>Displays received signal strength indication information</td>
</tr>
<tr>
<td>6</td>
<td>WARNINGS</td>
<td>Displays alerts and alarms</td>
</tr>
</tbody>
</table>
Performing a walk test in the Diagnostics tab.

1. To enter the walk test screen, tap the walk test icon. The previous walk test displays. For more information, see Callout 1 in Figure 23.
2. To start a walk test, tap START. For more information, see Callout 3 in Figure 25.
3. Review the walk test results. The red X symbol signifies device failure and the green check mark signifies success in the walk test. For more information, see Callout 4 and Callout 5 in Figure 25.
# Configuration tab

**Figure 26: Configuration tab**

![Configuration tab](image)

## Table 15: Configuration tab user interface elements

<table>
<thead>
<tr>
<th>Callout</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CURRENT configuration</td>
<td>Tap to edit the current configuration. For more information about editing a configuration, see <a href="#">Editing the current configuration on the Configuration tab</a>.</td>
</tr>
<tr>
<td>2</td>
<td>PREVIOUS configuration list</td>
<td>Previous configurations appear in the PREVIOUS list. Only differences to the current configuration display. For more information about editing a previous configuration, see <a href="#">Editing a previous configuration on the Configuration tab</a>.</td>
</tr>
<tr>
<td>3</td>
<td>Refresh</td>
<td>Tap the refresh icon to load the most up-to-date configuration from the panel. <strong>Note:</strong> A new configuration is created only if there are differences between the configuration in the panel and the current configuration. If a new configuration is created, the current configuration is now a previous configuration and added to the PREVIOUS list.</td>
</tr>
<tr>
<td>4</td>
<td>Enter arrow</td>
<td>Tap to open the configuration in the CONFIGURATION page.</td>
</tr>
<tr>
<td>5</td>
<td>CONFIGURATION page</td>
<td>View and change the current configuration.</td>
</tr>
<tr>
<td>6</td>
<td>Revert</td>
<td>Tap to revert the configuration. <strong>Note:</strong> The revert icon only appears for configuration parameters that are different from the CURRENT configuration.</td>
</tr>
<tr>
<td>7</td>
<td>UPLOAD</td>
<td>Tap to upload your changes to the panel. <strong>Note:</strong> UPLOAD only appears if you change a configuration parameter.</td>
</tr>
<tr>
<td>8</td>
<td>Previous configuration</td>
<td>Tap a previous configuration in the PREVIOUS configuration list to view the parameters that differ from the current configuration.</td>
</tr>
<tr>
<td>9</td>
<td>Revert</td>
<td>Tap the revert icon to revert to the previous configuration parameter.</td>
</tr>
</tbody>
</table>
Editing the current configuration on the Configuration tab
1. In the Configuration tab, tap the arrow icon of the CURRENT configuration. For more information on the arrow icon, see Callout 4 in Figure 26.
2. From the CONFIGURATION navigation tree, navigate the tree to find the parameter you want to change.
3. Change the parameter to the value you want.
   Note: Tap the revert icon to revert any configuration changes before you upload the new configuration. For more information on the revert icon, see Callout 6 in Figure 26.
4. Optional: Continue to make more configuration changes in the navigation tree.
5. To upload the updated configuration to the panel, tap UPLOAD. For more information on UPLOAD, see Callout 7 in Figure 26.

Editing a previous configuration on the Configuration tab
1. From the PREVIOUS list, tap a previous configuration.
2. Tap the revert parameter icon to revert the parameter to the previous value. Only parameters that differ from the current configuration display. For more information on the revert icon, see Callout 6 in Figure 26.
3. To upload the change to the panel, tap UPLOAD. For more information on UPLOAD, see Callout 7 in Figure 26.
**Locations tab**

**Note:** The Locations tab only appears for PowerMaster panels.

The Locations tab displays a list of locations that are under supervision by an alarm system. A location is a familiar name given to a zone.

To change a location name, from the list, tap the location and enter a new name.

*Figure 27: Location tab*
**Log tab**

The Log tab displays the panel log. To download a log file, tap **DOWNLOAD**. To refresh the log, tap the refresh icon to the upper-right. For more information, see Callout 3 in **Figure 28**.

**Note:** PowerMaster panels have two logs: the STANDARD LOG and the LEGACY LOG. The standard log records specific events, such as burglar alarms. It is not possible to delete the standard log and users cannot view it. Visonic panels have a legacy log. Users can view legacy logs and installers can view and delete them.

Neo and PSP panels have one log file that is the same as the Visonic LEGACY LOG. For more information, see Callout 4 in **Figure 28**.

**Figure 28: Standard and legacy logs**

![Image of smartphone screens showing standard and legacy logs]

**Table 16: Standard and legacy logs**

<table>
<thead>
<tr>
<th>Callout</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Visonic STANDARD LOG</td>
</tr>
<tr>
<td>2</td>
<td>Visonic LEGACY LOG. For more information, see Callout 4.</td>
</tr>
<tr>
<td>3</td>
<td>Refresh icon</td>
</tr>
<tr>
<td>4</td>
<td>DSC log</td>
</tr>
</tbody>
</table>