ADT Pulse℠ Interactive Solutions

Mobile Portal User Guide

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Preface

About This Guide

This guide provides information about the services and functions available with the mobile portal and how to access them. The mobile portal is designed to run on feature phones. If you have a smart phone like an iPhone or Android phone, there are specific apps for those phones, with separate user guides describing their capabilities.

Audience

This guide is intended for people who want to use the mobile portal to access remote interactive services for their home or business.

Typographic Conventions

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

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

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

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

Managing Your Site From a Mobile Device

As an alternative to accessing the web portal, you can use your web-enabled mobile device to:

- Check the status of your site
- Arm or disarm your security system
- Capture and view pictures and video clips
- Change thermostat settings
- Turn lights off and on
- Modify lighting levels
- Monitor energy usage
- Lock and unlock doors
- View alarms and alarm history

You can use the web portal when you are at home or at work and the mobile portal when you are on the go!

To use the mobile portal from a handheld device, all you need is wireless connectivity to the Internet and a web browser. Open the web browser on your mobile device, and enter the URL provided by your installer.

Note: A Wi-Fi-enabled phone is not necessary to access this feature. All you need is a phone with Internet access.

Signing In

When your mobile device browser goes to the mobile portal URL, the Sign In screen appears. Enter the same username and password you use to access the web portal from your computer.

Note: Your username and password are case-sensitive. Ensure that caps lock is off. Also, some mobile devices automatically capitalize the first character entered in forms. If your mobile device is one of them, be sure to check your username and password each time you enter it. If you forget your password, use a web browser to access the web portal, and click Forgot your username or password? on the Sign In screen.

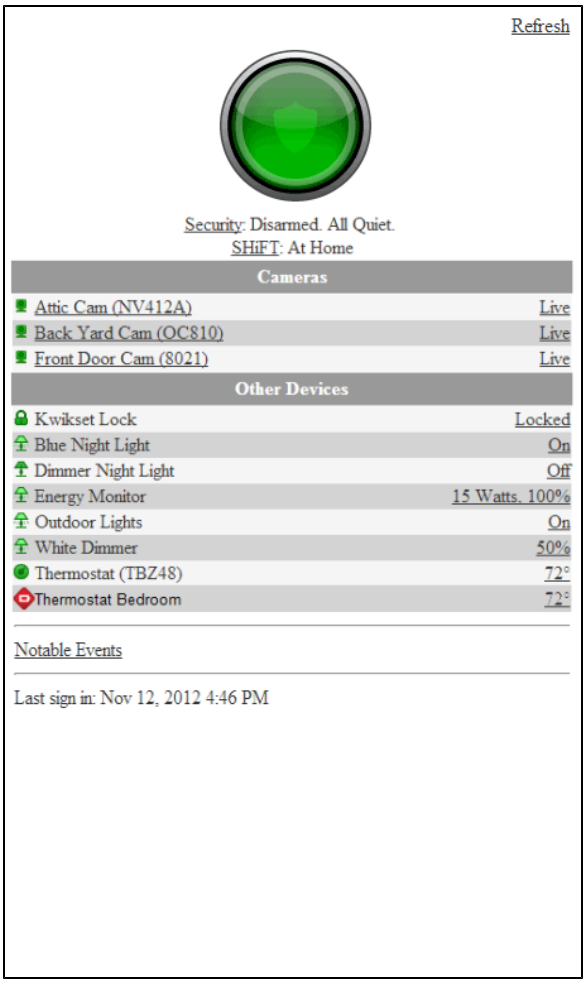
When you are done, select Sign In. The Home screen appears.

Signing Out

It is not necessary to explicitly sign out of the mobile portal. However, to sign out, select Sign Out on any screen.

Home Screen

When you sign in to the mobile portal, the Home screen appears.



Note: All of the links shown above might not appear on your Home screen, depending on which devices you have installed at your site.

The Home screen provides information about your system and shows some of the current settings. Select any link on the Home screen to view related information or make changes.

Each time you sign in, the date and time of your last sign in and the number of failed sign-in attempts, if any, since your last sign-in appear near the bottom of the Home screen. After you take any action, the last sign-in information disappears.

System Icon

The system icon's color indicates its state:

- Green indicates that the security system is disarmed.
- Red indicates that the security system is armed, either all sensors or doors and windows only.

- Red with black stripes and an exclamation mark indicates an alarm state that requires immediate attention.
- Gray indicates that remote access is currently unavailable.

If one or more smaller symbols appear on the system icon:

- A red diamond indicates a sensor problem.
- A yellow circle indicates that doors or windows are open. A number appears in the yellow circle to indicate the number of open sensors.
- Wave forms around the shield indicate that motion is detected.

Security Status and Modes

Beneath the system icon are the Security and Modes states.

- Security: The current armed or disarmed status for the security panel. (See "Arming/Disarming Your Security System" on page 8, for more information.)
- Modes: The current mode for the connected home or business automation devices. (See "About Modes" on page 9, for more information.

Cameras and Other Devices

The Cameras and Other Devices sections list the devices installed at your site. You can click:

- The name of any camera to view video clips captured by that camera
- The Live link next to any camera to view live video from that camera
- The link to the right of any of the other devices to open the device's settings screen. The link also indicates the device's current status. On the device settings screen, you can view and perform the actions that you can take for that device.

Status Icons

The smaller status icons appear next to each camera or other device to indicate its status. The following table lists all of the possible status icons you might see on this screen.

Icon	Description
	Light off
	Light on
	Heating/cooling system idle
	Heating/cooling system actively heating/cooling
	Door locked
	Door unlocked
	Camera online
	Off–Whole home meter device that measures the entire home's energy consumption. Only one of these per site.

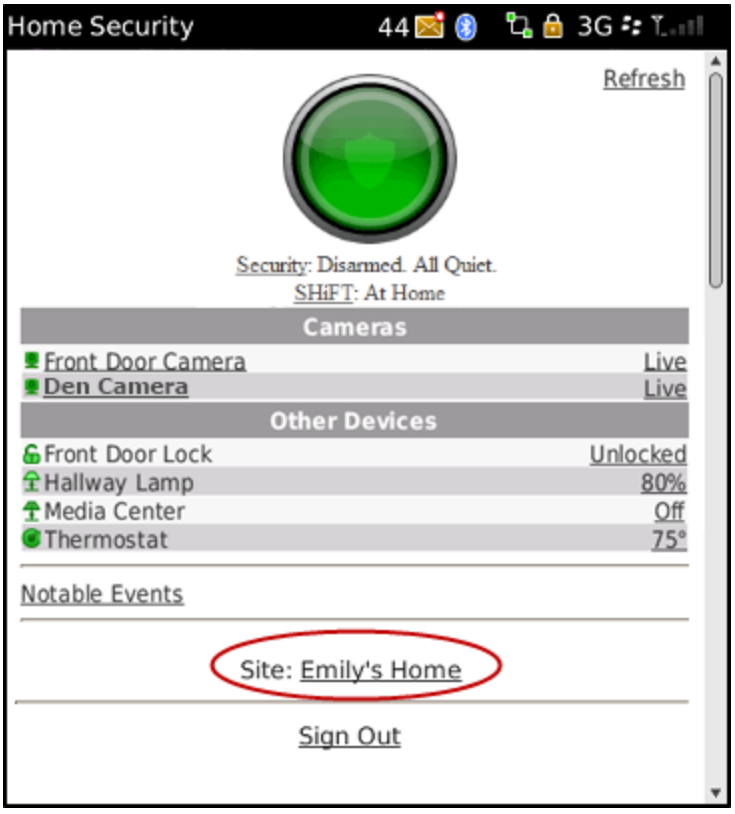
Icon	Description
	On–Whole home meter device that measures the entire home's energy consumption. Only one of these per site.
	Off–Energy monitoring device for large load appliances, socket Level, and combination switches.
	On–Energy monitoring device for large load appliances, socket Level, and combination switches.
	Offline
	Low battery
	Unknown (remote access currently unavailable)

The text next to each icon provides more information about the device's status.

Note: Energy monitoring devices that act as on/off switches do not appear with the energy monitoring icon ( ). You can tell the device is energy monitoring as the current energy usage appears to the right before the On or Off device status.

Site Link

If you have access to more than one site, a link appears near the bottom of the Home screen indicating which site you are viewing.



You can select the site link to change to another site.

General Controls

On most screens of the mobile portal, you can:

- Select Home to return to the Home screen.
- Select Refresh to update the contents of the screen.

  Note: The mobile portal screens do not automatically refresh status. For example, if you make a system change (such as arming the security panel) or something changes physically (such as opening a door), select Refresh after a delay of 10 to 20 seconds to see the change reflected in the mobile portal.
- Select Sign Out to sign out of the mobile portal.

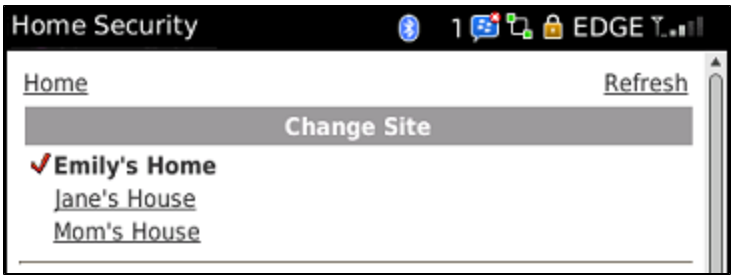
Confirmation Message

When you perform certain actions, such as taking a picture or video clip or changing the setting on a light or thermostat, a message appears informing you that the change will take effect in a few seconds. Some actions might take up to a few minutes, such as capturing a video clip.

To view the change, select **Home** to return to the Home screen, or press the back button on your phone to return to the previous screen. If your change does not appear right away, wait a few seconds and then select **Refresh**.

Changing the Site

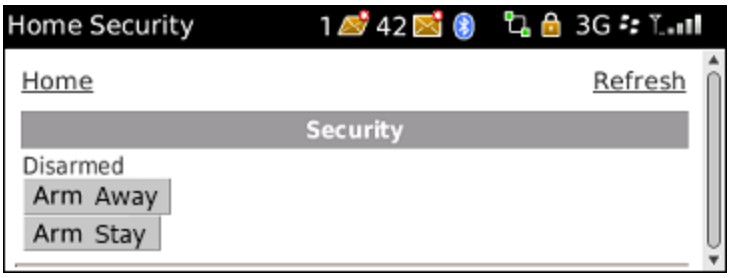
When you select the site link on any screen, the Change Site screen appears.



The Change Site screen indicates the current site and provides a list of links to other sites you can access. Select the link for the site you want to view. The Home screen for the selected site appears. To switch back, repeat this procedure.

Arming/Disarming Your Security System

When you select **Security** on the Home screen, the Security screen appears.



On this screen, you can view the current status of your security system, and you can arm or disarm it.

To arm or disarm your security system, select the desired arm state button. A message appears informing you that the change will take effect in a few seconds. When you return to the Home screen, select **Refresh** to see the new setting.

About Modes

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

Note: Modes is only available for non-cellular-based systems.

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

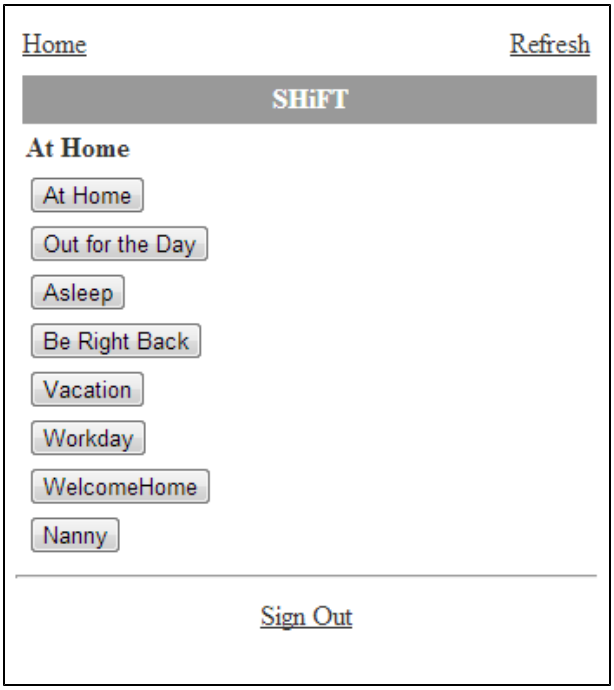
- Change the thermostat schedule to an energy-efficient schedule
- Turn off all lights and lock all doors
- Enable a schedule that randomly turns on certain lights between 7pm and 10pm
- Capture video clips from all cameras if motion is detected
- Send an alert when the system is disarmed (to ensure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

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

Switching Modes

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

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

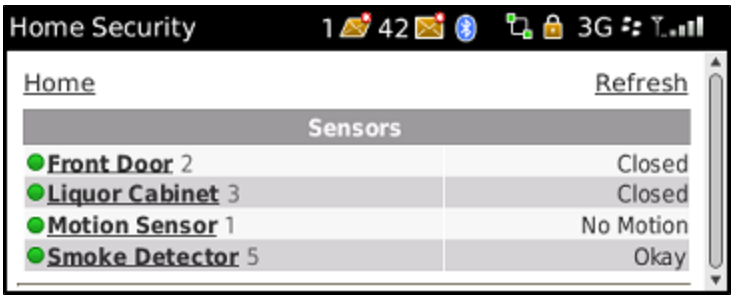


On this screen, you can view the mode that is currently active, and you can switch to another mode.

To switch modes, select the desired mode button. A message appears informing you that the change will take effect in a few seconds. When you return to the Home screen, select Refresh to see the new setting.

Viewing Sensor Status

When you select the system icon on the Home screen, the Sensors screen appears.



This screen displays a list of installed sensors at your site. The icons that appear to the left of the sensors indicate the status of each sensor. The following table lists all of the possible icons you might see on this screen.

Icon	Description
	No sensor activity
	Sensor activity
	Motion detected
	Tamper or other device trouble; alarm or environmental sensor tripped
	Offline
	Unknown (remote access currently unavailable)

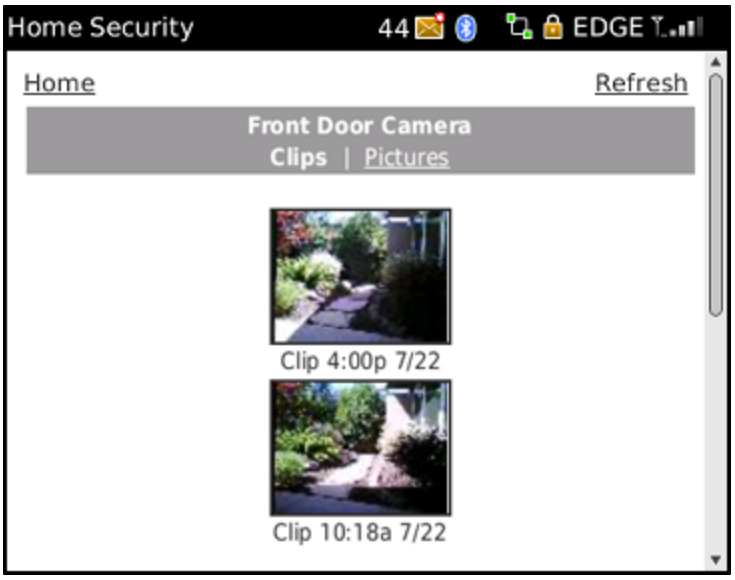
The zone numbers appear to the right of each sensor name. The text to the right of each sensor's name provides textual information about the sensor's state.

If an alarm is triggered, the corresponding sensor says ALARM. If you bypass a sensor, when an alarm is triggered, that sensor says Bypassed.

You can select any sensor on the list to display information about that sensor's notable events.

Working with Video Clips

When you select the name of a camera listed on the Home screen, that camera's Clips screen appears.



The Clips screen displays thumbnails of all video clips captured with the selected camera, along with the time and date each clip was captured. To view thumbnails of all pictures taken with the selected camera, select **Pictures**.

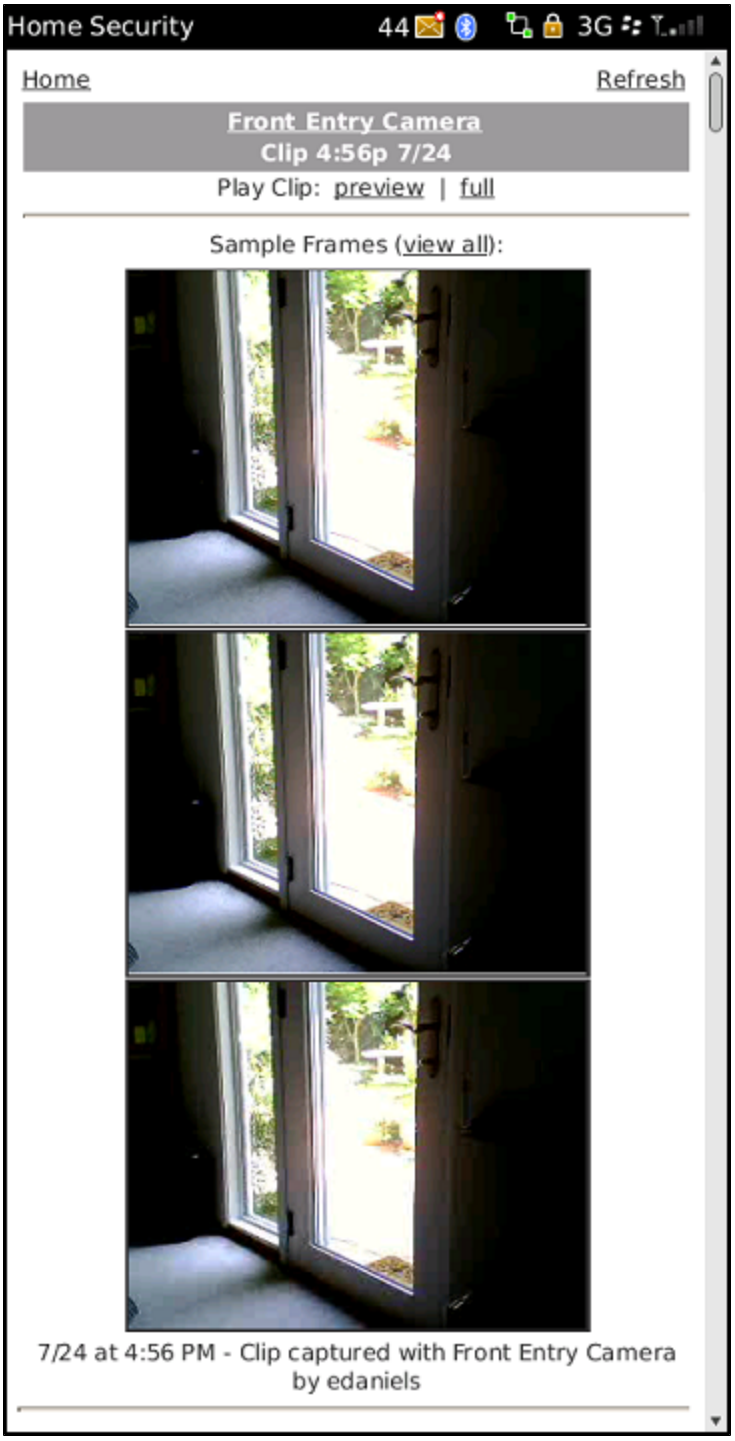
To view older thumbnails, select **Older**. The next older set of thumbnails appears. To view newer thumbnails, select **Newer**.

To view a specific video clip, select its thumbnail.

To capture a video clip with the selected camera, select the **Capture Video Clip** button (located below the list of thumbnails). A message confirms that the video will be captured in a few seconds.

Viewing Video Clips

When you select a thumbnail on the Video Thumbnails screen, a set of larger sample frames from that clip appears.



On this screen, you can:

- Select **preview** next to Play Clip to play the first 10 seconds of the video clip in your phone's media player.

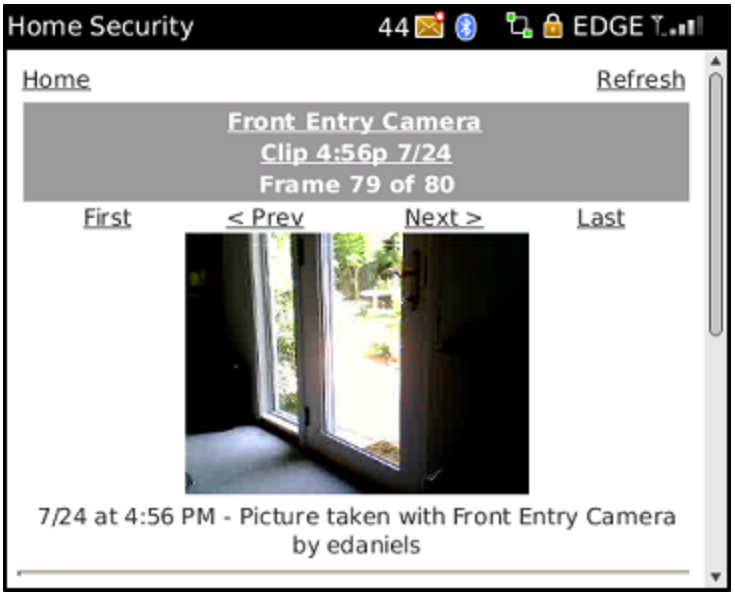
Note: While the clip is playing in your phone's media player, the controls available depend entirely on your specific media player.

- Select full next to Play Clip to play the entire video clip.
- Select view all to display every frame of the video clip.
- Select an individual frame to enlarge that frame.

Note: Some mobile devices do not support video playback. If your mobile device does not support video playback, a message appears to inform you of that fact. When this is the case, you can still manually navigate through the individual frames of the video clip.

Viewing Individual Video Frames

When you select an individual video frame from a clip, this screen displays an enlarged version of it.



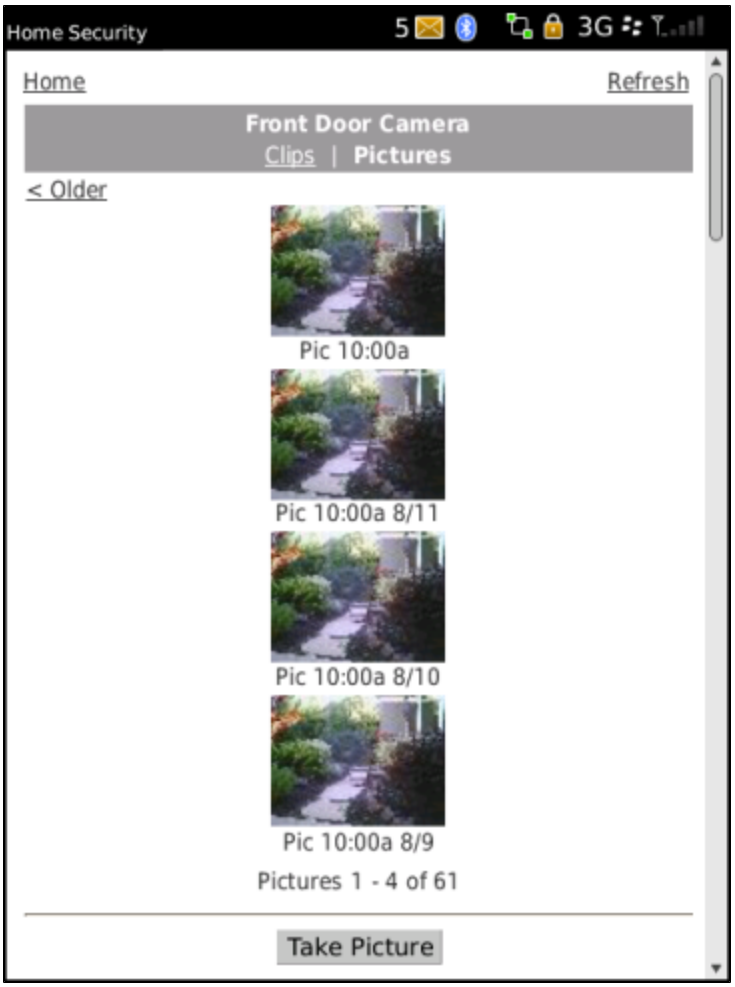
You can step through the frames of the video clip backward or forward by selecting **Prev** or **Next**, or you can jump to the first or last frame in the clip by selecting **First** or **Last**.

To return to the smaller sample frames for this clip, select the **Clip** link.

To return to the thumbnails for the selected camera, select the name of the camera.

Working with Pictures

When you select the name of a camera listed on the Home screen, that camera's Clips screen appears. To view the Pictures screen for that camera, select **Pictures**.



The Pictures screen displays thumbnails of all pictures taken with the selected camera, along with the time and date each picture was taken.

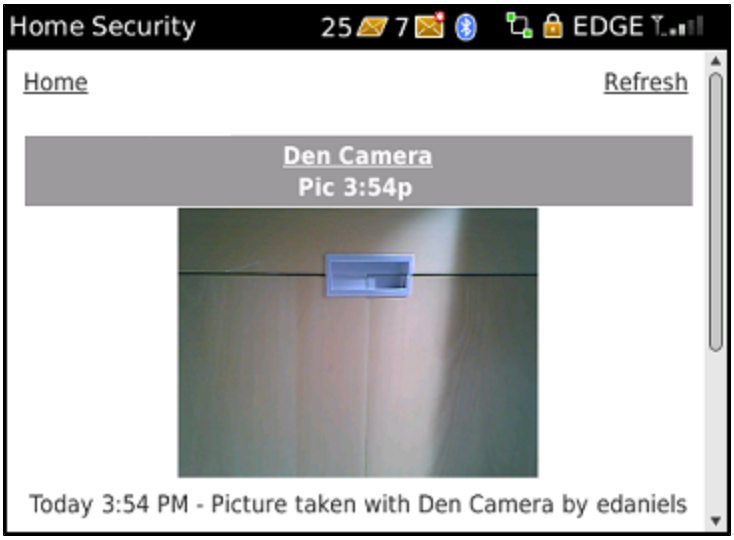
To view older thumbnails, select **Older**. The next older set of thumbnails appears. To view newer thumbnails, select **Newer**.

To view a specific picture, select its thumbnail.

To take a picture with the selected camera, select the **Take Picture** button. A message confirms that the picture will be taken in a few seconds.

Viewing Pictures

When you select a thumbnail on the Pictures screen, a larger version of that picture appears with a description below it.



You can select the name of the camera to return to the Pictures screen.

Viewing Live Video

Live video is supported for fast mobile networks, such as 3G, Edge, or equivalent. You can view live video using encrypted frames over SSL, which must be decrypted by the mobile device, or steaming video, which is unencrypted but much faster. Newer phones allow on-screen updates of video using JavaScript, whereas older phones might support only a poor approximation of video, refreshing the video image about every five seconds.

To view live video on a mobile device that supports it, select **live** next to a camera listed on the home screen.

Note: Some mobile devices do not support any form of live video. If your mobile device does not support live video, a message appears to inform you of that fact.

If your system is configured to allow unencrypted streaming video, the first time you select **live** on a particular site, the Settings screen appears, and you must confirm your live video setting.

After you confirm the setting, that screen no longer appears; however, you can change the live video setting anytime by selecting **Settings** at the bottom of any screen in the mobile portal. The next time you select live next to a camera, you go directly to live video.

If your live video setting is Flipbook (encrypted), the live video screen appears.

If your live video setting is **Streaming** (unencrypted), the native media player launches and displays live video from the selected camera.

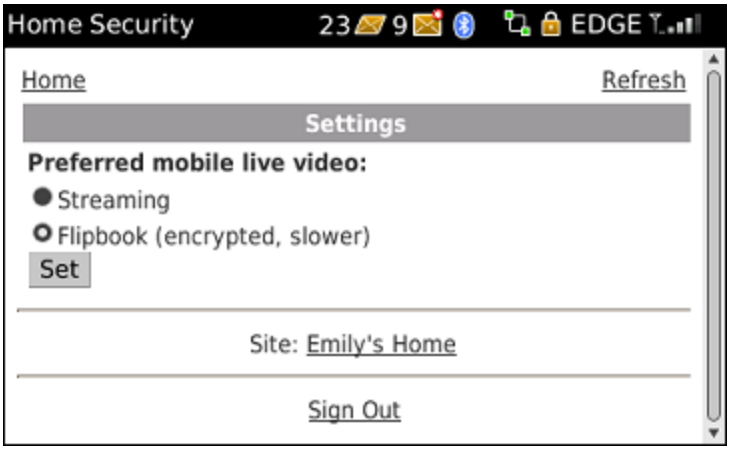
Note: Depending on your mobile device, you might see additional prompts before you see the live video. Respond to the prompts, as needed.

When you finish watching live video, press the back button on your phone to return to the Home screen.

Live Video Settings

The live video setting is a trade-off between security and speed, and you set it according to your own preference. To view the current live video setting, select Settings at the bottom of the Live Video screen. The Settings screen appears.

Note: You will only see the Settings link if your system configuration allows the option of unencrypted video.



The Streaming setting provides the fastest streaming video possible for your particular device; however, the video is unencrypted with this setting.

Note: The mobile portal attempts to use streaming video, unless your device does not support it. In that case, it uses Flipbook video, regardless of the preferred video setting.

If you want higher security for your streaming video, select Flipbook, and then select the Set button. If you find that the quality of the live video is diminished because of the slower refresh rate with this setting, consider changing the setting to Streaming.

Adjusting Lights

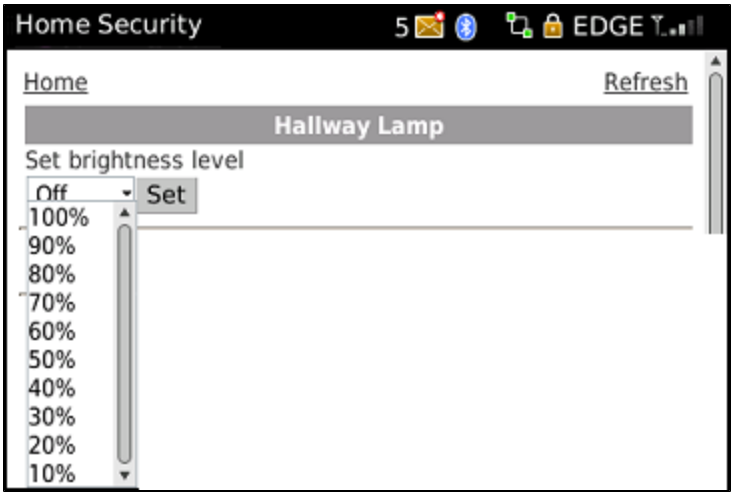
Turning a Light On or Off

When you click on the On/Off link next to a non-dimmer light listed on the Home screen, the settings screen for that light appears. The current status for the light is shown.

You can use this screen to turn the light on or off. Simply select the Turn On or Turn Off button to change the setting.

Adjusting a Light with a Dimmer

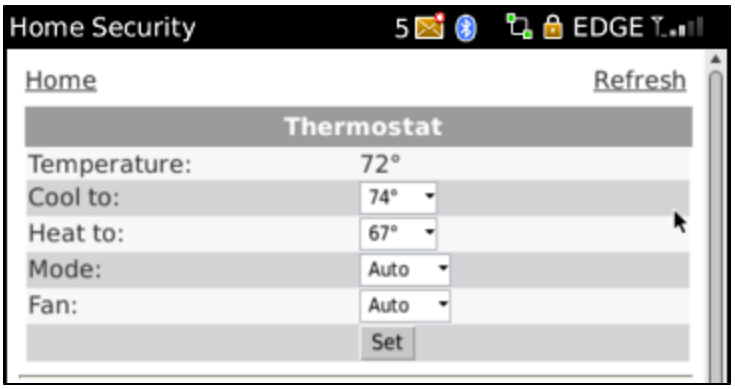
When you click on the brightness level link next to a light with a dimmer module listed on the Home screen, the settings screen for that light appears. The current status for the light is shown.



You can use this screen to adjust the brightness of the light or to turn it off. Make your selection from the drop-down list, and select the **Set** button.

Adjusting Your Thermostat

When you select the temperature link for a thermostat listed on the Home screen, the Thermostat screen appears.



This screen displays the current settings for the selected thermostat.

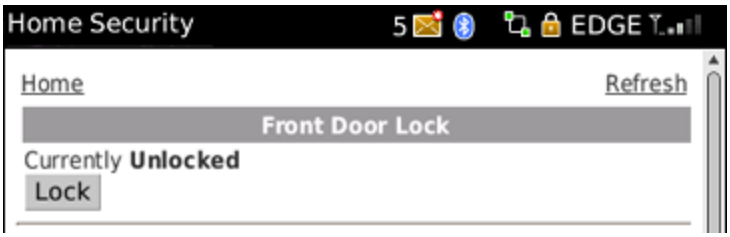
On the thermostat settings screen, you can:

- Change the setting for Cool to. The air conditioner turns on if the temperature rises above the cool setting.
- Change the setting for Heat to. The heater turns on if the temperature falls below the heat setting.
- Change the Mode setting to Auto, Heat, Cool, or Off.
- Change the Fan setting to On to leave it always on or to Auto to turn it on automatically when heating or cooling is active.

After you make the desired changes, select the Set button to save your changes. A message appears informing you that the change will take effect in a few seconds.

Locking and Unlocking Doors

When you select the Locked/Unlocked link next to a door lock listed on the Home screen, the settings screen for that door lock appears.



You can use this screen to remotely lock or unlock the door. Simply select the Lock or Unlock button to change the setting.

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

Viewing Notable Events

When you select **Notable Events** on the Home screen, the Notable Events screen appears.

The Notable Events screen displays security panel and sensor activity that might be considered unusual or might require your attention, plus normal arming and disarming changes. The types of activities that generate notable events are:

- Security system arming and disarming
- Security system alarms and cleared alarms (including the sensors associated with each)
- Trouble with security system components (security panel or sensors), such as low-battery, AC power loss (for security panel), or tamper conditions
- Tripped conditions in life-safety sensors (such as smoke detectors) or environmental sensors (such as freeze sensors), which might or might not be associated with a security panel alarm
- Bypassed sensors

For each event listed, the Notable Events section displays the date and time, along with a description of the event.

To view notable events for only a single sensor, select the sensor on the Sensors screen. This will display the Notable Events screen showing only the notable events for that sensor.

Troubleshooting

The following table lists some common issues and their resolutions.

Symptoms	Reasons	Resolutions
You are unable to access the mobile portal on your mobile device.	1. Although you are on a Wi-Fi network, you might not be connected to the Internet. 2. The settings for some mobile web browsers are too restrictive for the application to run successfully.	1. Try visiting another web site to be sure you are connected to the Internet. 2. Edit your mobile browser settings to ensure that the following options are enabled (if possible): Images, Styles/CSS, Tables, and JavaScript.
Your mobile device displays redirect warnings when you sign in to the mobile portal.	This is expected behavior for this application.	No action required, although you might be able to disable these warnings in your mobile device. (Refer to your mobile device documentation for help.) Press the enter key (or equivalent) on your device to proceed.
Live video does not play when you select **live**.	1. Check to be sure live video is working in the web portal to ensure camera and connections are working properly. 2. Your mobile device might not be capable of streaming live video.	1. If live video does not work in the web portal, troubleshoot that first. When it is working, try again in the mobile portal. 2. On the Settings screen (if available), switch to the other option, and try again.

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