

WHAT HAPPENS NEXT FOR ADT SMART BUSINESS CUSTOMERS



SMART BUSINESS

Below you will find information about your installation and what you can expect to happen next. There are also some important steps to follow to ensure your registration for ADT *Smart Business* goes smoothly prior to your installation.

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

BEFORE INSTALLATION

Step 1. Our Installation Planners will call you to arrange the earliest convenient date for your installation.

Step 2. Your installation date will be confirmed via text. You will receive a reminder text prior to the installation. We will then dispatch your ADT *Smart Business* Alarm equipment to your premises, to arrive one to two days prior to the installation.

Step 3. You must register for ADT *Smart Business* prior to the installation date. You will receive an e-mail "Registration Confirmation" sent to the email address that was communicated to ADT when signing the contract. In this email, you will be asked to click on a registration link for activating your account and defining your password and security questions. You will also receive a text message with your account username, first name and last name details to enter in the registration process.

Step 4. To successfully complete your registration, click on the registration web link and enter your unique Username precisely as per your text message.

Important Information: In order to ensure the security of your account, the registration link is valid for fourteen days. If, for any reason, you did not receive the email or text message, or you were not able to click on the registration link before the fourteen day validity period expiration, then you should call ADT Customer Service on 0344 800 1999 and ask them to re-send an email or a text message with your username details.

If you fail to register for the ADT Smart Business prior to the day of the installation, our Engineer may not be able to install and activate this service. A follow up Engineer visit would be required to complete the installation, which will attract an additional one-off charge.

STEP 4 EXPLAINED - USER REGISTRATION PROCESS

User Registration - Important Information:

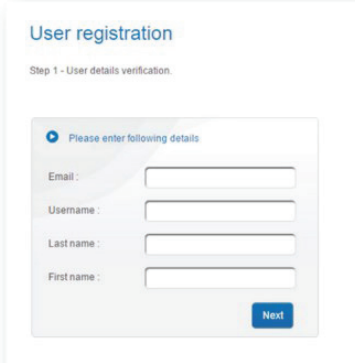
Please ensure that you are always using one of the latest versions of:

- Microsoft Internet Explorer 11
- Microsoft Edge
- Google Chrome
- Apple Safari (OSX & Windows)
- Mozilla Firefox

NB: Older versions of Internet Explorer are not supported and should not be used.

User Registration Part 1: User details verification

a) After receiving and clicking on the registration link, your browser will open the following page:



The screenshot shows a web form titled "User registration" with the subtitle "Step 1 - User details verification." Below the title is a blue circular icon with a white checkmark and the text "Please enter following details:". The form contains four input fields: "Email:", "Username:", "Last name:", and "First name:". A blue "Next" button is located at the bottom right of the form.

The username field must be entered exactly as it is recorded on the Contract and as stated on the ADT *Smart Business* text message you have received. It is good practice to have your text message available during this process and verify the information you are entering is correct.

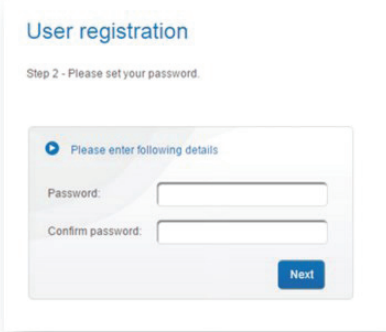
If you experience issues or have forgotten your contract number refer to either your contract, your text message or phone the ADT Smart Business team on 0344 800 1999

User Registration Part 2: Set up your password

b) If the Username matches the ADT *Smart Business* text message details you received, a new page is displayed to enable you to create your personal password. This password will be required for using both the ADT *Smart Business* App and web portal.

NB: *Completing this action will send you a reset password email - you can ignore this email as it is not necessary to reset your password when creating for the first time.*

This password will be required for using both the self-care web portal and the mobile app. When entering your password, the letters you type are replaced by dot characters so that anyone looking at the screen will be unable to read the actual characters. In order to avoid typing errors, the same password needs to be typed in both “Password” and “Confirm password” fields.



The screenshot shows a web form titled "User registration" with the subtitle "Step 2 - Please set your password." Below the title, there is a blue circular icon with a white dot and the text "Please enter following details". The form contains two input fields: "Password:" and "Confirm password:". A blue "Next" button is located at the bottom right of the form.

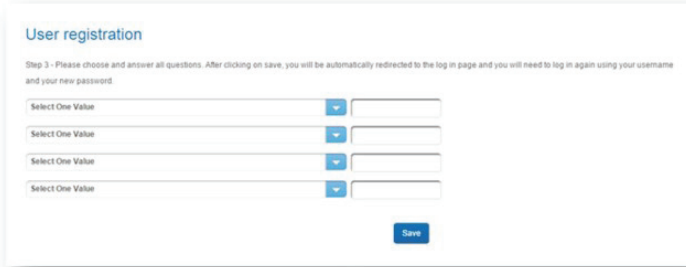
Your password needs to comply with the following requirements:

- Upper case and lower case letters are considered as different characters so “hello” is not the same as “Hello”
- Password length: 8 characters or more
- Password must contain only the following alphanumeric characters: A – Z, a – z, 0 – 9, _ (underscore), - (dash)
- Password must contain at least one UPPER CASE character
- Password must contain at least one lower case character
- Password must contain at least one number
- 3 or more identical characters next to one another at the start of the password are forbidden
- 5 consecutive characters, orderly sequenced from the alphabet (ABCDE) or number orders (12345) are forbidden anywhere in the password
- Password cannot be identical to the username
- Password cannot be identical to the previous two provided passwords

Character constraints on passwords are to avoid users from selecting easy to guess passwords (like “123456”, “password”, “qwerty”).

User Registration Part 3: Set security questions for password recovery

c) In case of password recovery, you will be asked to provide answers to two personal questions. These questions are randomly selected from one of the four questions that need to be set up at this stage.



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

You should select four questions based on the following criteria:

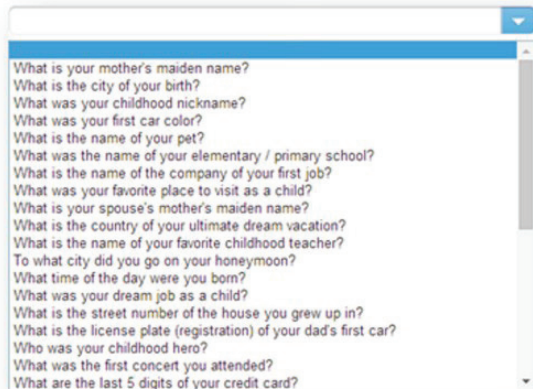
- You know the answers
- These answers are not available on social networks (Facebook, Twitter, etc) or, at least, are not easily available

Answers will be case sensitive so take care with answers containing names of a pet or person.

It is recommended that short or single word answers be provided that only you would know and can be easily remembered.

When answering questions to retrieve a new password once your System is active, your answers must match exactly the answers you provide here.

Once you have completed all four questions & answers, click on the Save button.



User Registration Part 4: Successful completion

d) Once you have successfully completed all steps correctly your account is ready for use and you will receive this success message:

Home Box activation

Congratulations!

Your account has now been created.

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

A representative of ADT's Installation team is notified and will contact you to arrange for an Installation date. The next steps of Installation are carried out by an ADT Engineer. ADT will arrange to have the ADT *Smart Business* Kit sent to the address provided on the contract in preparation for install day.

For the complete User Guide for ADT *Smart Business* [please click here](#)

User Registration Part 5: Download the ADT *Smart Business* App

After your registration is complete, download the ADT *Smart Business* App from the Apple App Store or Google Play.

User Registration Part 6: Get ready for your ADT *Smart Business* System Installation

In preparation for the installation, please have the following ready:

- 1 x available electric fused spur close to the proposed location of the panel
- 1 x available electric socket close to the proposed location of the Gateway
- 1 x available open router port close to the proposed location of the Gateway
- Live broadband service (min. speed 1Mb/s)
- PC / Mac with internet access

We will not be able to install and activate ADT *Smart Business* services if the above are not available but your Intruder Alarm System will still be fully functional.

Important information: The ADT *Smart Business* App is not compatible with smart devices which use a Windows operating system. IOS version 7 (recommended 10 or higher) and Android 4.4.4 and higher (recommended 5 or higher) devices are compatible.

ON THE DAY OF YOUR INSTALLATION

Step 7. One of our Engineers will install your ADT *Smart Business* Alarm System and activate your monitoring service with the ADT Alarm Monitoring Centre. You will also be shown how to use your System.

Step 8. A System user must be present on the day of installation and will need to have access to a PC or Laptop and a smart phone or tablet on the day.

Step 9. Your ADT *Smart Business* Gateway will need to be positioned at close proximity to your internet router and will require a plug socket. Please consider the most suitable place for the Installation Engineer to install the Gateway.

Step 10. Once installed, our Engineer will activate your ADT *Smart Business* System.

Step 11. On set up, you will be able to use your smart mobile phone and tablet device to connect and communicate with your System. You can now start using the ADT *Smart Business* App and web portal to manage your System remotely.

AFTER YOUR INSTALLATION

Step 12. Your Direct Debit to ADT for your monthly fee is now activated.

Step 13. We will check your System regularly to ensure it is in full working order. Your System will undergo routine service inspections - alternating between remote inspections and Engineer service visits.

Step 14. You are now ready to start using your System and ADT *Smart Business* service. You can begin to set up scenarios using your smart phone, tablet, PC, Laptop or Mac and once set up continue to use these devices to connect to and communicate with your System.

Important Note: ADT *Smart Business* services utilise your broadband facilities. Should your broadband be switched off, not working, have connections to required services blocked or does not meet the required minimum available upload speed of 2Mb/s, you will not be able to connect to ADT *Smart Business* services. However, the detection, alarm and monitoring elements of your Alarm System will still be fully functional.

Using CONTROL

- Remotely connect to your System via a smart phone, tablet, PC or Laptop, with wi-fi or mobile connection (IOS or Android smart devices only).
- Remotely set/unset or part set the alarm via the ADT *Smart Business* App or web portal.
- Set up schedules & scenarios and receive alerts via email, text and push notifications when they are activated.
- View the status of your Alarm System, monitored zones, devices and see a history/log of all your events.

Using MOTION DETECTION

- Receive alerts when the outdoor motion detector picks up movement on the perimeter of your property, triggering the outdoor camera to start recording.
- Recordings can be viewed via the ADT *Smart Business* App or web portal. The availability of recordings from your cameras to the App or web portal will vary depending on the speed of your internet connection.
- Consider the positioning of the outdoor motion detector prior to installation and during the life of the System. Your detection device and accompanying cameras should be positioned to cover the same field of view for effective detection and recording of events.

Using VIEW

- Remotely view outside and inside your premises on demand, using wi-fi cameras, via the ADT *Smart Business* App or web portal.
- Set up your outdoor and indoor cameras to record video footage upon a defined security or safety event then view these recordings via the App or web portal and save to the ADT *Smart Business* Cloud.
- Accessing your wi-fi cameras and subsequent recordings will vary dependent on your internet connection.

Using AUTOMATE

- Remotely automate your light plug sockets using a plug-in wireless module. Switch lights on and off, on demand any time of the day via the ADT *Smart Business* App or web portal.
- Set up schedules for lights to switch on/off at certain times of the day or automate to switch on as defined within a scenario.

Using ALARM USER VERIFICATION

- Receive alerts and images when a user unsets the alarm. View images to see who is coming and going i.e. is the correct user unsetting the alarm at the right time.
- Consider the positioning of the motion camera prior to installation and during the life of the System. Levels of light within the range of the motion camera will impact the quality of the images you receive. Also exposure to heat sources, drafts and direct sunlight can create false alarms from your motion camera.
- The availability of images from your motion camera to the ADT *Smart Business* App or web portal will vary depending on the speed of your internet connection.

ADT *Smart Business* has been developed with state of the art security technologies to ensure that your Privacy is well protected. ADT *Smart Business* services are not monitored by ADT and we do not have access to your account to set, change, update or monitor your ADT *Smart Business* automated functions, including remote system set/unset, light management and viewing outdoor and indoor cameras.

PASSWORD RECOVERY PROCESS

If you forget your password at any time you can click on the “Forgot my password” link on the login page to reset your password.



Login

A screenshot of a login form. It has a radio button selected for "Are you already a registered user?". Below this are two input fields: "Your username:" and "Your password:". Under the password field is a link that says "Forgot my password". At the bottom right is a blue "Go" button.

When you click on the “Forgot my password” link, you will be presented with a page to check which account is to be recovered.

The following page requires you to enter the following details:

- Email address (as saved by the user)
- Username (Name of the account)
- Last name
- First name

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

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

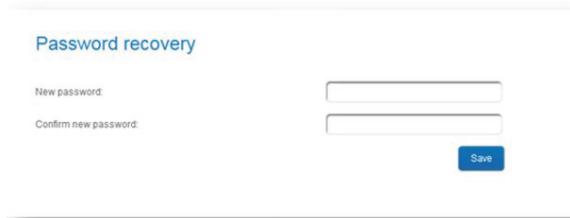
A screenshot of a password recovery form. At the top is a CAPTCHA image showing the number "242" on a textured background. Below it is a text input field labeled "Type the code shown:" with a refresh icon. Below that is a heading "Please enter following details" followed by four input fields: "Email:", "User name:", "Last name:", and "First name:". At the bottom right is a blue "Recover password" button.

The recovery process will then prompt you to answer two of your pre-set security questions. These answers need to match exactly the answers you entered as part of the setup process.

A screenshot of a security questions form titled "Password recovery". It contains two questions with corresponding input fields: "What was your childhood nickname?" and "What is your mother's maiden name?". At the bottom right is a blue "Recover password" button.

PASSWORD RECOVERY PROCESS CONT.

If both answers are correct, you will be allowed to specify a new password.

A screenshot of a web form titled "Password recovery". The form contains two input fields: "New password:" and "Confirm new password:". To the right of the second input field is a blue "Save" button. The form is set against a white background with a subtle shadow.

You can then enter and confirm your new password.

For security reasons, the entered characters are masked.

If both entered passwords are identical, then the old password is deleted and replaced by the new password.

After resetting your password, you will receive a confirmation email to confirm the changes.

If the changes are unauthorised and you did not request this password reset, please contact ADT Customer Services on 0344 800 199 as soon as possible.

NOTE: If you have forgotten the answers to your preset security questions there is a procedure which requires you to provide digits of the phone number registered with that user.

For this reason, it is now mandatory to provide a valid phone number for every user account.

Any sub-users without phone numbers allocated to them will default to the phone number of the main user for recovery purposes. It is good practice to ensure that all users (Both main and sub) have phone numbers attributed to them.

USEFUL INFORMATION

ADT External Live Siren Box (if fitted) will sound outside the property when the Alarm is activated. The Internal Siren sounds inside the property.

ADT External Decoy Siren Box does not sound outside the property when the Alarm is activated. The Internal Siren sounds inside the property.

Movement Detectors are considered as Pet Tolerant. Your pets can move freely around your property providing that:

- They cannot climb/jump/fly in front of the Movement Detectors, within 1.8 metres,
- They do not have combined weight of 36 kg or over.

Positioning of furniture must be considered prior to the installation and during the life of the System to allow Detectors to function properly.

Additional devices can be added to your System, subject to an additional charge. All necessary devices should be purchased when placing your order, our Installation Engineers will not be able to supply devices that are not a part of your order.

Health and Safety Points

- To help us comply with ADT's no smoking at work policy; please kindly refrain from smoking when our Engineer is working at your property.
- Our Engineers are unable to install or remove any external sirens and bell boxes above flat or pitched roofs.
- Please keep pets in a separate area whilst our Engineer is on site.
- To provide a safe working environment for our Engineers, it is important for us to know if there are any known traces of asbestos in your property or should there be any hazards that could affect our Engineer (e.g. animals, ponds).

Moving Premises?

Contact ADT directly on 0800 169 0612 to let us know you are moving and for details of our moving offers. Movers offers only apply to paying customers who have been with ADT for a minimum of 12 months.

CONTACT DETAILS

Commercial Installation Planning Team

(All installation queries):
0344 263 0715

www.adt.co.uk

Purchase Additional Devices/New Sales Enquiries

0800 144 4499

ADT *Smart Business* Customer Service Team

0344 800 1999