Frequently Asked Questions

For ADT *Smart Home* Customers

Want to take your home's remote security and management to a new level? We've compiled a list of frequently asked questions about ADT *Smart Home*. If your questions or comments have not been addressed in any section of the FAQs, please contact us on 0344 8001 999.

General

- What is ADT *Smart Home*
- I'm ready. How do I know if my home is ADT *Smart Home*-ready?
- Can I customise my system, or is ADT *Smart Home* "one size fits all"?
- Can I get ADT *Smart Home* at my primary home and other homes?
- How do I know whether the desired action has occurred?
- Once it's installed, is it difficult to add additional devices to the system?
- How do I get started?

Equipment

- What kind of equipment do I need in order to use ADT *Smart Home*
- What kind of computer is required?
- Do I need any special software for my PC or Mac®?
- Does ADT use my home Wi-Fi network?
- Will the cameras slow down my Internet connection or otherwise interfere with my computer?
- My internet provider offers many different speeds. What speed do I need for use with the ADT *Smart Home* System?

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Applications, Mobile Access and Messaging

- How do I access my home from a computer or mobile phone?
- How do I obtain an ADT *Smart Home* app for my iPhone®?
- How do I obtain an ADT *Smart Home* app for my smartphone (other than an iPhone or Android™?)
- I downloaded the app, but I can't log in. What do I do?
- My invitation to log in to the ADT *Smart Home* ADT *Smart Home* Website has expired. How do I obtain a new invitation?
- I am unable to log in to the ADT *Smart Home* ADT *Smart Home* Website.
- The ADT *Smart Home* System is supposed to send me an email when my system is armed. Why does it seem to take a long time for these messages to arrive?
- The alarm system went off and I did not unset it fast enough. Why did I receive an email before ADT called me?

Lights

- What is Lights?
- Can I use other Lights products with the ADT *Smart Home* System that I purchase on my own?
- Do I need an ADT Engineer to install Lights items?

IP Cameras

- Are the Internal IP Cameras secure? That is, can someone else access the camera signal and view the images captured by the cameras in and around my home?
- Can I use wireless cameras with the ADT *Smart Home* System that I purchase on my own?
- Can I move my video cameras to different locations within my home?
- Can I listen to what is happening in my home with the ADT *Smart Home* System, and record audio as well as video?
- The camera sometimes goes offline and stops working. How can I keep this from happening?
- How much video/photo memory can I use per month?

Latchkey User (also refers to Latchkey Child) Motion Camera

- What is Latchkey User (also refers to Latchkey Child) Motion Camera?
- Can I use other Camera products with the ADT *Smart Home* System that I purchase on my own?
- Do I need an ADT Engineer to install Motion Camera items?

General

Q: What is ADT *Smart Home*

A: At ADT, we know that you feel more reassured about the safety of your home when you view it for yourself. That's why we have introduced ADT *Smart Home*, which allows you to stay connected with your home, from anywhere. It's that easy – connecting via smart phone, tablet or PC, with wifi or mobile connection. Our security technologies ensure that your data and privacy are protected too.

For a Free Quotation Call us on 0800 144 4499 or click here and an ADT Home Protection Consultant will be happy to come to your home and recommend the perfect security solution based on your property and circumstances.

Q: I'm ready. How do I know if my home is ADT *Smart Home*-ready?

A: Starting from £199 and a monthly monitoring fee starting from £29.99 per month, ADT *Smart Home* was created to work with any home or any budget. For a Free Quotation Call us on 0800 144 4499 or click here and an ADT Home Protection Consultant will be happy to come to your home and recommend the perfect security solution based on your property and circumstances.

Q: Can I customise my system, or is ADT *Smart Home* "one size fits all"?

A: ADT *Smart Home* was designed to work in any size home, but it is not "one size fits all." First, select the ADT *Smart Home* System for your home. Then you can customise your system by creating unique automations, remote set/unset, schedules and alerts, and also adding Lights, IP Internal Cameras and Motion Camera compatible devices.

For a Free Quotation Call us on 0800 144 4499 or click here and an ADT Home Protection Consultant will be happy to come to your home and recommend the perfect security solution based on your property and circumstances.

Q: Can I get ADT *Smart Home* at my primary home and other homes?

A: For a Free Quotation Call us on 0800 144 4499 or click here and an ADT Home Protection Consultant will be happy to come to your home and recommend the perfect security solution based on your properties and circumstances.

Q: How do I know whether the desired action has occurred?

A: You can set up your system to send you a message via email telling you that the action has been completed. This message will only appear if the device being controlled sends a completion signal.

Q: Once it's installed, is it difficult to add additional devices to the system?

A: To add additional devices to our ADT *Smart Home* System please call us on
0800 144 4499. Upon purchase of additional devices our engineers will need to pair these devices to your ADT *Smart Home* System.

Q: How do I get started?

A: Operators are standing by to arrange a free quotation with an ADT Home Protection Consultant and recommend the perfect security solution based on your property and circumstances.

Call us on 0800 1144 4499 or click here

Equipment

Q: What kind of equipment do I need in order to use ADT *Smart Home*

A: For ADT *Smart Home*, such as remotely setting or unsetting your system, or having supplementary notifications and alerts sent to you remotely by ADT, you do not need anything special in your home. ADT will install the complete system, and you can access it from almost any web-enabled PC or smart phone (IOS or Android only).

For additional services, such as lights and videos, ADT will need access to your high-speed Internet connection. This could be a cable modem connection, DSL, FiOS, U-verse® or other high-speed Internet connection. The installer will need to connect the ADT *Smart Home* gateway to an open port on your router. If an open port is not available and you have broadband service, ADT will add a network switch to provide additional connection capability at a nominal charge to you.

Q: What kind of computer is required?

A: You may use a PC running Microsoft® Windows® Windows 7 (32-/64-bit), Windows 8.0 and Windows 8.1. Mac computer users may also use the system with OS 10.5 (Leopard®) and later.

Acceptable browsers include Internet Explorer® Mozilla, Google Chrome and Apple® Safari with latest versions of each browser. Other operating systems and browsers may work but with reduced performance, or with graphics and layouts that do not appear correctly.

Q: Do I need any special software for my PC or Mac?

A: No you don't need any special software on your PC or Mac except for a web browser (Internet Explorer® Mozilla, Google Chrome and Apple® Safari with latest versions of each browser).

Q: Does ADT use my home Wi-Fi network?

A: No, ADT does not use the WIFI network of the broadband router. The panel has its own inbuilt private and secured WIFI network which it uses for IP internal cameras. The panel connects directly to the router via a separate CAT 5 cable connection on a spare port.

ADT does not access your wireless PC network. The two networks are separate.

Q: Will the cameras slow down my Internet connection or otherwise interfere with my computer?

A: Video cameras generally "push" video out of your home and use a portion of your broadband connection to send video, sometimes referred to as the upload or upward path. This occurs only when you are viewing the live stream on your web or mobile player, or for uploading a recorded video sequence to the ADT cloud in case of automatic recording upon an alarm event. In both cases your internet bandwidth will not be impacted for more than 2 minutes. So, any effect on your standard broadband system is expected to be minimal.

Q: My internet provider offers many different speeds. What speed do I need for use with the ADT *Smart Home* System?

A: Your Broadband connection at a minimum 1Mb/s is required at all times for ADT *Smart Home* services to work. Should your broadband be switched off, not working or does not meet the required minimum speed, you will not be able to connect to ADT *Smart Home* services.

Communication

Q: If ADT is connected to my broadband service, does that mean all the alarm signals go through my router?

A: Your Broadband connection at minimum 1Mb/s is required at all times for ADT *Smart Home* services to work. Should your broadband be switched off, not working or does not meet the required minimum speed, you will not be able to connect to ADT *Smart Home* services.

All ADT alarm signals will go through the broadband router. Your Intruder Alarm System will still be fully functional by signalling over GPRS if the broadband is down.

Applications, Mobile Access and Messaging

Q: **How do I access my home from a computer or mobile phone?**

A: Launch your PC or Mac browser, click here and use the personal login information that was provided to you via email and text message.

If you have an Android, iPhone, iPad® or iPod touch® mobile digital device, you may download the app free of charge from Google Play or Apple's App Store and then use your login credentials to access your system. If your login is not accepted, please call ADT on 0344 8001 999 to activate this feature.

Q: **How do I obtain an ADT *Smart Home* app for my iPhone?**

A: Go to Apple's App Store or Google Play and search for ADT *Smart Home* Solutions, then download the app.

Q: **How do I obtain an ADT *Smart Home* app for my smartphone (other than an iPhone or Android?)**

A: At this time, the only apps available are for iPhone and Android.

Q: **I downloaded the app, but I can't log in. What do I do?**

A: Either you do not have ADT *Smart Home* service installed, or your user name and password are invalid. You may contact us to have ADT *Smart Home* service installed or, if you already have ADT *Smart Home* service, call ADT on 0344 8001 999 to reset your password.

Q: **My invitation to log in to the ADT *Smart Home* Website has expired. How do I obtain a new invitation?**

A: Call ADT 0344 8001 999 to have your invitation re-issued.

Q: **I am unable to log in to the ADT *Smart Home* Website.**

A: First, try clicking "forgotten password" and following the instructions. If that does not work, call ADT for assistance on 0344 8001 999.

Q: **The ADT *Smart Home* System is supposed to send me an email when my system is set. Why does it seem to take a long time for these messages to arrive?**

A: Many email systems look for messages at certain intervals. Certain email clients, such as Outlook or Outlook Express, request messages at 15-minute intervals. So the message may be waiting with your email provider for a message-request cycle to occur.

Q: The alarm system went off and I did not unset it fast enough. Why did I receive an email before ADT called me?

A: ADT® alarm systems are designed to minimise false alarms by allowing the home owner the opportunity to unset the system before the alarm monitoring centre receives an alarm and calls you, or your nominated keyholders or the relevant emergency services. However, because emails for your own notification are not delayed, they are sent as soon as possible, and do not result in an automatic police or fire department notification.

Lights

Q: What is ADT Lights?

A: Lights is one of the ADT *Smart Home* Services offered to provide remote control and automated operation of devices in your home. For example, the ADT *Smart Home* System uses Z-Wave wireless technology to turn lights on and off, set scenarios for lights to come on when door contact is triggered.

Q: Can I use other Lights products with the ADT *Smart Home* System that I purchase on my own?

A: Only Lights provided by ADT can be used with the ADT *Smart Home* System. Off-the-shelf lights cannot be registered to the system.

Q: Do I need an ADT engineer to install Lights items?

A: Yes, all ADT *Smart Home* devices need to be paired to your alarm system by an ADT engineer.

Video

Q: Are the Internal IP Cameras secure? That is, can someone else access thewireless camera signal and view the images captured by the cameras in and around my home?

A: ADT requires authorised users to log in through a personal ADT *Smart Home* website for authentication using the HTTPS protocol. This is similar to what the banking industry uses in order to offer you secure online banking features. You must be authenticated to gain access to the camera and video connections. You should maintain the confidentiality of your authentication login information. In addition, ADT's Alarm Monitoring Centre personnel are not permitted to view any customer images or video clips without your express permission when they are assisting you.

Q: Can I use Internal IP cameras with the ADT *Smart Home* System that I purchase on my own?

A: Only Internal IP Cameras provided by ADT can be used with the ADT *Smart Home* System. Off-the-shelf cameras cannot be registered to the system.

Q: Can I listen to what is happening in my home with the ADT *Smart Home* System, and record audio as well as video?

A: ADT *Smart Home* System does not provide the ability to deliver or store audio along with the video.

Q: Can I move my Internal IP Cameras to different locations within my home?

A: Yes you can move ADT Internal IP Cameras to different locations in your home, however you will need to ensure it is in range of the WiFi private network of the Smart Home Panel. You can check the quality of the Smart Home Panel WiFi network received by the internal IP camera by logging onto your web ADT *Smart Home* Website and looking at the WiFi icon at the far right of the device.

Q: The camera sometimes goes offline and stops working. How can I keep this from happening?

A: Since the camera uses Wifi to receive data, moving it a few feet closer to the ADT *Smart Home* gateway usually improves the signal to the camera, solving the problem. The gateway for keyholder systems is your alarm panel and the Police system gateway is a Netgear gateway.

Q: How much video/photo memory can I use per month?

A: The system can store an unlimited amount of photos and videos. Remember to save any important clips to your ADT *Smart Home* Website as they are purged after 30 days. During the 30-day window, clips are available from both the ADT *Smart Home* Website and the mobile app. You can save pictures and videos from the ADT *Smart Home* Website to your PC hard drive, or from the mobile app to your smart phone image & video gallery. But images and videos are not saved to the ADT *Smart Home* Website.

Q: What is Latchkey User (also refers to Latchkey Child) Motion Camera?

A: Motion Camera is one of the ADT *Smart Home* services, and is a special feature so when the panel is unset by a designated Latchkey User (also refers to Latchkey Child), an email notification can be sent to you. Together with this notification, it is possible to have the Motion Camera taking snapshots and having those snapshots uploaded to the Pics & Clips section for you to view.

Q: Can I use other Motion Camera products with the ADT *Smart Home* System that I purchase on my own?

A: Only Motion Cameras provided by ADT can be used with the ADT *Smart Home* System. Off-the-shelf cameras cannot be registered to the system.

Q: Do I need an ADT Engineer to install Motion Camera items?

A: Yes, all ADT *Smart Home* devices need to be paired to your alarm system by an ADT engineer.