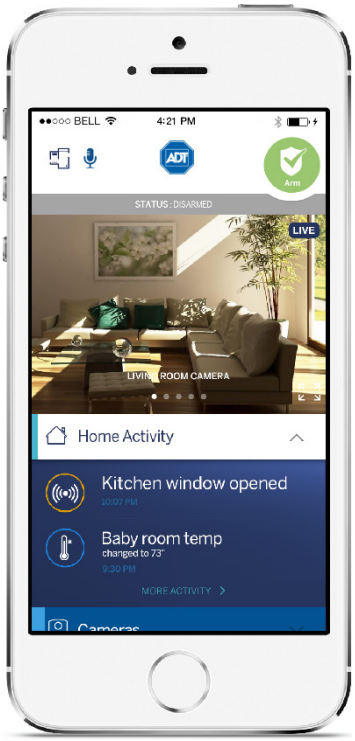
ADT Pulse®
Interactive Solutions



Mobile App for Android and iOS User Guide

Preface

About This Guide

This document provides information about the services and functions available with the ADT Pulse® Mobile App and how to access them.

Audience

This user guide is intended for people who want to use their mobile phone or tablet (Android or iOS) 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, book titles and text to enter on the keyboard

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

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

Tip: A useful hint for proper use of the product or software.

IMPORTANT: Identifies significant information that warrants more than ordinary consideration but not essential to system security.

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

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Contents

Overview 1
- First Things First 1
- Signing In 1
  - 4 Digit PIN 2
  - Failed Sign In Attempts 4
  - Forgotten Username or Password 5
- Reset Application Settings 8
- Need Help? 9
- Signing Out 10
- Dashboard 10
- Navigation 11
- Voice Control 12

Home Activity 13

Security 15
- Arming and Disarming Your System 15
  - Bypassing Open Sensors When Arming 17
- Alarms 18
- Sensors 20

Cameras 21
- Viewing Video from the Dashboard 21
  - Live Streaming 21
  - Full Screen Display 21
- Controlling the Cameras 22
- Taking Photos and Capturing Video Clips 23
- Viewing Photos and Video Clips 23
  - Photos 24
  - Video Clips 24
  - Latest Activity 26

Lights & Switches 29

Thermostats 31
- Changing Settings 32
- Thermostat History 34

Locks & Garage 37

Modes 39

Settings **41**
- User Name 41
- Display Name 42
- Permissions 42
- Password 42
- Security Questions 43
- 4 Digit PIN 43
- User Preferences 43
- Password Requirements 44
- Need Help? 44

Home View **45**

Troubleshooting **47**

Index **48**

Welcome to the NEW ADT Pulse® Mobile App

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

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

This app is supported on mobile devices running Android 4.0 and above and iOS 7.0 and above.

First Things First

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

You'll need to enter your password the first time you sign in, when setting up your four digit PIN and each time the app is updated. After sign-in, you can remain logged into the application for a maximum of 30 days unless you are taking action on your system.

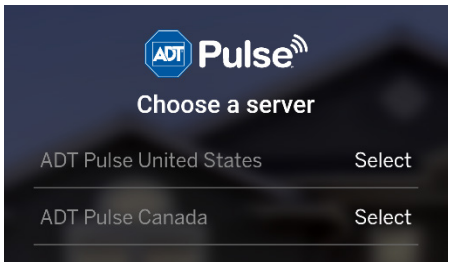
See Signing In below for details.

Signing In

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

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

The first time you sign in to the app, a server selection screen appears.



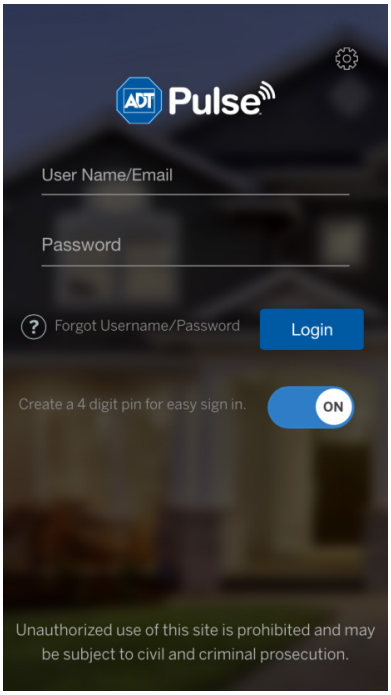
Depending on where you live, select one of the following:

- ADT Pulse United States
- ADT Pulse Canada

Your selection becomes the default server for your account. In the future, whenever you sign in from the same device, you do not have to select a server.

You can change servers by tapping the **Settings** icon and selecting a new default server. The Settings icon looks like this: ⚙ and is located in the upper right corner of the Sign In screen.

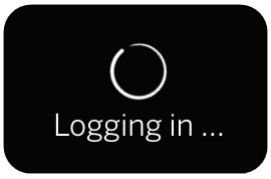
The Sign In screen appears.



Enter the same username and password you use to access the web portal from your computer, and then tap **Login**.

Note: Your username and password are case-sensitive. Caps lock is off by default. After your first sign-in, your mobile device remembers your username.

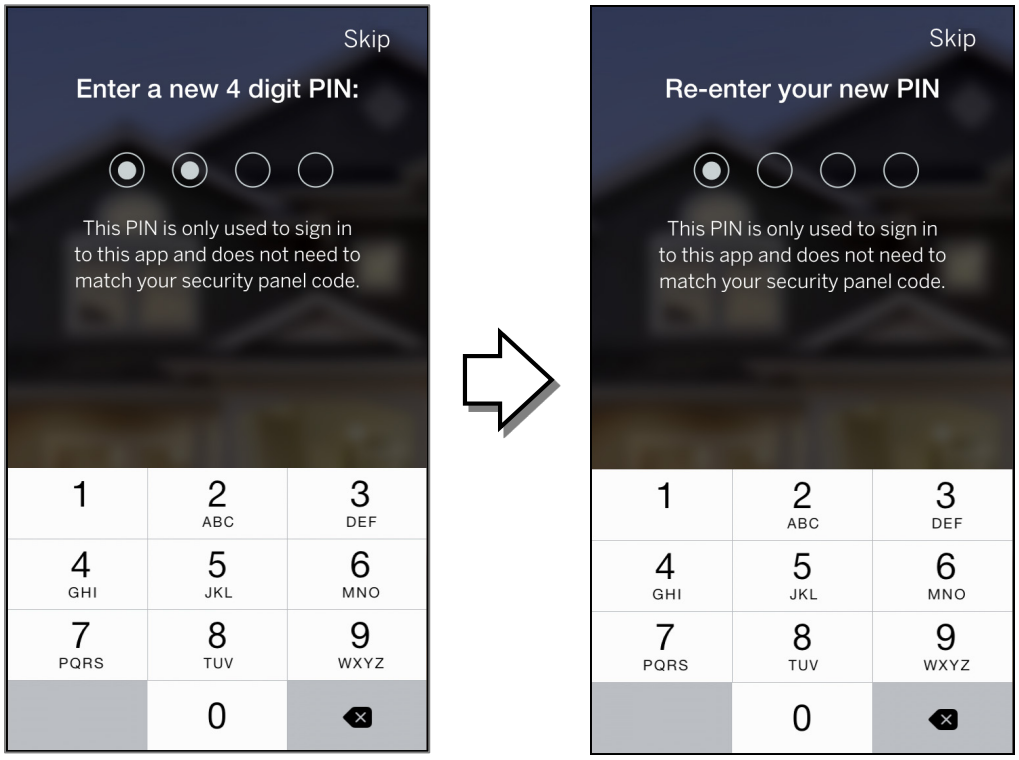
When you are done, tap **Login**. The launching screen displays a progress wheel while your mobile device connects to the server.



4 Digit PIN

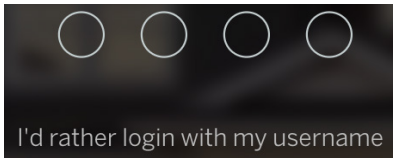
If you would prefer, you can sign in to the app using a 4 digit user-selectable numeric PIN. This PIN replaces the user name and password for 30 days, enabling you quicker access to their system while maintaining security. This will keep your session active for an extended period of time, until you either manually sign out or the indicated number of hours has elapsed.

To establish your 4 digit PIN, drag the slider labeled **Create a 4 digit pin for easy sign in** to the ON position. When you log in, a new screen appears for you to create the PIN. After you enter the 4 digits, you will be prompted to re-enter the PIN for confirmation.



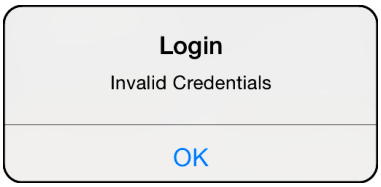
If you would prefer not to establish a 4 digit PIN, tap **Skip**.

Later, if you would prefer signing on using your Username and Password instead, tap the **I'd rather login with my username** link, located just below the 4 circles. The regular Sign In screen appears. Enter your Username and Password to login.

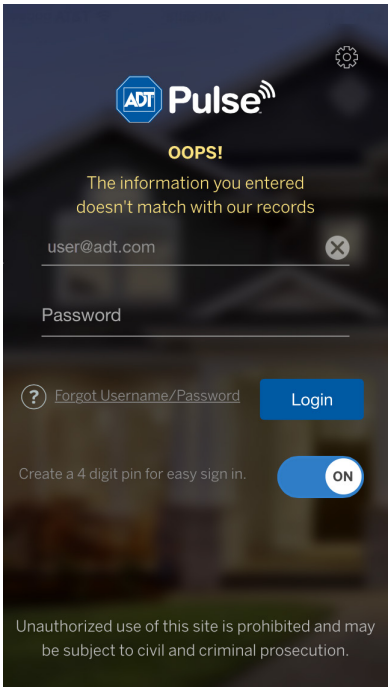


Failed Sign In Attempts

If you incorrectly enter your Username and Password, an error message appears notifying you that you have entered Invalid Credentials. Tap **OK**.



The following message screen appears.



You must either now correctly use your Username and Password to login or else tap the **Forgot Username/ Password** link. This process is described in the following section.

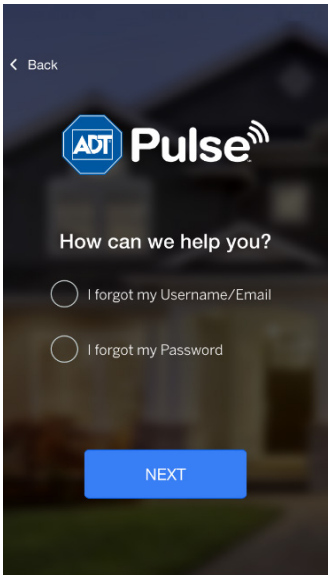
If you incorrectly entered your PIN, a message appears telling you that you have entered the wrong passcode. Re-enter your PIN. If you incorrectly enter your PIN three consecutive times, the normal Sign In screen re-appears. You must either now use your Username and Password to login or else tap the **Forgot Username/ Password** link. This process is described in the following section.

If you incorrectly enter your password multiple times, the following screen appears informing you that your account has been temporarily locked for approximately 30 minutes.

If you are still unable to sign in to your account after 30 minutes, try resetting your password, as described in Reset Application Settings.

Forgotten Username or Password

If you forget your Username or Password, tap the **Forgot Username/ Password** link, located to the left of the Login button. Follow the prompts to have your Username and/or Password sent to the email address we have on file for you. The Sign In Help screen opens.



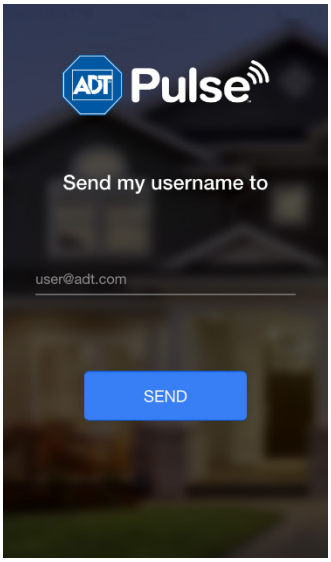
The Sign In Help screen displays the Reset Password and Retrieve Username options. From this screen you can begin the process of retrieving your username or resetting your password.

Retrieving Your Username

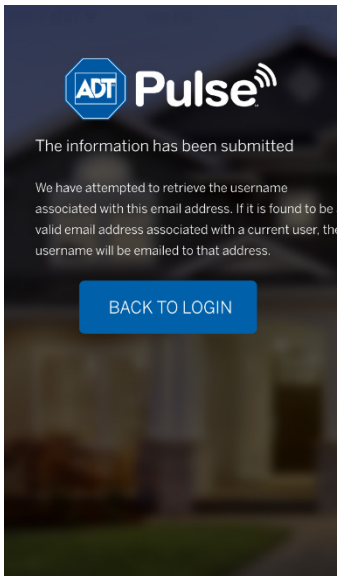
From the Sign In Help screen, you can retrieve your username.

➢ **To retrieve your username:**

1. On the Sign In Help screen, select **I forgot my Username/Email**, and then tap **Next**.
2. In the screen that appears, enter the email address where you would like the username sent, and then tap **SEND**.



3. A screen appears and a message displays to tell you that you will receive an email with your username. Tap **BACK TO LOGIN**.



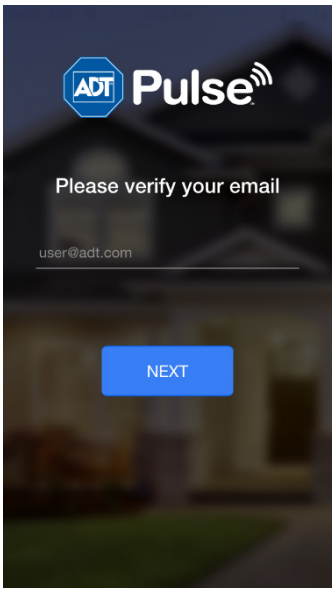
4. Using the username that was emailed to you, enter your username and password on the Sign In screen.

Resetting Your Password

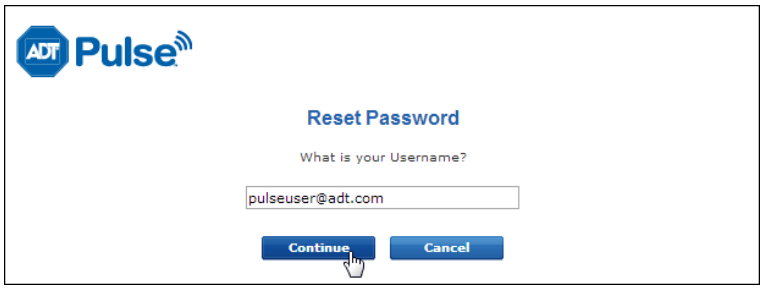
From the Sign In Help screen, you can reset your password.

➢ **To reset your password:**

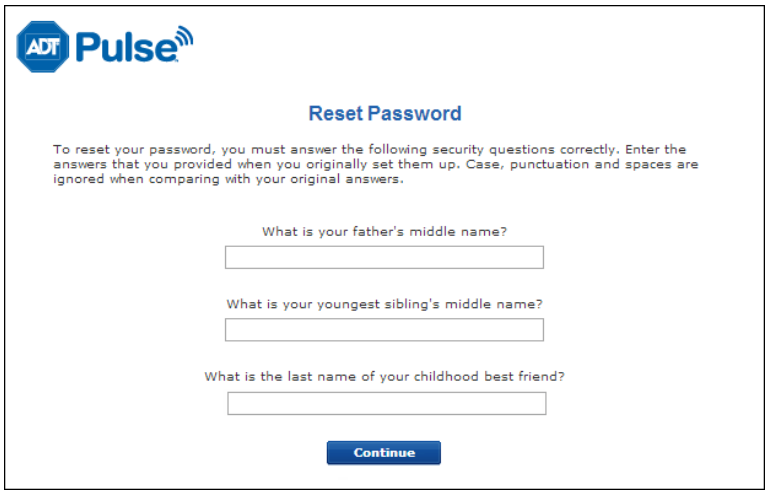
1. On the Sign In Help screen, select **I forgot my Password**, and then tap **Next**.
2. In the screen that appears, enter the email address that ADT has on file for you, and then tap **NEXT**. ADT will send an email to this address with a link for resetting your password.



3. Open the email with the reset password link, and tap the link. A browser page opens and the Reset Password screen appears.
4. In the Reset Password screen, enter your username and click **Continue**.



5. In the screen that appears, enter the answers to the security questions and click **Continue**.

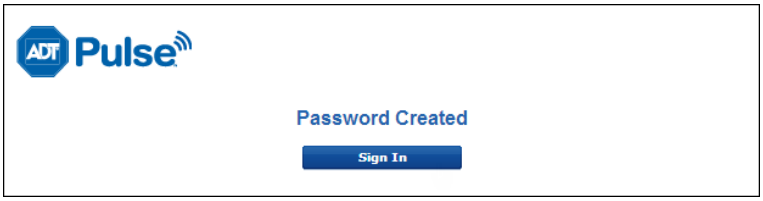


The Reset Password page appears, including rules for establishing your password.

6. In the **New Password** field, enter your new password, and in the **Confirm New Password** field reenter your new password, then tap **Continue.**

The Password Created page appears.

7. Click **Sign In** to log onto the web portal, if you choose. Or, at this point you can return to the app Sign In screen.

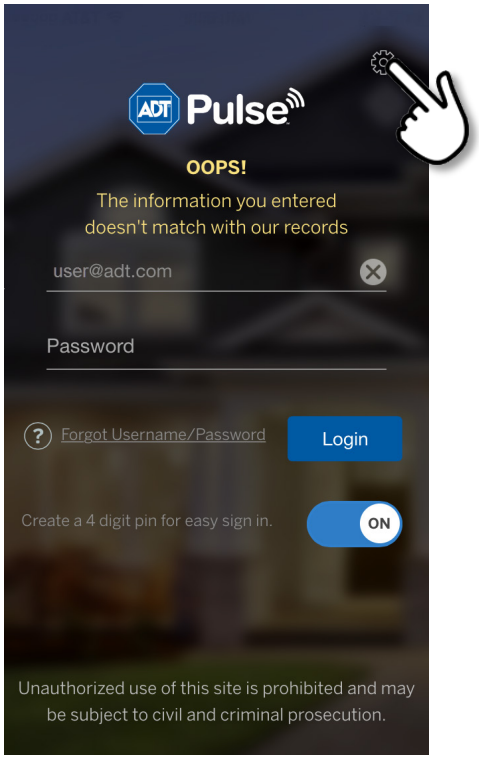


Reset Application Settings

If you are having difficulty in getting signed on to the system through the mobile app, you may need to perform a reset of your login settings. This is accomplished by tapping the **RESET APPLICATIONS SETTINGS** button on the Choose a Server screen.

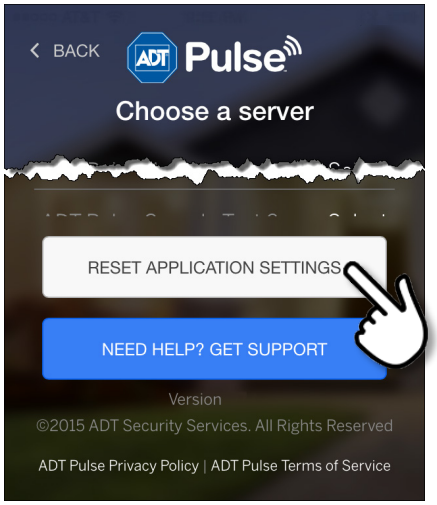
➢ **To reset your application settings:**

1. Tap the **Settings** icon located in the upper right corner of the Sign In screen.

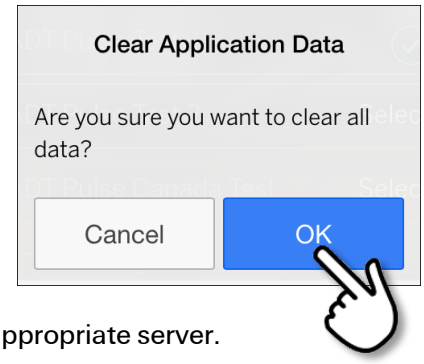


The Choose a Server screen opens.

2. Tap the **RESET APPLICATIONS SETTINGS** button.



3. Tap **OK** to confirm. Your settings are reset.

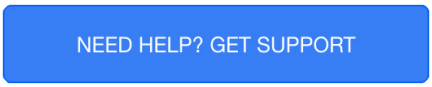


4. When prompted, select the appropriate server.
5. When you are returned to the Sign In screen, attempt to sign in again.

Need Help?

Directly below the Reset Applications button on the Choose a server screen is the **NEED HELP? GET SUPPORT** button.

Tap this button to automatically create an email addressed to ADT App Support. Briefly describe the issue you are having and click Send. An ADT representative will reply to you by email.



Signing Out

It is not necessary to explicitly sign out of the app. It automatically signs you out after a period of inactivity. However, to explicitly sign out of the app, scroll to the bottom of the Dashboard, and then tap **Logout**.

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

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

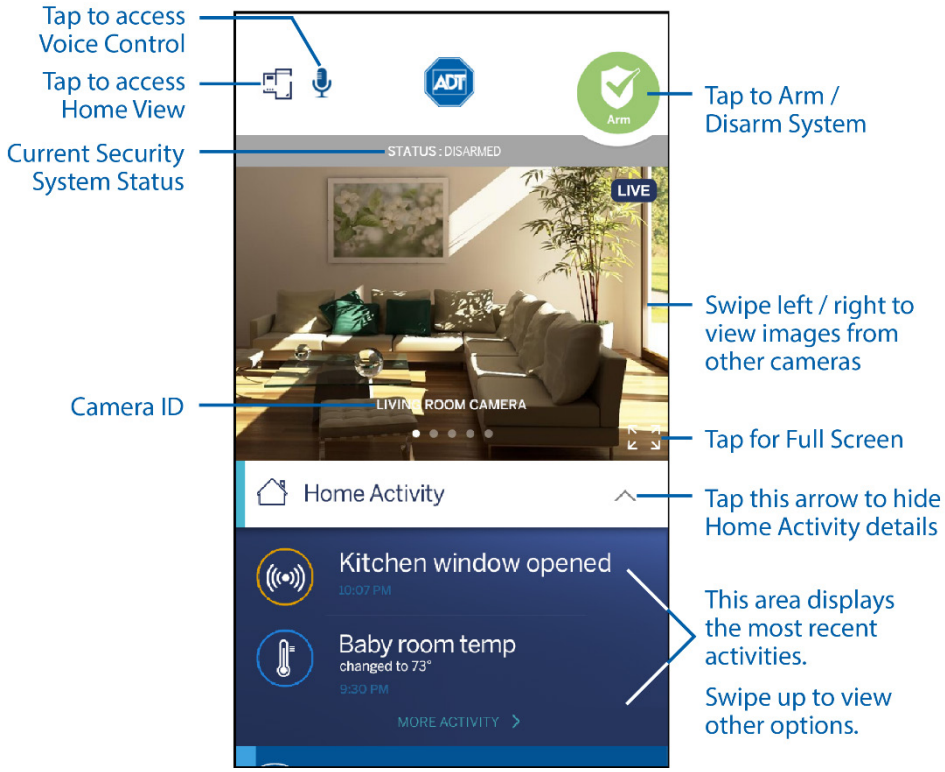
Dashboard

The Dashboard appears when you first log into the app. This screen provides you with images from your cameras plus instant access to your devices and settings.

The **LIVE** tag appears in the upper right corner when the Dashboard image is streaming (as in the figure below). When not streaming, a snapshot appears in the Dashboard, along with the tag **View Live Video**. Tap **View Live Video** to switch to live streaming; the tag changes to **LIVE**. Whether live streaming is used is determined in the User Preferences setting.

Tap the **Full Screen** icon on the lower right corner of the image to display it full screen. Tap the word "**Back**" on the lower portion of the full screen image to return to the previous screen.

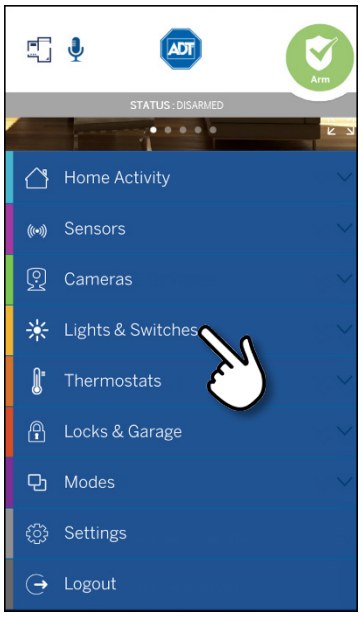
Scroll down the screen to view access to other functions. See the Navigation section that follows.



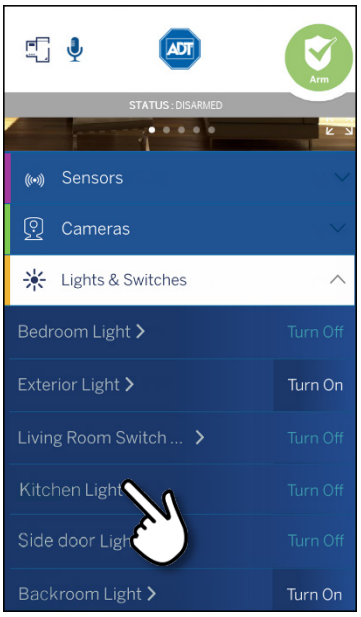
Navigation

The mobile app first opens on the Dashboard. Swipe up and down the screen to view the available options.

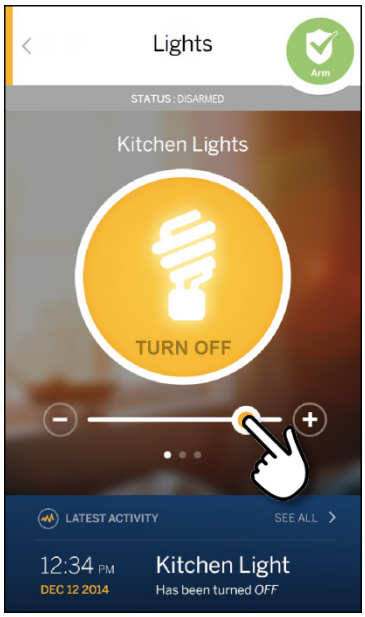
Tap the menu category that you would like to view: Home Activity, Cameras, Thermostats, etc. A list appears below the heading detailing all devices in your system that fall into the selected category, along with the current system status of each device. Tap the device you wish to view; details for that device appear. Swipe left or right to view details for other devices in the category.



① ***Select Category***



② ***Select Device***



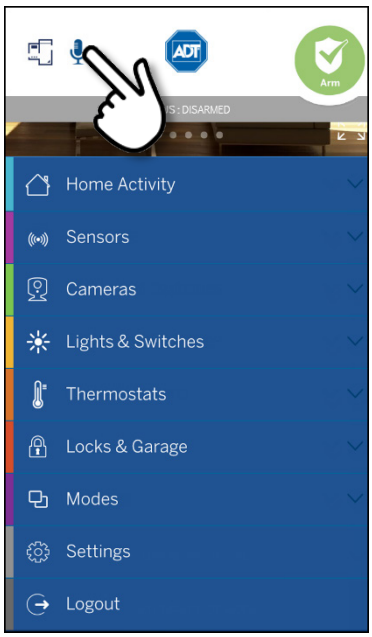
③ ***Control Device***

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

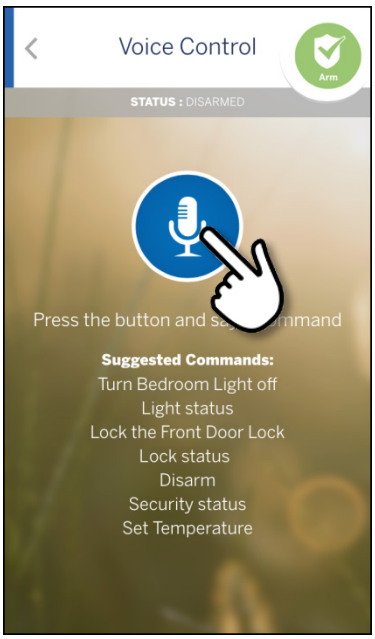
- Home Activity
- Security
- Sensors
- Cameras
- Lights & Switches
- Thermostats
- Locks & Garage
- Modes
- Settings

Voice Control

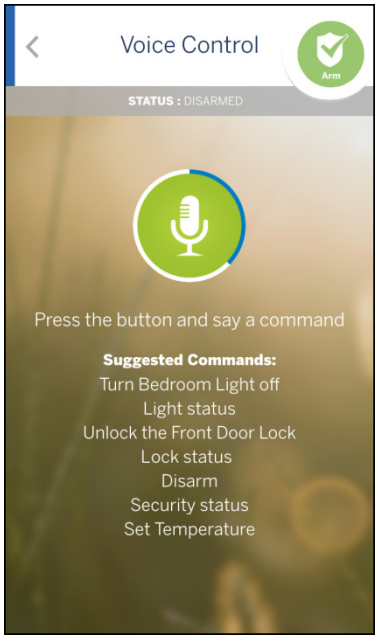
Voice Control recognizes your unique voice, select key words and device names to give you smart control over your home. Tap the **Microphone** icon on the Dashboard to open the Voice Control screen. Tap the **Microphone** icon in the center of the Voice Control screen, and then speak the desired command.



① ***Tap Microphone Icon***



② ***Tap Center Button***



③ ***Say Command***

Example of voice commands include:

- ❑ System status
- ❑ Arm/disarm system
- ❑ Turn on/off lights
- ❑ View camera video
- ❑ Control temperature

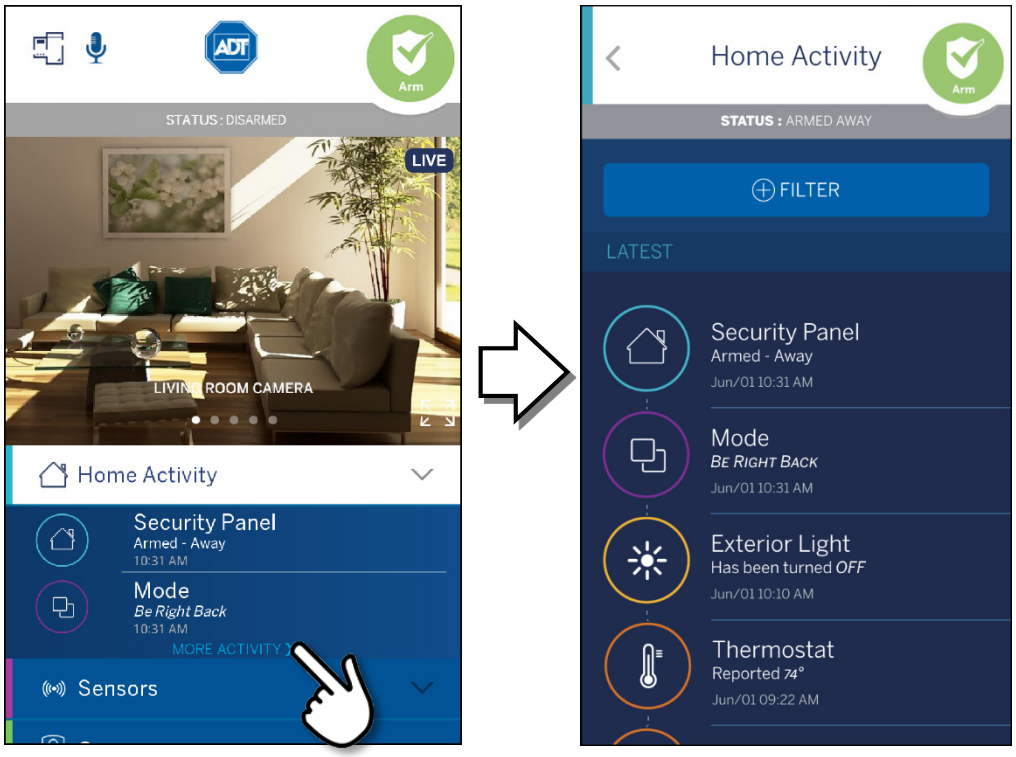
After you have spoken the command, the Voice Control asks you to confirm. Say YES to approve the request or NO to cancel it.

Home Activity

On the Dashboard, directly below the home screen default image, is the Home Activity area. Home Activity is a list of the two most recent actions that have occurred in your system, such as opened/closed sensors, lights turned on/off, and system armed or disarmed. By default, the Home Activity is expanded but you can hide the list by tapping the down arrow to the right of the Home Activity title.

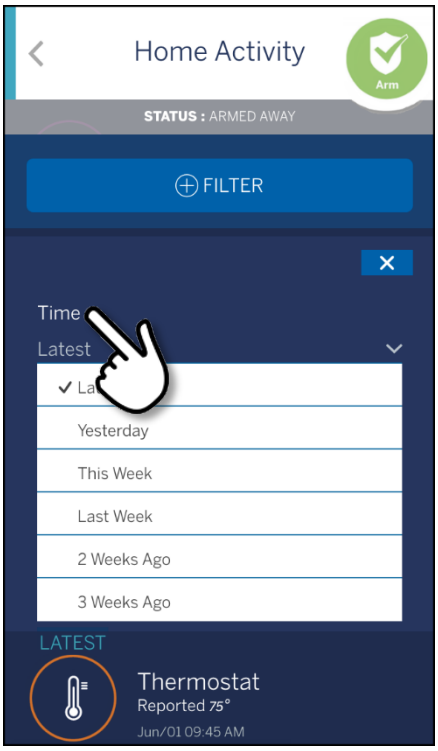
More Activity

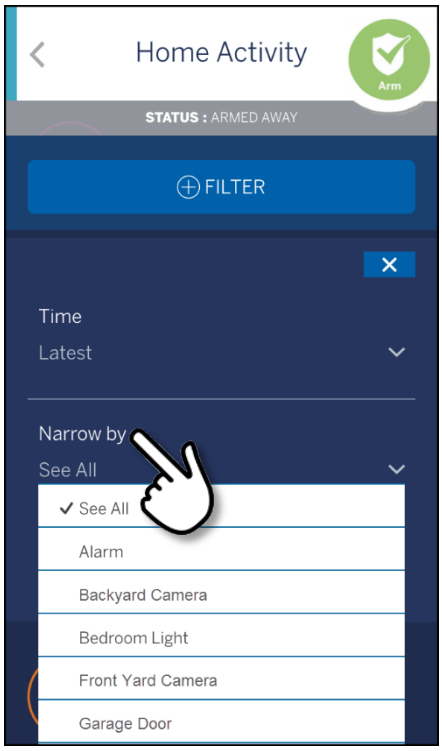
To view a longer list of recent activities, tap the link to **MORE ACTIVITY** at the bottom of the Home Activity area. This displays a screen with a time-stamped log of all activity that has occurred, with the most recent action at the top. Scroll down the list to view older activities.



Filter

To narrow your list of activities, or see only certain device information, tap the **FILTER** button at the top of the list. To search by time of occurrence, tap **Time**; to search by specific device, tap **Narrow by**. After you have set the filter parameters, tap **Apply filters** at the bottom of the screen to initiate the new search. If you change your mind about using a filter, tap **Clear all filters** to initiate a new search without filters.





Security

The green or red circular Security icon at the upper right corner of your screen provides a graphical representation of the current security system state. This icon is available on all screens of the mobile app. To access Security details, tap the green/red icon at the top of any screen.

Icon	Meaning
	The security system is disarmed.
	The security system is armed, either all sensors or doors and windows only.
	An alarm has occurred and been cancelled but not yet cleared.

Arming and Disarming Your System

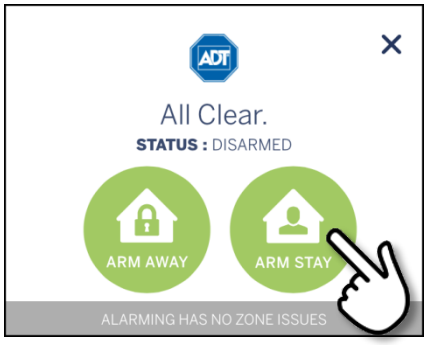
You can arm and disarm your security system from anywhere in the app. Tap the **Security** icon at the top of any screen to display the Security screen. The appearance of the button depends on the current status.

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

➢ **To arm the system:**

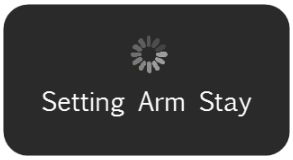
1. Tap the **Security** icon at the top of any screen to display the Security screen.

   The arming options appear in the upper half of the screen.



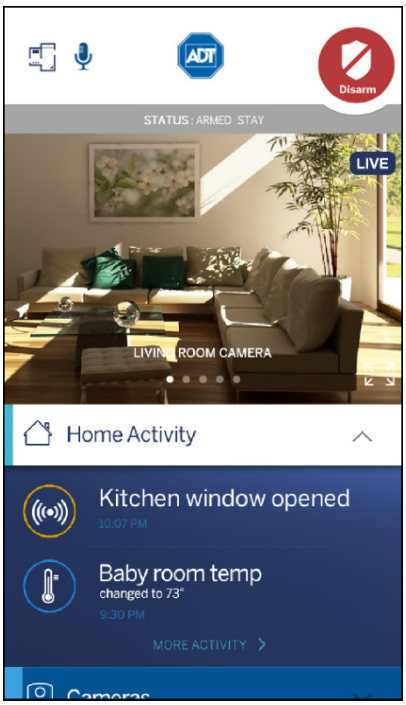
2. Tap **ARM AWAY** to arm all perimeter and interior sensors, or tap **ARM STAY** to arm perimeter sensors only.

   Alternatively, you can tap the **X** to close the arming options screen.
   After you have made your selection, a message appears, indicating that arming has begun.



When the message disappears, arming is complete.

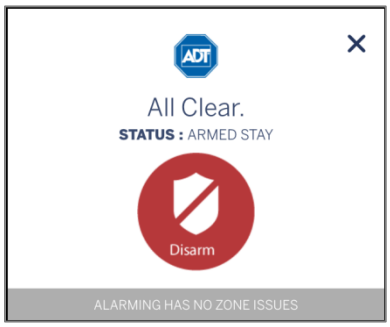
Note: If the system fails to arm, it could be because the security panel master access code stored for remote access does not match the code programmed in the security panel. See the Troubleshooting section for the steps required to resolve this situation.



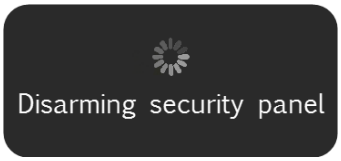
➢ To disarm the system:

1. Tap the **Security** icon at the top of any screen to display the Security screen.

The Security screen appears.



2. Tap the red **Disarm** icon.
3. A message appears, indicating that the system is disarming.

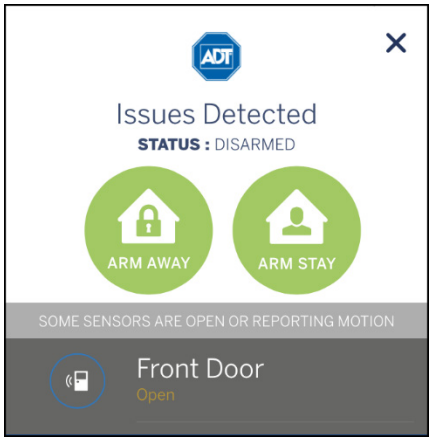


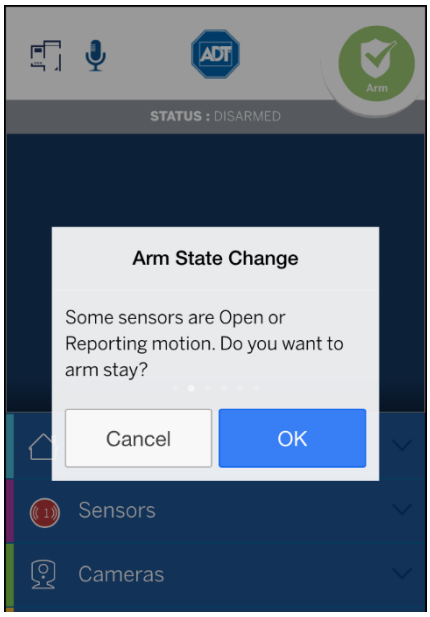
The mobile app securely sends the master access code, along with the disarm instruction, to your security system. It functions as if you were at the system keypad and entered the master access code yourself.

4. When the message disappears, the system has been disarmed.

Bypassing Open Sensors When Arming

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





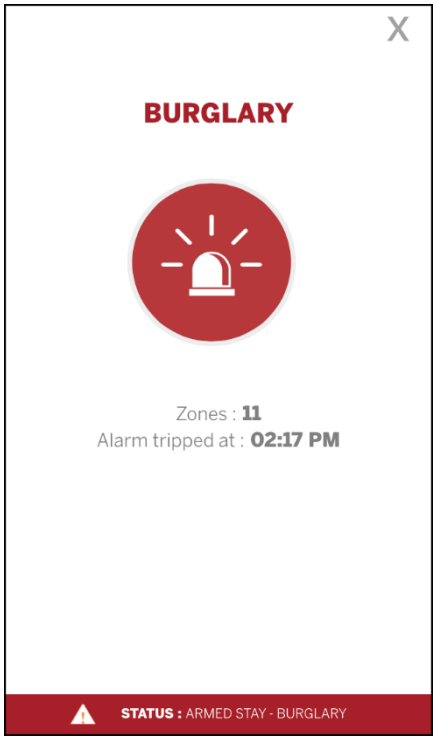
If you want to correct the problem (such as closing an open window), tap **Cancel**, correct the problem, and try again. If you want to bypass the sensor and arm the system anyway, tap **OK**.

CAUTION: When you bypass a sensor during arming, that sensor no longer provides protection while the system is armed. Using the example above, if you tap **OK**, anyone can open or close the bypassed window while the system is armed without setting off an alarm.

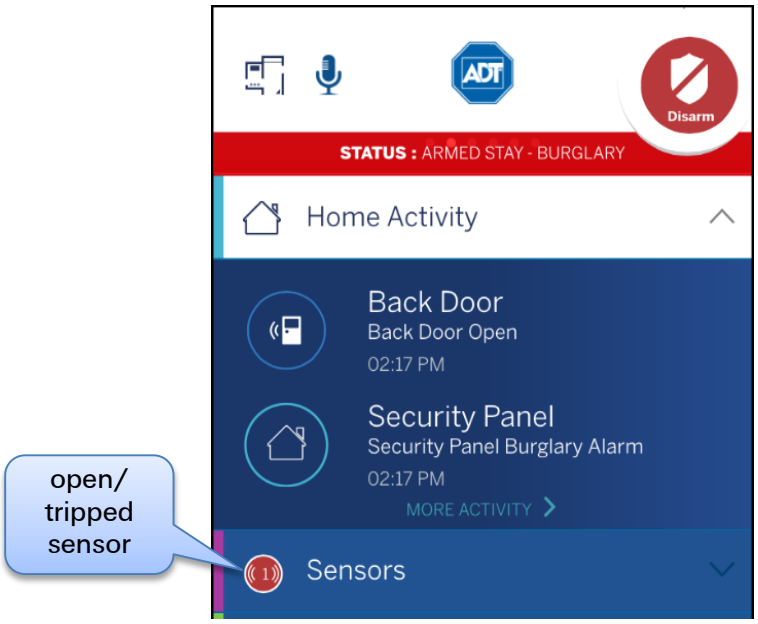
Note: The next time you disarm the system, the bypass is canceled. When you want to arm the system after that, the system checks the previously bypassed sensor, as usual.

Alarms

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



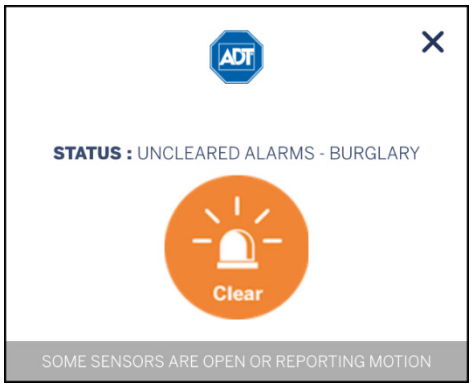
Tap the **X** to close the dialog. At this point, the alarm is still active, and the Alarm icon displays. Details of the event appear in the Home Activity screen. The Sensors icon turns red and indicates the number of sensors that are open or tripped.



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

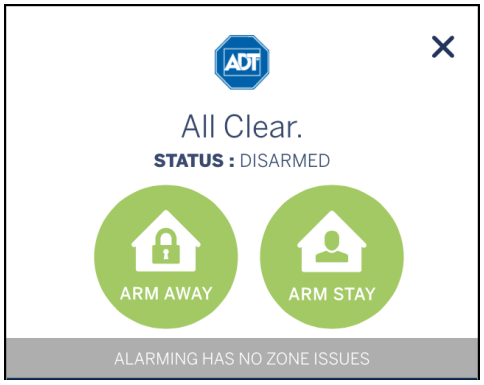
CAUTION: Canceling the alarm does not necessarily stop the alarm from being reported to the alarm monitoring station.

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



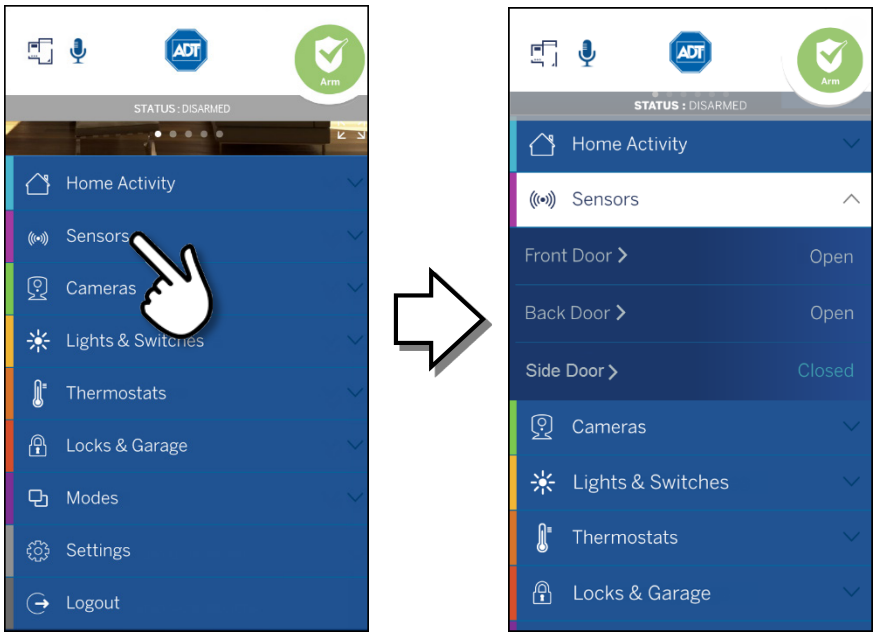
If you have an uncleared alarm, before performing other security panel functions, you must specifically clear the uncleared alarm by tapping **Clear**.

The status changes to All Clear.



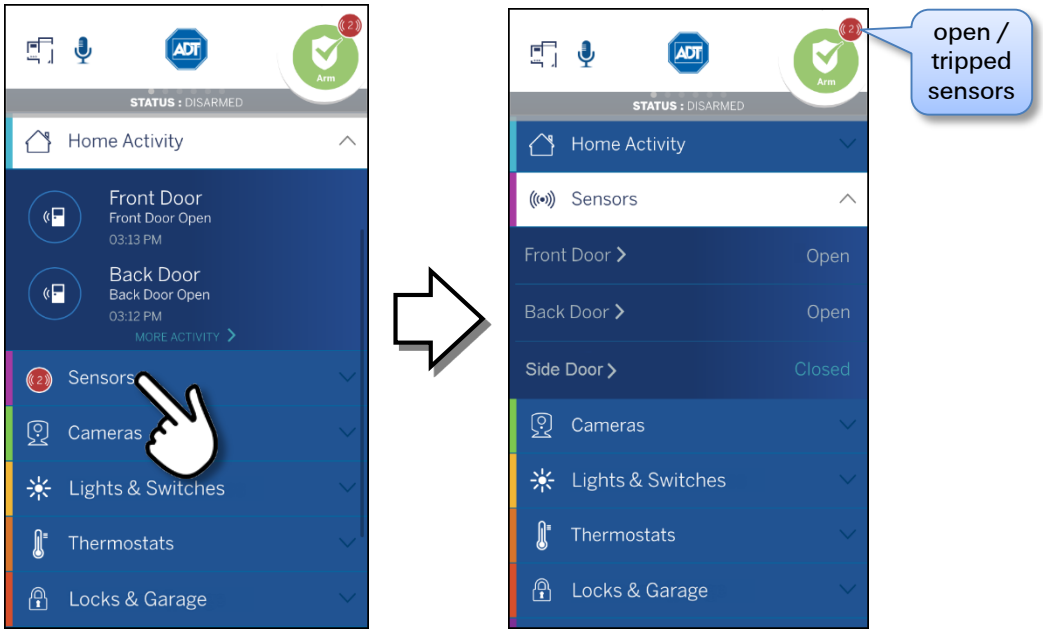
Sensors

Tap **Sensors** on the Dashboard. The Sensors screen expands to display the list of sensors in your Pulse environment and the current state of each.



To view an individual sensor, tap its name in the list. The Home Activity screen opens to display the name of the selected sensor and a list of its recent activity, such as opened or closed for doors, and motion events for motion sensors.

If sensors are open or motion is detected, those sensors display a red circle indicating the number of sensors affected. Affected sensors are shown in the Home Activity screen and Sensors details screen.

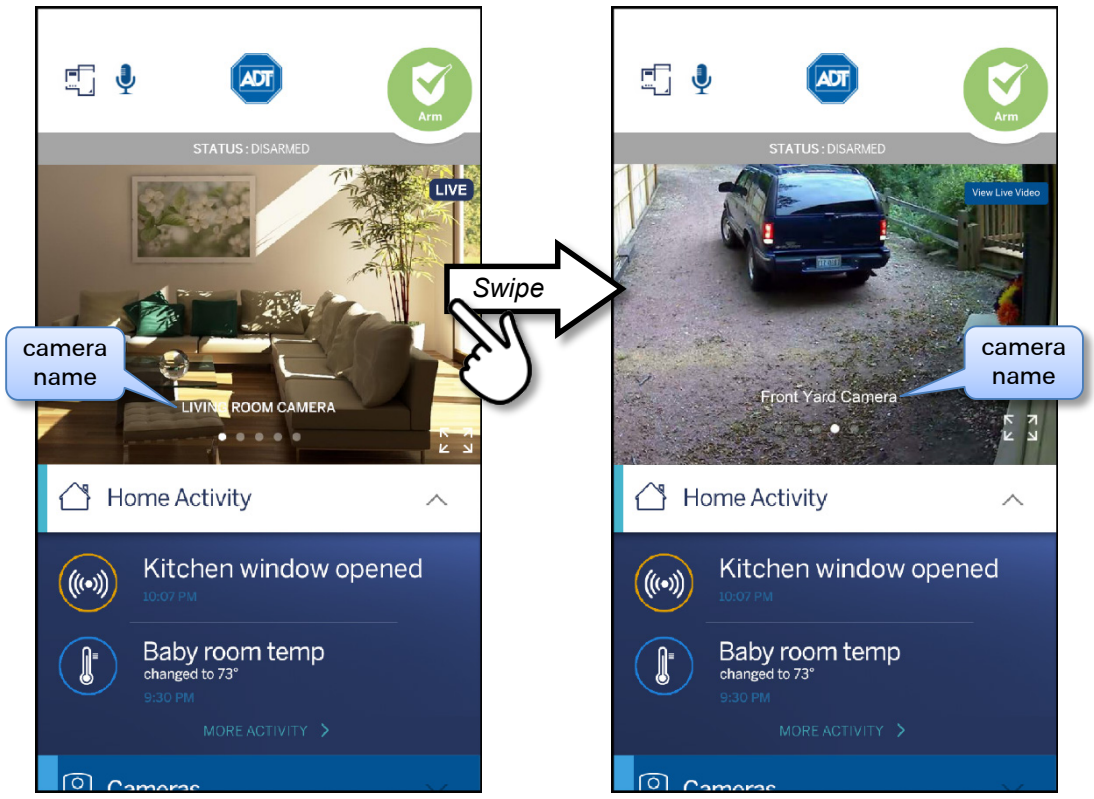


Cameras

To view images from cameras, you can watch images from the Dashboard itself. You can also select a specific camera to view from the Cameras list on the Dashboard.

Viewing Video from the Dashboard

An image from one of your cameras appear at the top of the Dashboard. The name of the camera from which the image originates appears at the bottom of the image. Swipe the screen to the left or right to display pictures from other installed cameras.



Live Streaming

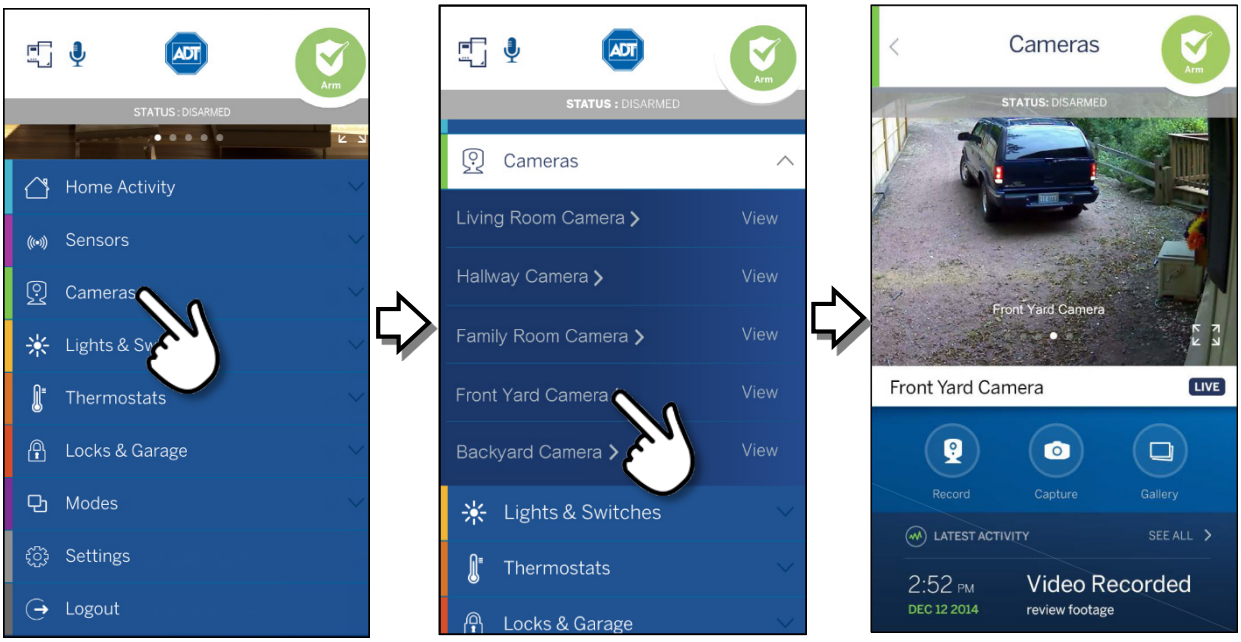
The **LIVE** tag appears in the upper right corner when the Dashboard image is streaming (as in the figure on the left above). When not streaming, a snapshot appears in the Dashboard instead, along with the tag **View Live Video** (as in the figure on the right above). Tap **View Live Video** to switch to live streaming; the tag changes to **LIVE**. Whether live streaming is used is determined in the User Preferences setting.

Full Screen Display

Tap the **Full Screen** icon on the lower right corner of the image to display the video image full screen. Tap the word "**Back**" on the lower portion of the full screen image to return to the previous live video-streaming screen.

Controlling the Cameras

To access your full list of cameras, tap **Cameras** from the Dashboard. The Cameras list screen appears, showing all of the cameras installed at your site. Tap the name of a specific camera.



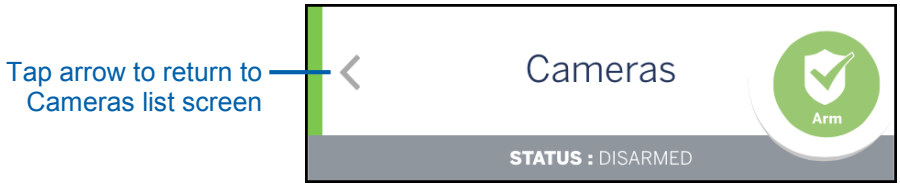
The camera details screen appears for that camera. Live streaming video from that camera is displayed, along access to various camera functions.

On the camera details screen you can:

- Tap **Record** to take a 30-second video clip from that camera
- Tap **Capture** to take a still snapshot from that camera
- Tap **Gallery** to view thumbnails of the photos and video clips captured by that camera

Tap the **Full Screen** icon on the lower right corner of the image to display it full screen. When you finish watching the video, tap the word "**Back**" on the lower portion of the full screen image to return to the Camera screen.

If you have multiple cameras, you can swipe sideways to view the image from the next or previous camera in the list. Or, tap the left arrow (**<**) in the header adjacent to the title "*Cameras*" to return to the Cameras list screen and tap for a different camera in the list.

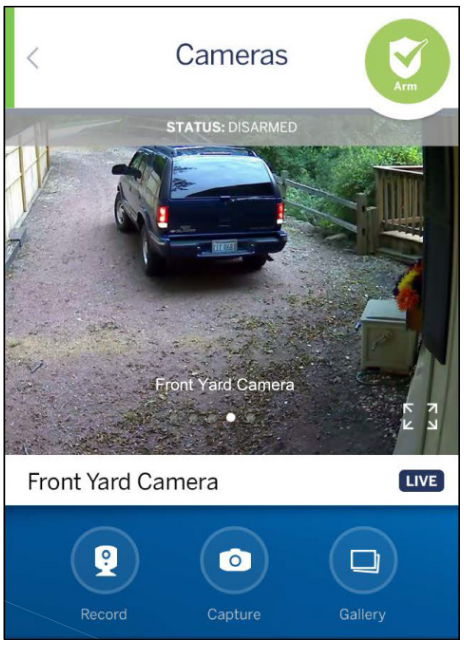


Taking Photos and Capturing Video Clips

You can take photos or capture video clips from the live video screen on your mobile device.

➢ **To take a photo or capture a video clip:**

1. Select a camera from the Cameras list screen.
   Live streaming video from that camera is displayed.



2. On the lower portion of the screen, tap **Record** or **Capture**.
   A message informs you that the selected action is taking place.
3. Tap **Gallery** to navigate to the thumbnails screen for the camera you used to see the new photo or video clip.

   Note: The Gallery displays thumbnails by camera. To view thumbnails for another camera, navigate to the details screen for that camera.

Viewing Photos and Video Clips

When you tap **Gallery** for the selected camera, the thumbnails screen is displayed.

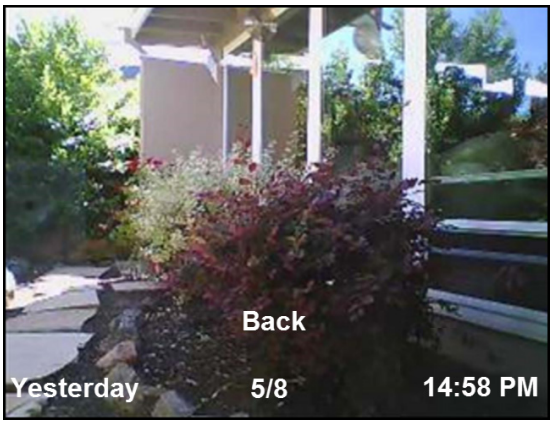
The thumbnails screen displays the thumbnails of the most recent photos and video clips from that camera. If you want to select a different camera, tap the left arrow (**<**) in the **Cameras** header to return to the Cameras list screen, and then tap a different camera in the list.

Both image types are separated by date. The Play Video icon ▶ appears in the center of each video clip. The thumbnails without this icon are photos. The time stamp appears above each thumbnail group. You can scroll down to see more thumbnails by flicking your finger upward across the thumbnails.

If you want to view the thumbnails a different camera, tap the left arrow (**<**) in the **Cameras** header to return to the Cameras list screen, and then tap a different camera in the list.

Photos

Tap the desired photo. This image displays full screen, along with the day and time the photo was taken and an image number indicator.



Zoom in and out by double-tapping the photo, or else by spreading your fingers outward on the picture and pinching them together. Swipe left or right to view newer or older images. Tap the image and "**Back**" appears. Tap **Back** to return to the thumbnails screen.

When you finish viewing the photo, tap the left arrow (**<**) in the **Cameras** header to return to the Cameras list screen.

Video Clips

Tap the desired video. This image is displayed, along with the day and time the photo was taken and an image number indicator.

The video screen displays some video controls at the bottom of the screen. After a few seconds, the overlay disappears, and only the video is displayed. You can tap the screen to display the overlay again.

The appearance of the video controls differs depending on whether you have an iOS or Android mobile device.

iOS Video Controls

Above the controls on an iOS device appears information about the video, from left to right:

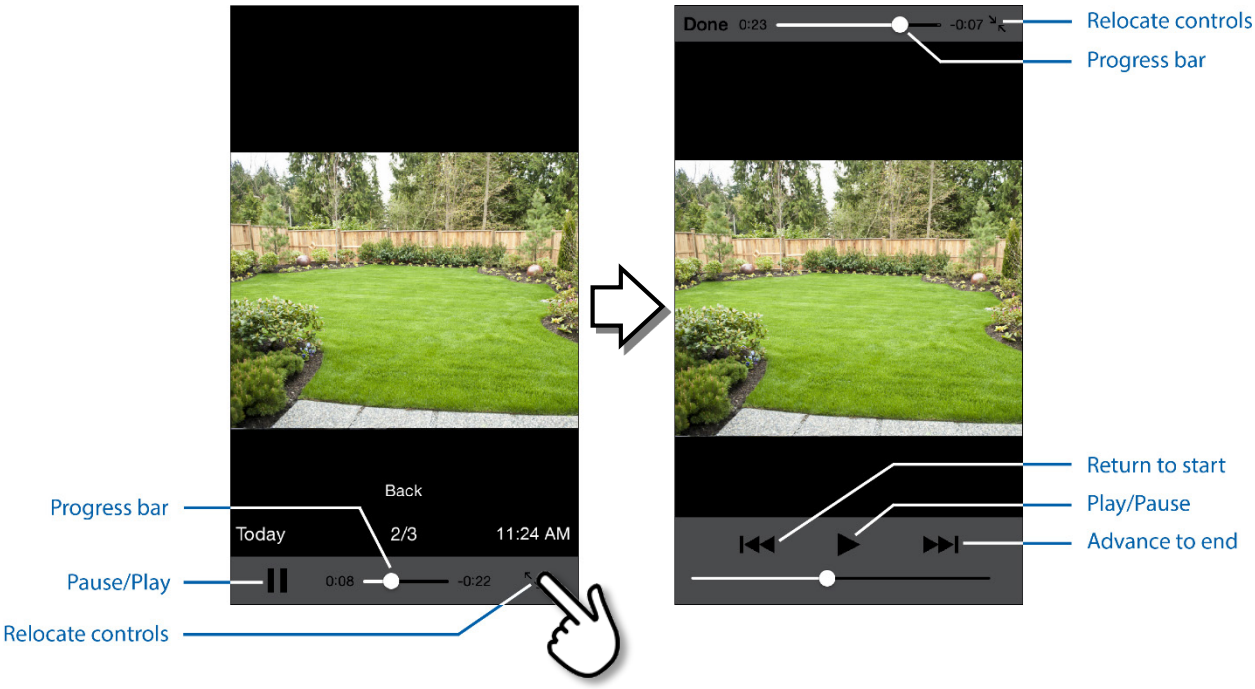
- The date stamp
- The number of this video /total number of videos for this camera
- The time stamp

Tap the word "**Back**" to return to the thumbnails screen. When the video clip is finished playing, it returns to the thumbnails screen automatically.

Tap the screen to display/hide the video controls.

The controls for iOS devices are:

- A progress bar indicating how much of the video clip has been played. The number to the left of the progress bar is the number of seconds into the video clip. The number to the right of the progress bar is the number of seconds remaining. Drag the indicator to the left or right to move backward or forward in the video clip.
- Tap ⏸ to pause the video. A play button ▶ appears. Tap this to restart the video.
- Tap ↘↖ to relocate the progress bar to the top of the screen,



When you tap ↘↖, the progress bar is relocated to the top of the screen, as shown in the figures above. Now additional controls appear at the bottom of the screen.

- Tap ⏮ to restart the video.
- Tap ⏭ to advance to the end of the video.

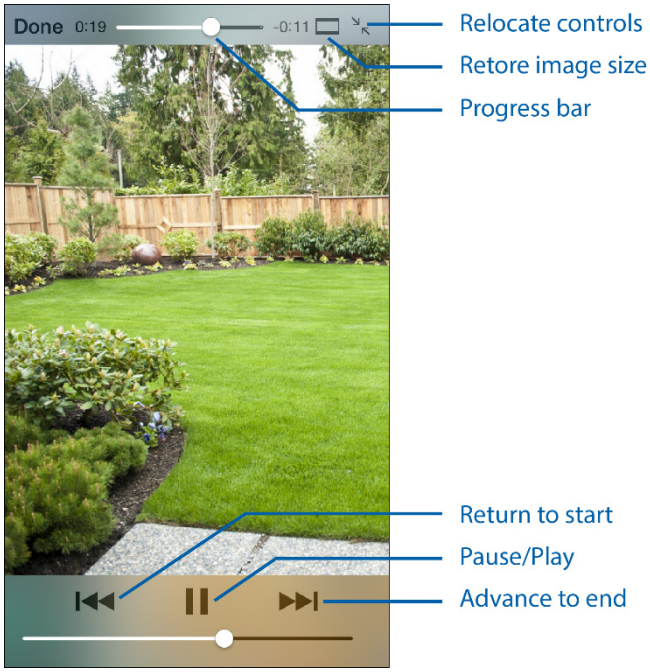
These controls appear at the top of the screen.

- Tap ↘↖ to return the controls to the bottom of the screen.
- Tap **Done** to return the controls to the bottom of the screen.

Full Screen

Double-tap the image to display it full screen. New controls appear.

- Tap ▭ to return the image to normal size.
- Tap **Done** to return the image to normal size and return the controls to the bottom of the screen.
- Tap ↘↖ to return the image to normal size and return the controls to the bottom of the screen.



Android Video Controls

Above the controls on an Android device appears information about the video, from left to right:

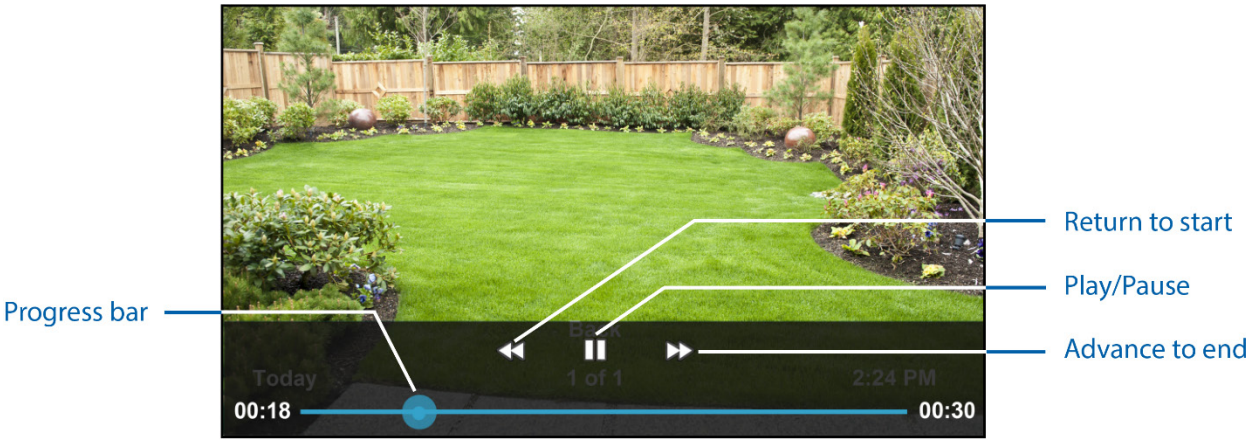
- The date stamp
- The number of this video /total number of videos for this camera
- The time stamp

Tap the word "**Back**" to return to the thumbnails screen. When the video clip is finished playing, it returns to the thumbnails screen automatically.

Tap the screen to display the Android video controls.

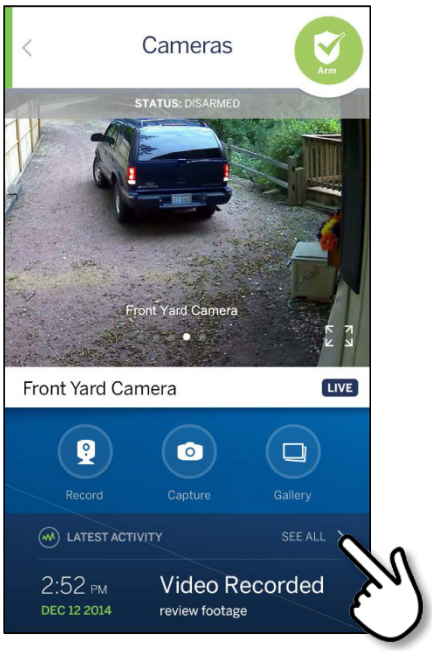
The controls for Android devices are:

- A progress bar indicating how much of the video clip has been played. The number to the left of the progress bar is the number of seconds into the video clip. The number to the right of the progress bar is the number of seconds remaining. Drag the indicator to the left or right to move backward or forward in the video clip.
- Tap ⏸ to pause the video. A play button ▶ appears. Tap this to restart the video.
- Tap ⏪ to restart the video.
- Tap ⏩ to advance to the end of the video.

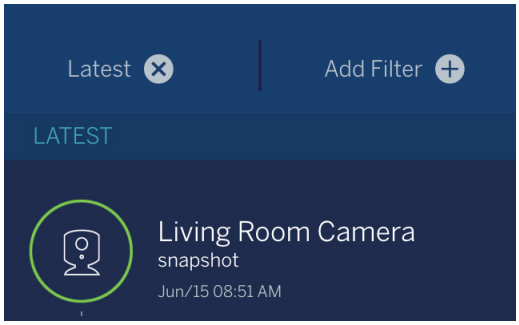


Latest Activity

To view a list of all camera activity, tap **SEE ALL** >, located to the right of LATEST ACTIVITY at the bottom of the Camera screen.

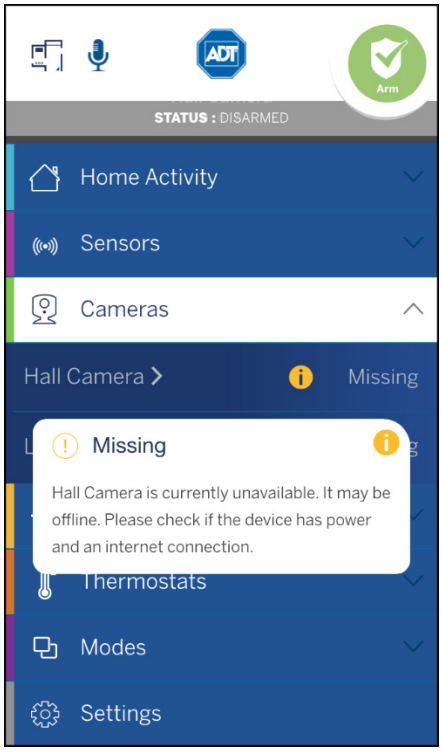


This displays a time-stamped log on the Home Activity screen of all camera activity that has occurred, organized by day.



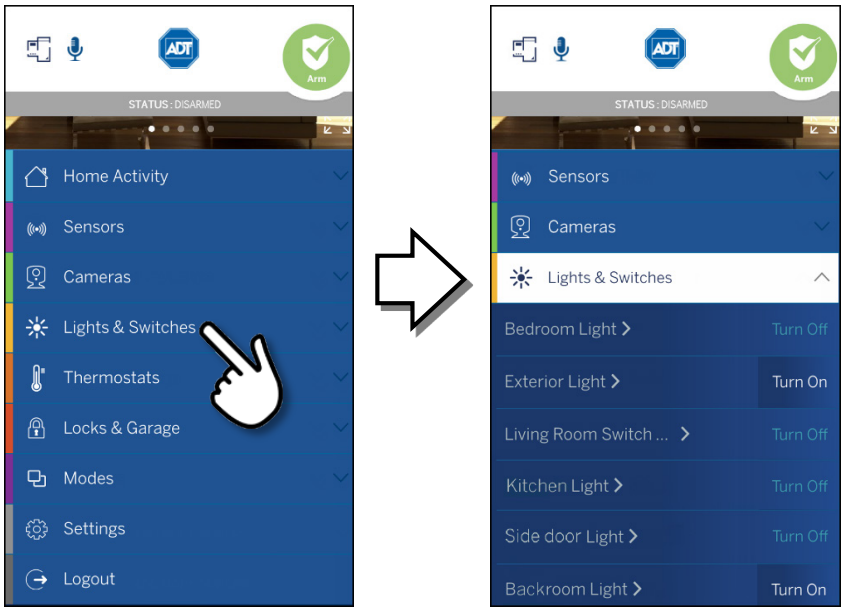
- Tap **Latest** to view the activity list for *all* devices.
- Tap **Add Filter** to narrow your list of camera activity by time stamp. Refer to Filter for details.

If the Information icon appears, tap it to display a popup alert message about the status of that camera. Tap the icon in the popup to close the message.



Lights & Switches

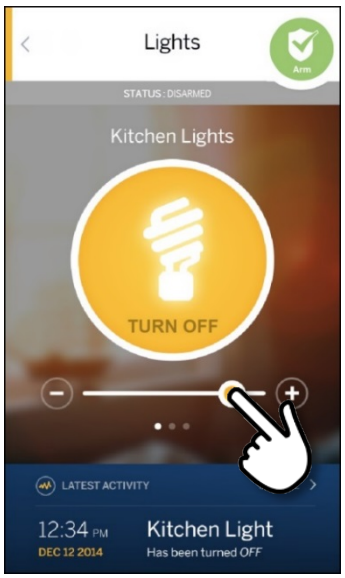
Tap **Lights & Switches** from the Dashboard. The screen expands to show the Lights & Switches list.



The Lights & Switches list screen displays all of the switches installed at your site, and the current state of each (on or off). The Turn On/Turn Off selector shows the current state of the light, and can also be used to change the state. If the light is On, tap to turn it Off. If it is Off, tap to turn it On.

You can tap the name of any light to display the Light details screen for that light. When you turn off a light with a dimmer, the brightness level goes all the way to the left. When you tap **TURN ON** to turn that light on again, the brightness level returns to its previous brightness level. Alternatively, when a light is off, slide the dimmer to the right to turn on the light at the selected brightness.

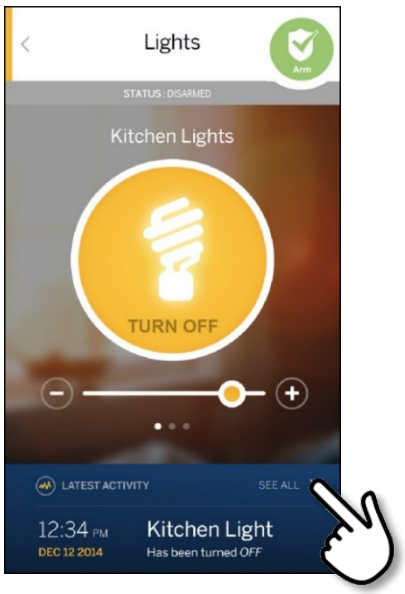
Note: You can only access and control the dimmer function from the details screen for that light.



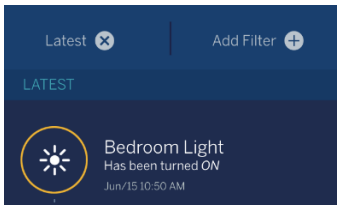
If you want to view or adjust another light, swipe sideways or tap the right or left arrows (**<** / **>**) to see the next or previous light in the list.

Latest Activity

To view a list of all lights activity, tap **SEE ALL** >, located to the right of LATEST ACTIVITY at the bottom of the Lights screen.

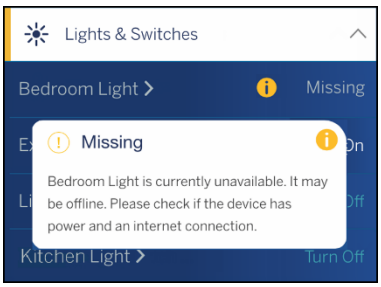


This displays a time-stamped log on the Home Activity screen of all lights activity that has occurred, organized by day.



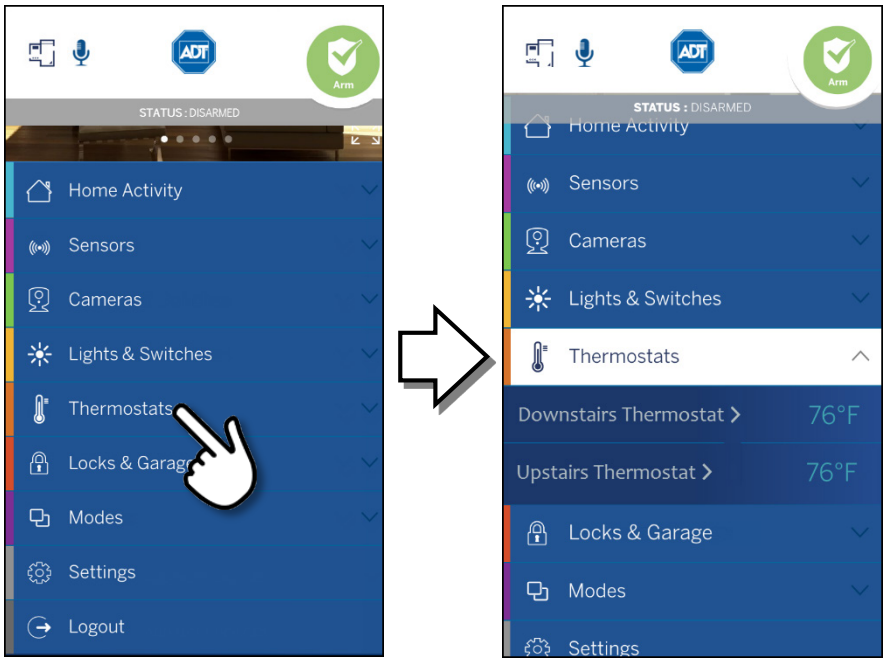
- Tap **Latest** to view the activity list for *all* devices.
- Tap **Add Filter** to narrow your list of Lights activity by time stamp. Refer to Filter for details.

If the Information icon appears, tap it to display a popup alert message about the status of that light/switch. Tap the icon in the popup to close the message.



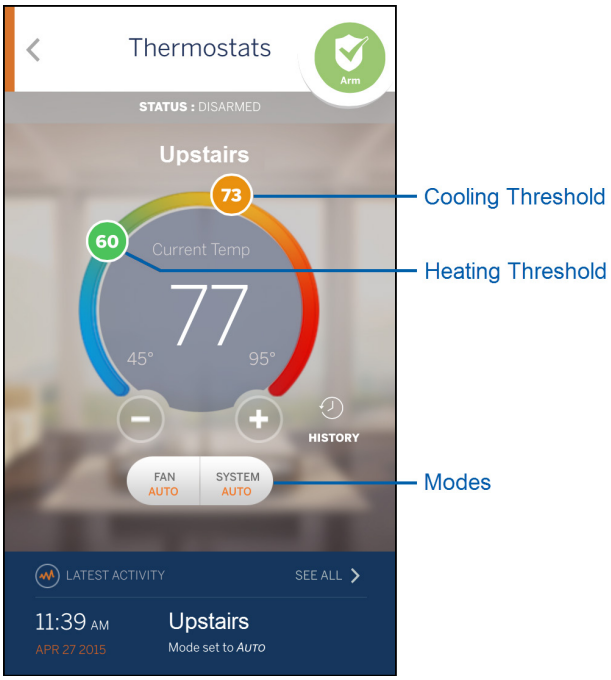
Thermostats

Tap **Thermostats** from the Dashboard. The screen expands to display the Thermostats list.



You can tap the name of any thermostat to display details about that thermostat.

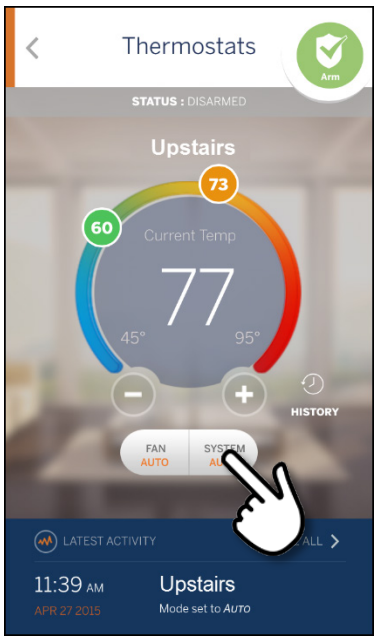
The Thermostats details screen displays the current temperature at its location. The circled numbers represent the thresholds for heating and cooling.



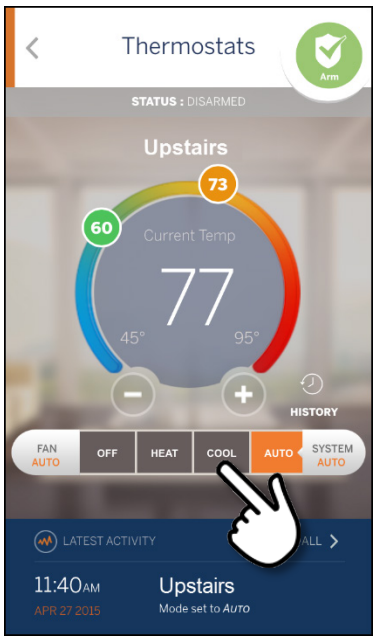
Changing Settings

The currently selected status appears below the temperature display. The status setting indicates whether the thermostat is controlling heating, cooling, both (Auto), or is turned off. Separate statuses are provided for the Fan and the System as a whole.

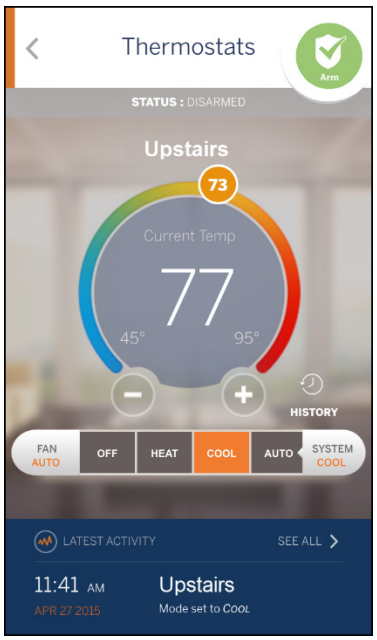
To change the system status, tap the System status button. The status button expands to reveal the list of options. Tap the desired setting. The currently-selected setting is highlighted in orange.



① ***Select System***



② ***Select Mode***



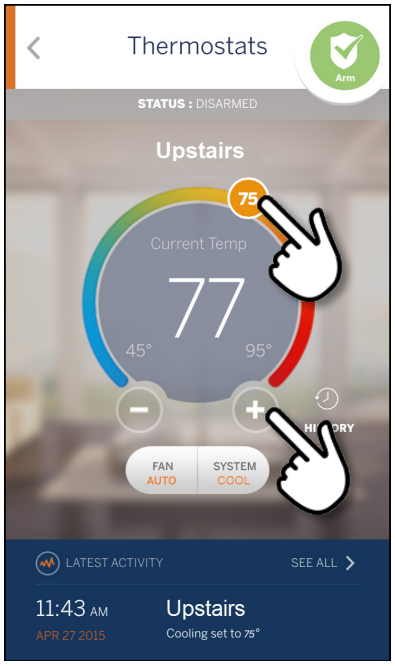
③ ***Mode is Changed***

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

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

You can adjust the heating and cooling settings in two ways (see the figure that follows):

- Drag the circled temperature display settings to the desired value
- Tap the – and + icons

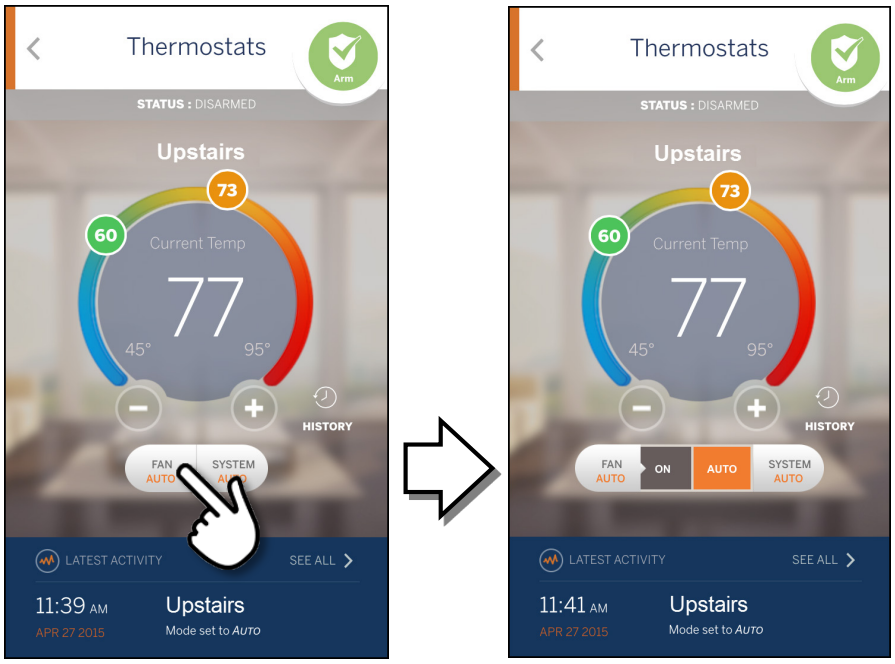


Example

To increase the cooling temperature setting from 73° to 75°:

- Drag the circled threshold settings clockwise
  or
- Tap the + icon

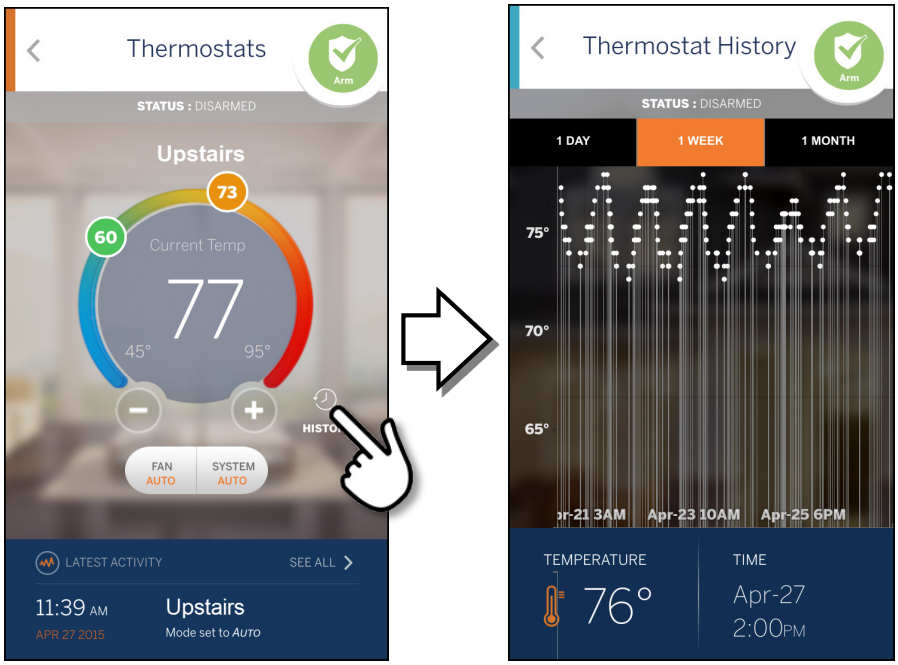
The settings for Fan work the same way. The currently selected Fan mode appears below the temperature display. The Fan mode can be either **On** to keep the fan always on, or **Auto** to have the fan come on automatically only when heating or cooling is active. To change the mode, tap the Fan mode button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



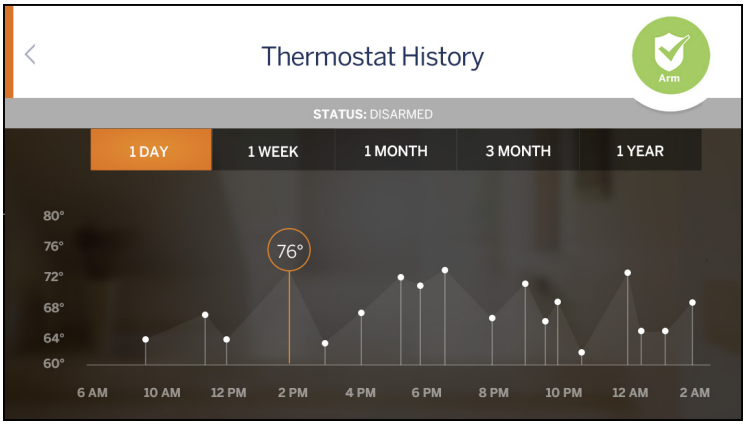
Thermostat History

Tap the **History** button to open the Thermostat History graph. The Thermostat History graph indicates the temperature fluctuations during the selected period of time. The numbers on the left side of the right image below show the range of temperatures covered by the graph. The default time option is **1 DAY**, which shows the last 24 hour's temperature fluctuations.

You can tap a different time option (**1 WEEK** or **1 MONTH**) to show temperature fluctuations for the last 7 days or last 30 days respectively. By default, the time options use the current date and time to calculate the time period that appears in the history graph. You can scroll from left to right to view earlier time periods. When you scroll (change the time period), and then select a different time option, the app uses the new time period to calculate what appears in the history graph. For example, if you look at the default view (last 24 hours of data) and scroll back two days into the past, and you then select the **1 WEEK** time option, the history graph does not use the current time to calculate what to display on the history graph. Instead it displays seven days of data ending two days prior to the current time, because you scrolled back two days.



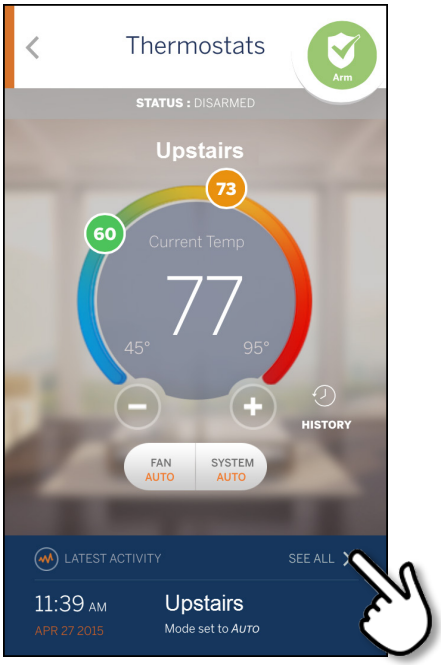
To get a larger view of the graph, you can rotate the device ninety degrees to view the Thermostat History graph in landscape mode.



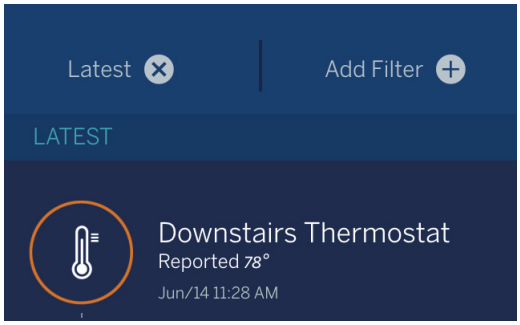
If you have multiple thermostats, you can swipe sideways to see the next or previous thermostat in the list. Or, tap the left arrow **<** in the Thermostat History header to return to the Thermostats list screen where you can select a specific thermostat from the list.

Latest Activity

To view a list of all thermostat activity, tap **SEE ALL** >, located to the right of LATEST ACTIVITY at the bottom of the Thermostats screen.

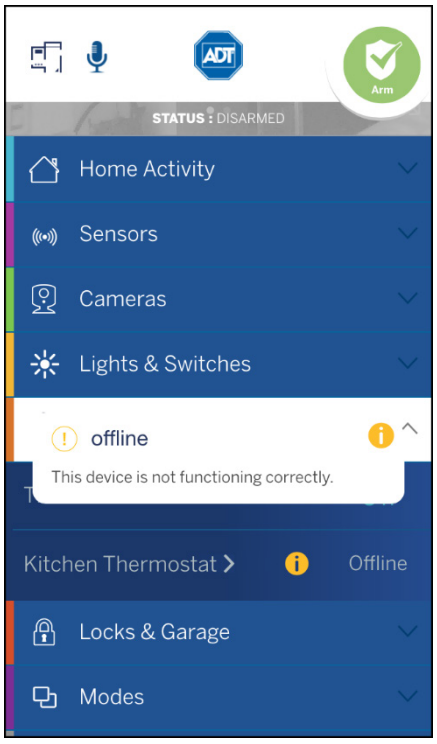


This displays a time-stamped log on the Home Activity screen of all thermostat activity that has occurred, organized by day.



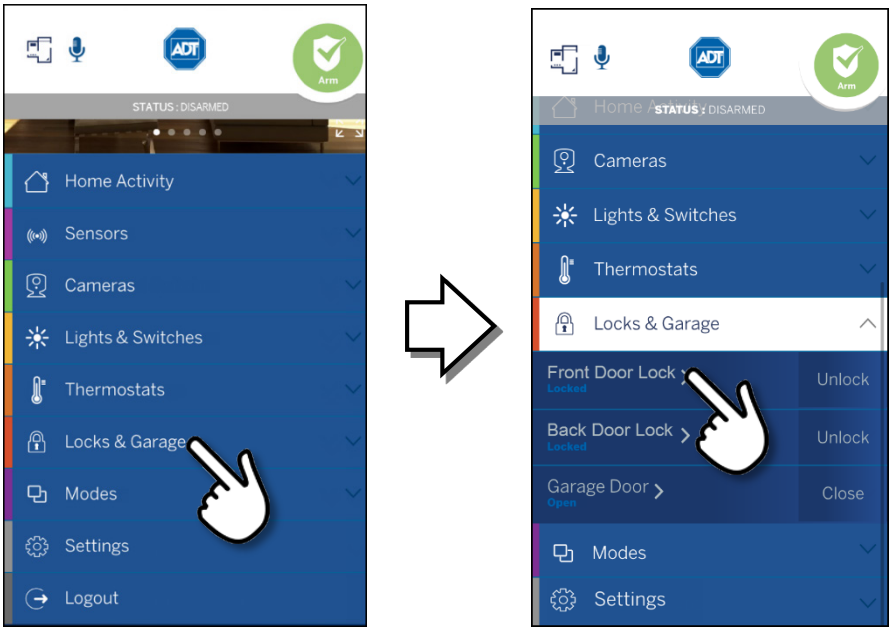
- Tap **Latest** to view the activity list for *all* devices.
- Tap **Add Filter** to narrow your list of thermostat activity by time stamp. Refer to Filter for details.

If the Information icon appears, tap it to display a popup alert message about the status of that thermostat. Tap the icon in the popup to close the message.



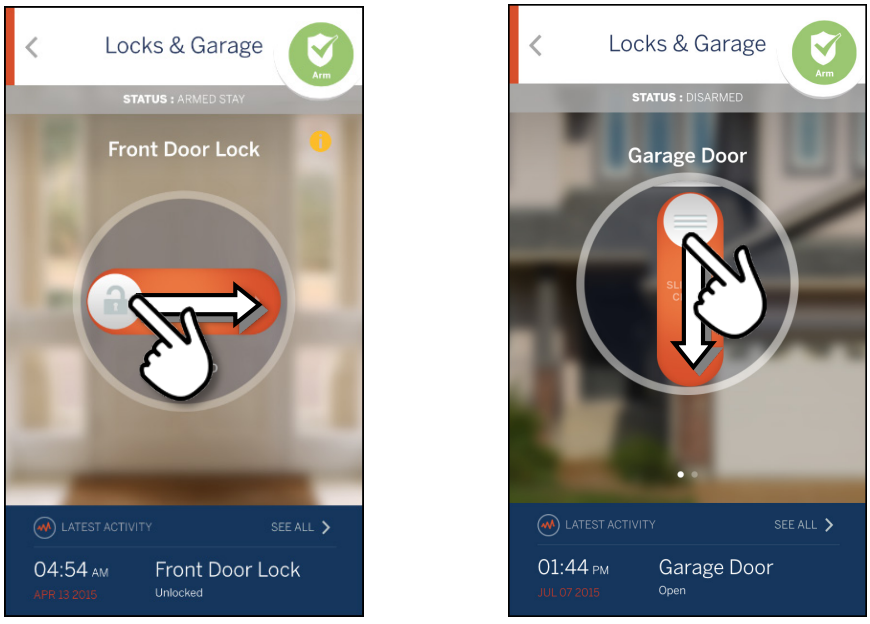
Locks & Garage

Select **Locks & Garage** from the Dashboard. The screen expands to display the Locks & Garage list.



The Locks & Garage screen shows all of the door locks installed at your site, as well as an action button displaying the current state of each (locked or unlocked). You can use this screen to remotely lock/unlock any door lock or open/close a garage door.

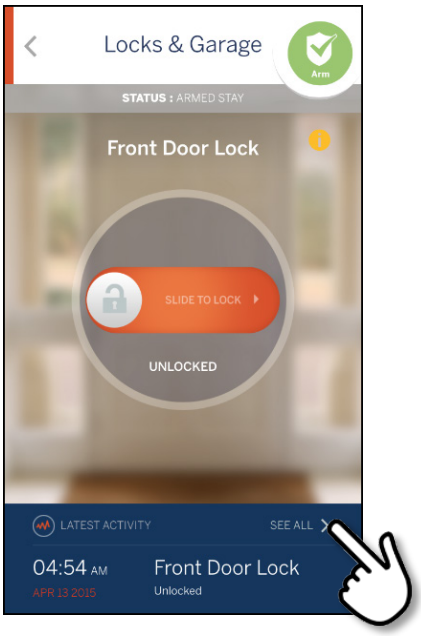
Alternatively, tap any one of the doors displayed to open the details screen for that device. Swipe the slider in the center of this screen to change the status. For a door lock, swipe right/left to lock/unlock; for a garage door, swipe up/down to open/close.



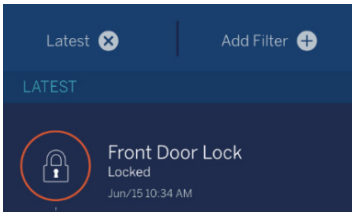
Note: Although it is convenient to lock a door from your mobile device when you are in another part of the house, for your security, please use caution when unlocking a door remotely.

Latest Activity

To view a list of all locks activity, tap **SEE ALL** >, located to the right of LATEST ACTIVITY at the bottom of the Locks & Garage screen.

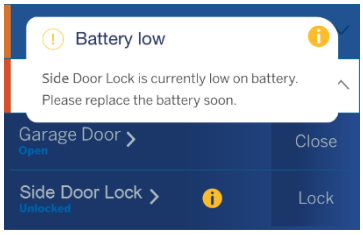


This screen displays a time-stamped log of all lock/unlock activity that has occurred, organized by day.



- Tap **Latest** to view the activity list for *all* devices.
- Tap **Add Filter** to narrow your list of door lock activity by time stamp. Refer to Filter for details.

If the Information icon appears, tap it to display a popup alert message about the status of that lock/door. Tap the icon in the popup to close the message.



Modes

"Modes" enables total home automation at the touch of a button, providing greater security, control, and energy savings. You perform a single action—select a new mode—and settings for lights, thermostats, locks and so forth are automatically changed to values that you specifically programmed for the selected mode. 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: The Pulse Mobile App can only be used to select Modes that have been set up using the Web Portal. You cannot set up Modes with the mobile app.

Using Modes you can set up custom automations and schedules for the ultimate amount of control. For example, when leaving on vacation, arm your system and then select the On Vacation mode. 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 (for instance, to ensure that your pet sitter is caring for the family pet)

Upon returning home, you disarm the system and change the system to an At Home mode. 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

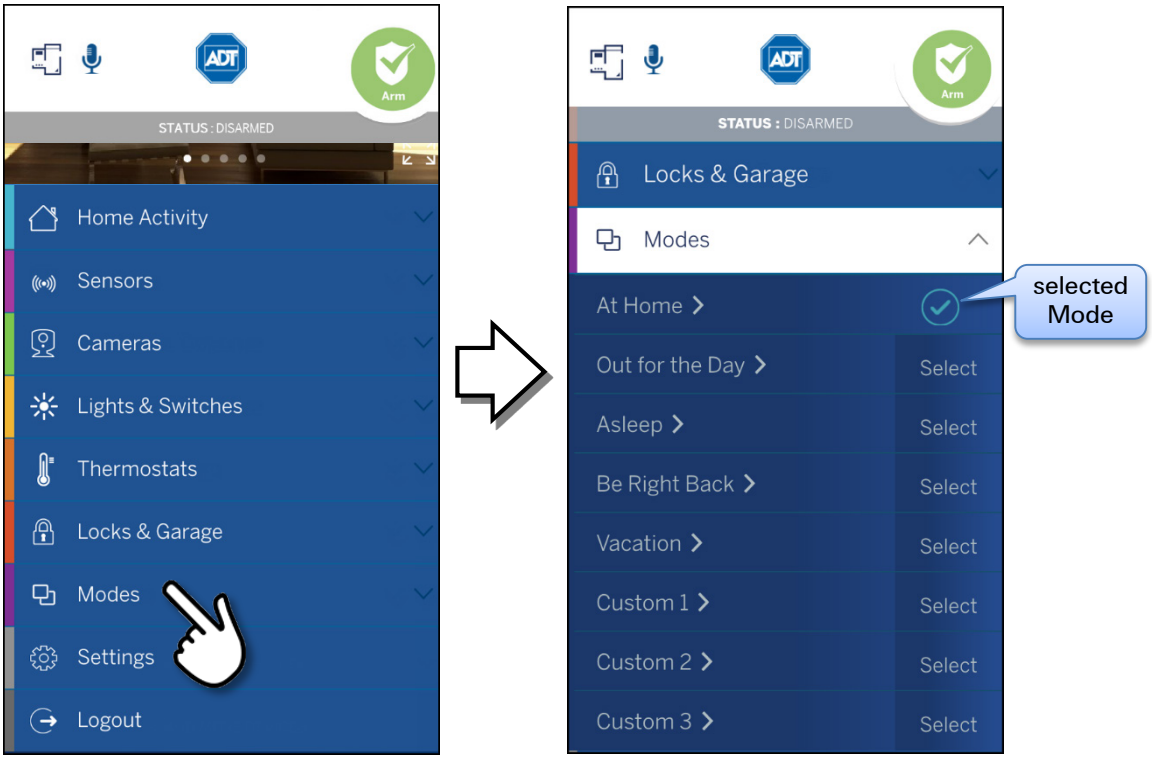
The Modes feature allows you to change the behavior of your home or business automation devices based on modes, for example, At Home or Be Right Back.

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.

➢ To change Modes:

1. Tap **Modes** on the Dashboard. The Modes screen appears.

   On this screen, you can view the mode that is currently active, indicated by the circled check mark to the right of the Modes name. In the following illustration, At Home is selected.

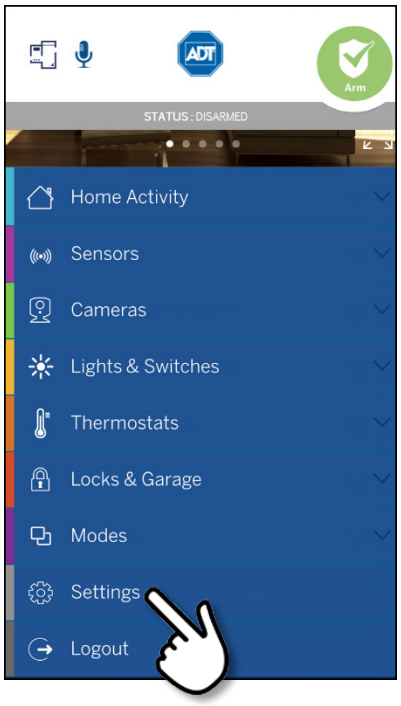


2. To switch Modes, select the desired mode.

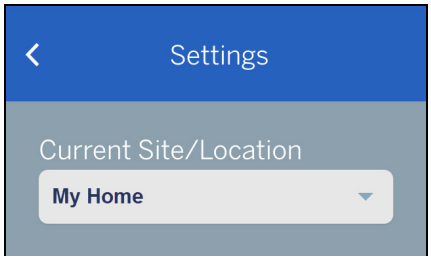
   The circled check mark moves to the right of the selected mode, indicating that this mode has become active.

Settings

Tap **Settings** on the Dashboard. The screen expands to display the Settings list.



On the Settings screen, if you have access to more than one site, all of the sites you can access are listed in a dropdown menu under Current Site/Location. To select a different site to view, select the name of the site from the list.



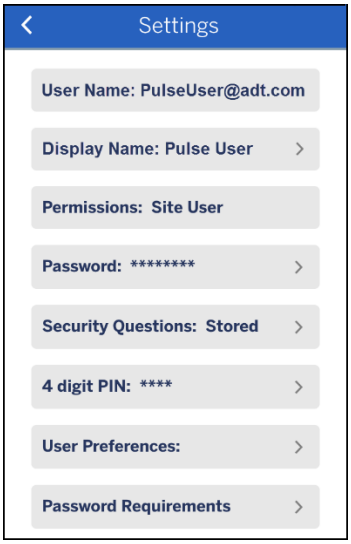
The first several fields store editable settings. These are identified by the right arrow **>** on the right side of the field. User Name and Permissions are not editable settings using the mobile app. The following describes how to use the editable settings.

User Name

This field cannot be edited in the Pulse Mobile App; it can be changed by selecting **My Profile** on the **System** tab of the Pulse web portal.

Display Name

To change your display name, enter your new name in the Display Name field, enter your password in the Password field, and then tap **Save**. Your new name appears in the Settings screen.

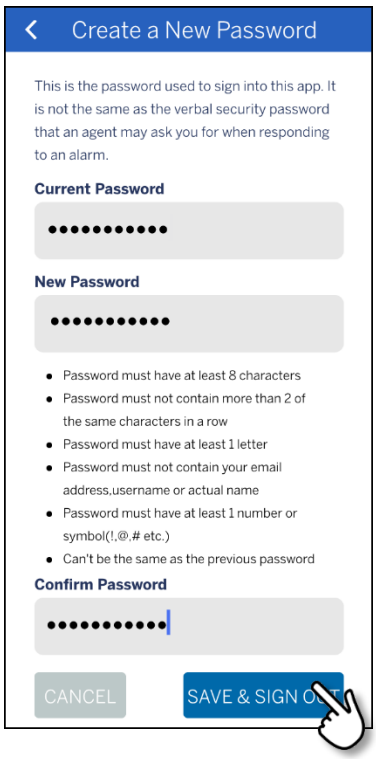


Permissions

This field cannot be edited in the Pulse Mobile App; it can be changed by selecting **My Profile** on the **System** tab of the Pulse web portal.

Password

To change your password, you must enter your current password, new password, and then scroll down the page and confirm the new password. Tap **Save & Sign Out**.



There are rules that any Password must meet to be accepted for use:

- Password must have at least 8 characters.
- Password must not contain more than 2 of the same characters in a row.
- Password must have at least 1 letter
- Password must not contain your email address, username or actual name
- Password must have at least 1 number or symbol (!, @, #, etc.)
- Can't be the same as the previous password

Security Questions

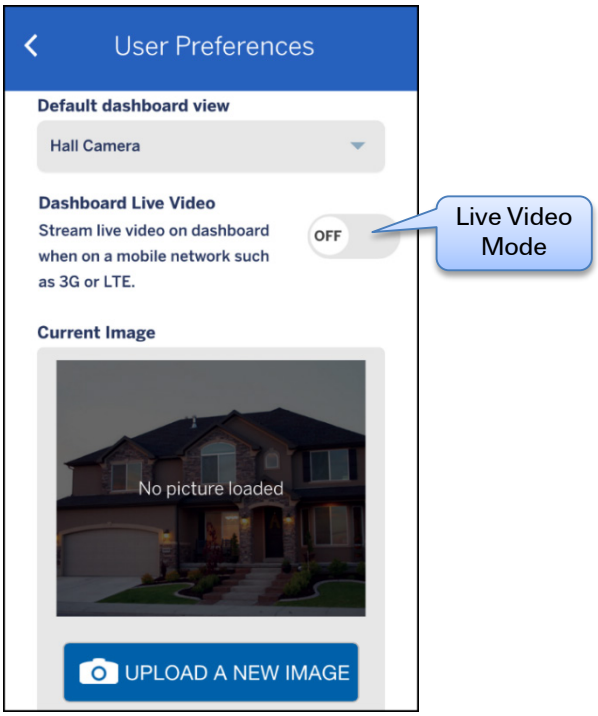
If you forget your password, these questions and answers will help you access your account. To change your security question, select a question from the dropdown, and then enter your answer. When complete, enter your password in the **Confirm Password** field, and then tap **Save**.

4 Digit PIN

To change your 4 digit PIN, enter the new PIN and then re-enter it when prompted. The PIN is changed.

User Preferences

Use this section to select a default image for the Dashboard, or else upload a new image.

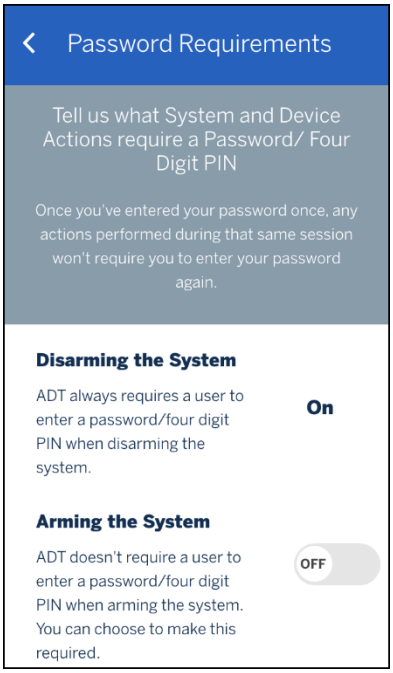


The User Preferences section also provides the option for toggling ON/OFF live streaming of your Dashboard View when on a mobile network. The **LIVE** tag appears in the upper right corner of the image on your Dashboard when the image is streaming. When not streaming, a snapshot appears in the Dashboard, along with the tag **View Live Video**. Tap **View Live Video** to switch to live streaming; the tag changes to **LIVE**.

- When set ON, the image displayed on the Dashboard is always live streaming, regardless of the available network.
- When set OFF, live video streaming only occurs on the Dashboard when the device is connected to Wi-Fi. When connected to a cellular network instead of Wi-Fi, a snapshot is displayed and you must tap **View Live Video** in the upper right corner of the image to view live streaming.

Password Requirements

Use this section to tell ADT what system and device actions require a password or 4-digit PIN. Select ON for each of the following actions that you want to require a password or PIN before activating.



- Disarming the system (always set ON)
- Arming the system
- Using a lock (always set ON)
- Locking a lock
- Opening a garage door (always set ON)
- Closing a garage door
- Turning on/off lights
- Adjusting a thermostat

Need Help?

At the bottom of the Settings section is the ? **Need help? Get Support** link. If you need help with using the Pulse Mobile App, you can tap this link to create an email addressed to ADT App Support. Briefly describe the issue you are having and tap **Send**. An ADT representative will reply to you by email.

Home View

Home View displays a graphical representation of your home or business that indicates the location and state of each of your installed devices.

When Home View is enabled, a floor plan appears on the screen. Text indicating the state of your security system and the arm/disarm buttons are located below the Home View header.

The different icons represents various controllable devices on the site:

Icon	Represents
	Camera
	Light / Switch
	Lock
	Garage Door
	Sensor
	Thermostat

In Home View, you can:

- See the current state of devices on the floor plan, by looking at their icons. In general, colored icons indicate "active" states such as an open door or window, motion in an area, an unlocked door lock, a light turned on, or a thermostat actively heating or cooling. Gray icons indicate inactive states.
- Tap any icon on the floor plan to display a pop-up showing the name of the device and an action button describing its current state (where applicable). The pop-up disappears automatically after a few seconds.
- The action button in the pop-up to display more details about that device.
- If the device is a camera, live video is shown for that camera.
- For a security sensor, the activity screen is displayed, showing history for that sensor.
- For lights and thermostats, the details screen for that device is shown.
- For door locks and garage doors, the Locks & Garage list screen is shown.
- Swipe the floor plan to the right or left to change the view to a different floor (if more than one floor is defined).
- Zoom in and out using spread and pinch gestures, or double-tapping.

Setting Up Home View

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

➢ To setup Home View:

1. Have the site owner user use a web browser to sign in to the web portal. (Only the site owner user can setup Home View.)
2. Click the **Customize this page** link at the bottom of the **Summary** tab page.
3. On the Customize Summary Page screen, click Help to view the *Customizing the Summary Tab* online help topic. This topic contains instructions on how to use the editor to setup Home View.
4. On the Customize Summary Page screen, click **Set Up** next to Home View, then follow the online help instructions to create a floor plan of your site and place devices in the correct locations.

Troubleshooting

The following table lists some common issues and their resolutions.

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

Need Help?

If you need help with using the Pulse Mobile App, tap the ? **Need help? Get Support** link at the bottom of the Settings section to create an email addressed to ADT App Support. Briefly describe the issue you are having and tap **Send**. An ADT representative will reply to you by email.

Index

A

Alarms, *18*
Arming Security Panel, *15*

B

Bypassing sensors, *17*

C

Cameras, *21*
  controlling, *22*
  taking photos and video, *23*
  viewing photos and video, *23*
Clips
  video, *24*
Controls
  video, *24*

D

Dashboard, *10*
Disarming Security Panel, *15*
Door Locks, *37*

G

Garage Door, *37*

H

Help, *9*, *44*
History, *34*
Home Activity, *13*
Home View, *45*

L

Lights & Switches, *29*
Live Video, *21*, *43*
Locks & Garage, *37*
Log In, *1*
  failed attempts, *4*
  Forgot Username, *5*
  help, *9*, *44*
  PIN, *2*
  resetting password, *6*
  resetting settings, *8*
  retrieving username, *5*
Logout, *10*

M

Modes, *39*

N

Navigation, *11*

P

Password
  PIN, *43*
  resetting, *6*
  security questions, *43*
  settings, *42*
Password Requirements, *44*
Photos
  taking, *23*
  viewing, *23*
PIN, *2*, *43*
Preferences, *43*

R

Reset settings, *8*

S

Security, *15*
Security Questions, *43*
Sensors, *20*
Settings, *41*
Switches, *29*

T

Temperature, *31*
Thermostats, *31*
  change settings, *32*
  history, *34*
  modes, *31*
Troubleshooting, *47*

U

User Preferences, *43*
Username
  retrieving, *5*

V

Video
  live, *21*, *43*
Video Clips
  capturing, *23*
  viewing, *23*
Voice Control, *12*