ADT INTERACTIVE SECURITY

Self-care Web Portal and Mobile App Consumer Guide, Rel 10.0

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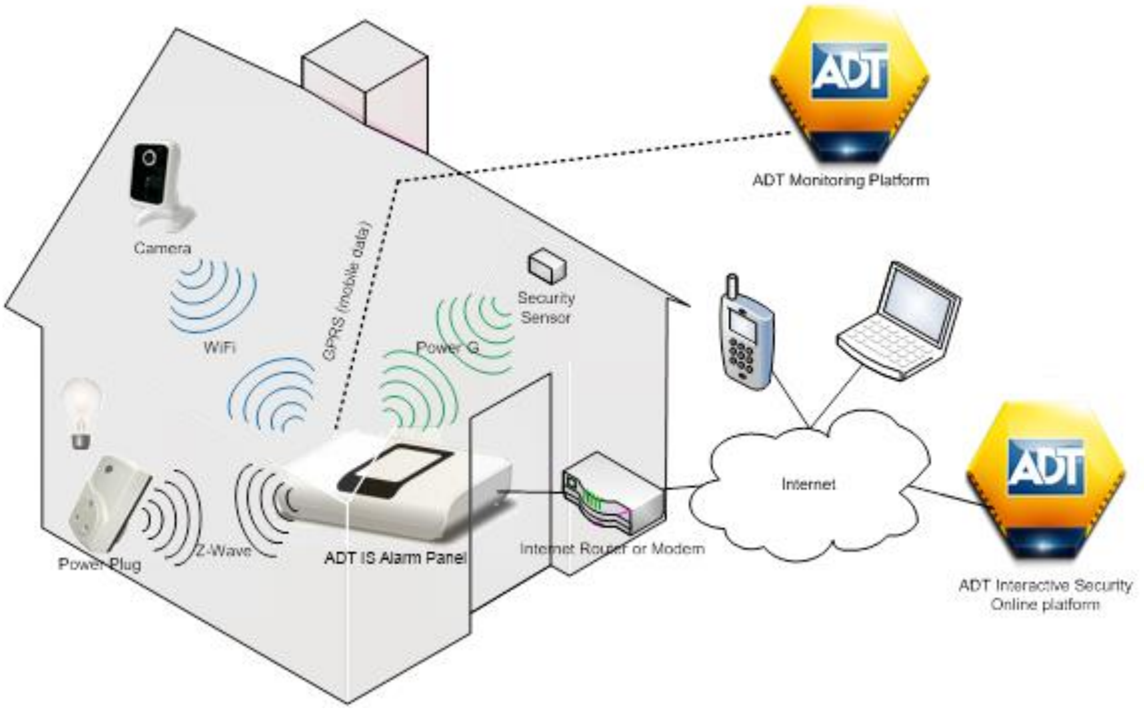
1. INTRODUCTION

The ADT Interactive Security solution extends the concept of the home security alarm system.



In addition to 24/7 Security and Safety Monitoring this ADT Interactive Security System provides you with the convenience of home security control from your Smart Phone, Tablet or PC to enable you to control your alarm system remotely, view live video, record footage and automate your lighting. This is all provided without diminishing the reliability and performance of the security alarm panel.

The alarm panel relies on various sensors (motion sensors, door or window contact sensors, etc.) to detect unsolicited intrusions or safety hazards. These sensors can be connected with a wire or wirelessly to the alarm panel. The ADT Interactive Security solution provides additional devices for managing home automation elements, such as wirelessly controllable power plugs or video cameras. This solution also provides new ways to control the setting and unsetting of the alarm panel. It is now possible to perform those actions using a computer or a smartphone with access to the Internet providing you, the homeowner, with control wherever you may be, either at home or while away.

2. ADT INTERACTIVE SECURITY PACKAGE / KIT

An ADT Interactive Security package may contain several items:

- An Interactive Security Alarm Panel (Powermaster 360) which combines the functionalities of a security alarm panel and Interactive Services
- One or several PowerG devices (wireless PIR motion sensors, door/window contact sensors, etc.)
- One or several Home Automation power plugs (optional)
- One or several IP cameras (optional)

As an example, the base package contains the following items:

- PowerMaster 360
- Keypad
- PIR Motion Sensor (pet friendly)
- Door Contact
- Internal Siren
- External ADT Alarm Box

Such a package can be purchased by contacting ADT (dial (0344) 335 0113).

The installation of these items must be performed by a certified ADT engineer.

3. ACTIVATING YOUR ACCOUNT

3.1. What is an account?

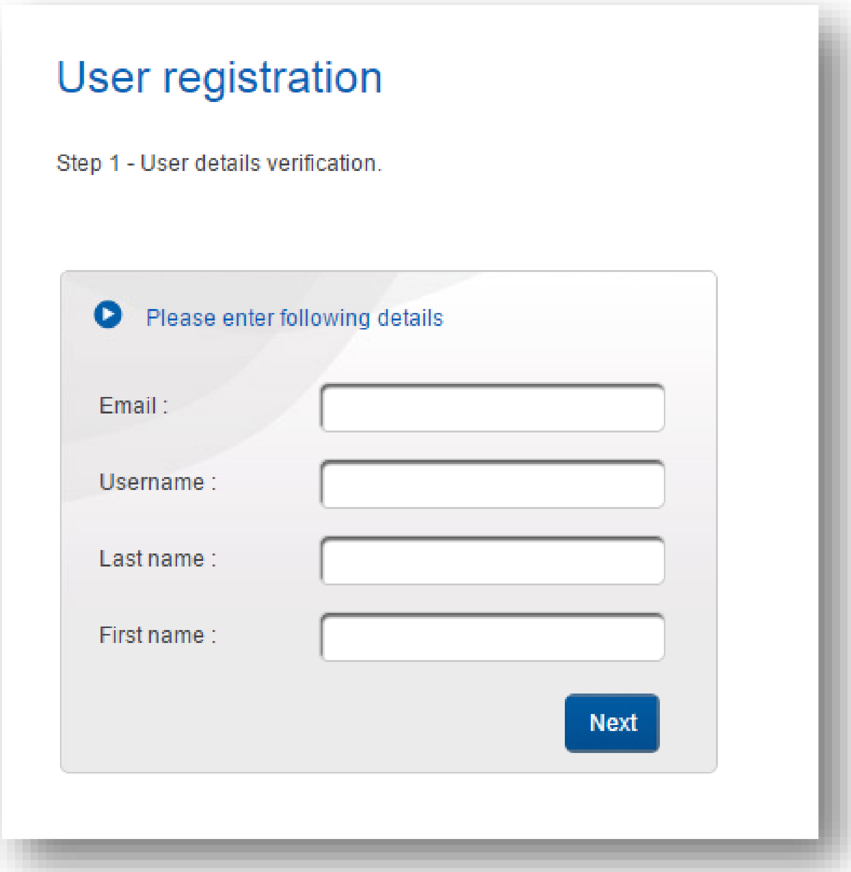
An account is necessary to manage the home gateway, its paired accessories, and the associated home services. The gateway can be controlled via a web portal interface or a mobile application. As a result, the Home Automation gateway requires an Internet connection in the home to enable communication with the outside world. This enables the user to utilize the Home Automation services from anywhere in the world as long as there is Internet access on the computer or a smartphone in use. User accounts are secured to insure that only the legitimate users can access their own gateways.

3.2. Account registration

After contracting with ADT, you will receive an e-mail “Registration confirmation” sent to the email address that was communicated to ADT when signing off the contract. In this email, you will be asked to click on a registration link for activating your account and defining your password and security questions. You will also receive a text message with your Username details to enter in the registration process.

In order to ensure the security of your account, the registration link is valid for forteen days. If, for any reason, you did not receive the email or text message, or you were not able to click on the registration link before the forteen day validity period expiration, then you should call ADT Customer Service on (0344) 335 0113 and ask Customer Service to re-send an email or a text message with your Username details.

When clicking on the registration link, your browser will open the following page:



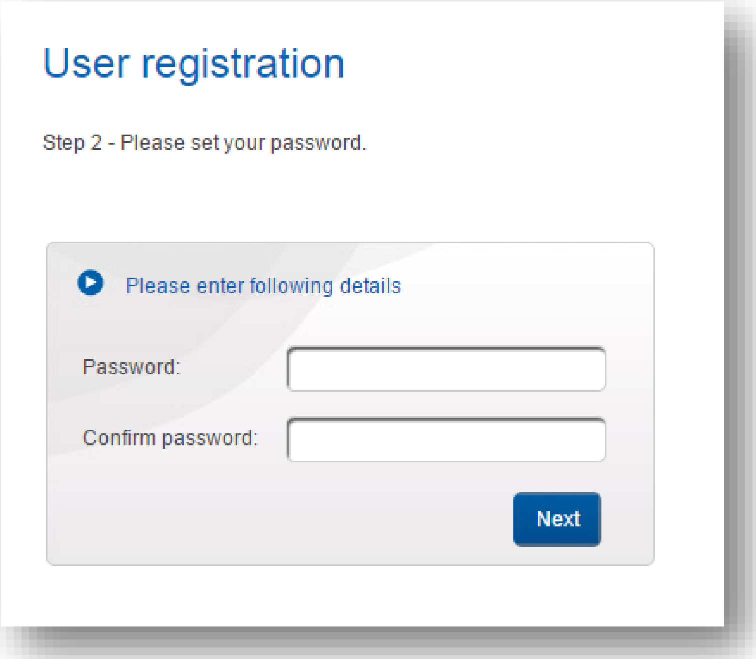
User registration

Step 1 - User details verification.

Please enter following details

The purpose of these questions is to make sure the person activating the account is the same as the person having subscribed to the service. For the four user verification fields, you have to enter the same information that you received via email or text message, then click on button “Next”.

If the Username matches the details received by email or text message, then a new page is displayed, in order to create your personal password:



User registration

Step 2 - Please set your password.

Please enter following details

Password:

Confirm password:

This password will be required for using both the self-care web portal and the mobile app.

The letters of the password are replaced by dot characters, so that anyone looking at the screen should be unable to read the password typed. In order to avoid typo errors, the exact same password needs to be typed in both “Password” and “Confirm password” fields.

There are character constraints on the password to avoid users from choosing credentials that can easily be guessed (like “123456”, “password”, “qwerty”, …). Therefore your password shall comply with the following complexity requirements:

- Upper case and lower case letters are considered as different characters and as a result “hello” is not the same as “Hello”.
- Password length: 8 characters or more
- Password must contain only the following alphanumeric characters: ‘A’..‘Z’, ‘a’..‘z’, ‘0’..’9’, ‘_’ (underscore), ‘-‘ (dash)
- Password must contain at least one upper case character
- Password must contain at least one lower case character
- Password must contain at least one digit character
- 3 or more identical characters, next to one another, are forbidden at the beginning of a password

- 5 consecutive characters, orderly sequenced from alphabet (e.g. “ABCDE”) or digit orders (e.g. “12345”), are forbidden, whether at the beginning, in the middle or at the end of a password
- Password cannot be identical to the username
- Password cannot be identical to the previous two provided passwords.

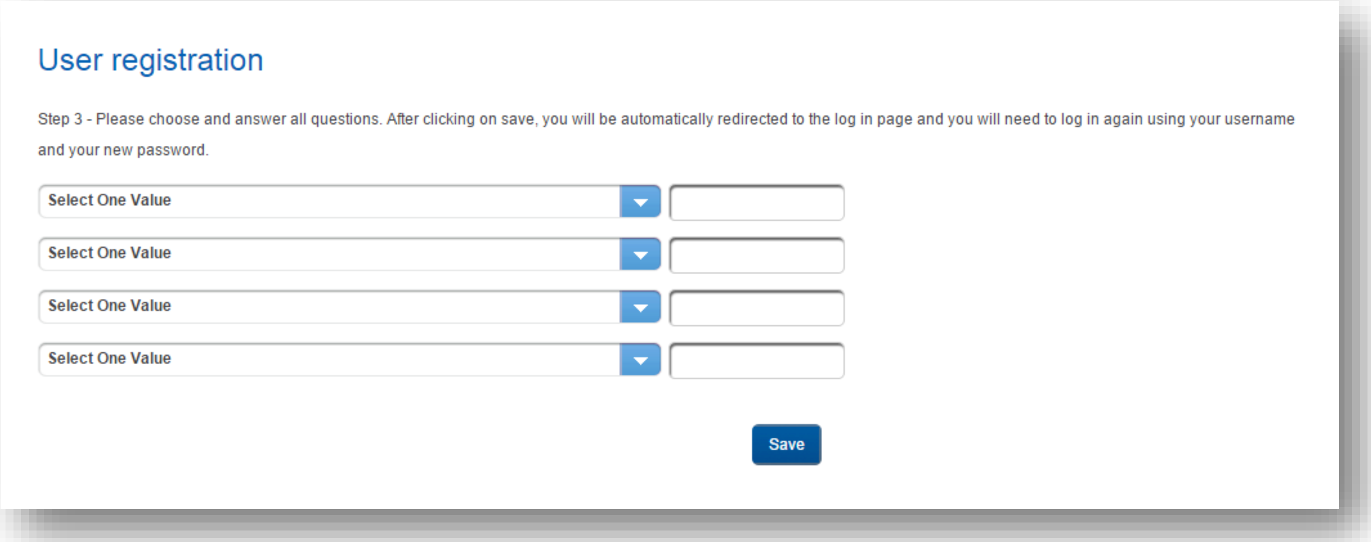
After clicking on button “Next”, if your new password is valid then your account registration is completed.

Before being able to use your ADT Interactive Security package, one more step is required.

The system requests the user to select and answer a set of four personal security questions.

These security questions are necessary in case a user forgets his/her password and needs to recover it. The system must also make sure that a request for a password recovery comes from the genuine owner of the account, and not from someone else.

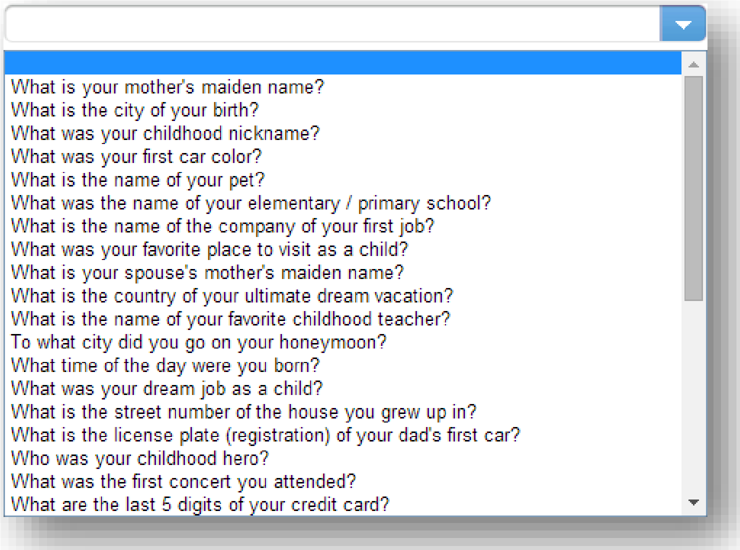
In case of password recovery, the user is asked to provide answers to two personal questions. These questions are randomly selected out of the four questions that the user has preliminarily selected and provided answers. This is the stage that is described here:



User registration

Step 3 - Please choose and answer all questions. After clicking on save, you will be automatically redirected to the log in page and you will need to log in again using your username and your new password.

The user must choose four questions from a predefined set. These questions can be accessed by expanding the drop down list in each question field.



What is your mother's maiden name?
What is the city of your birth?
What was your childhood nickname?
What was your first car color?
What is the name of your pet?
What was the name of your elementary / primary school?
What is the name of the company of your first job?
What was your favorite place to visit as a child?
What is your spouse's mother's maiden name?
What is the country of your ultimate dream vacation?
What is the name of your favorite childhood teacher?
To what city did you go on your honeymoon?
What time of the day were you born?
What was your dream job as a child?
What is the street number of the house you grew up in?
What is the license plate (registration) of your dad's first car?
Who was your childhood hero?
What was the first concert you attended?
What are the last 5 digits of your credit card?

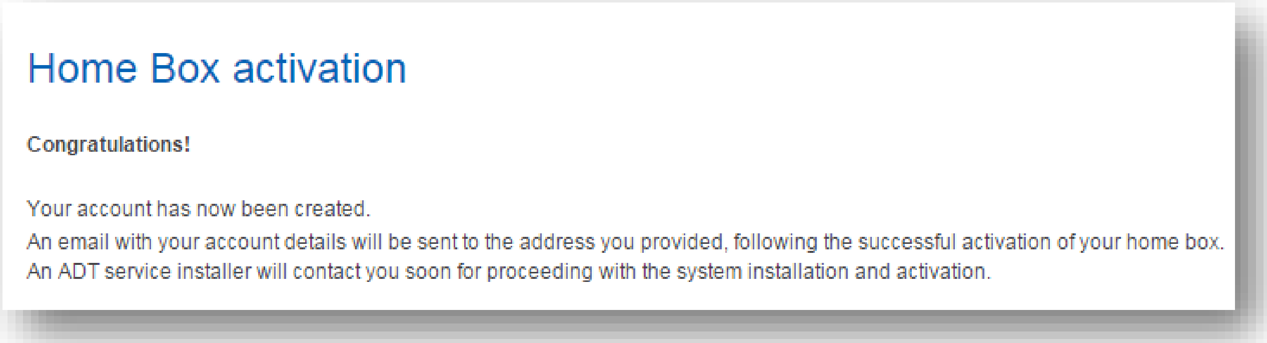
The user should select four questions based on the following criteria:

- They know the answers;
- These answers are not available in their profiles on social networks (Facebook, Twitter, etc.) or, at least, not easily available.

Upon password recovery, the answers entered by the user will be matched against the answers saved at this stage. A user can also modify the questions and answers later on when they are logged into their account.

Answers are not stored openly in the system for review by anyone except the account holder. Therefore, nobody in the support helpdesk or in the IT department is able to read the answers of the security questions from an account. It is important that users choose questions for which they can provide answers easily and without hesitation.

Once the Security Questions are filled in the account is ready for use.



Home Box activation

Congratulations!

Your account has now been created.
An email with your account details will be sent to the address you provided, following the successful activation of your home box.
An ADT service installer will contact you soon for proceeding with the system installation and activation.

A representative of ADT's installation team is notified and will contact the user to arrange for installation date. The very next steps of installation are carried out by an ADT engineer. ADT will arrange to have the Interactive Security Package / Kit sent to the users address provided on the Contract.

4. THE SELFCARE WEB PORTAL

The self-care web portal is the web interface for managing your ADT Interactive Security System from inside the house or from remote locations. It requires a web browser to access it. ADT Interactive Security recommends the following web browsers for the best user experience possible:

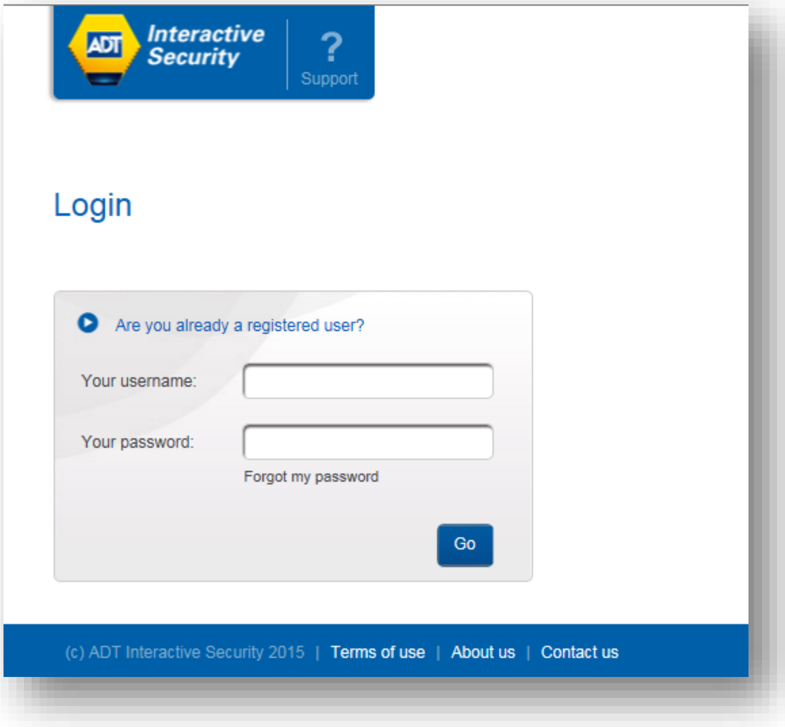
- Microsoft Internet Explorer, version 10 and higher
- Mozilla Firefox (recent versions)
- Google Chrome (recent versions)
- Apple Safari (recent version).

4.1. Overview

The self-care web portal allows users to setup and use their Interactive Security Panel, accessories, and all home services they have subscribed to, including Alert Services, View Services (Video), and Automate Services (Lighting).

Access to the web self-care web portal begins with running a web browser and connecting to the self-care URL:

http://www.adt.co.uk/interactive-security



Login

Are you already a registered user?

Your username:
Your password:
Forgot my password
Go
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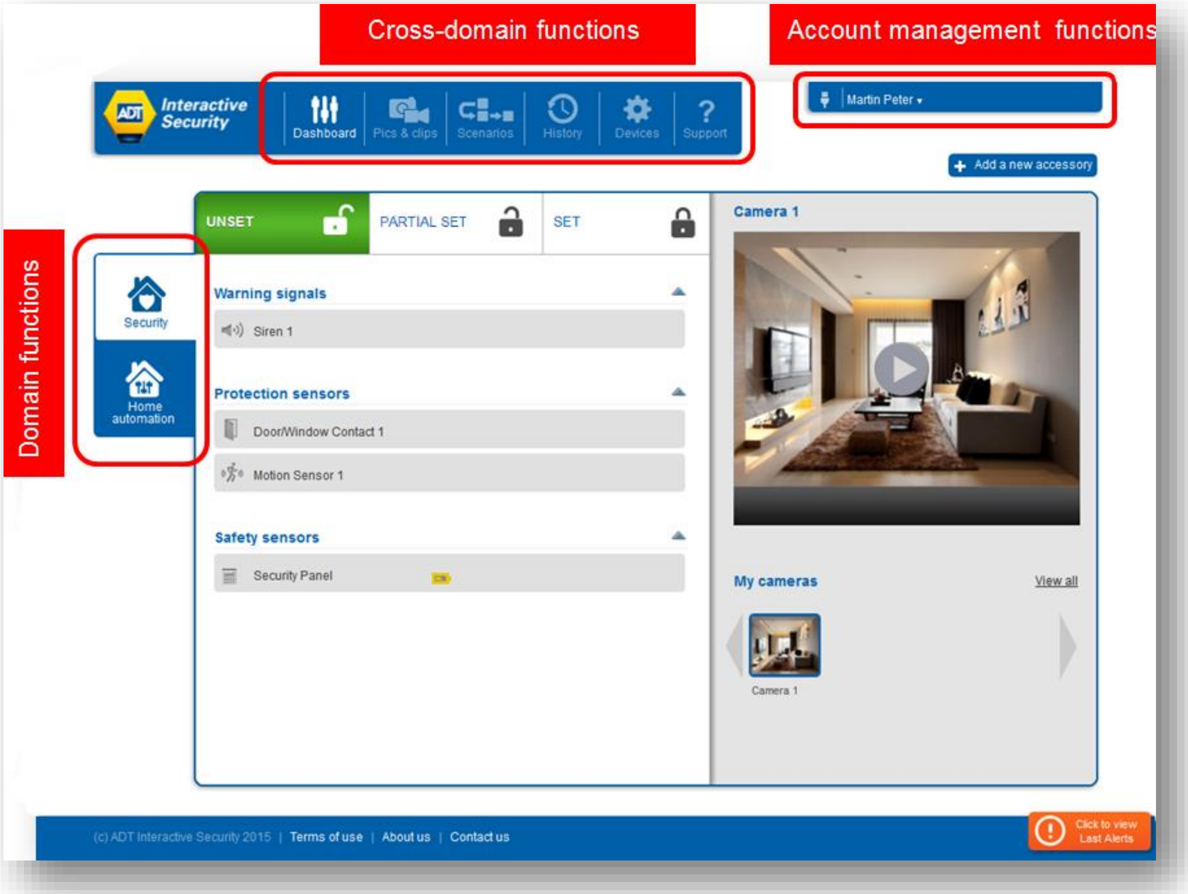
A user is required to enter their account Username name and Password to access the system.

Once logged in, the user will notice three different sets of tabs and buttons for accessing the different functions of their online account. These tabs or buttons are highlighted in red in the picture below.

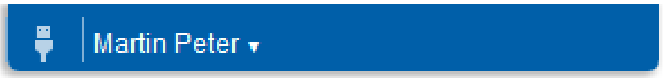


Domain functions: these tabs give access to the different security and home automation domains that are supported by the user’s subscription. For example, the Security tab allows the user to set and unset the ADT Interactive Security Alarm Panel and view the list of security sensors registered with that ADT Interactive Security Alarm Panel.

Cross-domain functions: these buttons provide general access to alarm and home automation service features, such as viewing recorded videos, configuring automatic actions (scenarios), viewing a list of alerts (history), and management of the home automation devices.

Account management functions: this is where the user can define how they would like to be notified of events, which additional users can access the system, and how they can modify their accounts settings, such as changing their account password or contact information.

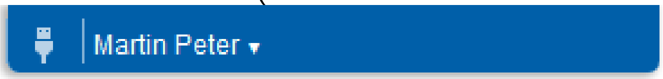
4.2. Account Management



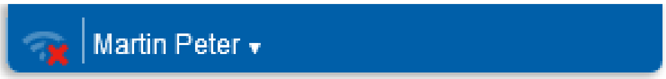
The real-time connection status of the Interactive Security Alarm Panel and service information is always displayed in the top right corner. Specifically, the type of Internet connection (Ethernet/Wi-Fi/No connection) is indicated.

The Internet connection type is displayed as follows:

- Interactive Security Panel connected to internet (ETHERNET wire from Interactive Security Panel to home router):



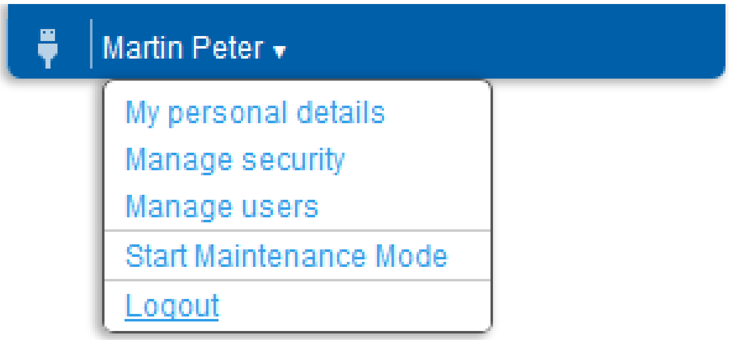
- Or no connection to internet:



Note: the Interactive Security Panel only supports one Wi-Fi network. This network is dedicated to the connections with the IP video cameras. As a result, the Internet connection of this Interactive Security Panel should always be wired (ETHERNET cable to the home router).

On this top right menu, clicking on the arrow after the user's name will pull-down the Account Management menu:

- **My personal details:** this menu option allows the user to display and edit the subscriber profile details, such as first name and last name, email address, contact phone number.
- **Manage security**: this menu option gives access to the page where the user's password and user's personal security questions can be modified (personal security questions may be asked in case the user has forgotten their password).
- **Manage users**: this menu option gives access to the sub-user account management, in which the main account user can create additional user accounts with specific user permissions for accessing specific functionalities of the service for the same account.



- **Start Maintenance Mode**: In case a maintenance operation is planned on the account, the user can switch the account to Maintenance Mode. A maintenance operation consists, of an ADT engineer, in taking control of the user's ADT account and performing maintenance tasks, like adding or removing automated devices. When an end user switches their account into maintenance mode, then ADT engineers or ADT service engineers can perform maintenance operations and remotely access the user's account with their own private credentials (no need to share the main user's credentials with an ADT staff).

  When the maintenance mode is enabled, the user has limited access to their account. However, the user can always cancel the maintenance mode anytime they desire, which subsequently blocks ADT staff from accessing their account and performing any additional modifications. Maintenance mode will need to be re-enabled in order to grant access again to an ADT engineer.

- **Logout**: this menu option terminates the user session and redirects the user to the login page.

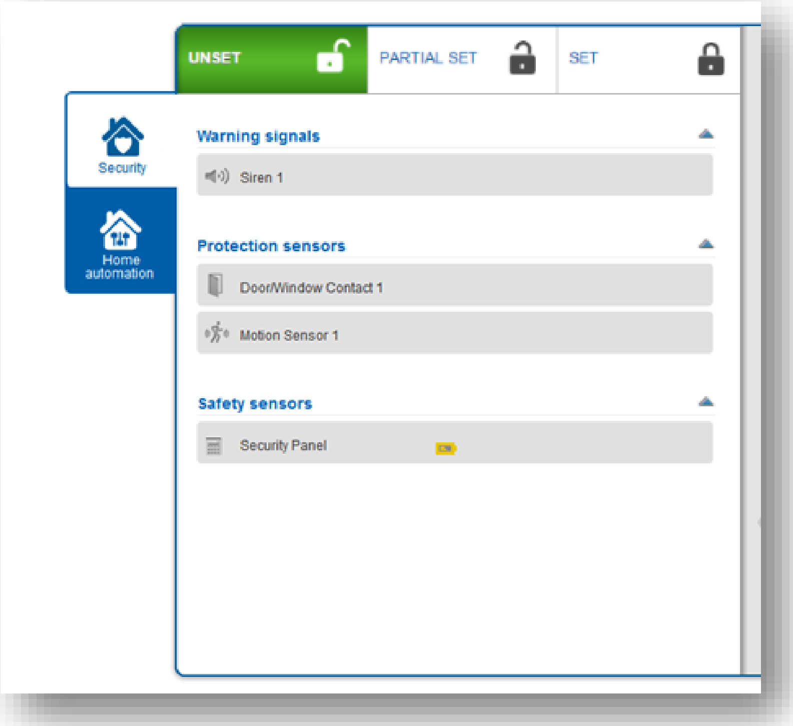
Upon first registration, the account is created with the Maintenance mode activated. This allows an ADT engineer to start their installation work.
These functions are described in more details in section 12 of this document.

4.3. Domain functions

4.3.1. Security Tab

Security

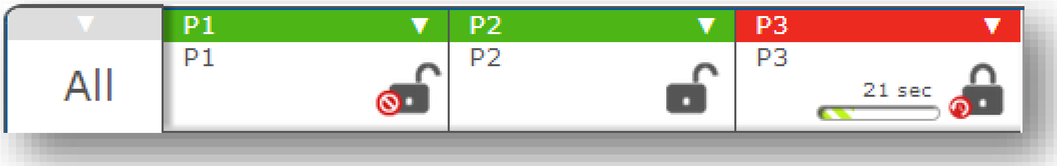
The Security tab lets the user quickly set and unset the ADT Interactive Security Alarm Panel, as well as monitor the current status of security zones.



The Security tab view will look differently depending on the panel partition feature being activated or not.

Partitioning is a panel feature that allows the user to divide the home in several independent areas (e.g.: ground floor, bedroom floor, garden, etc.) which can be set or unset independently. Each security zone (e.g.: motion sensor, door sensor, PIR cam, etc.) can be assigned to one or more partitions.

If partitioning is activated on the ADT Interactive Security Alarm Panel, setting buttons on the top side of the dashboard are divided per partition.



When selecting the **PARTIAL SET** or **SET** buttons of a partition, the Interactive Security Panel instructs the ADT Interactive Security Alarm Panel to enter the corresponding security mode. If a countdown is configured on the ADT Interactive Security Alarm Panel, in order to give the user enough time to leave his/her home without triggering an alert, then that countdown is displayed.

The “SET” indicator (shown in red) is for fully setting the system and means that all security sensors are set. The “Partial Set” mode (orange) is designed to protect against intrusions while people are still at home. In this case only “perimeter” zones will be set in order to monitor external doors and windows while people can still live and move within the interior zones of the home.

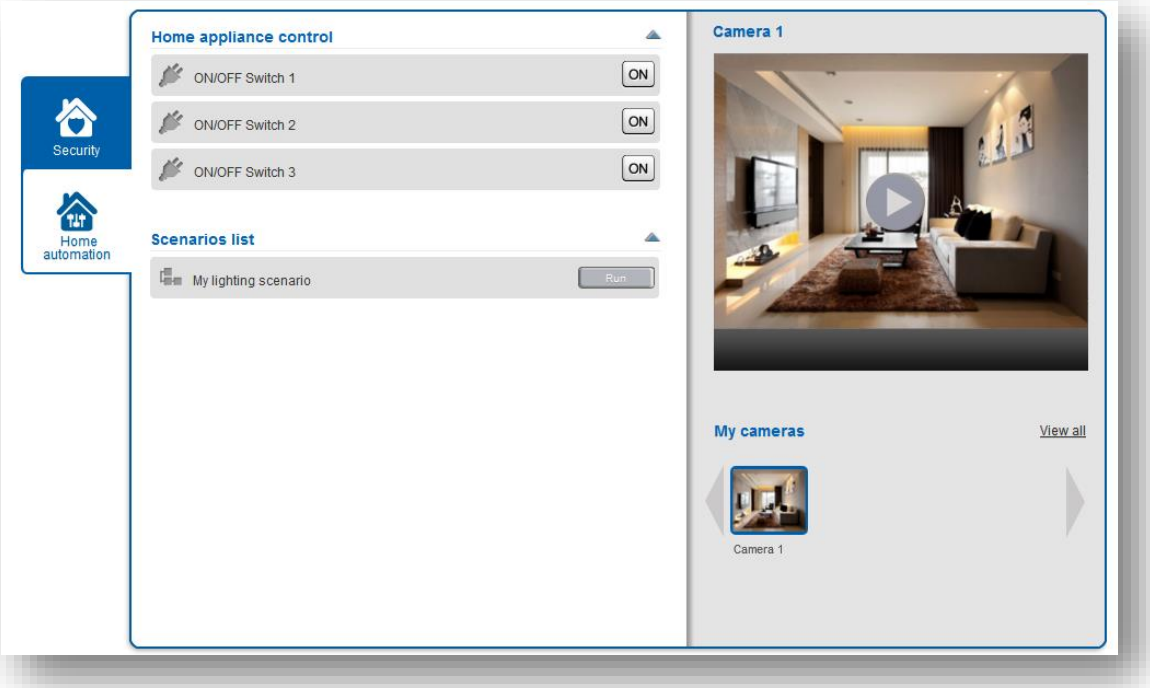
See instructions of the ADT Interactive Security Alarm Panel for more details on how to configure partitions and how to use the setting modes. Normally, the representative of ADT’s installation team, who set up the system, must have properly defined the number of partitions and flagged which sensors are perimeter ones, and which ones aren’t.

When the security tab is selected, the user can access the live video streaming section. One of the video cameras registered with the Interactive Security Panel can be selected and its live video stream can be viewed. (Please refer to Chapter 10 for more information on the video streaming feature).

4.3.2. Home Automation

Home automation

This service lets the user remotely control lights.



Home appliance control

ON/OFF Switch 1 ON

ON/OFF Switch 2 ON

ON/OFF Switch 3 ON

Scenarios list

My lighting scenario Run

Camera 1

My cameras View all

Camera 1

Devices that control lights are represented with buttons that reflect their capabilities: buttons with ON and OFF allow for turning on or off a device.

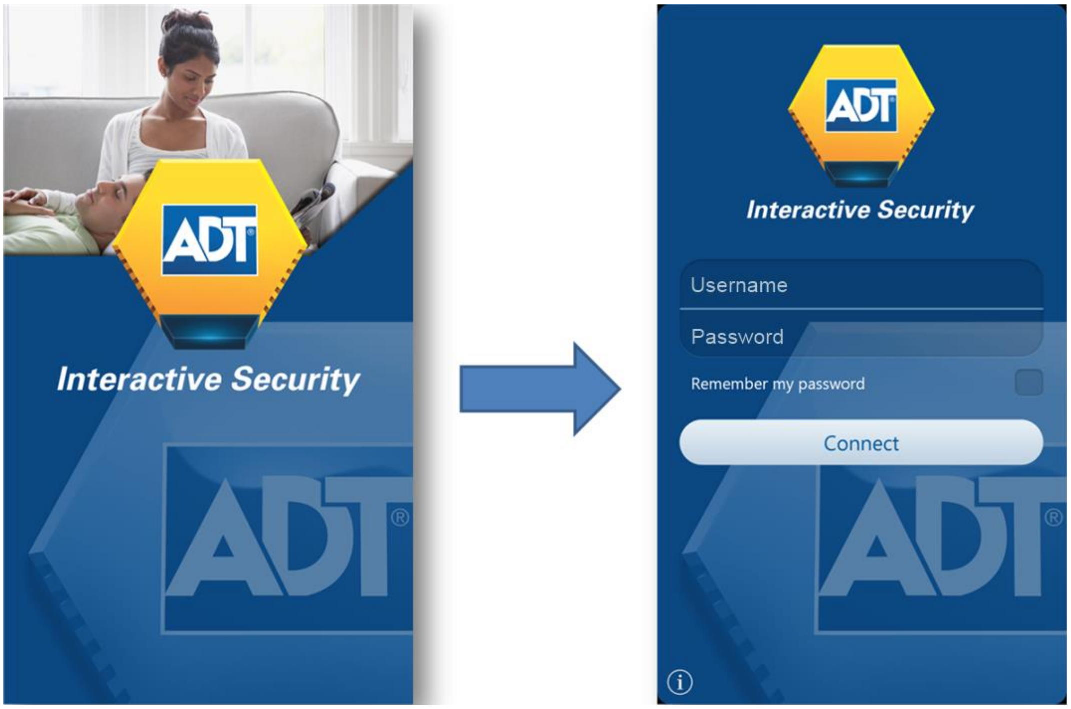
On the right side of the dashboard, the camera panel gives the user access to the live video streaming and recording. The panel displays all the IP cameras enrolled with the Interactive Security Panel as thumb images. Once one camera is selected, the user can request a live streaming sequence, and if desired, request to record the video stream.
Please refer to Chapter 10 for more information on the streaming feature.

5. THE MOBILE APPLICATION

5.1. Overview

ADT Interactive Security services can be accessed with mobile applications running on iOS devices (iPhone, iPad, iPad Mini) or Android smartphones and tablets. The user interfaces provided for these devices are very intuitive and simple to use. These mobile applications are available in the Apple AppStore and Google Play application stores for download.

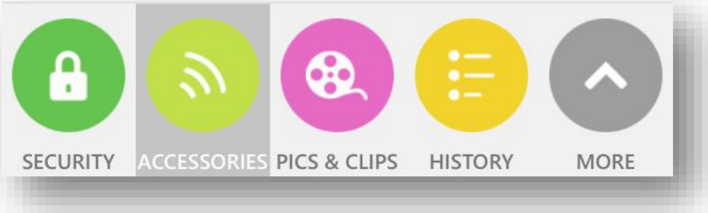
To access the ADT Interactive Security features on your smartphone, the user must first download and install the application. After installation, the user can run the application from their mobile device by selecting the application icon. The application will start and prompt the user for entering its Username details.



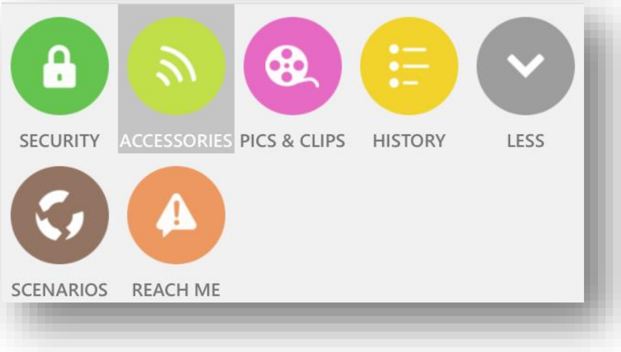
The user needs to enter the same username and password that is required to access the account on the web portal.

The mobile application will then connect to the ADT Interactive Security cloud service and provide access to the home Interactive Security Panel features, according to the set of services that has been subscribed by this user.

At the bottom of the screen, there is a menu bar containing a list of icons:



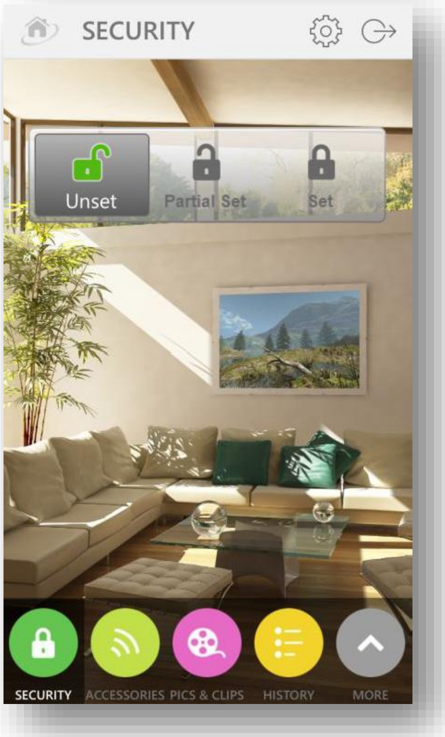
More icons are available by clicking on the "**More**" button or sliding the menu bar up or down.



Each icon represents a feature that can be accessed. To select a feature, press with a finger on the corresponding icon. The selected feature is highlighted, as shown on the figure above.

5.2. Security

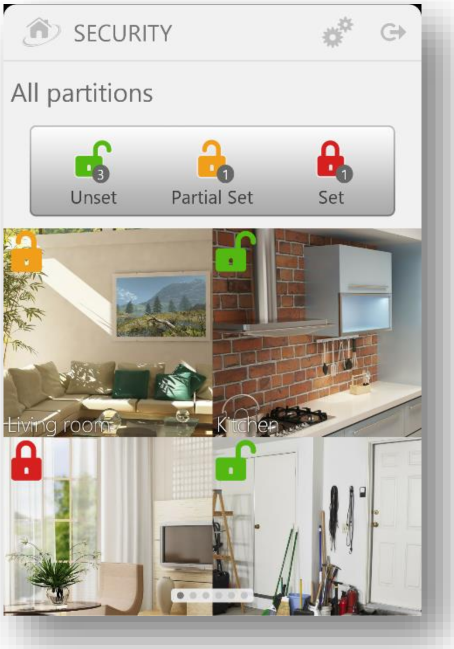
By default, the first screen displayed is the Security screen. The Security domain can be accessed at any time by selecting the Security button, at the bottom of the screen:



The Security screen is used to set or unset the ADT Interactive Security Alarm Panel.

In case partitioning is not activated on the ADT Interactive Security Alarm Panel, the Security screen displays three buttons for unsetting, partial setting (only perimeter zones are set), or setting (all security zones are set).

When pressing one of the setting buttons (Set or Partial Set), an exit delay countdown is displayed before the corresponding setting mode is enabled. This matches the exit countdown of the ADT Interactive Security Alarm Panel. This countdown only appears if the ADT Interactive Security Alarm Panel is configured with a countdown period.

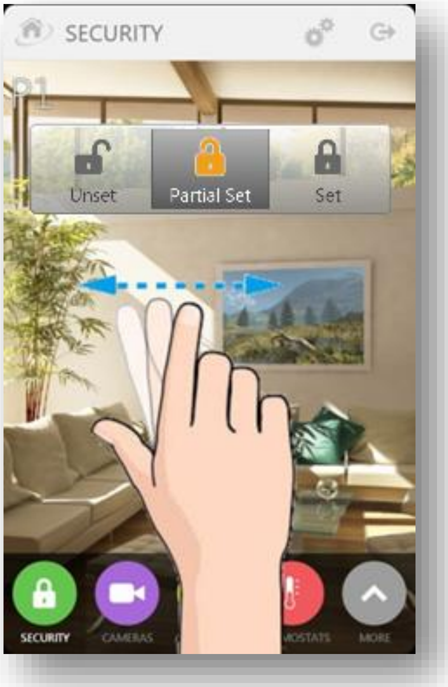


In case partitioning is activated on the ADT Interactive Security Alarm Panel, the Security screen allows setting or unsetting any partition of the ADT Interactive Security Alarm Panel.

The very first screen displays a mosaic of all partitions defined in the system.

The setting/unsetting buttons in this context are applicable to all the partitions all together. In addition, small counters are displayed on the set and unset buttons indicating the number of partitions in each setting/unsetting state.

Clicking on one partition image in this screen will display the security screen of that partition.



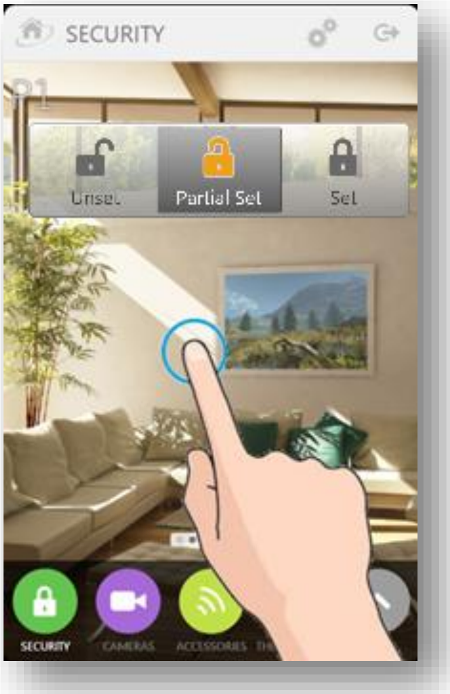
It is also possible to access any partition by finger sliding left or right on the partition screen.

Each partition can be personalized with a custom name and a background image.

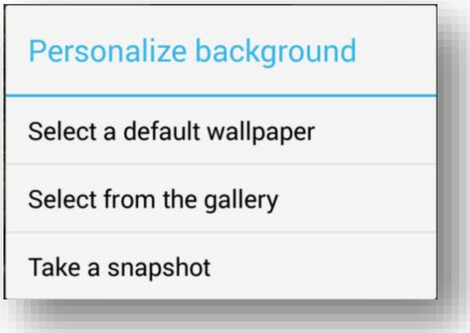
By default, partitions are names “P1”, “P2”, “P3” for partition 1, partition 2 and partition 3.

It is possible to give a more meaningful and personal name by clicking on the partition name, on the top left corner of the screen.

The partition image can be either downloaded or shot with the smartphone camera. A long finger press on the middle, where the image is, triggers this features as illustrated below.



A pop-up menu comes up, which indicates how to fetch an image for the partition (from images stored on the phone, from the onboard camera, etc.):



Personalize background

Select a default wallpaper

Select from the gallery

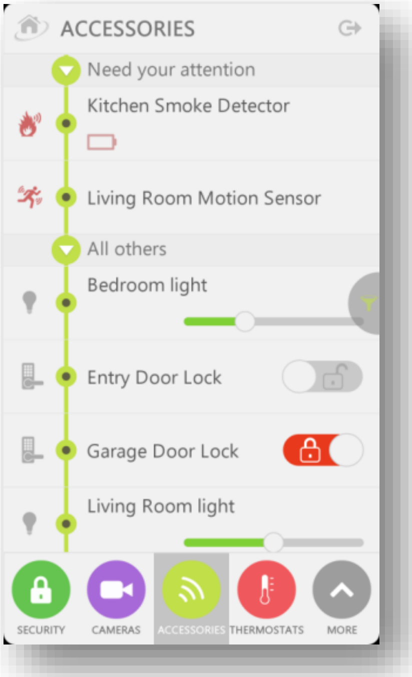
Take a snapshot

5.3. Accessories

The Accessories screen displays the list of installed accessories and allows it to send them automation commands.

By default the screen lists all “actuator” accessories, i.e. accessories that accept automation commands:

- Binary switch or binary plug: a button is displayed that lets you turn ON and OFF that switch/plug.



ACCESSORIES

Need your attention

Kitchen Smoke Detector

Living Room Motion Sensor

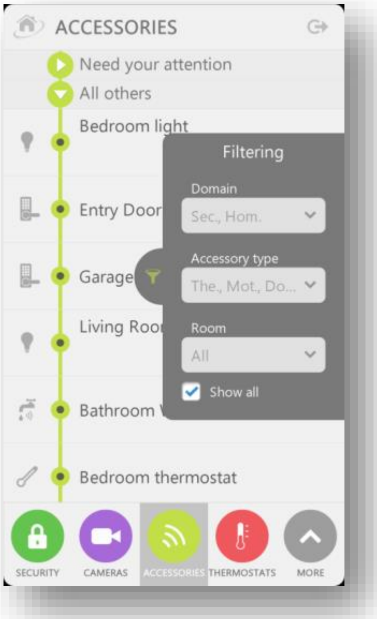
All others

Bedroom light

Entry Door Lock

Garage Door Lock

Living Room light



Domain: Sec., Hom.

Accessory type: The., Mot., Do...

Room: All

☑ Show all

If all installed accessories must be seen, including sensors, then click on the filter tab on the right side of the screen, and check the “Show All” check box.

The list of displayed accessories can be furthered refined with the following filtering options:

- Filtering per domain: show only security accessories, or home automation accessories;

- Filtering per accessory type: select one of more accessory types, such as plugs, door sensors, etc.

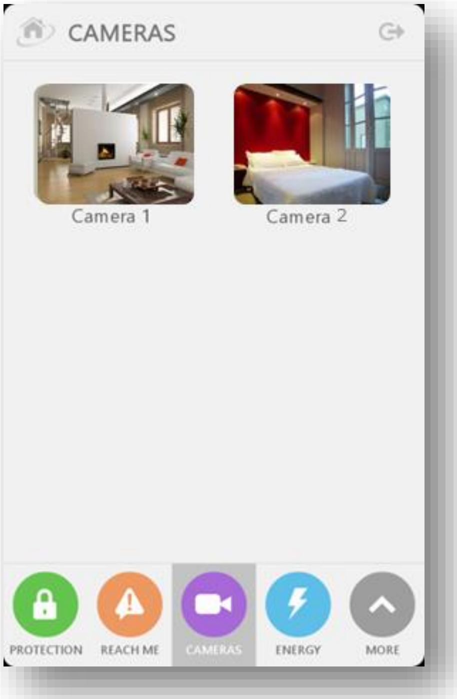
- Filtering per room: select one or more rooms; room names proposed in this list correspond to the location names assigned to installed accessories during the pairing wizard procedure.

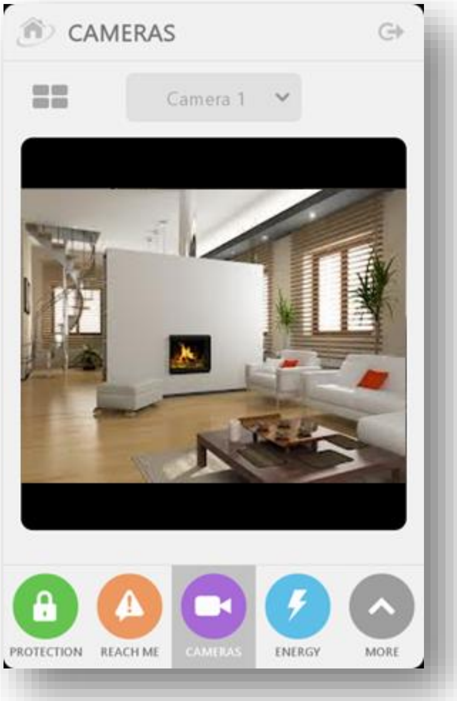
In case one or more accessories encounter technical alerts such as low battery or connection loss, those devices will be listed in the first folding section labeled as “Need your attention”.

5.4. Cameras

The Cameras screen allows users to access the live video streaming of the IP cameras paired with their Interactive Security Panels.

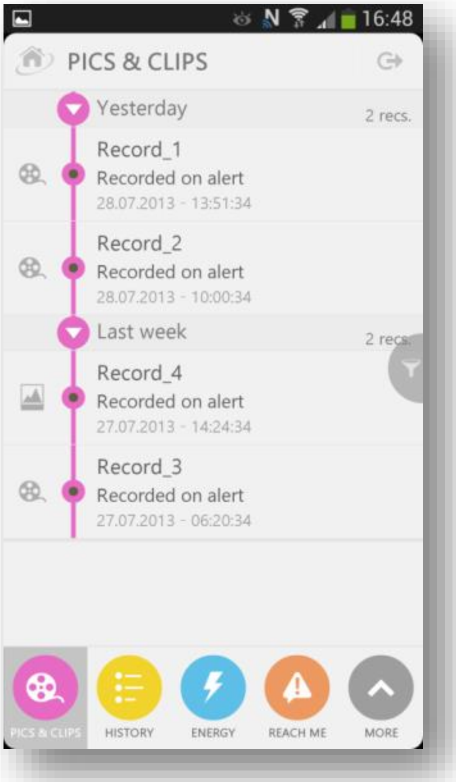
Choose a camera from the list of cameras (first screen), where each camera is represented by an image recently captured from the camera. Once the camera has been selected, the second screen shows a video player and the video session will start immediately. Some still images (picture by picture) are displayed initially allowing the video stream time to buffer.





5.5. Pics & Clips

Access to the video recorded files is possible, via the **Pics & Clips** screen.



Yesterday 2 recs.

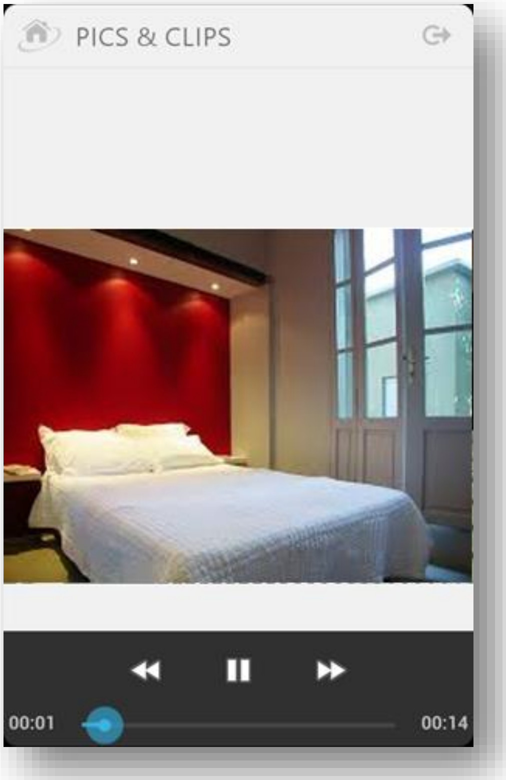
Record_1
Recorded on alert
28.07.2013 - 13:51:34

Record_2
Recorded on alert
28.07.2013 - 10:00:34

Last week 2 recs.

Record_4
Recorded on alert
27.07.2013 - 14:24:34

Record_3
Recorded on alert
27.07.2013 - 06:20:34



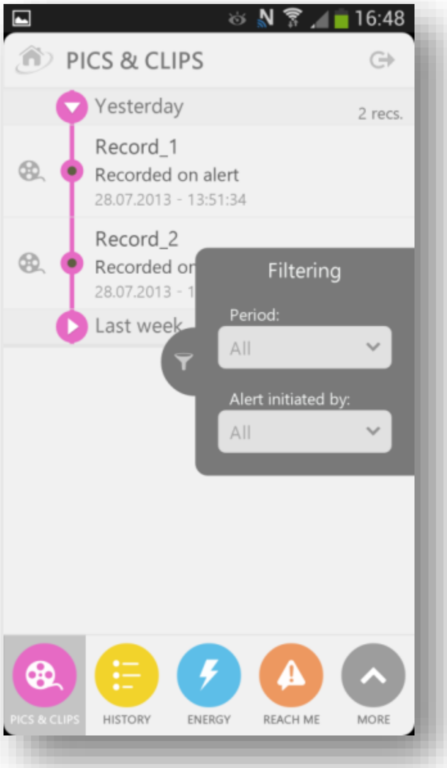
This screen presents a vertical list, with video recordings ordered by dates. It is possible to slide up and down to go through the full list.

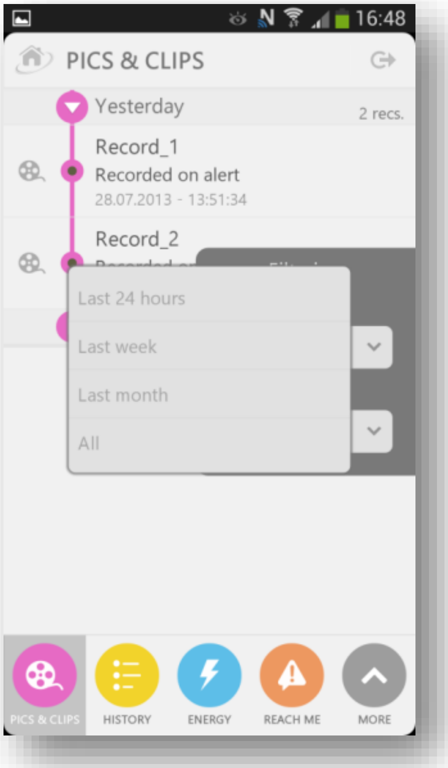
When one of the clips is selected (finger pressed), the corresponding file is downloaded and starts playing automatically.

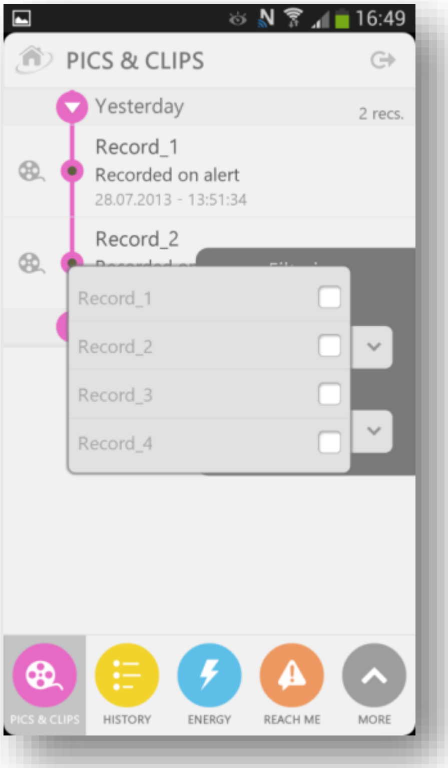
By tilting the mobile phone in landscape position, the video player plays the video clip in full screen mode.

The number of pictures or video clips displayed in the list can be reduced by setting filters. Filters can be activated by pressing the filter tab on the right side of the screen. Two filters are available:

- Filter per period: show pics & clips from last 24 hours, last week, last month, or all dates.
- Filter per camera: select one or more cameras from the list.



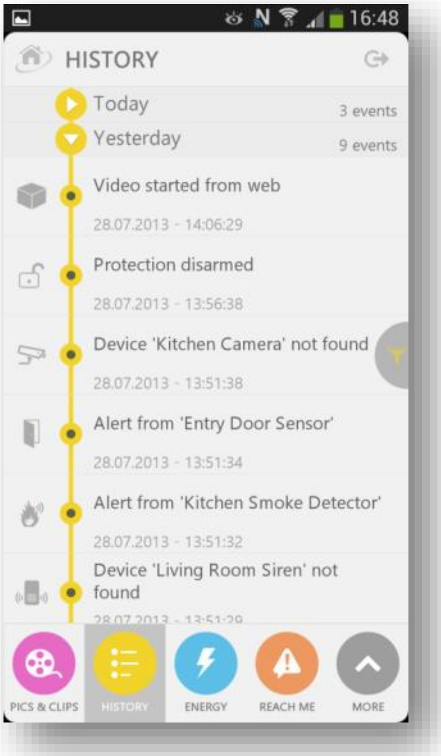




5.6. History

The History screen provides the latest event logs for the Interactive Security Alarm Panel and its accessories as well as other event information such as when a video session was initiated from the web or mobile application.

The list is ordered by date, which can be folded or unfolded by clicking on the arrow to the left of the date.



16:48

HISTORY

Today 3 events

Yesterday 9 events

Video started from web
28.07.2013 - 14:06:29

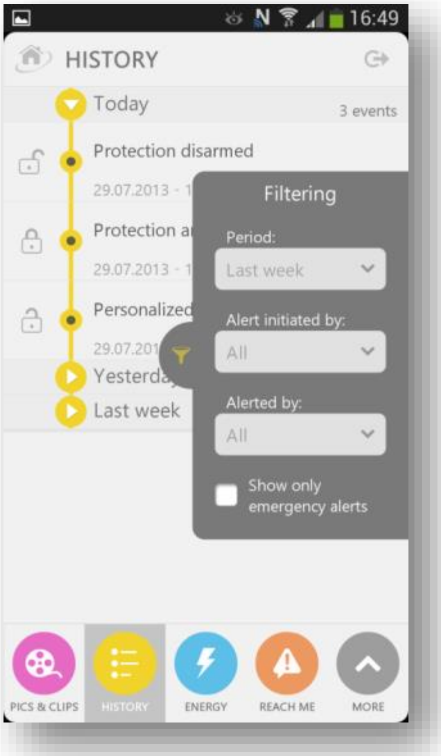
Protection disarmed
28.07.2013 - 13:56:38

Device 'Kitchen Camera' not found
28.07.2013 - 13:51:38

Alert from 'Entry Door Sensor'
28.07.2013 - 13:51:34

Alert from 'Kitchen Smoke Detector'
28.07.2013 - 13:51:32

Device 'Living Room Siren' not found
28.07.2013 - 13:51:29



16:49

HISTORY

Today 3 events

Protection disarmed
29.07.2013 - 1

Protection a
29.07.2013 - 1

Personalized
29.07.201

Yesterda

Last week

Filtering

Period: Last week

Alert initiated by: All

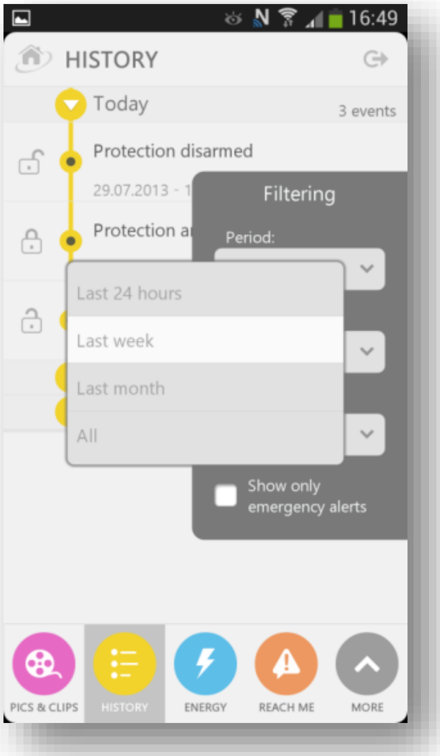
Alerted by: All

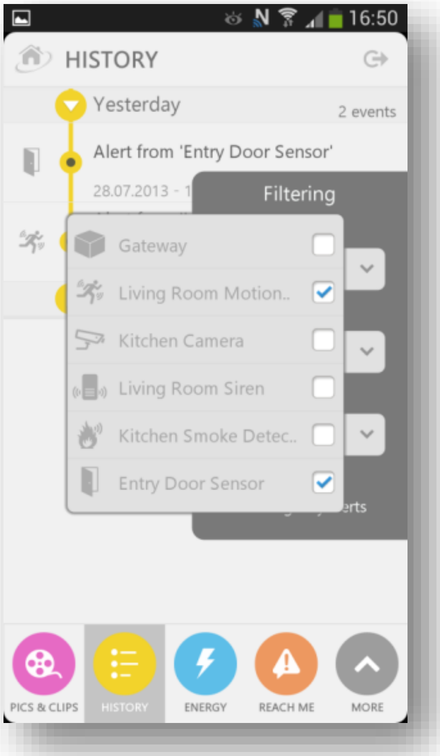
□ Show only emergency alerts

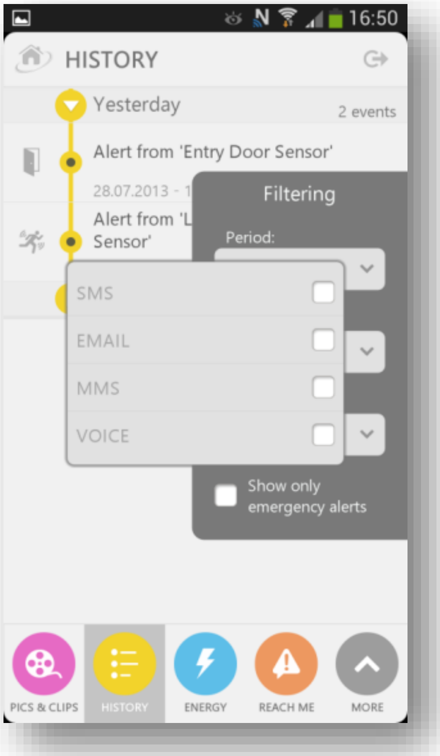
The number of displayed history events can be reduced or increased by clicking on the filter tab on the right side of the screen as well.

Four levels of filtering are available and can be combined together:

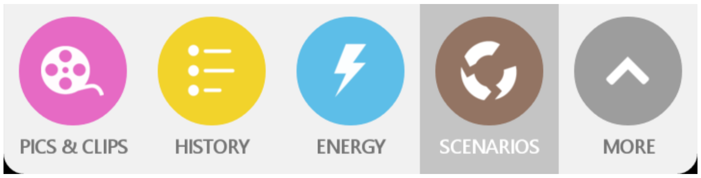
- Filtering per period: show events from last 24 hours, last week, last month, or all events.
- Filtering per accessory: show events that have been initiated by one or more specific types of accessories.
- Filtering per alert type: show events that were notified by SMS, email, MMS or voice alerts.
- Filtering per priority: show emergency alert events only or show all event priority types.



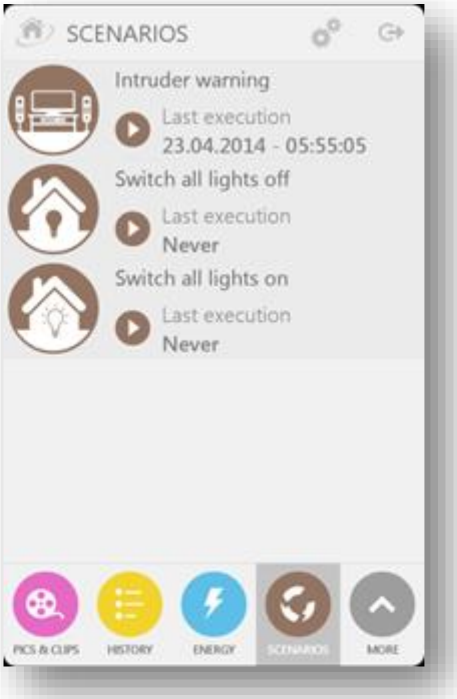




5.7. Scenarios



User defined scenarios can be viewed by clicking on the scenarios button.


SCENARIOS

Intruder warning
Last execution
23.04.2014 - 05:55:05

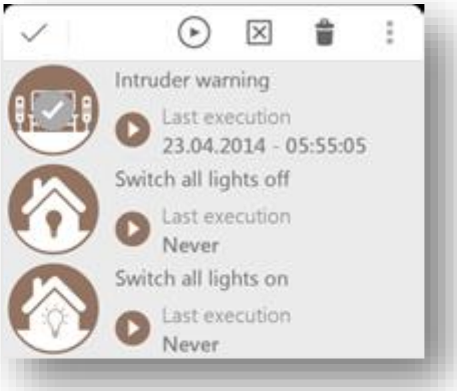
Switch all lights off
Last execution
Never

Switch all lights on
Last execution
Never

A scenario can only be created using the web self-care interface. However, once a scenario is created it will appear in the list of scenarios displayed by the smartphone application.

In contrast, it is possible to delete a scenario using the smartphone application.

For each defined scenario it is possible to change the status of the scenario or run the scenario manually using the smartphone application. These features are accessible by finger clicking on the scenario icon and viewing the edition menu bar that appears at the top of the screen:



Intruder warning

Last execution
23.04.2014 - 05:55:05

Switch all lights off

Last execution
Never

Switch all lights on

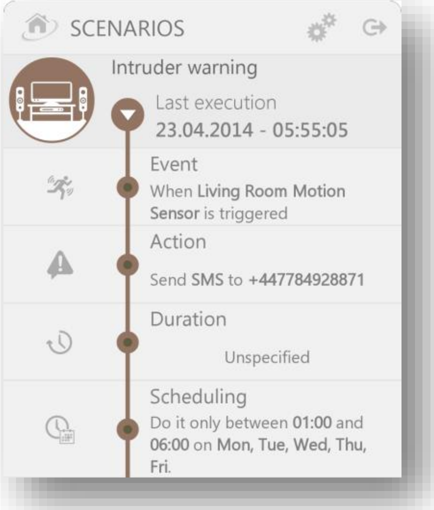
Last execution
Never

Once this menu is accessed, a checkmark is displayed over the icon of the selected scenario to indicate which scenario any actions will be applied to.

The menu bar allows several actions on the scenario:

✓	Unselect the scenario (and leave the edition mode).
▶	Force run the scenario: the scenario is executed immediately, even if its triggering event is absent.
☒	Deactivate the scenario: the scenario will not run even if its triggering event comes up. This is only available if the scenario is active.
☑	Activate the scenario: if the scenario was deactivated, it is reactivated. This is only available if the scenario was inactive.
✎	Edit the icon of the scenario: it is possible to select a specific icon from a list of proposed icons. There is currently no option to expand that list with customized icons.

By clicking on the triangle icon ▶, it is possible to view the configuration of a scenario:



SCENARIOS

Intruder warning

Last execution
23.04.2014 - 05:55:05

Event
When **Living Room Motion Sensor** is triggered

Action
Send **SMS** to **+447784928871**

Duration
Unspecified

Scheduling
Do it only between **01:00** and **06:00** on **Mon, Tue, Wed, Thu, Fri**.

The different components of a scenario (triggering event, actions, duration) are listed vertically, from top to bottom. The existing versions of the smartphone application do not allow the user to modify any of the scenario components.

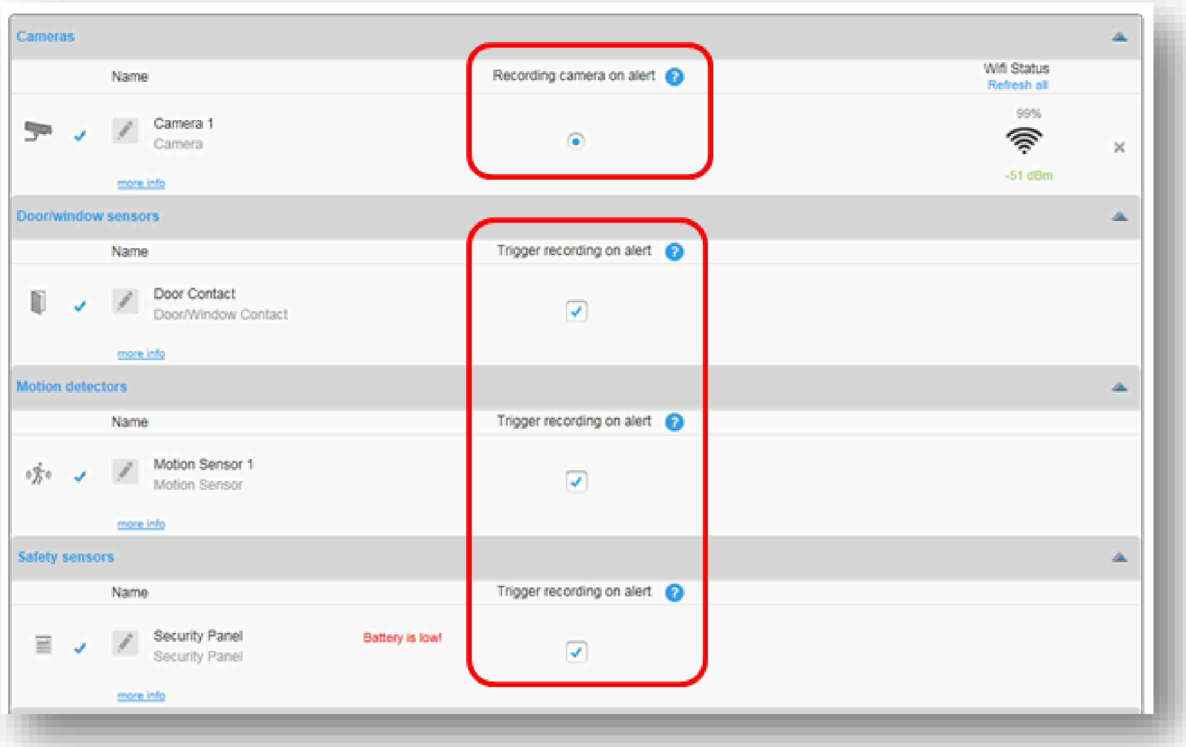
6. MANAGING ACCESSORIES

6.1. Automatic Camera Recording

Videos can be automatically recorded from an IP camera when an intrusion alarm or tamper alarm or panic alert or safety alert is detected by the security system. Only one IP camera can be selected for automatic recordings from among the paired cameras available. If there are multiple cameras paired with the ADT Interactive Security Panel, then it is possible to specify which camera automatically records videos and uploads them in real-time to ADT's cloud based platform. The camera selected for this feature should be chosen wisely in order to insure that any recordings are meaningful in case of alert.

Click on the Devices button in the cross-domain button bar and click on the radio button "Recording camera on alert".

Note: you should also select which security sensors and/or safety sensors will trigger the video recording from the selected IP camera. You can select one or more sensors.



Cameras

	Name	Recording camera on alert	Wifi Status Refresh all
✓	Camera 1 Camera more info	●	99% -51 dBm

Door/window sensors

	Name	Trigger recording on alert
✓	Door Contact Door/Window Contact more info	☑

Motion detectors

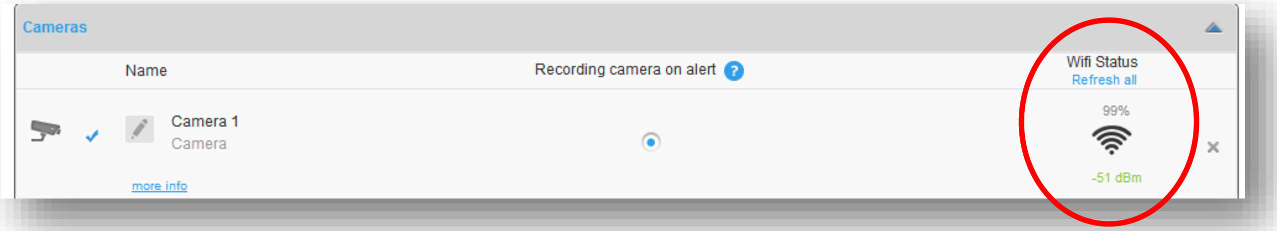
	Name	Trigger recording on alert
✓	Motion Sensor 1 Motion Sensor more info	☑

Safety sensors

	Name		Trigger recording on alert
✓	Security Panel Security Panel more info	Battery is low!	☑

6.2. Checking the WiFi signal strength of IP cameras

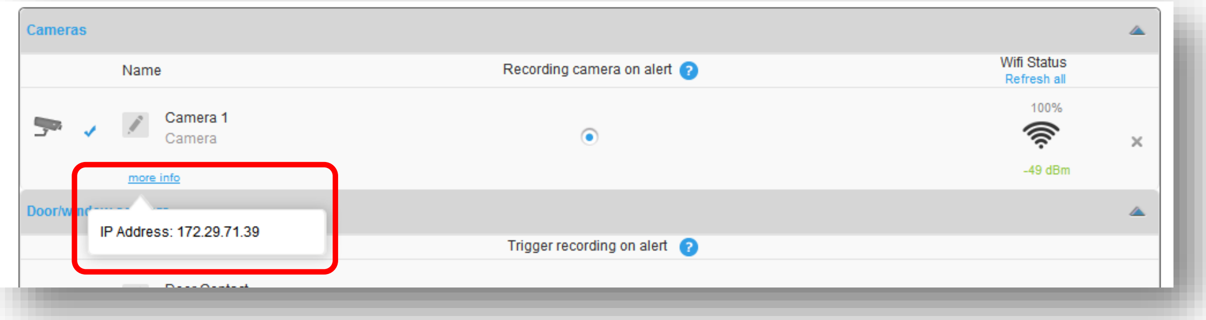
At camera installation time, the ADT Installation Engineer will check that IP cameras are installed in a location that is in range of the WiFi private network of the Interactive Security Panel. You can check the quality of the Interactive Security Panel WiFi network received by the IP camera by looking at the WiFi icon at the far right of the device. This piece of information is useful to an ADT engineer during the installation process.



The WiFi icon displays the WiFi signal percentage quality and the RSSI value in dBm units. Values are updated at every loading of the DEVICES web page. You can refresh the WiFi signal strength values by clicking on the link “Refresh all”, which will refresh the measured values for all enrolled IP cameras.

6.3. Checking the IP address of IP cameras

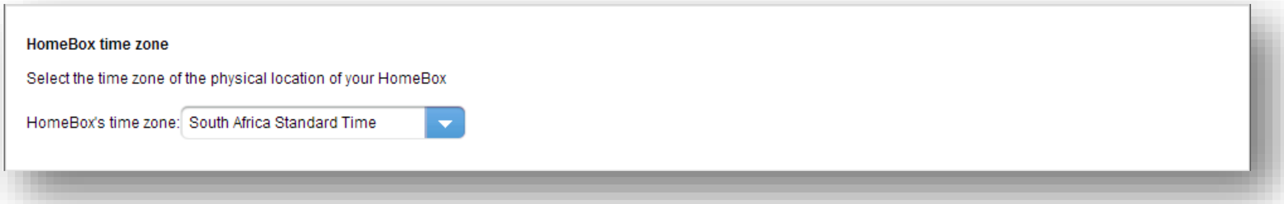
You can check the IP address assigned to an IP camera by clicking on the link “more info”, under the device name.



IP Address: 172.29.71.39

6.4. Time Zone

It is strongly advised to select the right time zone for the Interactive Security Panel. Otherwise, the events may not be accurately time stamped in the History Log.
For setting the Interactive Security Panel time zone, go to the DEVICES page, and to the HomeBox section.



HomeBox time zone

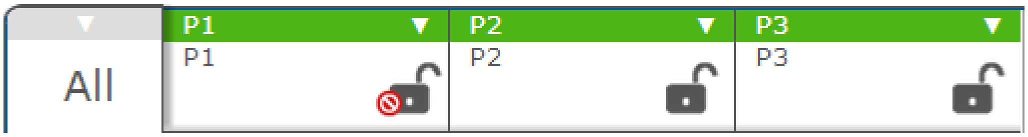
Select the time zone of the physical location of your HomeBox

HomeBox's time zone: South Africa Standard Time

7. FEATURES OF THE ADT INTERACTIVE SECURITY ALARM PANEL

7.1. Managing the ADT Interactive Security Alarm Panel from the web interface

It is possible to set and unset the panel with the setting/unsetting buttons. Up to three partitions are supported. The exact number of partitions is defined when the ADT Interactive Security Alarm Panel is configured by the ADT engineer. Each partition can be set or unsset independently from one another.

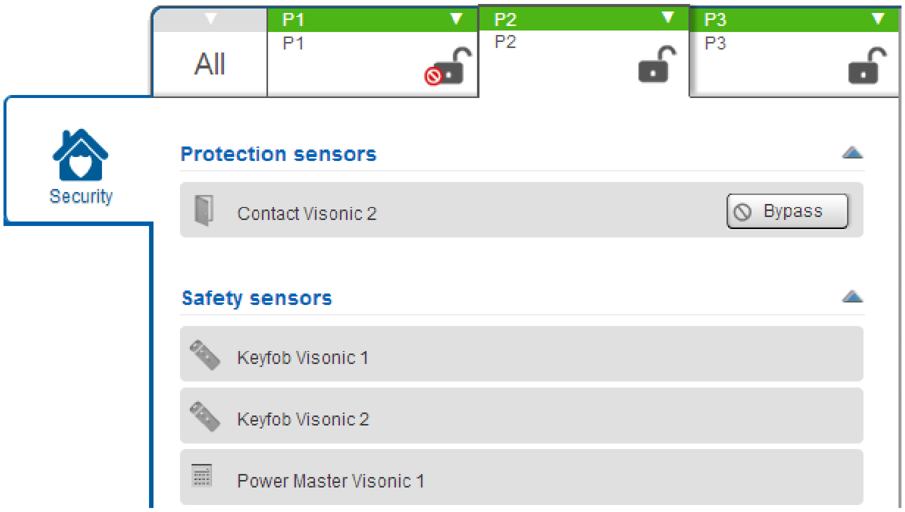


An extra button labelled **All** allows the user to set and unset all configured partitions in one click.

Note that no PIN code is requested by the end user when setting or unsetting the ADT Interactive Security Alarm Panel through the web self-care. In this case the web self-care application automatically sends the PIN code to the ADT Interactive Security Alarm Panel based on the usercode that has been defined for the current self-care user in the “Manage users” menu (refer to Section 15.4).

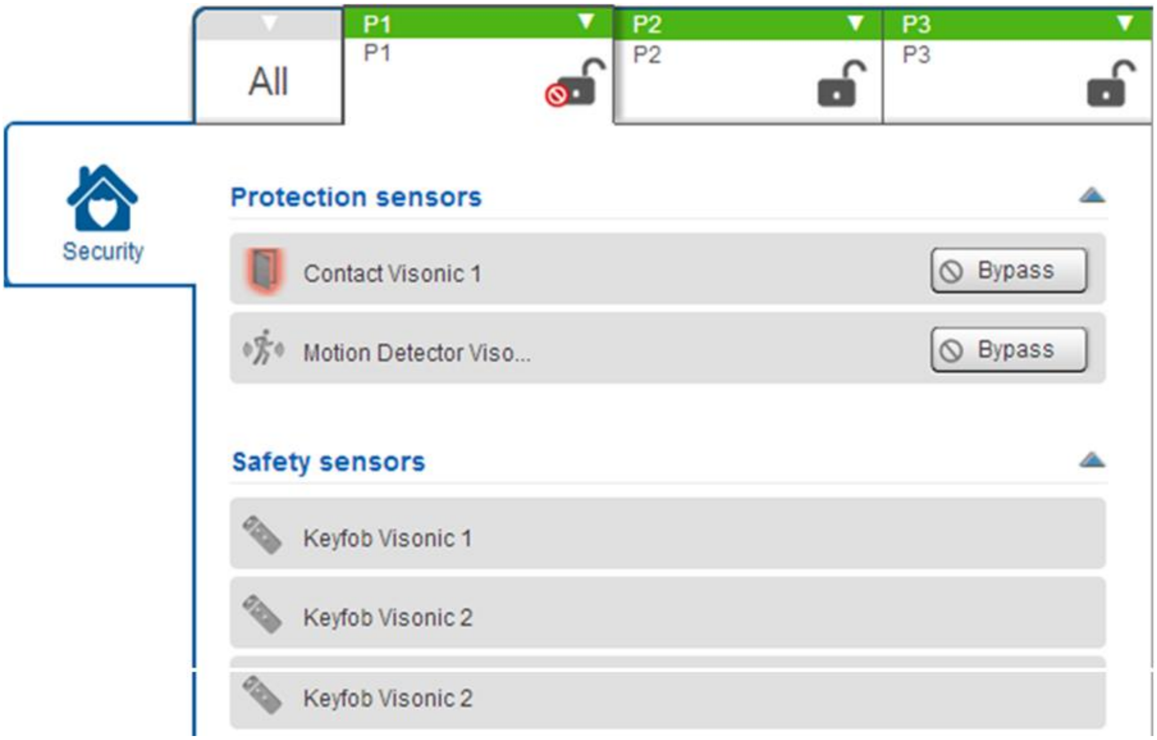
When clicking on one of the setting buttons, a countdown is displayed. In parallel, a series of beeping sounds may be played by the ADT Interactive Security Alarm Panel (depending on how it is configured). The duration of the countdown is configurable in the settings of the ADT Interactive Security Alarm Panel.

A specific partition can be selected by clicking on it. Only the security devices registered with the selected partition are listed. If the All button is selected, then all security devices are listed.

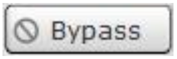


If an ADT Interactive Security Alarm Panel device is tripped (e.g. a door has been left ajar and its door sensor is tripped), then the ADT Interactive Security web self-care highlights the related sensor and displays a lock icon with a forbidden sign: 🚫🔓

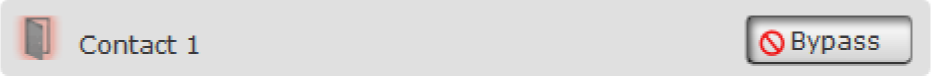
For example: in the picture below, the first partition is not ready to set due to the security sensor labelled “Contact Visonic 1” being tripped:



If the ADT Interactive Security Alarm Panel is configured with manual bypass, then “Bypass” buttons are displayed next to the devices that may be bypassed.



When clicking on a Bypass button, the corresponding sensor is ignored (“bypassed”) at the next setting.



In this case, it becomes possible to set the ADT Interactive Security Alarm Panel despite the sensor still being tripped. But, during the time that the ADT Interactive Security Alarm Panel is set, the bypassed sensor cannot report any intrusion events. This is a security breach and the user should be aware of the consequences. If someone wants to set the ADT Interactive Security Alarm Panel without bypassing a sensor, they should make sure that no device is tripped when doing so. This may involve closing all doors and windows and making sure that no motion is detected by motion sensors.

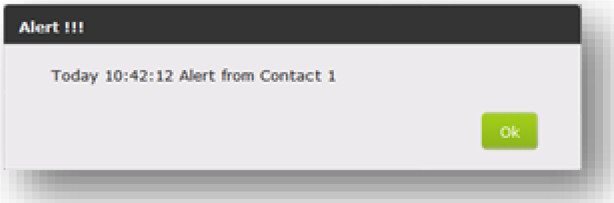
The bypass of a sensor is reset when the ADT Interactive Security Alarm Panel is unset.

If the ADT Interactive Security Alarm Panel is not configured for bypassing sensors (some countries have regulations that forbid this feature), then the Bypass buttons are not displayed. This configuration is to be done on the ADT Interactive Security Alarm Panel itself using the installer menu settings.

7.2. Detection of intrusions

In case of intrusion, the ADT Interactive Security Alarm Panel behaves like a normal ADT Interactive Security Alarm Panel: it triggers its paired siren(s), notify our ADT Alarm Receiving Centre.

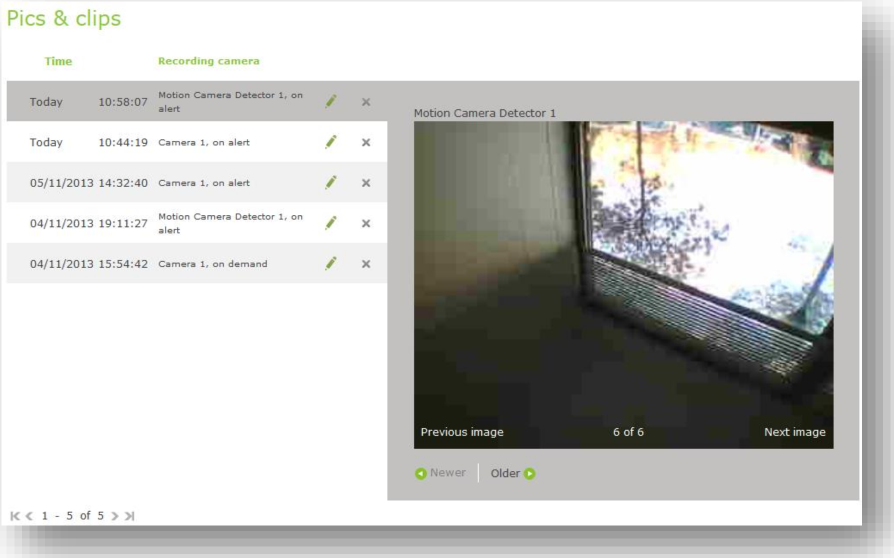
In addition, the ADT Interactive Security cloud service is informed and the usual notification mechanisms are triggered. For example, a pop up window will appear in the graphical applications, an SMS and email will be sent to registered addresses, camera recordings may be triggered, etc.



Alert !!!

Today 10:42:12 Alert from Contact 1

If one of the IP cameras is configured to make a video recording on alert, then its video stream is automatically recorded and uploaded to the Pics&Clips section of the web portal or the mobile applications.



Pics & clips

Time	Recording camera
Today 10:58:07	Motion Camera Detector 1, on alert
Today 10:44:19	Camera 1, on alert
05/11/2013 14:32:40	Camera 1, on alert
04/11/2013 19:11:27	Motion Camera Detector 1, on alert
04/11/2013 15:54:42	Camera 1, on demand

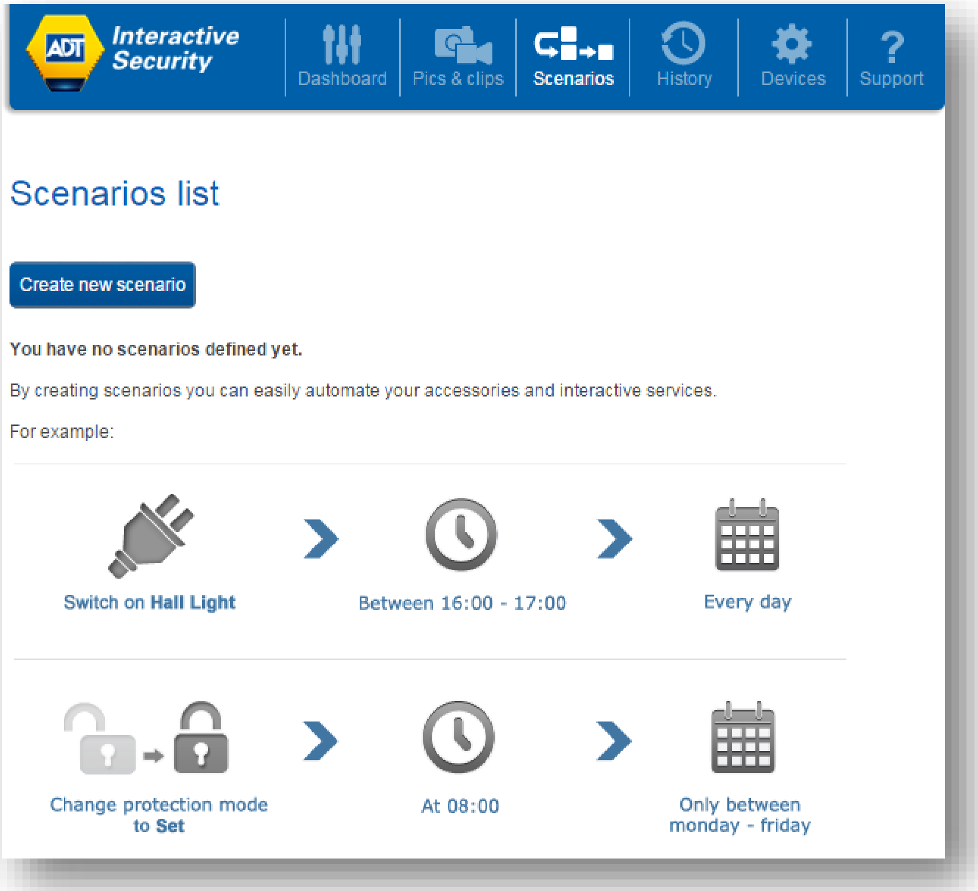
Motion Camera Detector 1

8. SCENARIOS

Scenarios allow the user to configure automatic actions performed by the Interactive Security Panel at certain times of the day or when specific events are detected by a sensor. This provides the ability to customize the behavior of the ADT Interactive Security system to fit the exact needs of the user.

ADT has provided some typical scenario's that users are likely to want to set up using some of the key services and features of the ADT Interactive Security System. These scenario's are available in the Consumer Quick Reference Guide provided with the ADT Interactive Security Installation Package / Kit.

Scenarios can be managed by clicking on the **Scenarios** button.



Scenarios list

You have no scenarios defined yet.

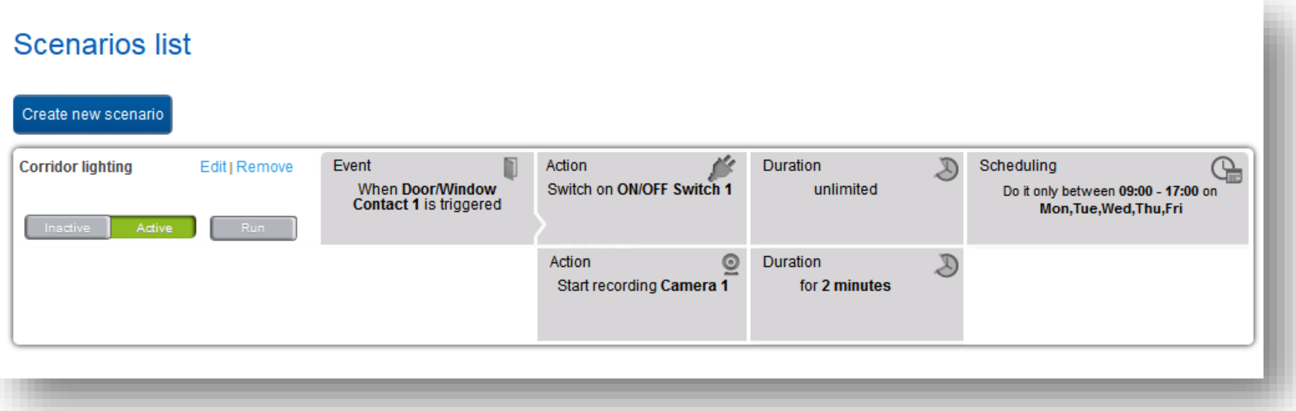
By creating scenarios you can easily automate your accessories and interactive services.

For example:

A list of scenarios already created (if any) is shown on the main page of the **Scenarios** menu.

Creating a new scenario is easy and intuitive and can be accessed from the **Scenarios** page by clicking on the **Create new scenario** button.

As many scenarios as desired can be created. Each scenario can be set as active or inactive by clicking on the Inactive/Active toggle button next to each scenario detail. When set to "Inactive" a scenario is not executed regardless if the event is received by the Interactive Security Panel.



Scenarios list

Corridor lighting

Event: When **Door/Window Contact 1** is triggered

Action: Switch on **ON/OFF Switch 1**

Duration: unlimited

Scheduling: Do it only between **09:00 - 17:00** on **Mon,Tue,Wed,Thu,Fri**

Action: Start recording **Camera 1**

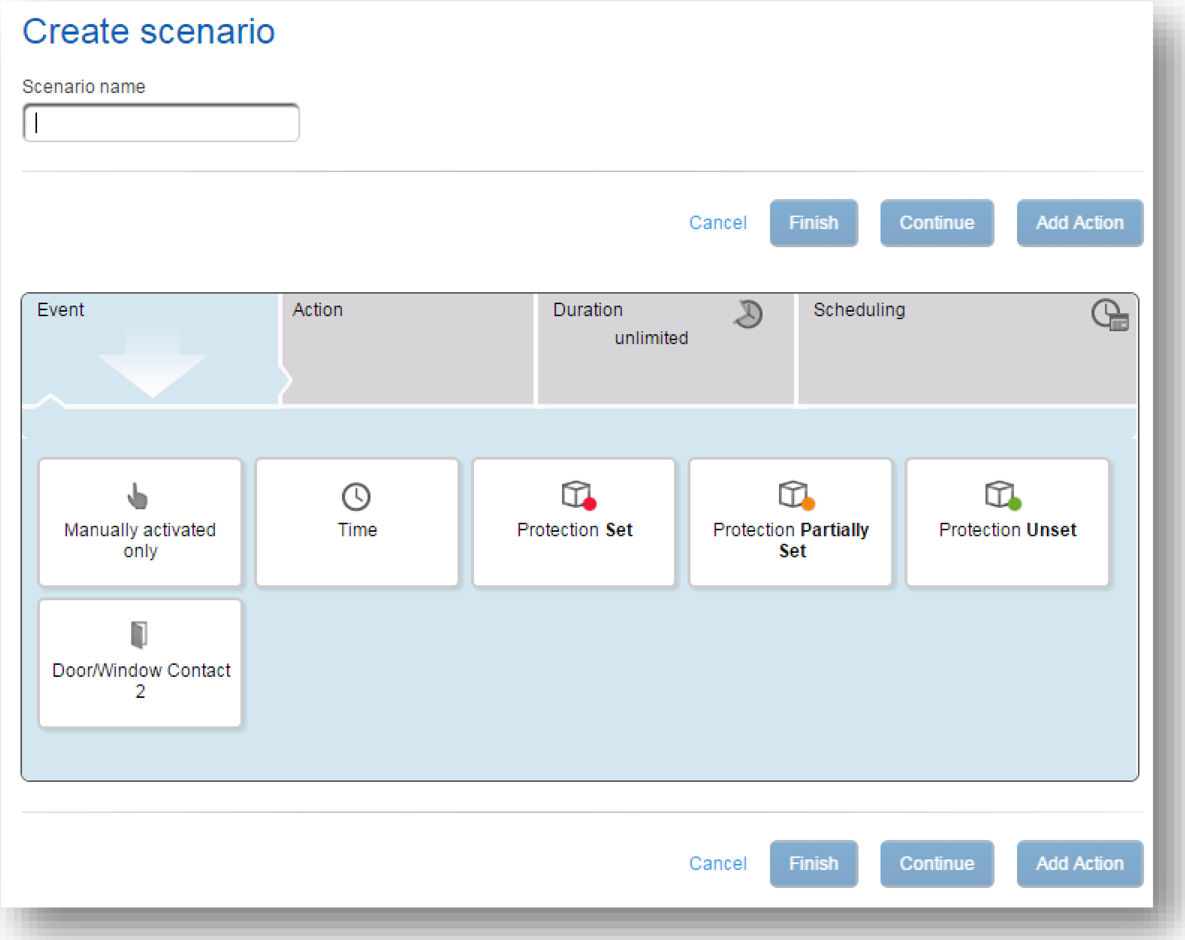
Duration: for **2 minutes**

Clicking on the **Create new scenario** button opens a page for building a scenario. This page provides the following parameters for the user to define the scenario operating conditions:

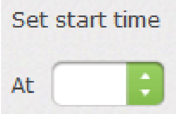
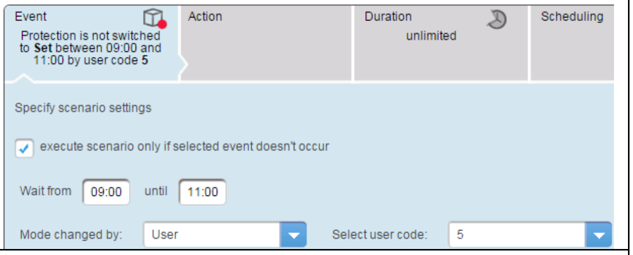
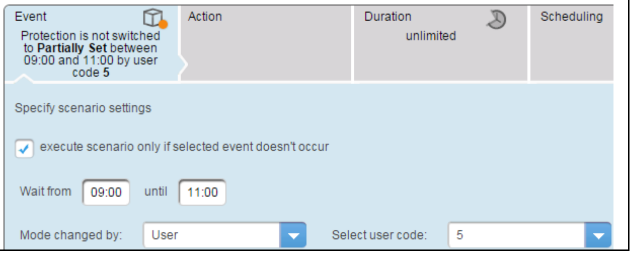
- A name for the scenario: choose a name that easily reminds users what the scenario does;
- A cause for triggering the scenario: this can be a time event (like every Monday at 2pm, January 31st at 6pm, etc.) or a notification triggered by one of the paired devices (whether with the Interactive Security Panel or the alarm panel);
- The action that the scenario must execute when it is triggered: this can be sending a command to one of the paired devices (with the Interactive Security Panel) or sending an email;
- Possible time ranges when the scenario can be executed; this allows the user to refine the timing of the scenario.

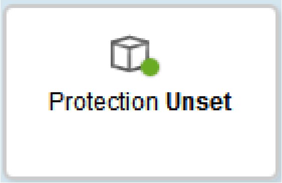
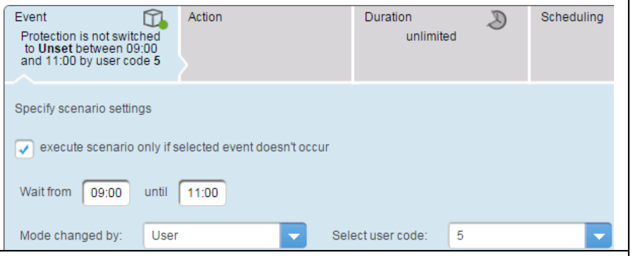
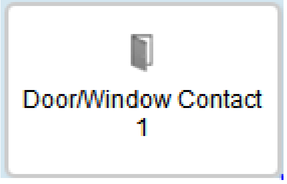
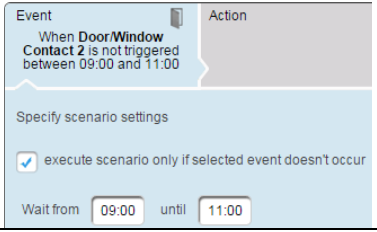
By default a new scenario is displayed with empty parameter sections. The user is responsible for filling in each section one after another to fully define the operating conditions of the scenario.

The first section of a scenario is the Event category which allows the user to define the event that should trigger the scenario to run. A list of candidate events is automatically displayed below the scenario definition allowing the user to click on one of them to select it as the event that should trigger the scenario.



As shown above, the list contains some of the devices that are available to the Interactive Security Panel, i.e. devices paired with either the ADT Interactive Security Alarm Panel or the Interactive Security Panel itself. These devices are accessories that can send events or notifications to the Interactive Security Panel. Additional items include time events and the protection setting/unsetting status of the ADT Interactive Security Alarm Panel.

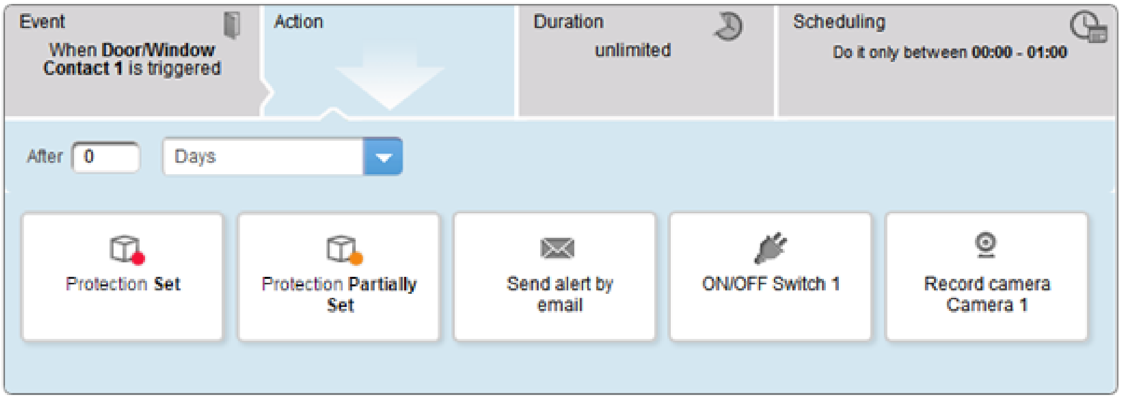
List Item	Icon	Extra Parameter to Provide
Time Event		Time (hour:minute) when the event is to occur. A field is displayed to capture the time:  Set start time At
Protection Set		Select if the event to be processed should or should not be based on a lack of the specified event occurring. For example, it is possible to trigger the scenario if the protection fails to be set between 9am and 11am:  Event: Protection is not switched to **Set** between 09:00 and 11:00 by user code **5** Action Duration: unlimited Scheduling Specify scenario settings ☑ execute scenario only if selected event doesn't occur Wait from 09:00 until 11:00 Mode changed by: User Select user code: 5
Protection Partially Set		Select if the event to be processed should or should not be based on a lack of the specified event occurring. For example, it is possible to trigger the scenario if the protection fails to be set between 9am and 11am:  Event: Protection is not switched to **Partially Set** between 09:00 and 11:00 by user code **5** Action Duration: unlimited Scheduling Specify scenario settings ☑ execute scenario only if selected event doesn't occur Wait from 09:00 until 11:00 Mode changed by: User Select user code: 5

Protection Unset	 Protection **Unset**	Select if the event to be processed should or should not be based on a lack of the specified event occurring. For example, it is possible to trigger the scenario if the protection fails to be unset between 9am and 11am:  Event Protection is not switched to **Unset** between 09:00 and 11:00 by user code **5** Action Duration unlimited Scheduling Specify scenario settings ☑ execute scenario only if selected event doesn't occur Wait from 09:00 until 11:00 Mode changed by: User Select user code: 5
Any device that can send a notification	 Door/Window Contact 1	Select if the event to be processed should or should not be based on a lack of the specified event occurring. For example, it is possible to trigger the scenario if a door sensor fails to detect a door opening/closing between 9am and 11am:  Event When **Door/Window Contact 2** is not triggered between 09:00 and 11:00 Action Specify scenario settings ☑ execute scenario only if selected event doesn't occur Wait from 09:00 until 11:00

The "Name" field can be completed at any stage when building the scenario.

Once the triggering event is selected, click on the **Continue** button.

The next section is the **Action** category. This section allows the user to define what action to execute when the scenario is triggered. A list of all the possible actions is displayed as a set of icons that you can click on.



Event

When **Door/Window Contact 1** is triggered

Action

Duration

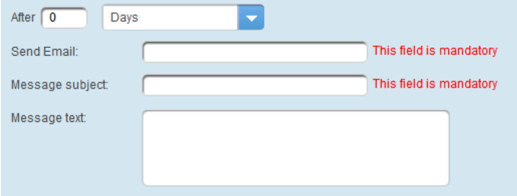
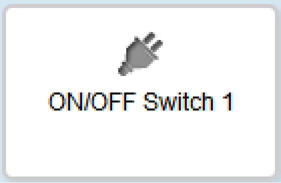
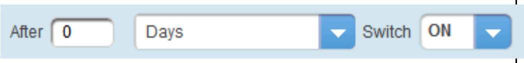
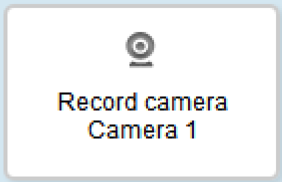
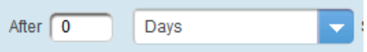
unlimited

Scheduling

Do it only between **00:00 - 01:00**

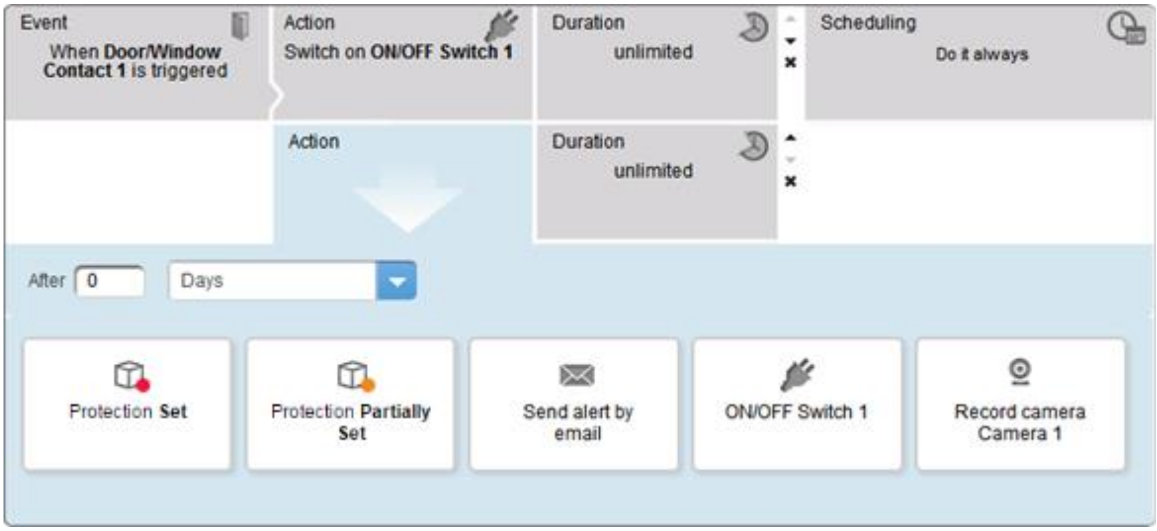
After 0 Days

The following choices are available for the **Action** category:

List Item	Icon	Explanation/Extra Parameters
Set protection	 Protection **Set**	This action fully sets the Interactive Security Panel
Set protection partially	 Protection **Partially Set**	This action partially sets the Interactive Security Panel
Send an Email	 Send alert by email	A message is sent by the ADT Interactive Security platform to a specified email address. Text fields are displayed in order to capture the target address, a subject, and the body of your email.  After 0 Days Send Email: This field is mandatory Message subject This field is mandatory Message text
Switch a plug ON/OFF	 ON/OFF Switch 1	An ON/OFF plug can be set ON or OFF. It is possible to set a time delay between the scenario triggering event and the ON/OFF action.  After 0 Days Switch ON
Record video from an IP camera	 Record camera Camera 1	The selected IP camera will start an automatic video recording session of 2 minutes duration. It is possible to set a time delay between the scenario triggering event and the video recording action.  After 0 Days

Once the action is selected, you can either click on the **Add Action** button if more than one scenario required, or click on **Continue** button if no more scenario action is required.

Clicking on Add Action will add a new line in the scenario definition frame, and you will follow the same process for defining your action parameters.



Event: When **Door/Window Contact 1** is triggered

Action: Switch on **ON/OFF Switch 1**

Duration: unlimited

Scheduling: Do it always

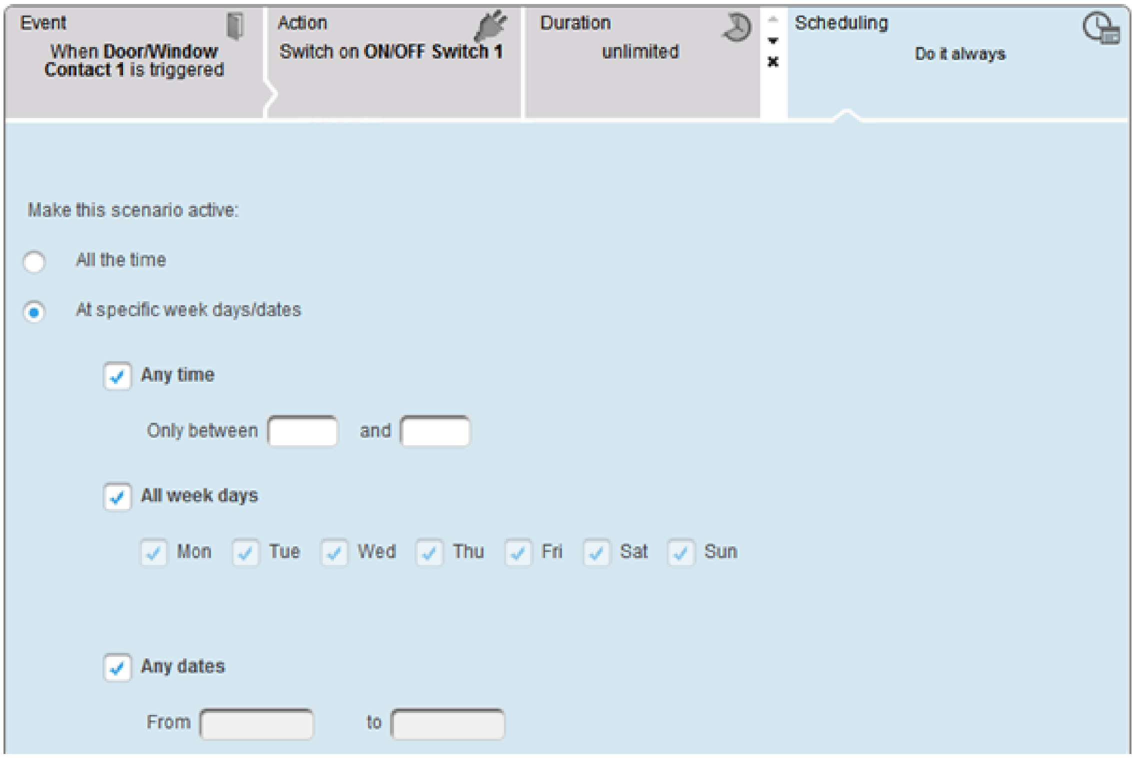
Action

Duration: unlimited

After 0 Days

After clicking on **Continue**, the next section is the **Duration** category. It consists in specifying how long the previous action persists. Note that some actions (like setting or unsetting the protection mode) do not require a duration setting. In this case, there is no duration to specify as the action is discrete. However, for actions that have a reverse command, such as turning a power plug ON or OFF, then the duration specifies the time to wait before running the reverse command. For example, if the action consists in sending an ON command to a power plug, then the duration is the time to wait before the Interactive Security Panel sends an OFF command (opposite) to that same plug.

After the duration is defined, click on the **Continue** button to access the last section of the scenario definition wizard. The section contains the **Scheduling** definition and allows you to specify when the scenario may be executed. This section provides list of options allowing the user to define the dates and times for which the scenario is active:



Event
When Door/Window Contact 1 is triggered

Action
Switch on ON/OFF Switch 1

Duration
unlimited

Scheduling
Do it always

Make this scenario active:

○ All the time

● At specific week days/dates

☑ Any time

Only between ____ and ____

☑ All week days

☑ Mon ☑ Tue ☑ Wed ☑ Thu ☑ Fri ☑ Sat ☑ Sun

☑ Any dates

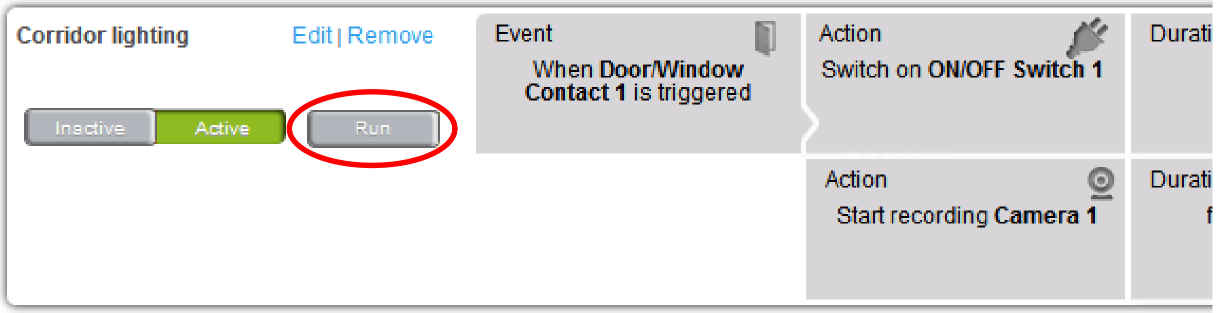
From ____ to ____

As shown above, you may select:

- All the time: scenario can be executed at any time
- At specific time and dates: you can specify a time range (for example: between 9am and 10am); you can also specify that the scenario is only executed certain days of the week, or between two dates.

After completing all the scenario definition sections, click the **Finish** button to save the scenario in the system and load it to the Interactive Security Panel. By default the scenario is activated. Additional scenarios can be added without restriction and a scenario can always be modified later on. A scenario can also be deleted when no longer needed. Note that removing an accessory from the system also removes any scenarios associated with that device as the scenario definition would no longer be valid.

It is possible to run the actions of a scenario without actually waiting for the triggering event to occur. When displaying the list of scenarios, each scenario has a Run button, as shown below:



Corridor lighting

Edit | Remove

Event
When Door/Window Contact 1 is triggered

Action
Switch on ON/OFF Switch 1

Durati

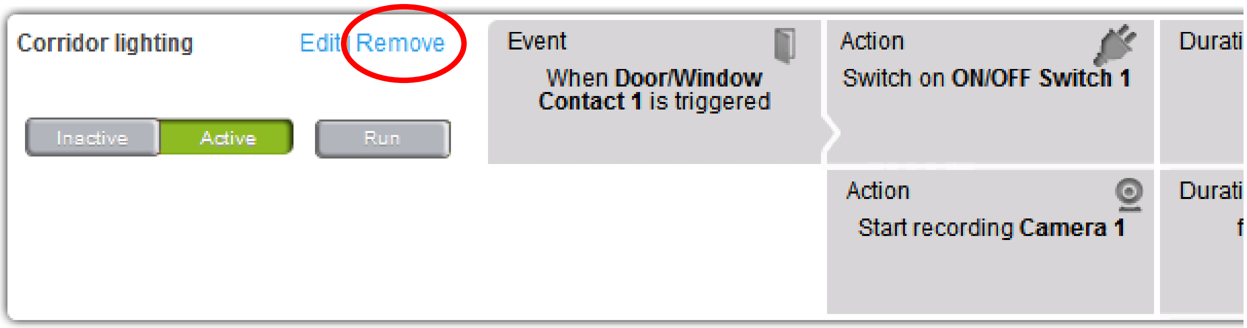
Action
Start recording Camera 1

Durati
f

Clicking on this button triggers the execution of action (or actions), which have been defined for that scenario.

In case a scenario should not be executed for some time, there are two options:

- Delete the scenario, by clicking on its “Remove” link: but it will need to be recreated it if it is ever needed again.

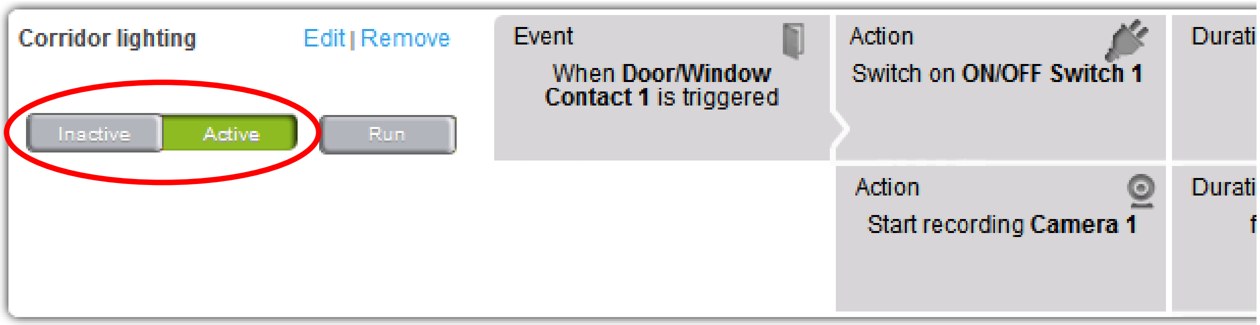


When **Door/Window Contact 1** is triggered

Switch on **ON/OFF Switch 1**

Start recording **Camera 1**

- Deactivate the scenario: click on its “Inactive” button, and the scenario will not be executed when its triggering event occurs. The scenario can be re-enabled at any time, by clicking on its “Active” button.



When **Door/Window Contact 1** is triggered

Switch on **ON/OFF Switch 1**

Start recording **Camera 1**

9. MAINTENANCE MODE

9.1. What is the Maintenance Mode?

ADT engineers have a dedicated web site that they can login to with their own credentials (Username & password). This web site lets them take control of a specific user's Interactive Security Panel, but with strict limitations:

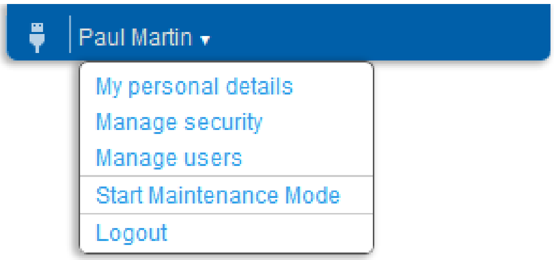
- A user is always aware when an ADT Engineer can potentially access their Interactive Security Panel and when an ADT engineer cannot access it.
- An ADT engineer cannot access an Interactive Security Panel if a user does not allow them to do so.
- A user does not share the password of her/his account with an ADT engineer.

These limitations are the reason why the Maintenance Mode exists. Whenever a user activates the Maintenance Mode, an ADT engineer can access the Interactive Security Panel and manage it, but without using the credentials of the user's online account. Whenever the user exits the Maintenance Mode, our ADT engineers will stop having access to their Interactive Security Panel.

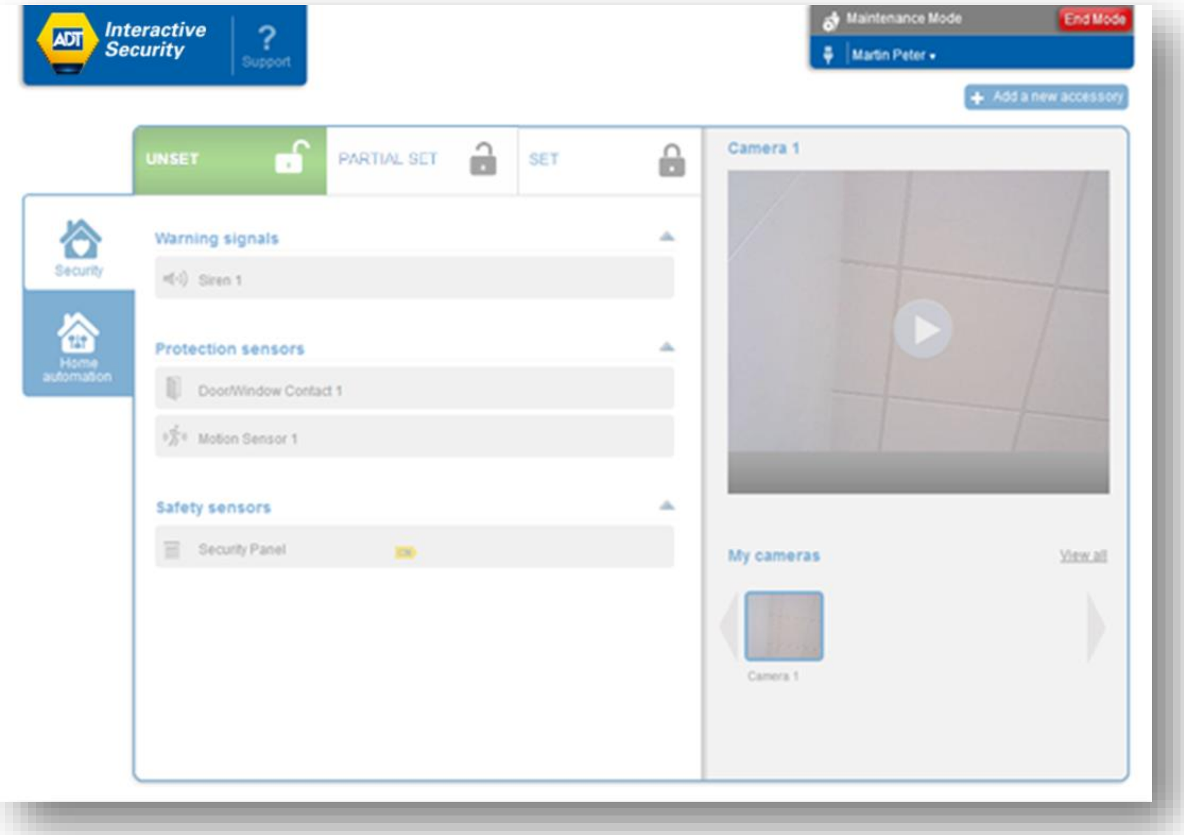
9.2. Activating the Maintenance Mode

A user needs to be logged in to her/his account in order to activate the Maintenance Mode. Note: this is only available to the web self-care graphical interface. This feature is not available on the mobile applications.

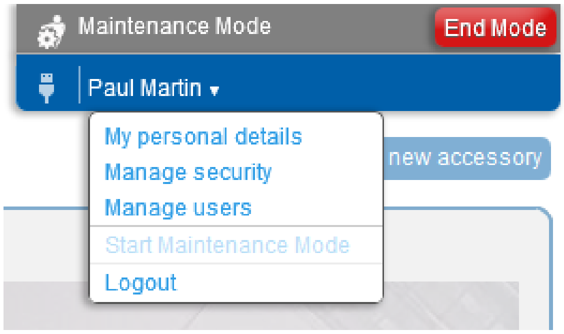
Once logged in, go to the User Button Bar (top right) and click on the user's name. This displays a menu. Select the **Start Maintenance Mode** item.



From this moment on, the graphical interface is grayed out for the user and our ADT engineers can access the Interactive Security Panel. This prevents the user from interfering with whatever tasks the ADT engineer is doing.



There is little risk that a user will forget that the Maintenance Mode is on as there are very few things they can do with their account in Maintenance Mode. Furthermore, the User Button Bar is modified and displays a red button “End Mode” for exiting the Maintenance Mode.



9.3. Exiting the Maintenance Mode

Exiting the Maintenance Mode of an Interactive Security Panel can be done by two categories of users:

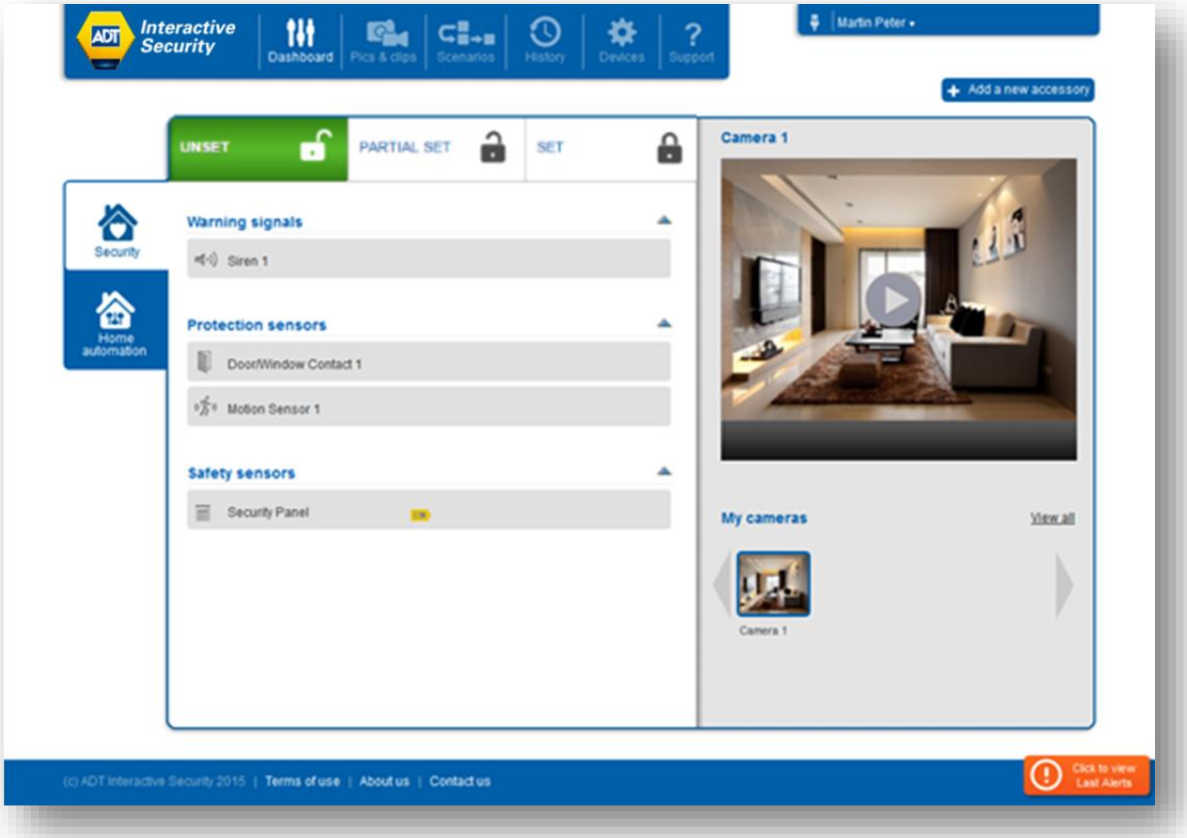
- The main user of the account
- An ADT engineer, once they are done with the installation of the Interactive Security Panel.

When the Maintenance Mode is on, an End Mode button is displayed in the upper left side of the self-care web page. A similar button is displayed on the mobile app. Clicking on this button ends the Maintenance Mode and prevents our ADT engineers from further accessing the account.

10. MANAGING VIDEO

The ADT Interactive Security System lets users keep an eye on their homes. If a user is at home and wants to check if their baby is sleeping in another room or if they are away and want to see what is happening after an alert (SMS, email) is received, they can always connect to their system through the web self-care portal or smartphone and check the status of events.
The ADT Interactive Security System can automatically record videos in case of alert or on demand at a user's request.

10.1. First glimpse at video



To access the cameras, browse to the Dashboard screen. All the paired cameras are available in the right pane of the Dashboard view.

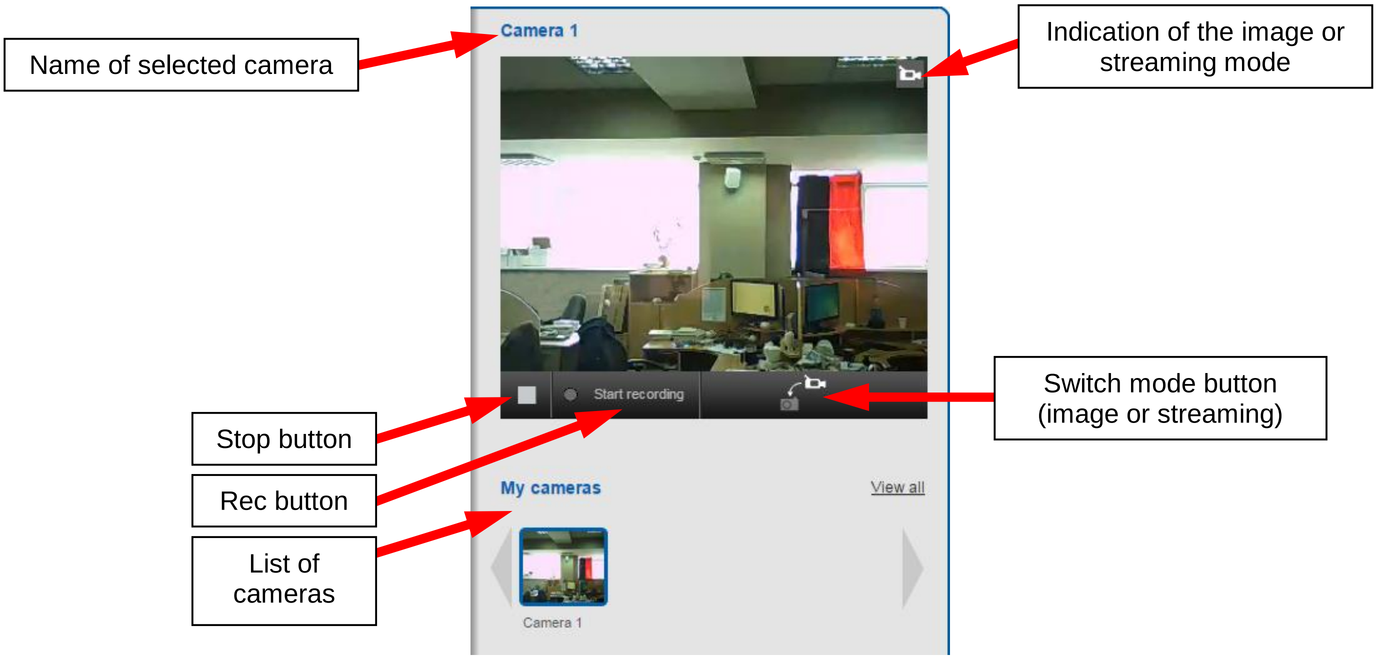
If there are multiple cameras, it is possible to view one specific camera by clicking on one of the pictures at the bottom (below the camera viewing area). These pictures are snapshots taken from each camera. Once a camera is selected, click on the play button to start viewing video.

10.2. Live Video Streaming

To watch the real-time video of a particular camera paired to the Interactive Security Panel, click on the camera to watch the stream in the **My Cameras** zone. When watching a video, a user is not directly connected to her/his camera, but instead to a video server in the cloud. All video streams are collected by the Interactive Security Panel, encrypted, and safely transmitted to ADT's Interactive Security Cloud Platform. This ensures maximum security and protection of private data. Some slight delay may be experienced before the video starts (5 to 20 seconds), but this is necessary to ensure proper data protection. To minimize the waiting period for the video to begin, the system starts with an image-by-image video feed (i.e. pictures displayed and in parallel refreshed every second). The real-time video starts buffering in the background during this process and once the real-time video stream is ready (buffer reached 100%), the frame by frame mode automatically switches to the real-time video mode.

While watching a video, it is possible to:

- Switch between image-by-image and streaming modes
- Start recoding what is shown



Name of selected camera

Indication of the image or streaming mode

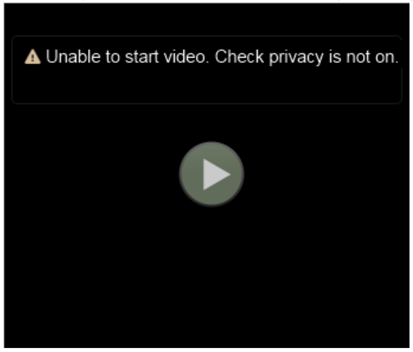
Switch mode button (image or streaming)

Stop button

Rec button

List of cameras

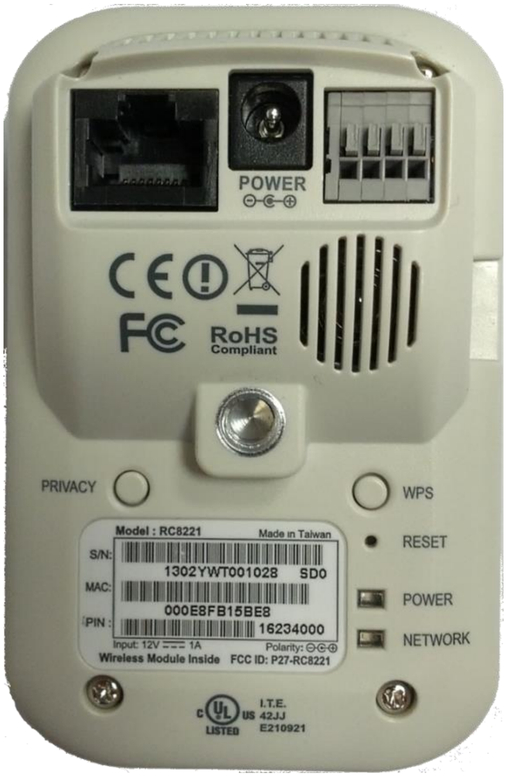
To enforce the protection of privacy, the camera has a physical privacy button on its back. This activates local privacy mode and it is no longer possible to fetch images or video from the camera. When in this mode, the video streaming area in the self-care portal provides a warning (see below).



⚠ Unable to start video. Check privacy is not on.

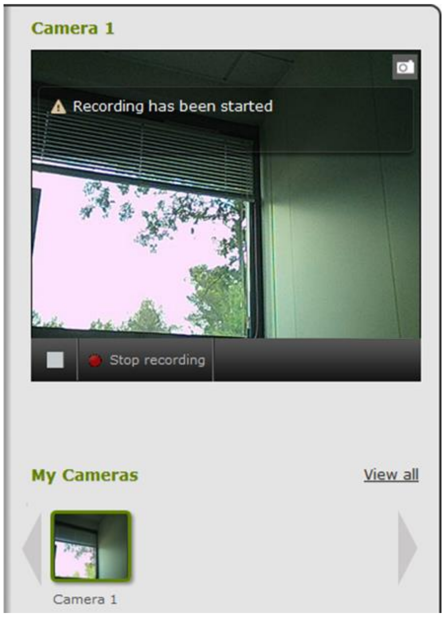
The only way to access the video and the images from the camera again is to press on the privacy button again and disable the local privacy mode. It is not possible to disable the privacy mode from the web portal. This ensures that if someone at home does not want anyone to view a camera feed, then nobody can override the local privacy setting.

The picture below shows the back of the Sercomm RC8221 camera. The Privacy button is on the left side.



10.3. Video Recording

While watching a video stream on the web portal or mobile application, a user can decide, at any time, to start recording what is shown. To initiate a video recording, click on the **Start recording** button. An indication that the video recording has started is displayed as shown below. All video is recorded in ADT's secured cloud.

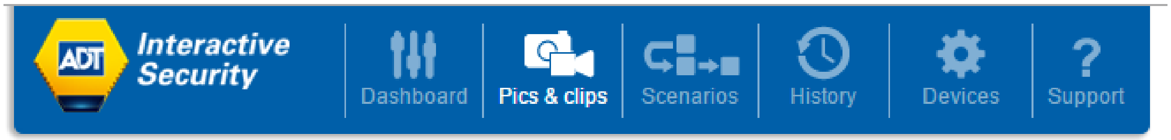


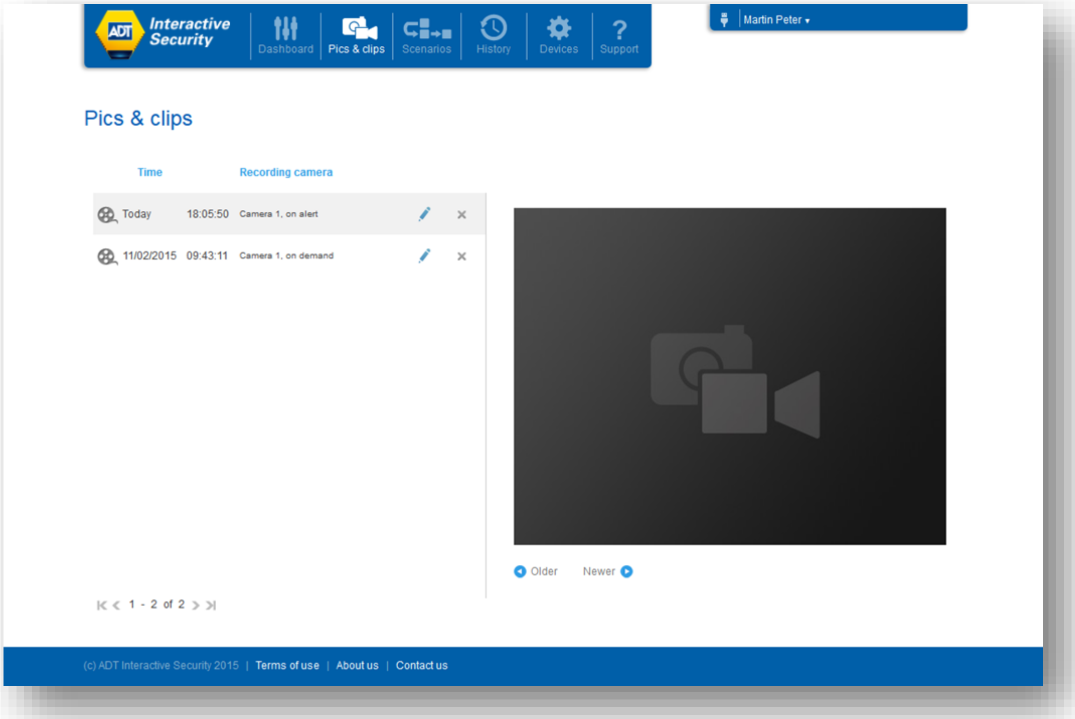
Camera 1

Recording has been started

To stop recording, press the **Stop recording** button (only shown if a recording is in progress). In addition, videos can also be recorded automatically upon alarms.

To access recorded videos, click on the **Pics & Clips** button in the cross-domain bar:





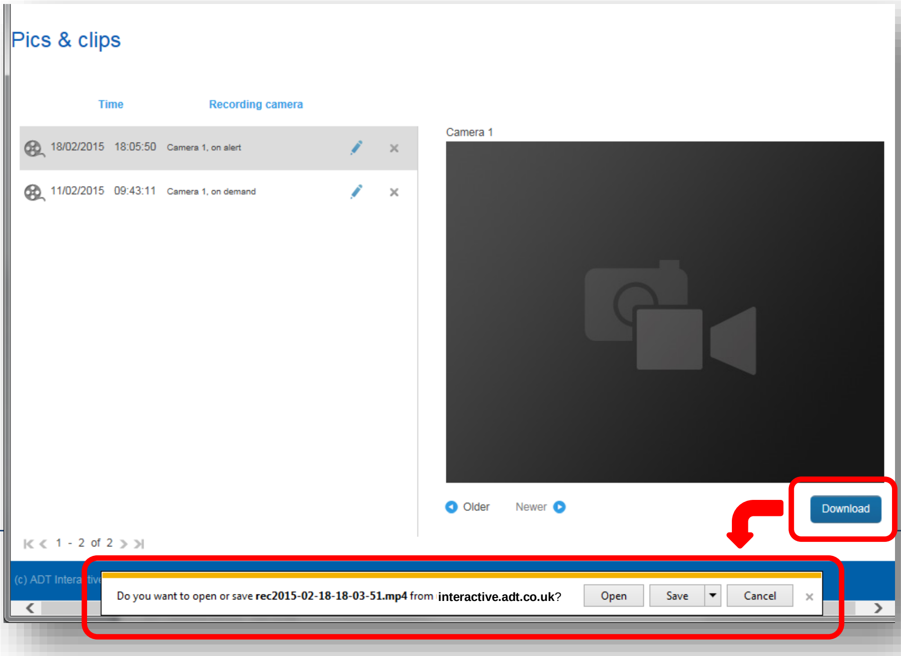
Pics & clips

Time		Recording camera
Today	18:05:50	Camera 1, on alert
11/02/2015	09:43:11	Camera 1, on demand

A recorded video can be played anytime by clicking on the video image in the recorded videos list. It is possible to pause it or play it in full screen, as desired.

To download one of the recorded videos to a local computer, click on the **Download** button (bottom right corner) in the video display window.

A pop-up window will be displayed requesting if the video should be saved (in .mp4 format) and where. Note that based on the configuration of the web browser product used, the video file may be automatically downloaded and saved in a Download directory.



Pics & clips

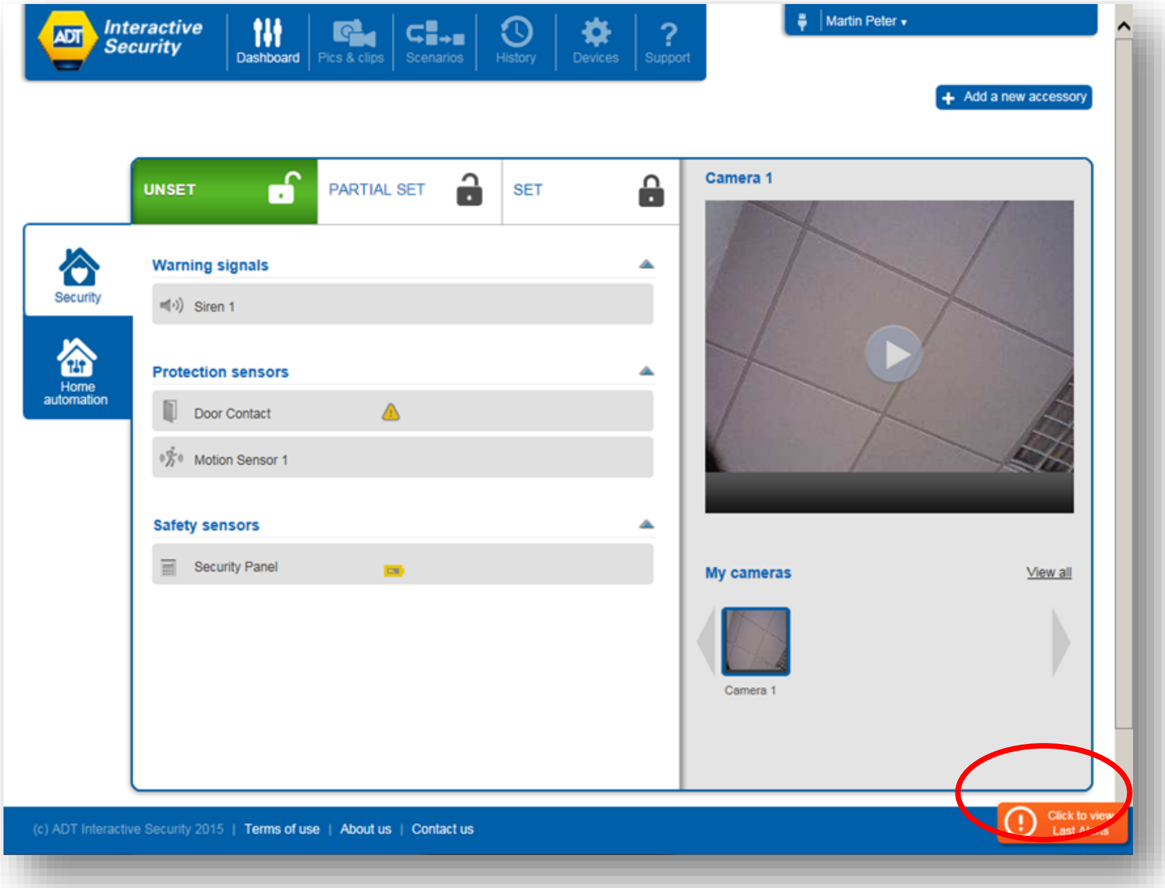
Time		Recording camera
18/02/2015	18:05:50	Camera 1, on alert
11/02/2015	09:43:11	Camera 1, on demand

Do you want to open or save rec2015-02-18-18-03-51.mp4 from interactive.adt.co.uk?

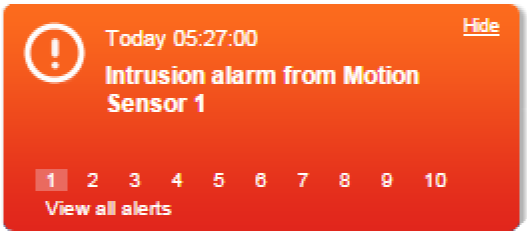
11. ACCESSING HISTORY LOGS

The ADT Interactive Alert service logs all the activities that happen to the ADT Interactive Security Panel or one of its accessories. The system provides two ways to access and review those logs.

The first option is to look at the log alert indicator. This indicator is displayed in the bottom right corner of the dashboard as depicted below:



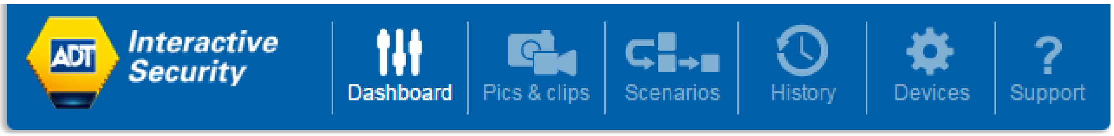
Clicking on the indicator expands it into a bigger log alert box as displayed below:


Today 05:27:00

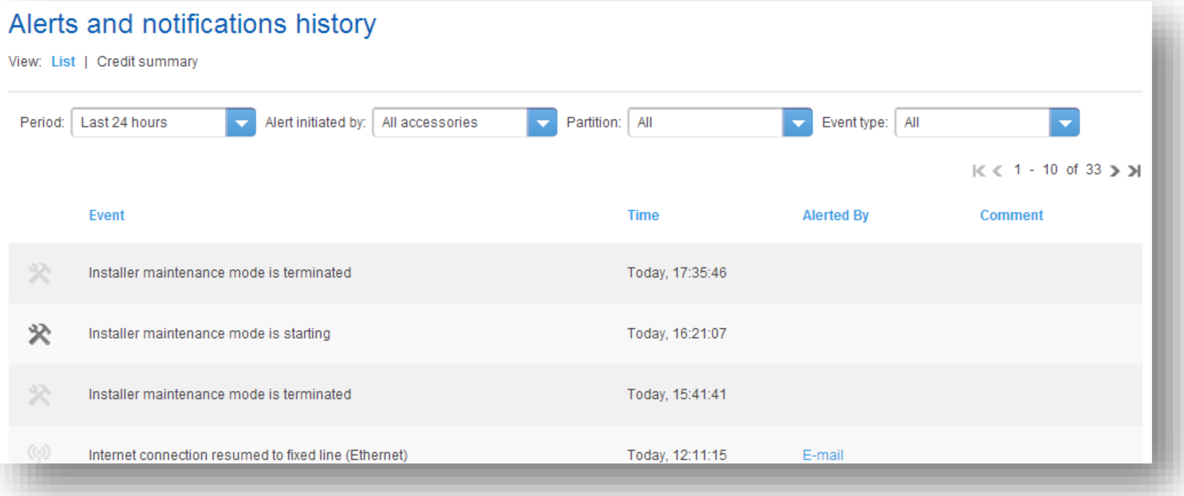
Intrusion alarm from Motion Sensor 1

This box shows the latest alert(s) recorded by the Interactive Security Panel. The **View All Alerts** hyperlink provides access to the History page, which shows the full list of logs. This is the same page that is accessible by clicking on the **History** menu option.

The second way to accessing the history logs is directly via the **History** menu button.



This **History** page shows the logs sorted by time with the most recent events at the top.



Alerts and notifications history

View: List | Credit summary

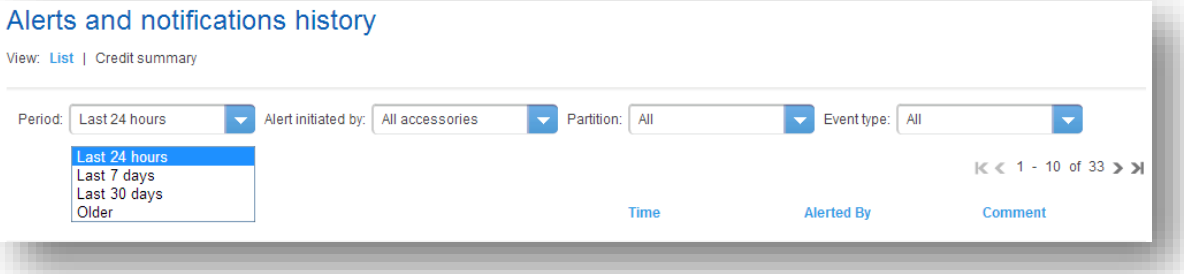
Period: Last 24 hours Alert initiated by: All accessories Partition: All Event type: All

1 - 10 of 33

Event	Time	Alerted By	Comment
Installer maintenance mode is terminated	Today, 17:35:46		
Installer maintenance mode is starting	Today, 16:21:07		
Installer maintenance mode is terminated	Today, 15:41:41		
Internet connection resumed to fixed line (Ethernet)	Today, 12:11:15	E-mail	

Events can be filtered by time period, accessory, partition, or type of event as indicated below:

Filtering events by time periods:



Alerts and notifications history

View: List | Credit summary

Period: Last 24 hours Alert initiated by: All accessories Partition: All Event type: All

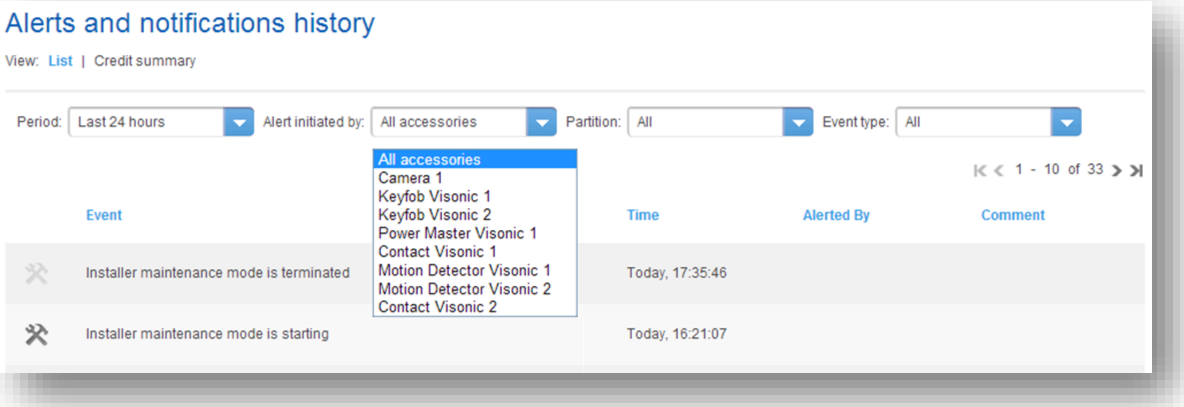
Last 24 hours
Last 7 days
Last 30 days
Older

1 - 10 of 33

Time Alerted By Comment

It is possible to display the events that occurred during the last 24 hours, or the last 7 days, or the last 30 days. Choosing Older displays all the events.

Filtering events by accessories:



Alerts and notifications history

View: List | Credit summary

Period: Last 24 hours | Alert initiated by: All accessories | Partition: All | Event type: All

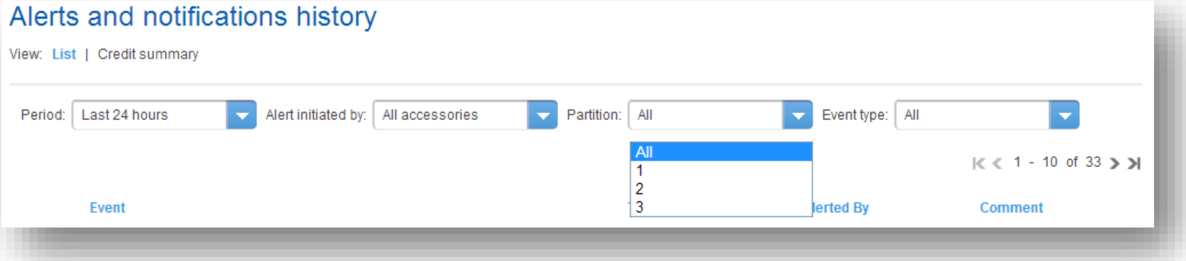
All accessories
Camera 1
Keyfob Visonic 1
Keyfob Visonic 2
Power Master Visonic 1
Contact Visonic 1
Motion Detector Visonic 1
Motion Detector Visonic 2
Contact Visonic 2

1 - 10 of 33

Event	Time	Alerted By	Comment
Installer maintenance mode is terminated	Today, 17:35:46		
Installer maintenance mode is starting	Today, 16:21:07		

It is possible to view all the events associated with a given sensor, whether this sensor is paired with the Interactive Security Alarm Panel. Events of a device paired with the ADT Interactive Security Alarm Panel can also be found in the history logs of the ADT Interactive Security Alarm Panel itself.

Filtering events by partitions:



Alerts and notifications history

View: List | Credit summary

Period: Last 24 hours | Alert initiated by: All accessories | Partition: All | Event type: All

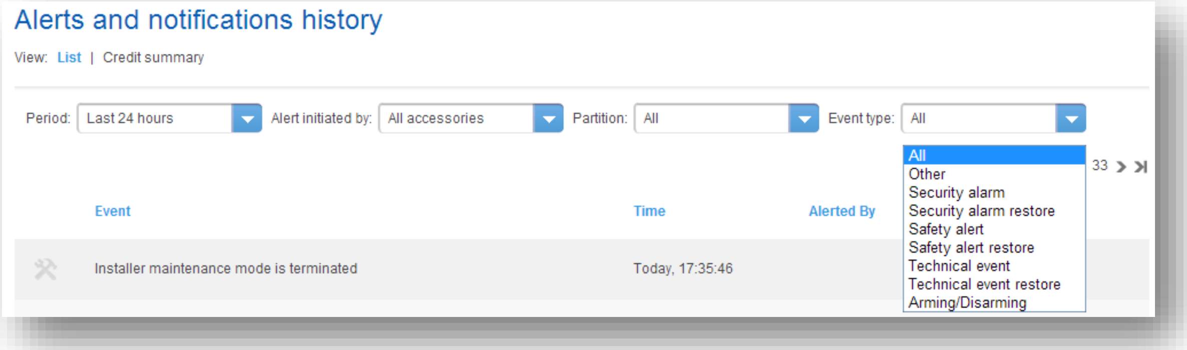
All
1
2
3

1 - 10 of 33

Event | lerted By | Comment

It is possible to display only the events generated by the sensors that are registered with a given partition in the ADT Interactive Security Alarm Panel, or with all the partitions.

Filtering events by types of events:



Alerts and notifications history

View: List | Credit summary

Period: Last 24 hours | Alert initiated by: All accessories | Partition: All | Event type: All

All
Other
Security alarm
Security alarm restore
Safety alert
Safety alert restore
Technical event
Technical event restore
Arming/Disarming

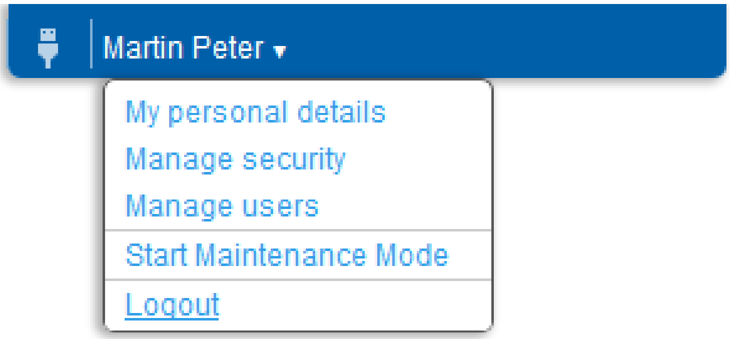
33

Event	Time	Alerted By
Installer maintenance mode is terminated	Today, 17:35:46	

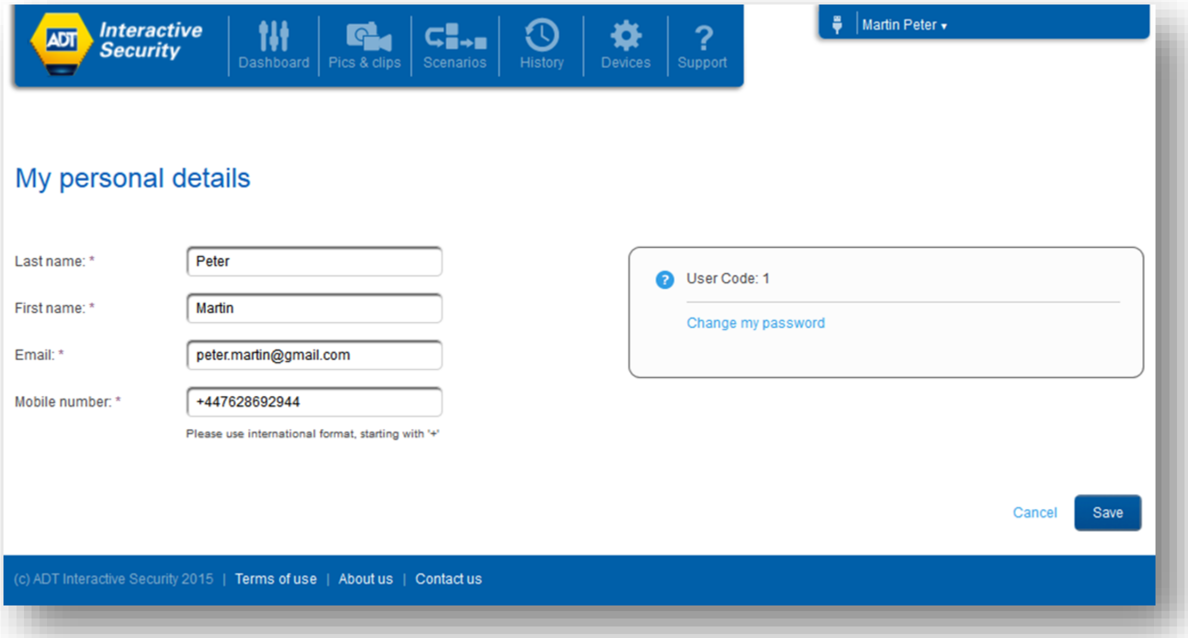
There are many types of events, not all of them being related to an intrusion. An event can be in regards to setting or unsetting a partition, starting a video session, switching to the Maintenance Mode, etc.

12. ACCESSING ACCOUNT INFORMATION

The user can access personal account data via the pop-up menu in the upper right corner of the self-care portal web page:



12.1. My Personal Details



My personal details

Last name: *	Peter
First name: *	Martin
Email: *	peter.martin@gmail.com
Mobile number: *	+447628692944

Please use international format, starting with '+'

User Code: 1

Change my password

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This page allows the user to check and modify personal information as well as view the PIN code of the Interactive Security Alarm Panel. For security reason, the PIN code itself is not displayed, but instead the user code index is displayed in this screen.

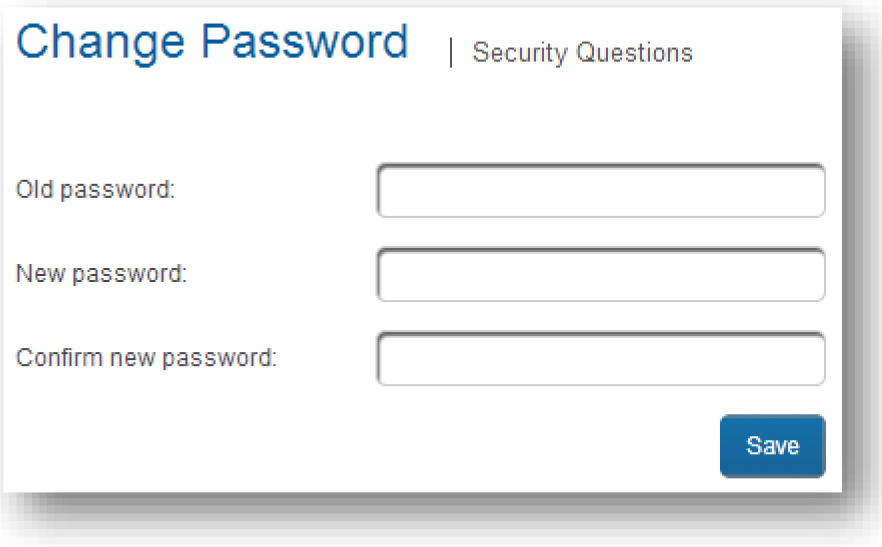
12.2. Manage Security

This menu item gives access to two pages related to the management of the password of the main user:

- Modifying the main user's password
- Modifying the personal security questions and answers

12.2.1. Change my Password

The Change my Password link gives access to the page where the password of the ADT Interactive Security online account can be modified.



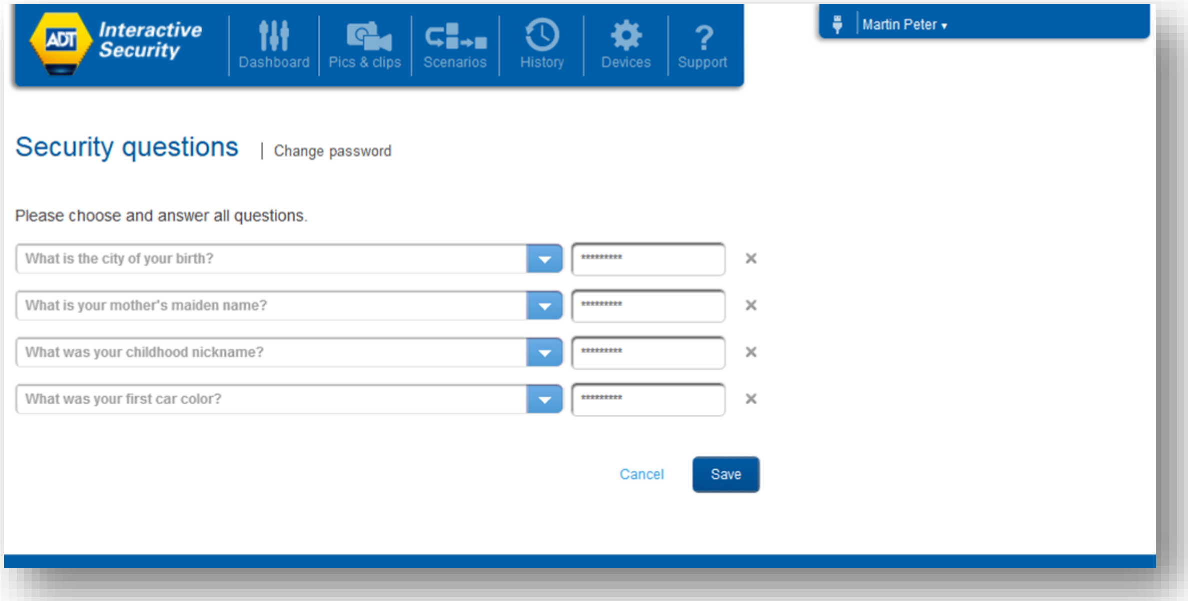
Since the password that is typed is masked, the user needs to enter it twice to make sure no error was made. The password must be entered manually with no possibility to copy and paste the masked value.

The previous password must be provided as well, in order to make sure that the person doing the password change is a legitimate user.

If a user forgets her/his password, she/he can trigger an automatic procedure that will let her/him enter a new password, without knowing the previous password. However, the system must make sure that only the real owner of the account is entitled to do so. This is the basis for requiring security questions. Main account holders should make sure that their security questions are defined properly for easy recall, but also so that the answers can only be provided by themselves.

12.2.2. Security Questions

Click on the Security Questions link in the Change Password page.



Security questions | Change password

Please choose and answer all questions.

What is the city of your birth?	**********	×
What is your mother's maiden name?	**********	×
What was your childhood nickname?	**********	×
What was your first car color?	**********	×

A form with four lines is displayed; each line displays a security question and the personal answer from the user.

If they are not already filled in, it is necessary to select four questions and provide four answers.

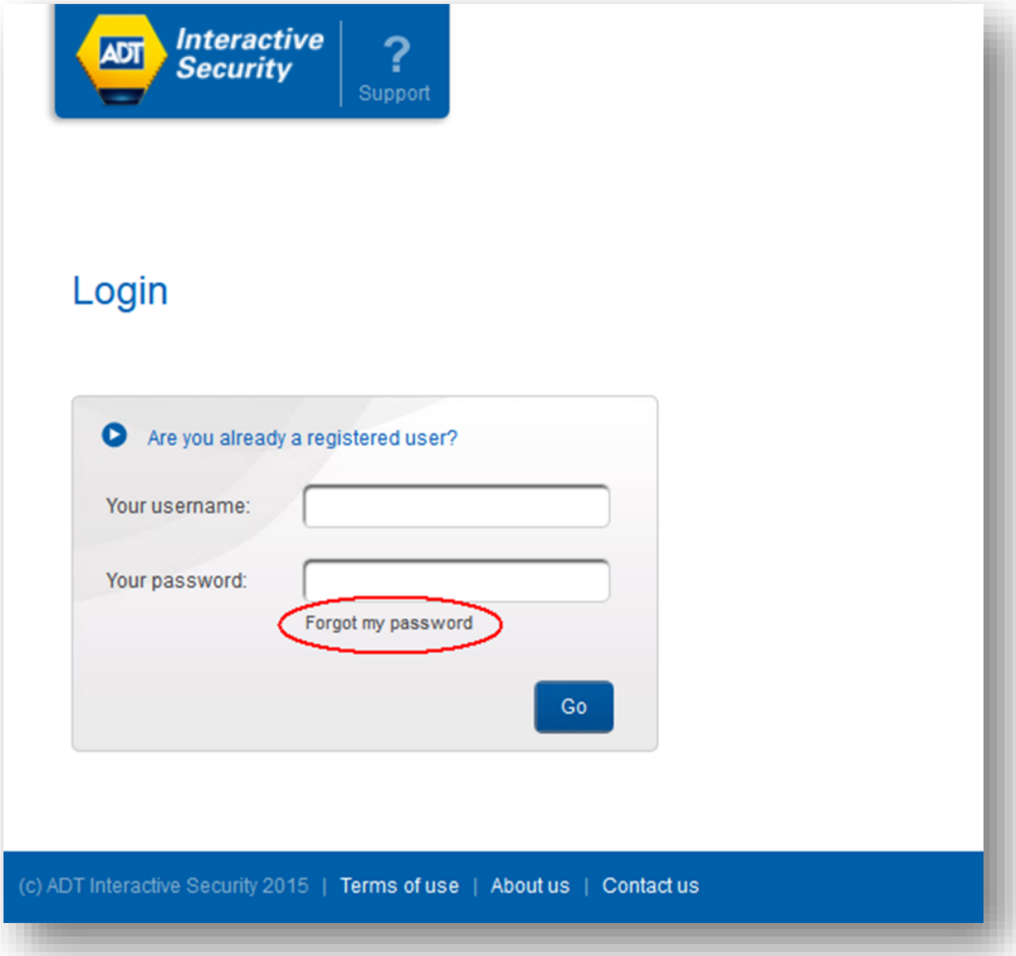
Each line starts with a drop down list of questions. Select one of the questions for which an answer is well-known by the end user. Then type the answer in the edit field on the left. Repeat the procedure for all four lines. The system makes sure that no question can be selected more than once.

Answers are not displayed in clear (letters are replaced by asterisks). So it is important to make sure that no typo error is made when entering the answers.

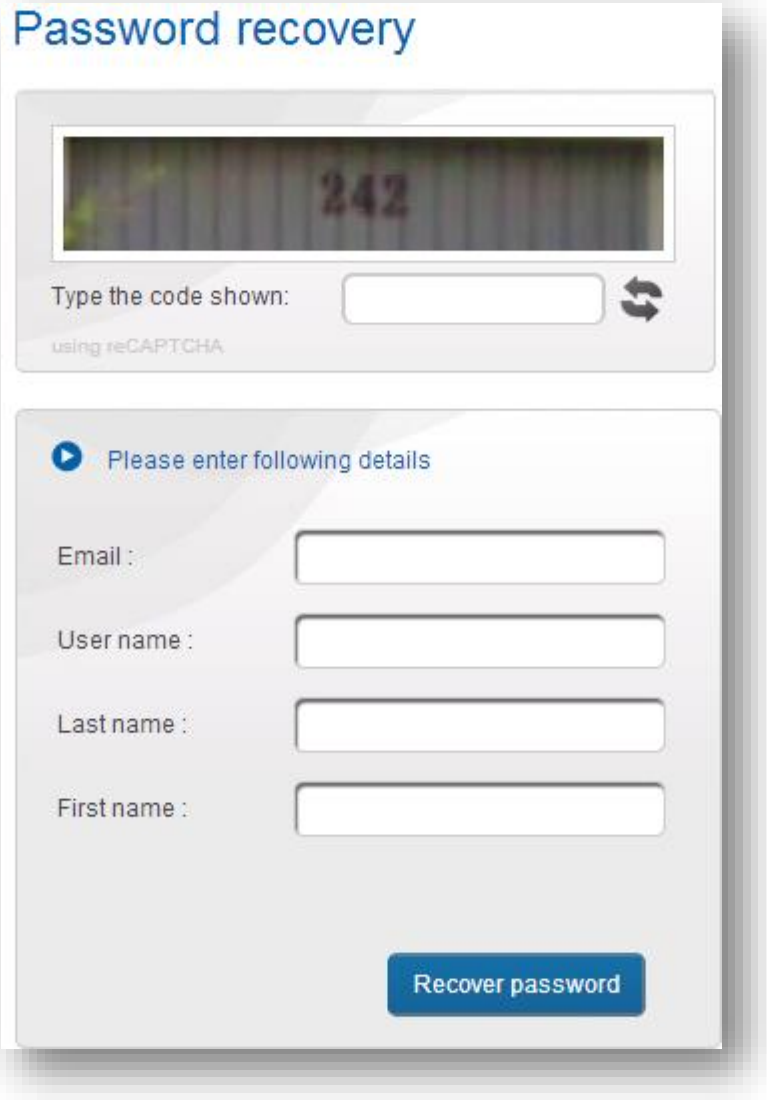
Answers are stored in a non-readable format by the system, so nobody will be able to tell a user what any of the answers are.

12.3. Password forgotten: how to recover it

In case the password of an account is forgotten, the user can click on the *Forgot My Password* link in the login page:


ADT
Interactive Security
?
Support
Login
Are you already a registered user?
Your username:
Your password:
Forgot my password
Go
(c) ADT Interactive Security 2015 | Terms of use | About us | Contact us

A first page is displayed, which checks which account the user needs to reset the password.



Password recovery

Type the code shown:

using reCAPTCHA

Please enter following details

Email :

User name :

Last name :

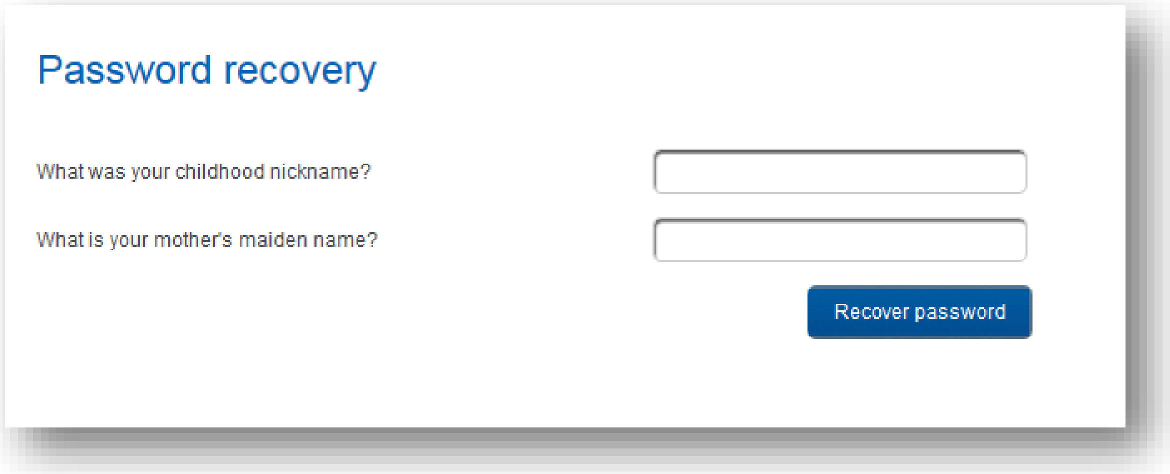
First name :

This page does not simply ask what the name of the account is. It also asks for the details that can be found in My Personal Details page: email address as saved by the user, last and first names. And, of course, the system asks for the name of the account (Username).

This page also asks to enter the series of digits and/or letters that are shown in a picture. This is to make sure that the password request is not accessed by a computer running a password stealing program.

When all fields are filled in, click on the Recover password button.

The next page provides two questions, selected randomly among the four security questions. The user must provide answers for both questions, which should exactly match the answers already given.

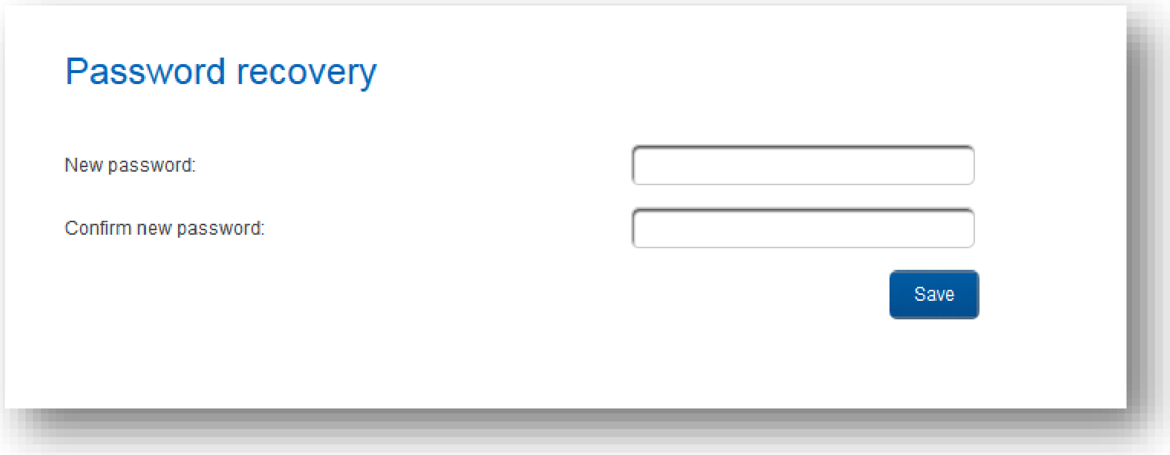


Password recovery

What was your childhood nickname?

What is your mother's maiden name?

If both answers are correct, then the user is allowed to force a new password in the next screen.



Password recovery

New password:

Confirm new password:

The user shall enter the new password. For security reasons, the entered characters are masked. For making sure the password is entered without typos, this password shall be entered twice.
If both entered passwords are identical, then the old password is deleted and replaced by the new password.

12.4. Manage Users

12.4.1. Overview

In case of several family members using the ADT Interactive Security service features, it is possible to define multiple user usernames and passwords to access a same account. Each set of user username/password can be considered as a sub-account of the main account. In the rest of this document, we call the “main user” the main account user, and “sub-user” a sub-account user.

The purpose of this feature is to provide family members access to the service, but without sharing the same credentials (username and password) of the main user. In addition, the set of functionalities proposed to each sub-account in the user interface can be customized by the main user. For example, a user can create a sub-account for their children, so that they can play with the lighting but not with setting/unsetting the security system. The set of functionalities that the User Interface exposes to a sub-user is called “user permissions”.

It is always possible to revoke any of the sub-accounts if a main user decides that a sub-user should not get access any more to the system.

If no sub-account has ever been created, the **Manage Users** page shows a list of users containing only one entry: the main user’s account. As this is the main account, it cannot be deleted or restricted (its details are grayed out) as all user permissions are granted. Some of the details (first and last name, email address, password) can be modified, but only through the dedicated account management web pages as described previously in this document. The only piece of information that can be updated regarding the main user, is the ADT Interactive Security Alarm Panel “user code” that shall be associated to the main user. User codes are index values (1, 2, … up to a max value that depends on the model of ADT Interactive Security Alarm Panel) which identify the PIN code. The association between a user code index and a 4-digit PIN code is configured directly on the ADT Interactive Security Alarm Panel. On the web portal, the main user will only select which user code index shall be used for their own ADT Interactive Security Alarm Panel commands.

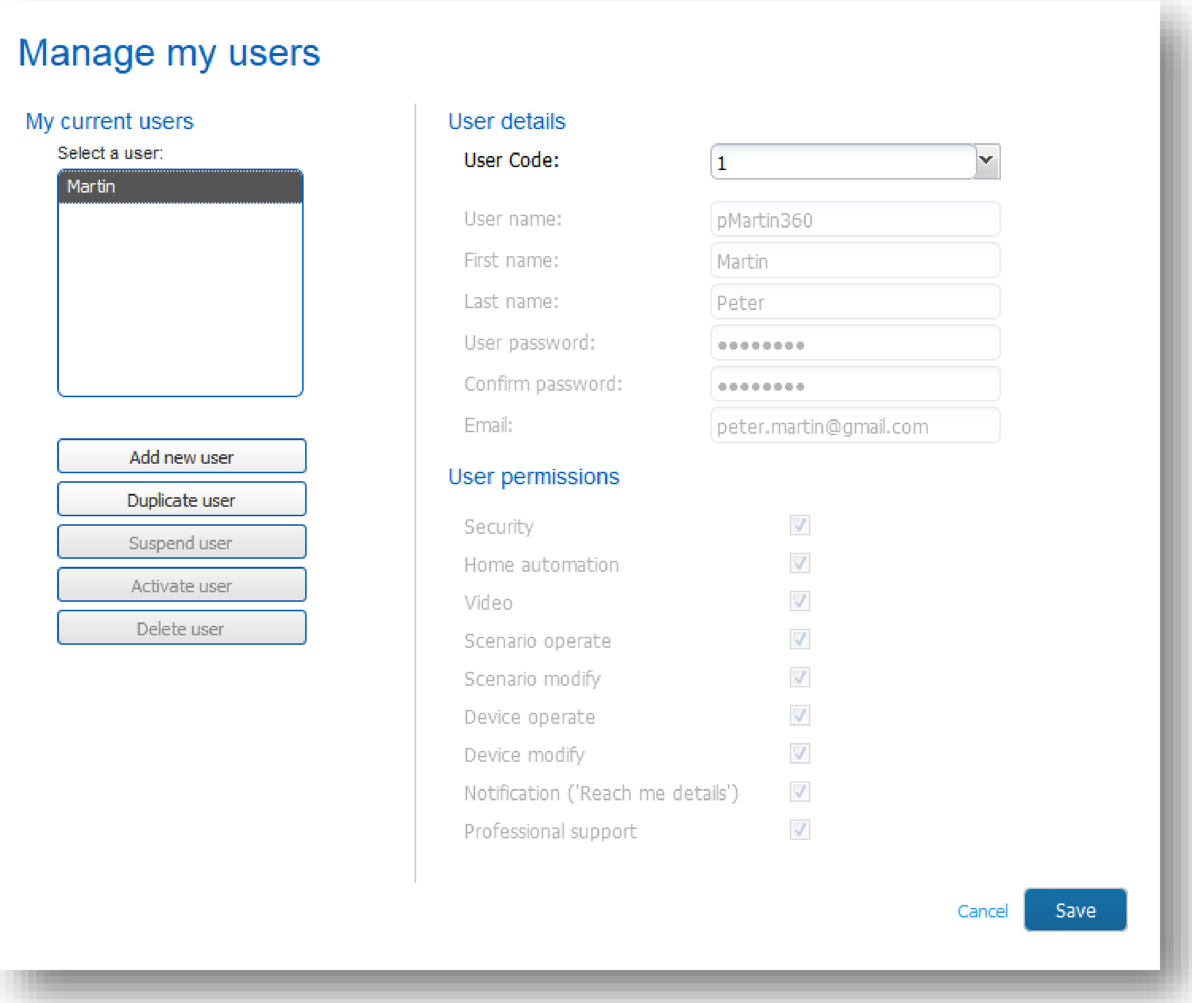
When managing the ADT Interactive Security Alarm Panel directly via its dedicated user interface (keypad), a user needs to enter a PIN code when performing sensitive actions, such as setting and unsetting a partition. It is possible to define several users with their own dedicated PIN codes. This way, the alarm panel knows who is performing an action based on the PIN code entered and verifies that the corresponding user has the appropriate permission level.

When a user executes an action via the web portal or the mobile app, the ADT Interactive Security Alarm Panel also expects to verify that this user is authorized to perform that action. The Interactive Security Panel adds the PIN code of the user in the command that it sends to the Interactive Security Panel. Therefore, two checks are performed simultaneously: the Interactive Security Panel checks that a user is allowed to perform an action, and the ADT Interactive Security Alarm Panel does the same. Great care should be therefore taken when setting up the permissions of PIN codes during the configuration of the ADT Interactive Security Alarm Panel so that these permissions correspond to those given to a sub-account.

Setting up of PIN Codes on the ADT Interactive Security System will be performed during the installation by our ADT engineer. It is important at that time that you provide the ADT engineer with the PIN Codes you will be using and assigning to sub-accounts of your System as these can only be added at a later date by ADT sending an ADT engineer which will incur a cost.

Note: in case of multiple users on the same account, there is no obligation to define a different user code index per user. Several application users may share the same ADT Interactive Security Alarm Panel user code.

The user code index of the main user is to be entered in the **User Code** field (see below).



Manage my users

My current users

Select a user: Martin

User details

User Code: 1

User name: pMartin360

First name: Martin

Last name: Peter

User password: ●●●●●●●●

Confirm password: ●●●●●●●●

Email: peter.martin@gmail.com

User permissions

Security ☑

Home automation ☑

Video ☑

Scenario operate ☑

Scenario modify ☑

Device operate ☑

Device modify ☑

Notification ('Reach me details') ☑

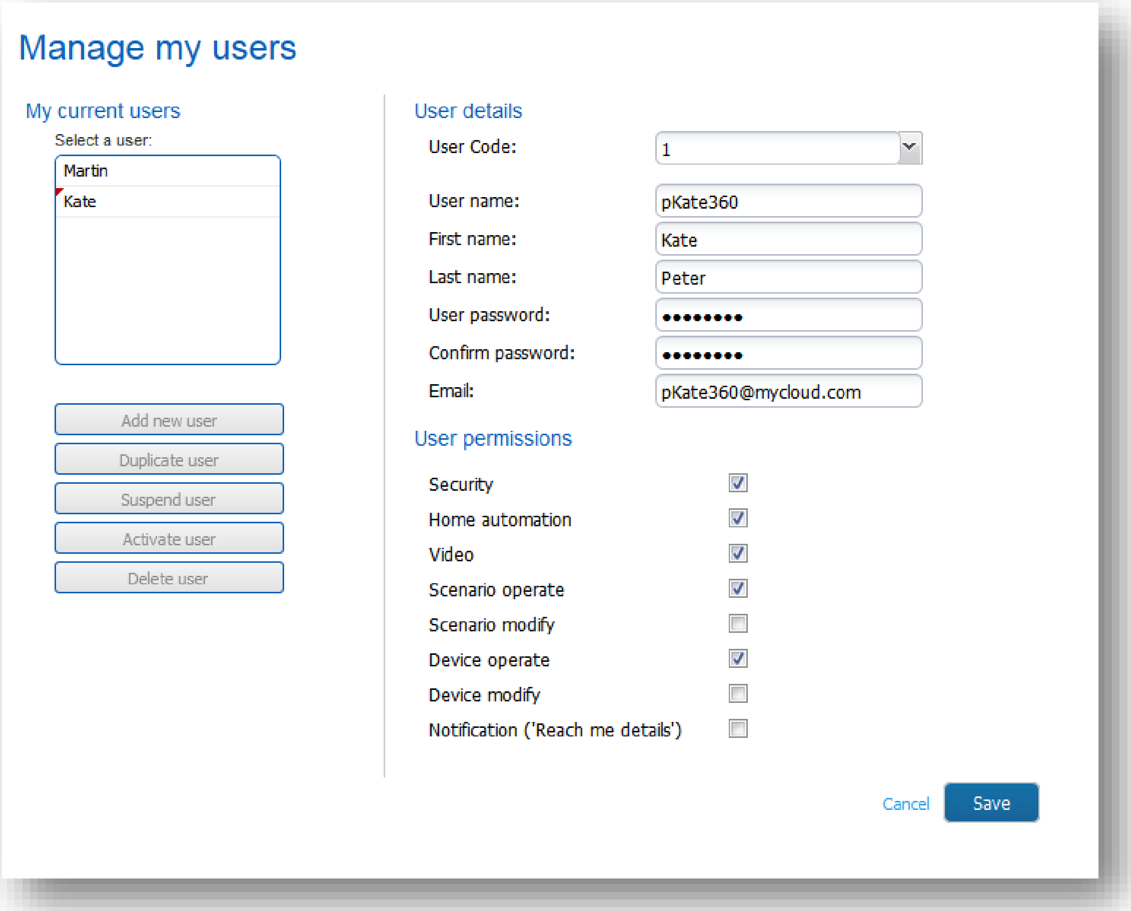
Professional support ☑

12.4.2. Sub-accounts

Adding a new sub-user can be done by clicking on the **Add New User…** button. It is also possible to create a new account with the same permissions as an existing one, by clicking on the **Duplicate User…** button.

To create a new sub-user, it is necessary to enter the following account details:

User Detail	Type	Explanation
User code	Index value, from 1 to 32.	List of security ADT Interactive Security Alarm Panel user code values which have been preliminary created on the ADT Interactive Security Alarm Panel and configured with a PIN code. This user code is only requested if the "Security" permission right is checked.
User Name	Username name for sub-user	Username name used by the sub-user to access the ADT Interactive Security user interface.
First Name	Free text string	First name of the sub-user; this is mainly to remember who that sub-user is, in case different sub-accounts are created for different persons with the same last name.
Last Name	Free text string	Last name of the sub-user; as with the First Name, the purpose is to help the main user remember who that sub-user is.
User Password	Sub-user's password	Password that the sub-user needs to enter to access the ADT Interactive Security interface. Like any password in ADT Interactive Security, this password must follow some rules to make it secure enough: it cannot be identical to the username name and it must contain at least one upper case letter as well as one lower case letter and one digit.
Confirm Password	Type again sub-user's password	Since the password is masked, it is necessary to type it twice.
Email	Email address of the sub-user	Email address of the sub-user



Manage my users

My current users

Select a user:

Martin

Kate

User details

User Code: 1

User name: pKate360

First name: Kate

Last name: Peter

User password: ••••••••

Confirm password: ••••••••

Email: pKate360@mycloud.com

User permissions

Security ☑

Home automation ☑

Video ☑

Scenario operate ☑

Scenario modify □

Device operate ☑

Device modify □

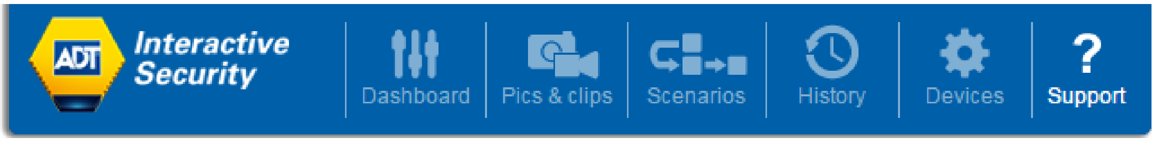
Notification ('Reach me details') □

Together with the account details, it is necessary to define the permissions that are granted to the sub-user by clicking on the corresponding check boxes:

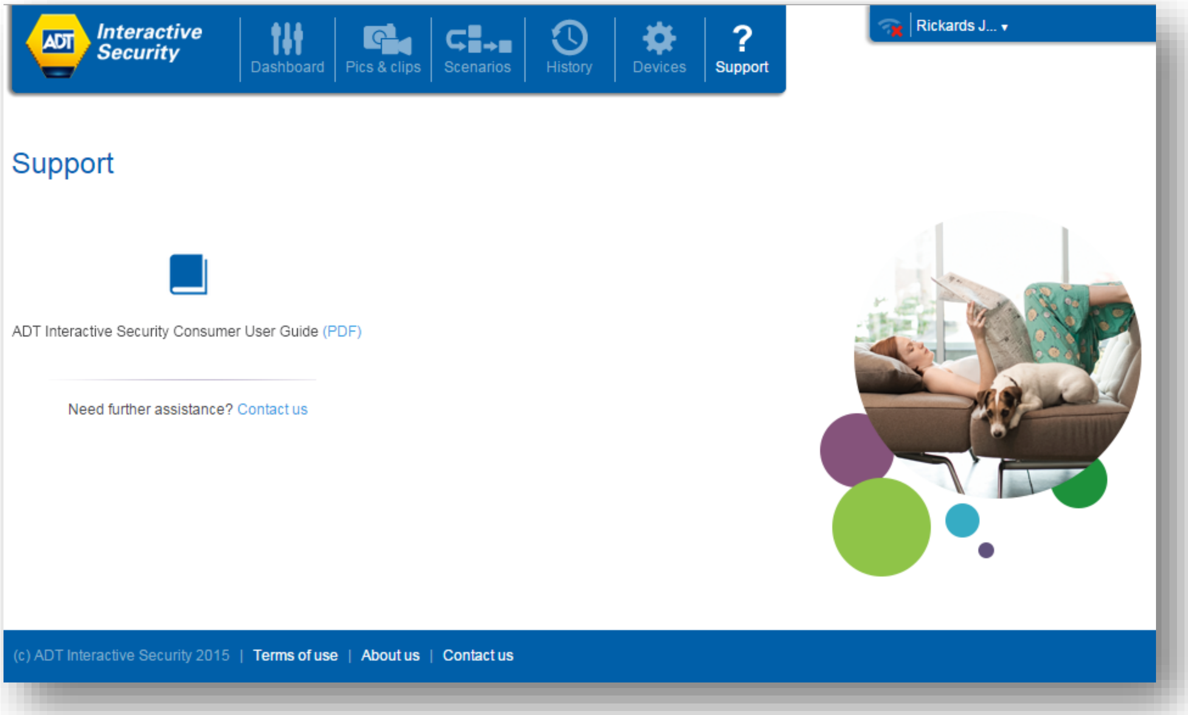
User permissions	Explanation
Security	Grants the sub-user access to the Security tab of the account and its setting/unsetting modes
Home Automation	Grants the sub-user access to the Home Automation tab of the account, see the devices real-time status, and turn on and off lights
Video	Allows the sub-user the option to watch the camera(s) live view, record video stream or playback the recorded videos.
Scenario Operate	Allows the sub-user to enable and disable scenarios, as well as view and run existing scenarios.
Scenario Modify	Allows the sub-user to create, modify and delete scenarios
Device Operate	Allows the sub-user to send commands (via button clicks) to a device; e.g.: turn on and off a power plug.
Device Modify	Allows the sub-user to pair and un-pair cameras and home automation devices with the Interactive Security Panel, rename the devices or modify their configuration settings (if any).

13. GETTING SUPPORT - TROUBLESHOOTING

In case of questions or problems with the ADT Interactive Security system, it is possible to obtain assistance by clicking on the **Support** button.



The **Support** page gives access to this user guide, as well as how to contact the hotline support.



Support

ADT Interactive Security Consumer User Guide (PDF)

Need further assistance? Contact us

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