SMART HOME

SMART BUSINESS
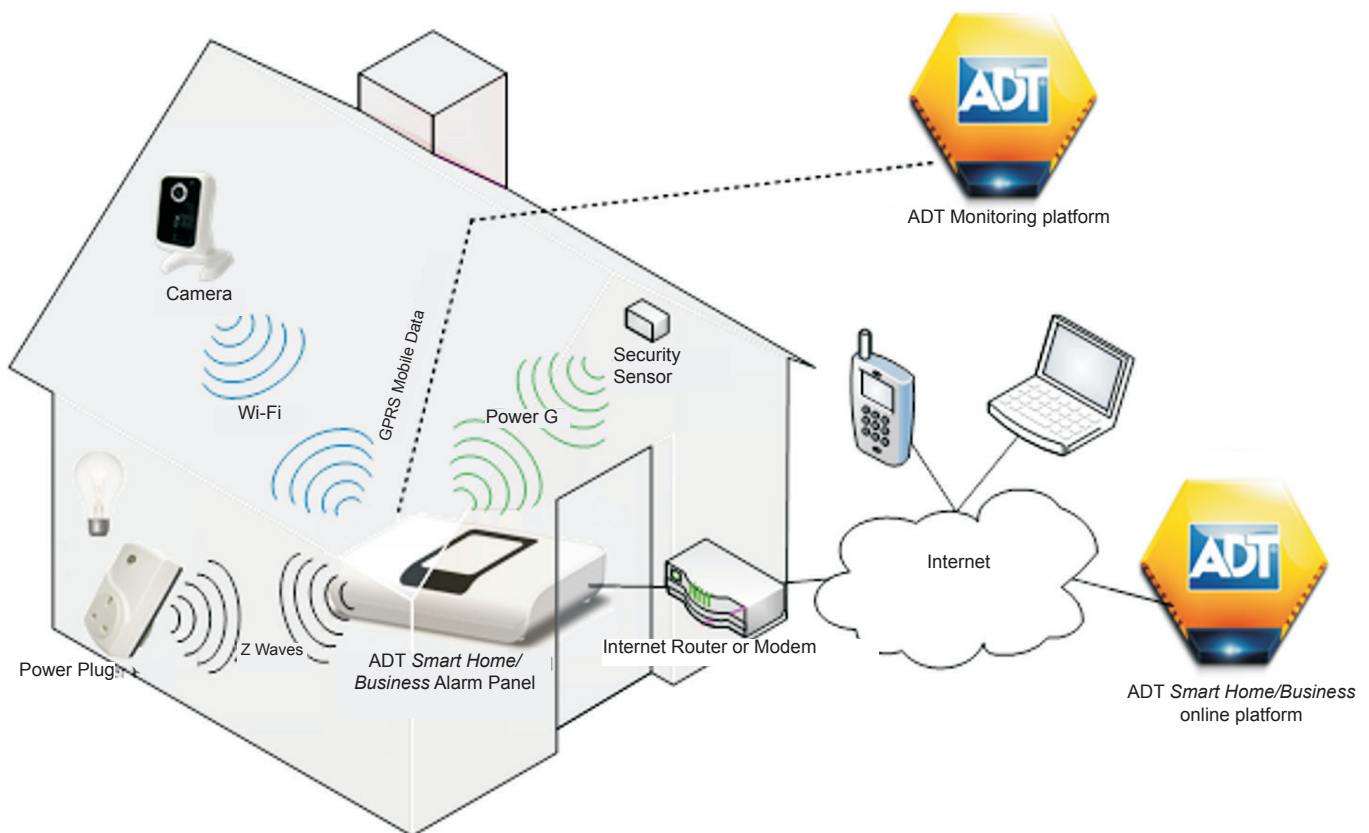
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1. INTRODUCTION

The ADT *Smart Home/Business* solution extends the concept of the home and Business security alarm system.

In addition to 24/7 security and safety monitoring, this ADT *Smart Home/Business* System provides you with the convenience of home & business security control from your smartphone (iOS and Android only), tablet (iOS and Android only) or PC (Windows and Apple Mac OSX) to enable you to control your alarm system remotely, view live video, record video footage and automate your lighting. This is all provided without diminishing the reliability and performance of the security alarm panel.

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

2. ADT SMART HOME/BUSINESS PACKAGE / KIT

An ADT *Smart Home/Business* package may contain several items:

- ADT *Smart Home/Business* Alarm Panel (Powermaster 360 for home systems and PM33 for business systems) which combines the functionalities of a security alarm panel and interactive services
- One or several PowerG devices (wireless PIR motion sensors, door/window contact sensors, etc.)
- One or several Automation indoor light plugs (optional)
- One or several Wi-Fi cameras (optional)

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

- PowerMaster 360/PowerMaster 33
- Keypad
- PIR Motion Sensor (pet friendly for homes)
- Door Contact
- Internal Siren
- External ADT Alarm Box

Such a package can be purchased by contacting ADT (dial 0344 800 1999).

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

3. ACTIVATING YOUR ACCOUNT

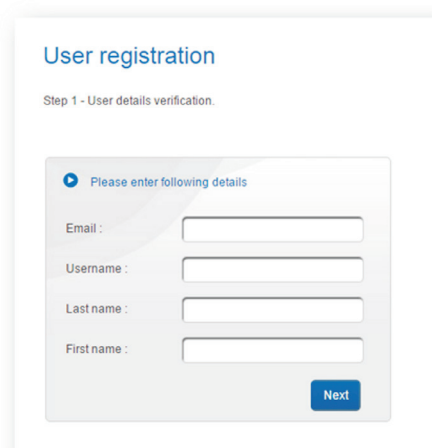## 3.1.   What is an account?

An account is necessary to manage the home gateway, its paired accessories, and the associated 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.

3.2.   Account registration

After contracting with ADT, you will receive an e-mail "Registration Confirmation" sent to the email address that was communicated to ADT when signing 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.

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.

When clicking on the registration link, your browser will open the following page:
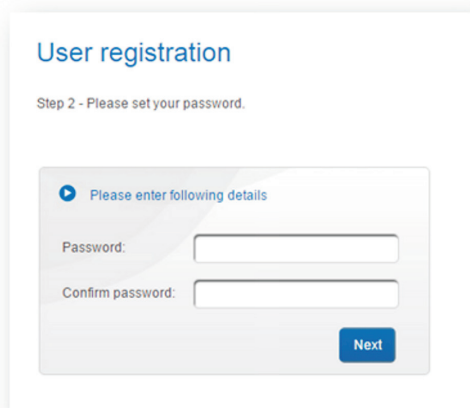
3. ACTIVATING YOUR ACCOUNT

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

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

This password will be required for using both the self-care web portal and the mobile app.
The letters of the password are replaced by dot characters, so that anyone looking at the screen should be unable to read the password typed. In order to avoid typo errors, the exact same password needs to be typed in both "Password" and "Confirm password" fields.

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

- Upper case and lower case letters are considered as different characters and as a result "hello" is not the same as "Hello".
- Password length: 8 characters or more
- Password must contain only the following alphanumeric characters: 'A'..'Z', 'a'..'z', '0'..'9', '_' (underscore), '-' (dash)
- Password must contain at least one upper case character
- Password must contain at least one lower case character
- Password must contain at least one digit character
- 3 or more identical characters, next to one another, are forbidden at the beginning of a password
- 5 consecutive characters, orderly sequenced from alphabet (e.g. "ABCDE") or digit orders (e.g. "12345"), are forbidden, whether at the beginning, in the middle or at the end of a password
- Password cannot be identical to the username
- Password cannot be identical to the previous two provided passwords.

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

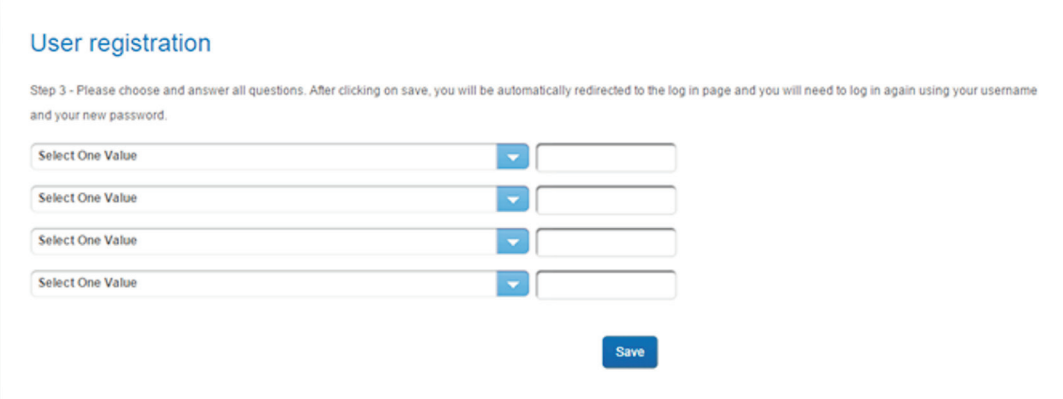Before being able to use your ADT *Smart Home/Business* package, one more step is required.

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

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

3. ACTIVATING YOUR ACCOUNT

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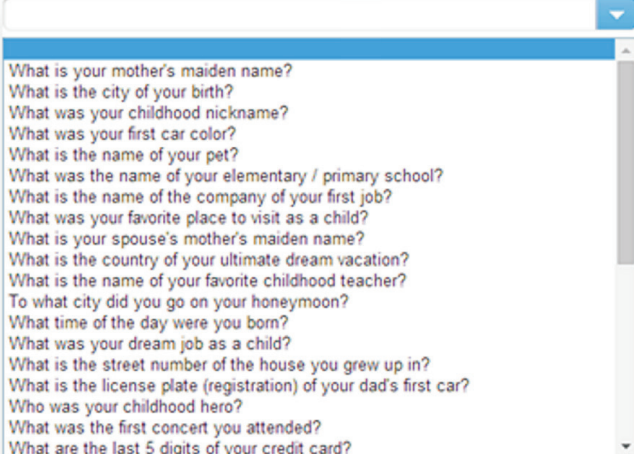

The user must choose four questions from a predefined set. These questions can be accessed by expanding the drop down list in each question field

The user should select four questions based on the following criteria:
- They know the answers;
- These answers are not available in their profiles on social networks (Facebook, Twitter, etc.) or, at least, not easily available.

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

3. ACTIVATING YOUR ACCOUNT

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

Once the security questions are filled in the account is ready for use.
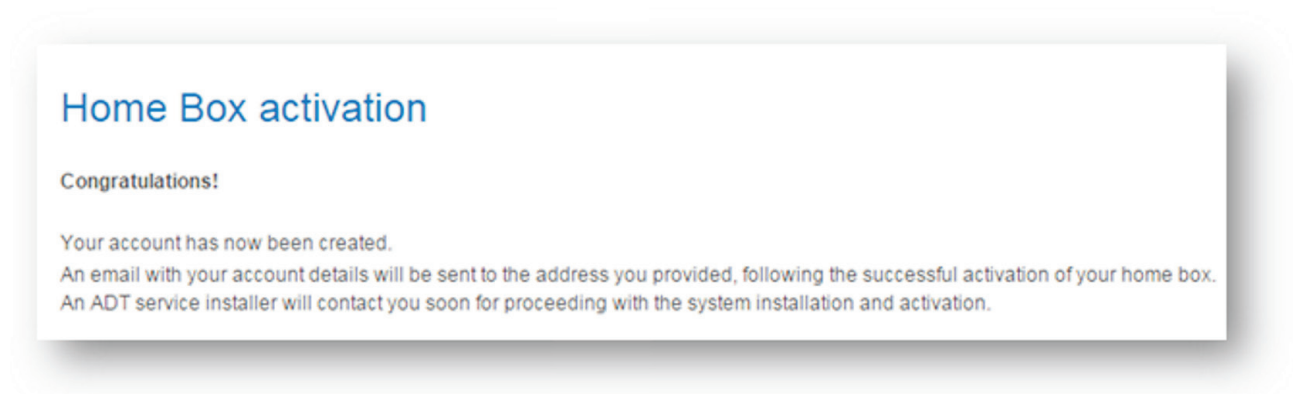
A representative of ADT's Installation team is notified and will contact the user to arrange for an Installation date. The very next steps of Installation are carried out by an ADT Engineer. ADT will arrange to have the ADT *Smart Home/Business* Kit sent to the users address provided on the contract.

NOTE: These web pages above for entering a password and selecting security questions are now compatible with the web browsers of mobile phones, such as Chrome on Android phones or Safari on iPhones. Therefore, you can finalize your registration processes on your compatible mobile device.

4. THE SELF-CARE WEB PORTAL

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

Supported Operating Systems:

- Microsoft Windows 7, Windows 8.0 & 8.1, Windows 10
- Apple OS X Maverik, Yosemite and El Capitan

Supported Web Browers:

- Microsoft Internet Explorer 10, Internet Explorer 11 and Microsoft Edge
- Mozilla Firefox (latest version)
- Google Chrome (latest version)
- Apple Safari (latest version)

4.1.   Overview

The self-care web portal allows users to setup and use their ADT *Smart Home/Business* Panel, accessories, and all interactive services they have subscribed to, including Alert Services (ADT *Smart Home/Business* Services), View Services (all Wi-Fi cameras), and Automate Services (Lighting).

Access to the self-care web portal begins with running a web browser and connecting to the self-care URL
https://smart-home.adt.co.uk/selfcare/frontpage.xhtml

A user is required to enter their account username name and password to access the system.

4. THE SELF-CARE WEB PORTAL

Once logged in, the user will notice three different sets of tabs and buttons for accessing the different functions of their online account. These tabs or buttons are highlighted in red in the picture below.
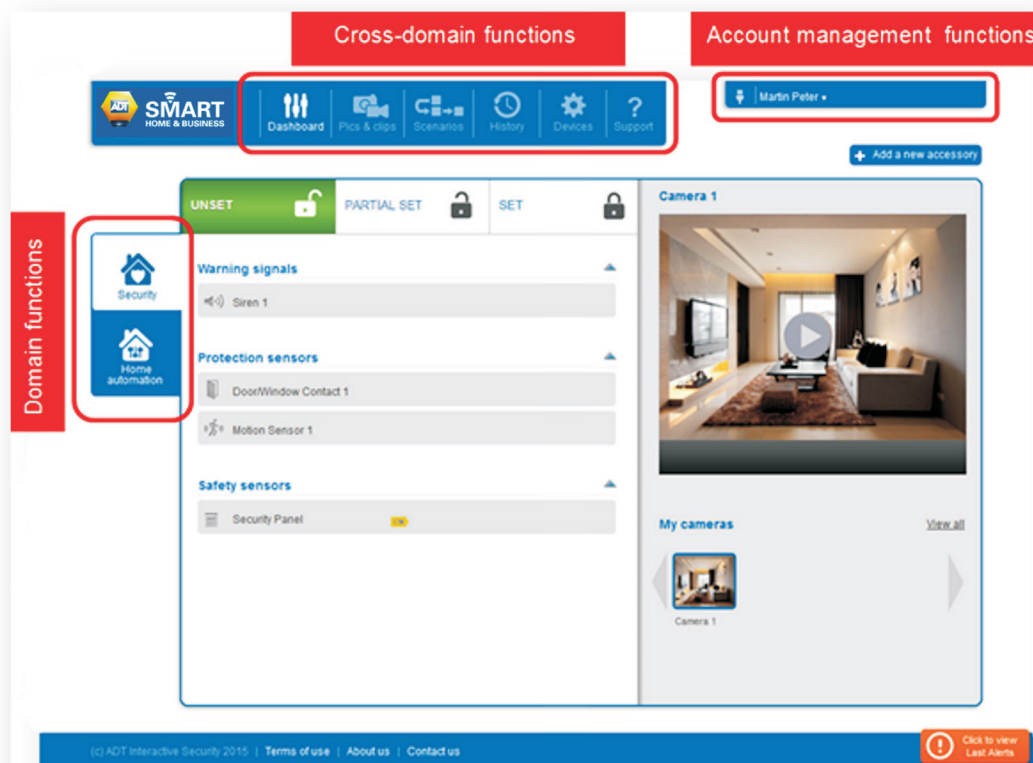
Domain functions: these tabs give access to the different security and automation domains that are supported by the user's subscription. For example, the Security tab allows the user to set and unset the ADT *Smart Home/Business* Alarm Panel and view the list of security sensors registered with that ADT Alarm Panel.

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

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

4.2. Account Management

Panel to home router):
- Or no connection to internet:

The real-time connection status of the ADT *Smart Home/Business* Alarm Panel and service information is always displayed in the top right corner. Specifically, the type of internet connection (Ethernet/Wi-Fi/No connection) is indicated.

The internet connection type is displayed as follows:

4. THE SELF-CARE WEB PORTAL

Note: The ADT *Smart Home/Business* Panel only supports one Wi-Fi network. This network is dedicated to the connections with the Wi-Fi cameras. As a result, the internet connection of this ADT *Smart Home/Business* Panel should always be wired (ETHERNET cable to the home router).

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

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

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

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

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

Upon first registration, the account is created with the Maintenance mode activated. This allows an ADT Engineer to start their installation work.

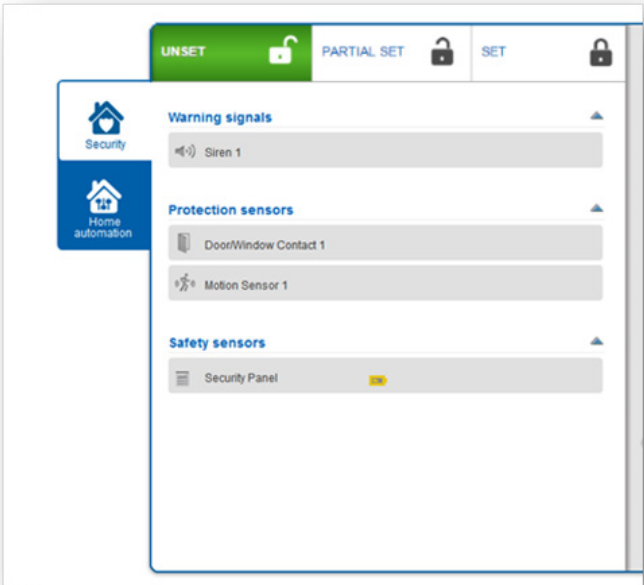These functions are described in more details in section **12** of this document.

4. THE SELF-CARE WEB PORTAL

4.3. Domain functions

4.3.1. Security Tab

The Security tab lets the user quickly set and unset the ADT *Smart Home/Business* Alarm Panel, as well as monitor the current status of security zones.

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

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

If partitioning is activated on the ADT *Smart Home/Business* Alarm Panel, setting buttons on the top side of the dashboard are divided per partition.
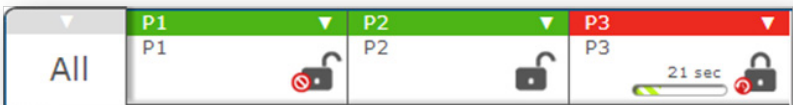
When selecting the PARTIAL SET or SET buttons of a partition, If a countdown is configured on the ADT *Smart Home/Business* Alarm Panel, in order to give the user enough time to leave the premises without triggering an alert, then that countdown timer is displayed.

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

See instructions of the ADT *Smart Home/Business* Alarm Panel for more details on how to configure partitions and how to use the setting modes. Normally, the representative of ADT's Installation team, who set up the system, must have properly defined the number of partitions and flagged which sensors are perimeter ones, and which ones aren't.

When the Security tab is selected, the user can access the live video streaming section. One of the Wi-Fi cameras registered with the ADT *Smart Home/Business* Panel can be selected and its live video stream can be viewed. (Please refer to Chapter **10** for more information on the video streaming feature).

4. THE SELF-CARE WEB PORTAL

4.3.2. Home Automation

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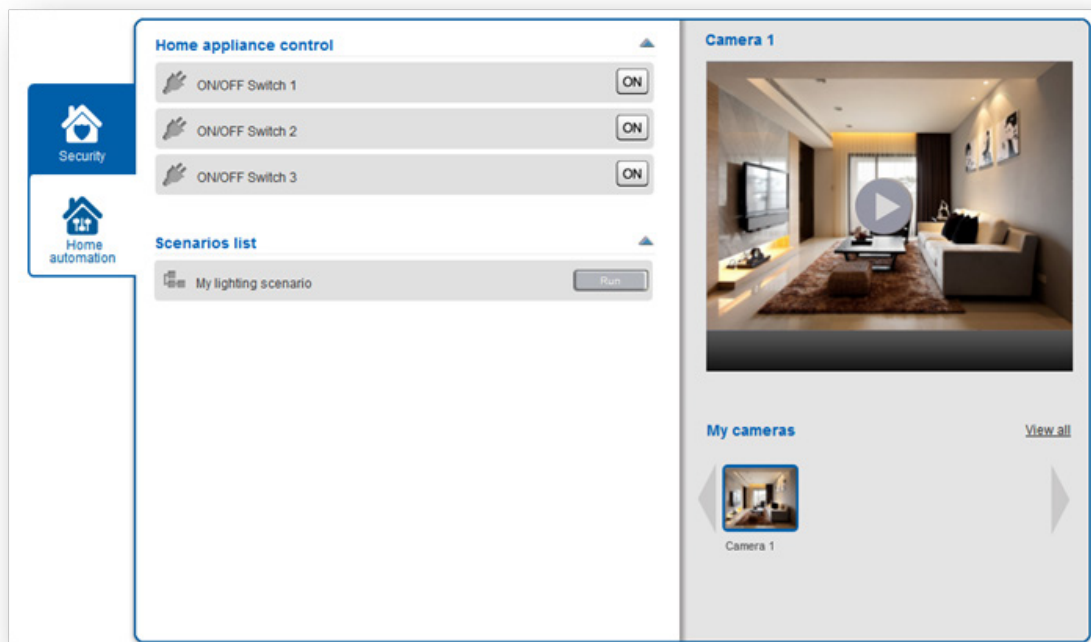
Devices that control lights are represented with buttons that reflect their capabilities: buttons with ON and OFF allow for turning on or off a device.

On the right side of the dashboard, the camera panel gives the user access to the live video streaming and recording. The panel displays all the Wi-Fi cameras enrolled with the ADT *Smart Home/Business* Panel as thumb images. Once one camera is selected, the user can request a live streaming sequence, and if desired, request to record the video stream.

Please refer to Chapter **10** for more information on the streaming feature.
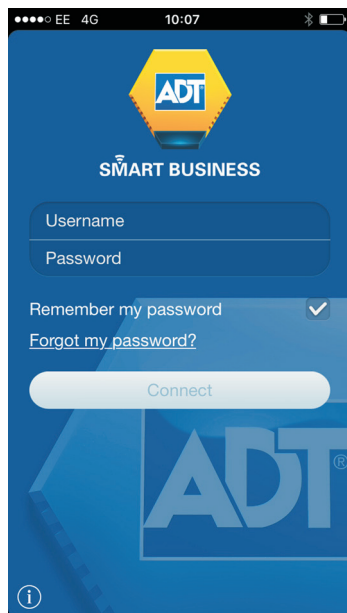
5. THE MOBILE APPLICATION

5.1. Overview

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

Supported mobile operatioing systems:

- Andriod 4.4.4 (KitKat) Andriod 6.0 (Marshmallow)
- IOS: from 7 to 9.1

To access the ADT *Smart Home/Business* features on your smartphone, the user must first download and install the application. After installation, the user can run the application from their mobile device by selecting the application icon. The application will start and prompt the user for entering its username and password details.

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

The mobile application will then connect to the ADT *Smart Home/Business* cloud service and provide access to the ADT *Smart Home/Business* Panel features, according to the set of services that has been subscribed by this user.

At the bottom of the screen, there is a menu bar containing a list of icons:
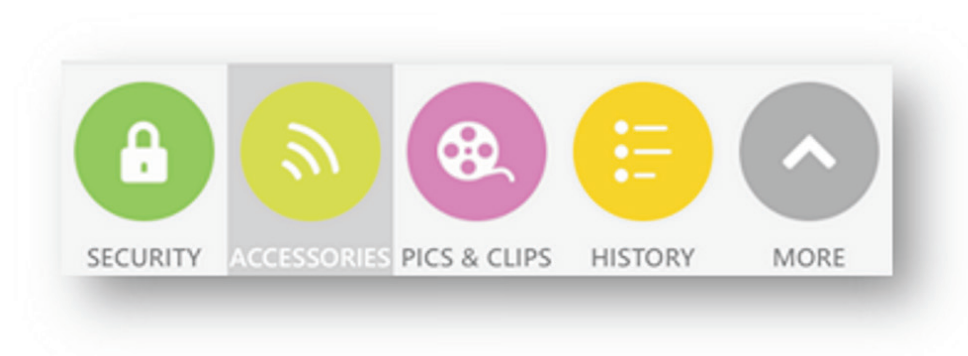
5. THE MOBILE APPLICATION

More icons are available by clicking on the **"More"** button or sliding the menu bar up or down.
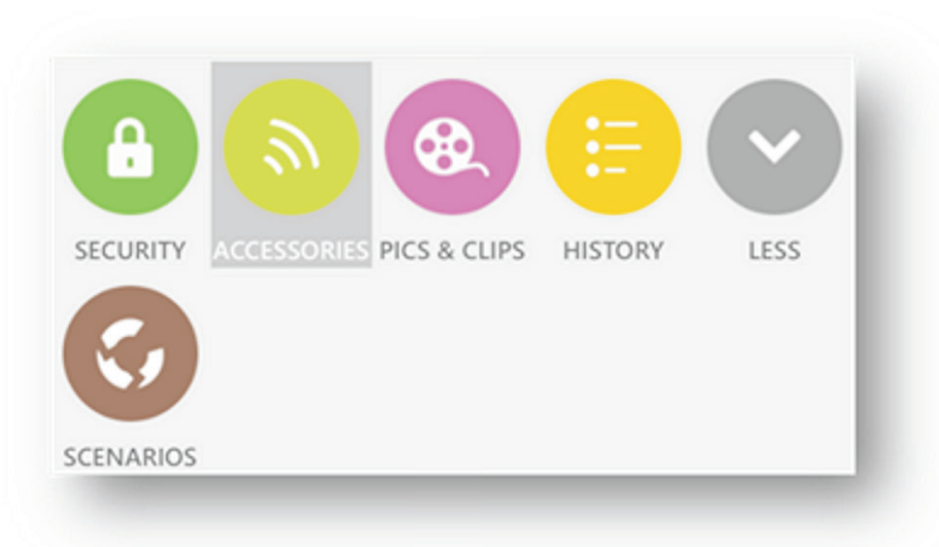
Each icon represents a feature that can be accessed. To select a feature, press with a finger on the corresponding icon. The selected feature is highlighted, as shown on the figure above.

5.2 Mobile Push Notififcations

What are mobile push notifications: This is a communication channel for sending text notifications to end users, which can be used in parallel with those currently supported: SMS and emails.

Contrary to emails, push notifications are only sent to mobile devices (tablets, smartphones) that run Android or iOS. Contrary to SMS, this medium is costless for the moment, as both Google and Apple provide this service free of charge.

Android and iOS devices natively support connections to the servers deployed by Google and Apple for mobile push. We have integrated these APIs exposed by those servers in the cloud.

How to enable push notifications: An end user can choose to receive mobile push notifications on their smartphone, or tablet, by registering with this communication channel. The first step is to indicate that a smartphone (or a tablet), should receive push notifications. This is done by logging in with the latest version of the mobile application. The mobile device is automatically registered for receiving push notifications.

The second step consists in specifying which types of events should be sent as push notifications. This is done by going to the "In Case Of…" section of the self-care web portal, or in the Contact section of the mobile applications:
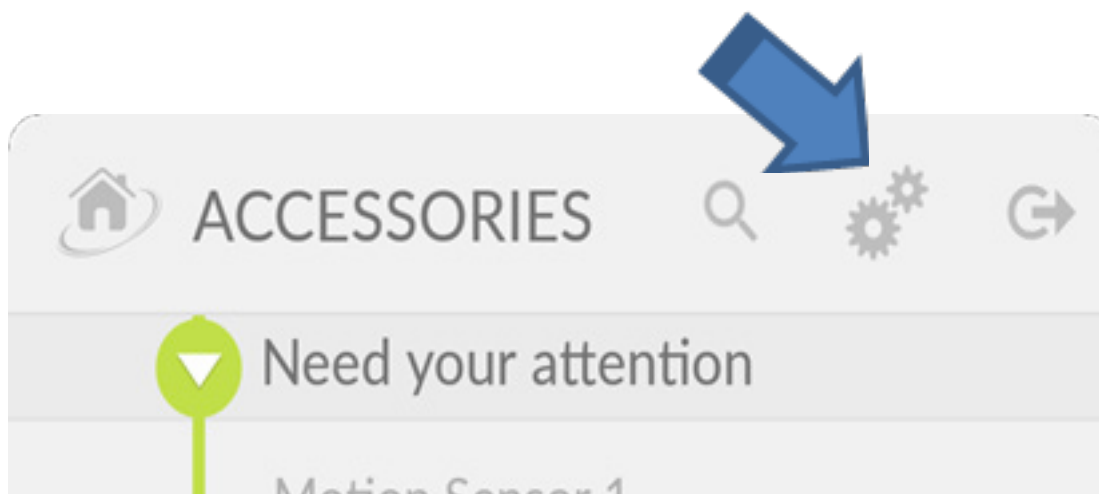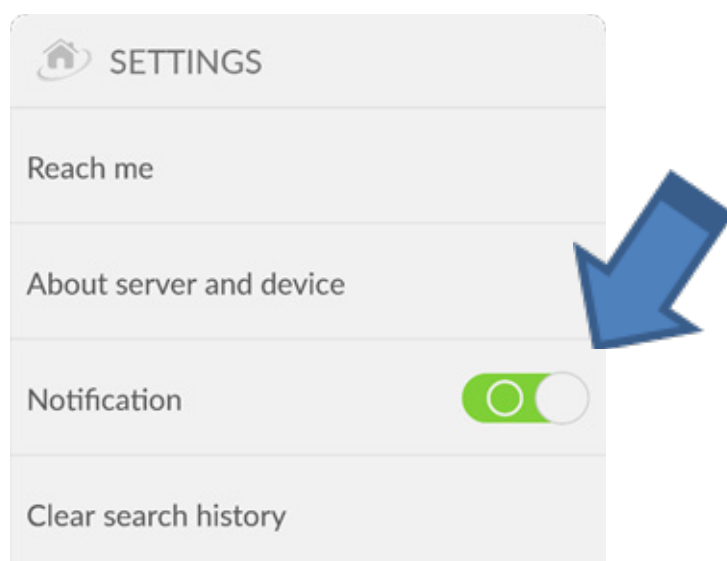
5. THE MOBILE APPLICATION

Clicking on the "Edit" button gives access to the configuration page. For each type of events, which a push notification is required for, a drop-down list is available. If at least one mobile device has already registered with the push notification service, then this list contains an entry with the username of the account. Enabling this entry (there is a checkbox to click) will activate the sending of push notifications to all mobile devices that log in with the account.
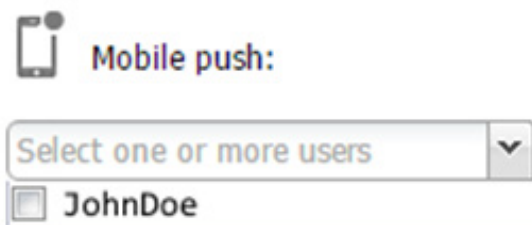
Note: users of Android devices can choose to turn off the reception of push notifications from the cloud. There is an ON/OFF switch function in the Settings page:
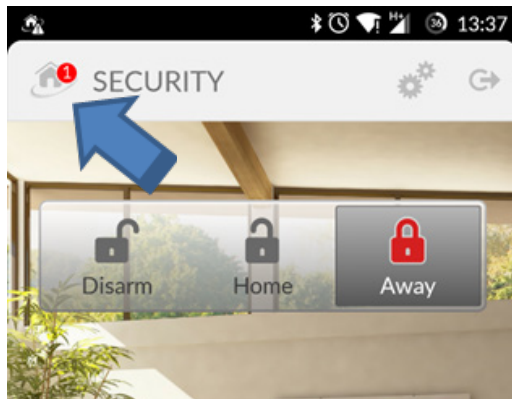

Then push notifications may be enabled or disabled by turning ON or OFF the Notification switch:
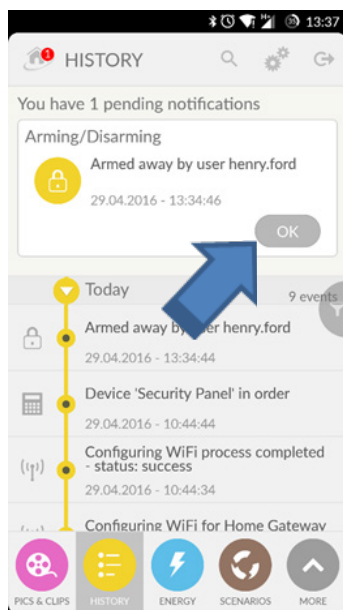
5. THE MOBILE APPLICATION

Receiving notifications on the app: The user can also be notified of the push notification message within the mobile application. A small red counter, which indicates how many push notifications are pending, is displayed:
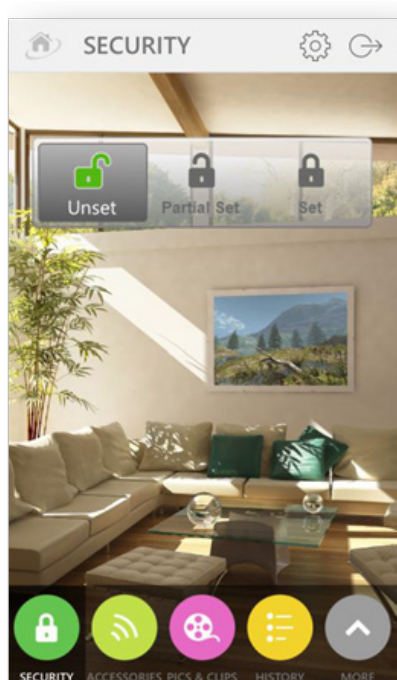

Taping on this counter takes the user to the History screen, where the content of the push notification message is displayed:

The user can validate each notification by clicking on the OK button. This clears the corresponding notification from the list of pending ones.

5. THE MOBILE APPLICATION

5.2. Security

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

The Security screen is used to set or unset the ADT *Smart Home/Business* Alarm Panel.

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

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

In case partitioning is activated on the ADT *Smart Home/Business* Alarm Panel, the Security screen allows setting or unsetting any partition of the ADT *Smart Home/ Business* Alarm Panel.

The very first screen displays a mosaic of all partitions defined in the system. The setting/unsetting buttons in this context are applicable to all the partitions all together. In addition, small counters are displayed on the set and unset buttons indicating the number of partitions in each setting/unsetting state.

Clicking on one partition image in this screen will display the security screen of that partition.
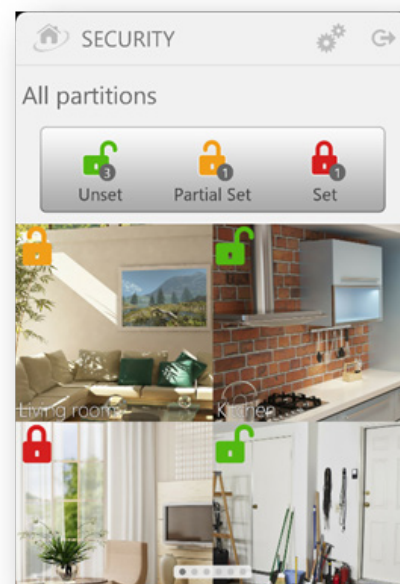
It is also possible to access any partition by finger sliding left or right on the partition screen.

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

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

5. THE MOBILE APPLICATION

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

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

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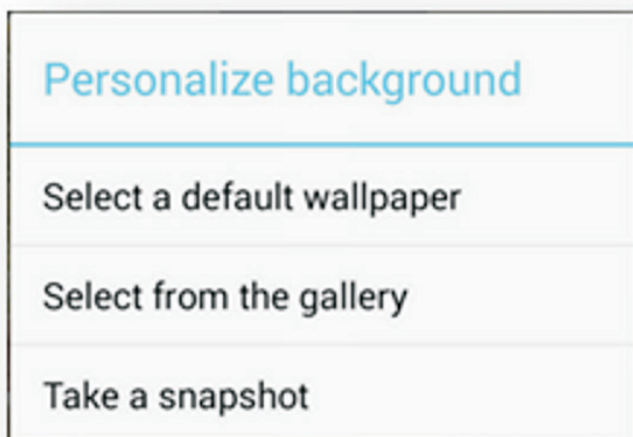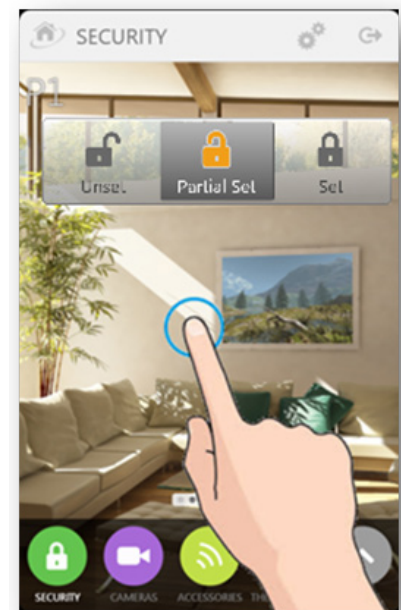
5. THE MOBILE APPLICATION

5.3. Accessories

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

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

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

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

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

- Filtering per domain: show only security accessories, or home automation accessories;
- Filtering per accessory type: select one of more accessory types, such as plugs, door sensors, etc.
- Filtering per room: select one or more rooms; room names proposed in this list correspond to the location names assigned to installed accessories during the pairing wizard procedure.
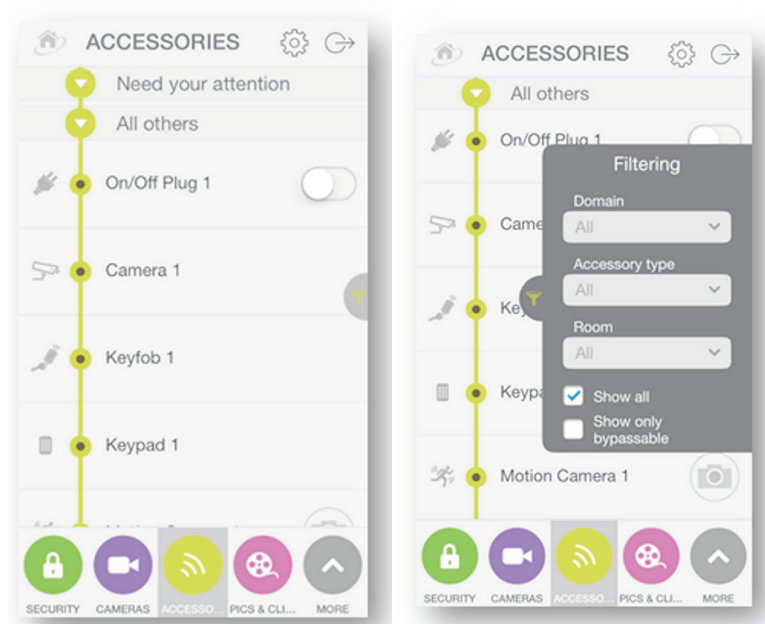

In case one or more accessories encounter technical alerts such as low battery or connection loss, those devices will be listed in the first folding section labeled as "Need your attention".

5.4. Cameras

The Cameras screen allows users to access the live video streaming of the Wi-Fi cameras paired with their ADT *Smart Home/ Business* Panels.

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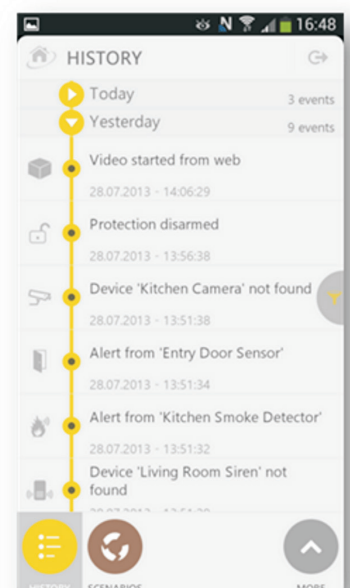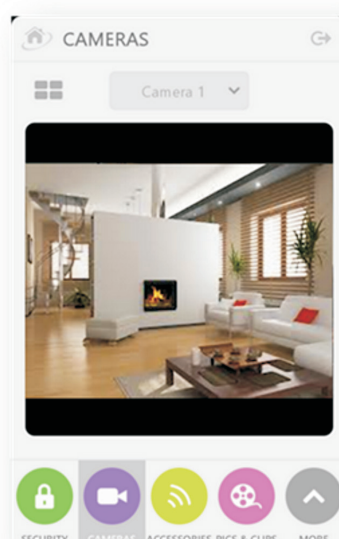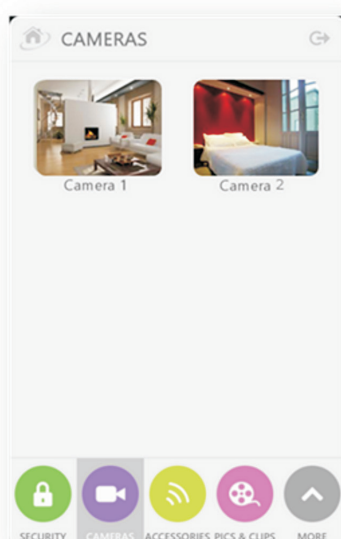
5. THE MOBILE APPLICATION

5.5. History

The History screen provides the latest event logs for the ADT *Smart Home/Business* Alarm Panel and its accessories as well as other event information such as when a video session was initiated from the web or mobile application.

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

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

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

• Filtering per period: show events from last 24 hours, last week, last month, or all events.
• Filtering per accessory: show events that have been initiated by one or more specific types of accessories.
• Filtering per event type: alarm set/unset events, security events, safety alerts, technical events, information events.
• Filtering per priority: show emergency alert events only or show all event priority types.
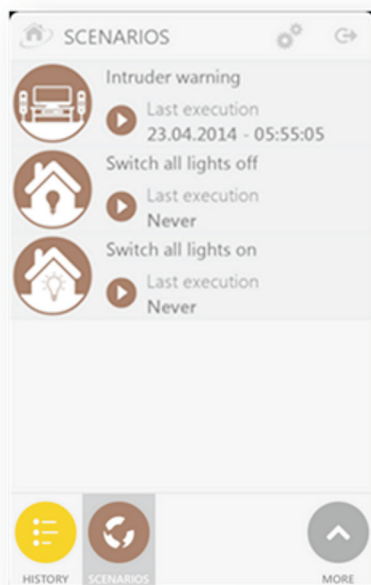
5. THE MOBILE APPLICATION
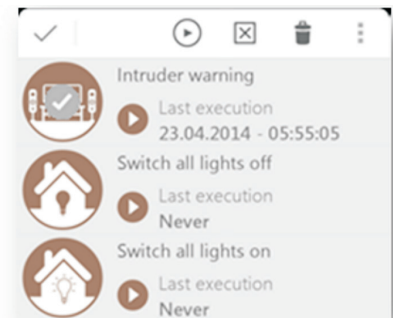
5.6. Scenarios
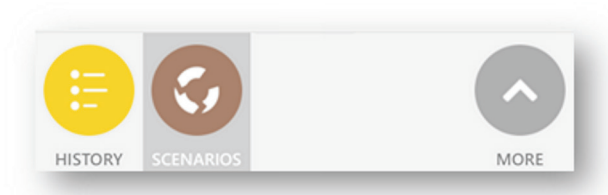
User defined scenarios can be viewed by clicking on the scenarios button.

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

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

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


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

The menu bar allows several actions on the scenario:

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

5. THE MOBILE APPLICATION

By clicking on the triangle icon , it is possible to view the configuration of a scenario
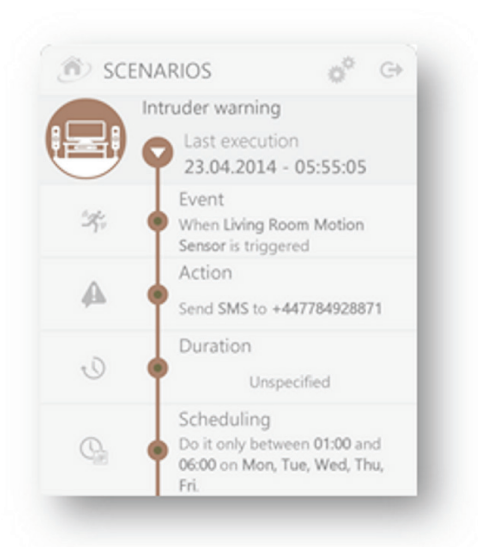
The different components of a scenario (triggering event, actions, duration) are listed vertically, from top to bottom.

6. MANAGING ACCESSORIES

On the web portal, the menu "Devices" provides advanced device configuration settings for ADT Installation Engineers or advanced users.

6.1. Checking the Wi-Fi signal strength of the cameras

At camera installation time, the ADT Installation Engineer will check that outdoor and indoor Wi-Fi cameras are installed in a location that is in range of the Wi-Fi private network of the ADT *Smart Home/Business* Panel. You can check the quality of the ADT *Smart Home/Business* Panel Wi-Fi network received by the cameras by looking at the Wi-Fi icon at the far right of the device. This piece of information is useful to an ADT Engineer during the Installation process.
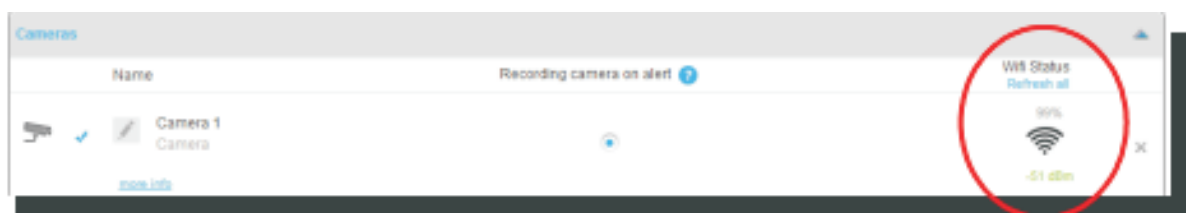

The Wi-Fi icon displays the Wi-Fi signal percentage quality and the RSSI value in dBm units. Values are updated at every loading of the DEVICES web page. You can refresh the Wi-Fi signal strength values by clicking on the link "Refresh all", which will refresh the measured values for all enrolled cameras.

6. MANAGING ACCESSORIES

6.2. Checking the IP address of all Wi-Fi cameras

You can check the IP address assigned to all Wi-Fi cameras by clicking on the link "more info", under the device name
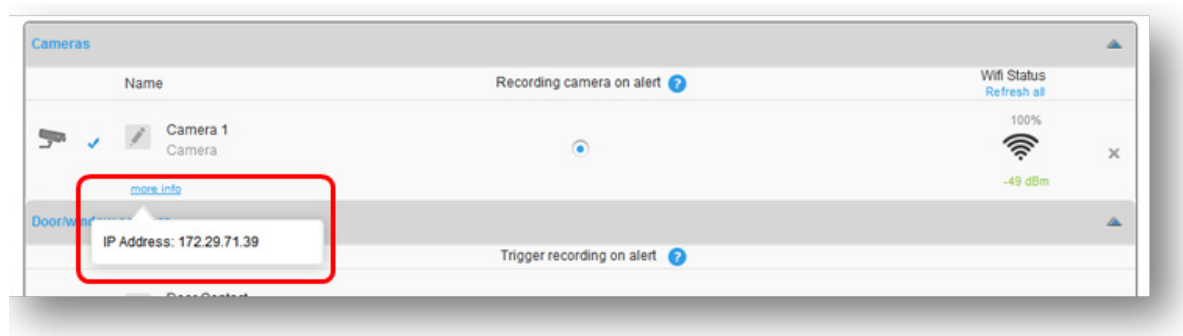
6.3. Time Zone

It is strongly advised to select the right time zone for the ADT *Smart Home/Business* Panel. Otherwise, the events may not be accurately time stamped in the History Log.

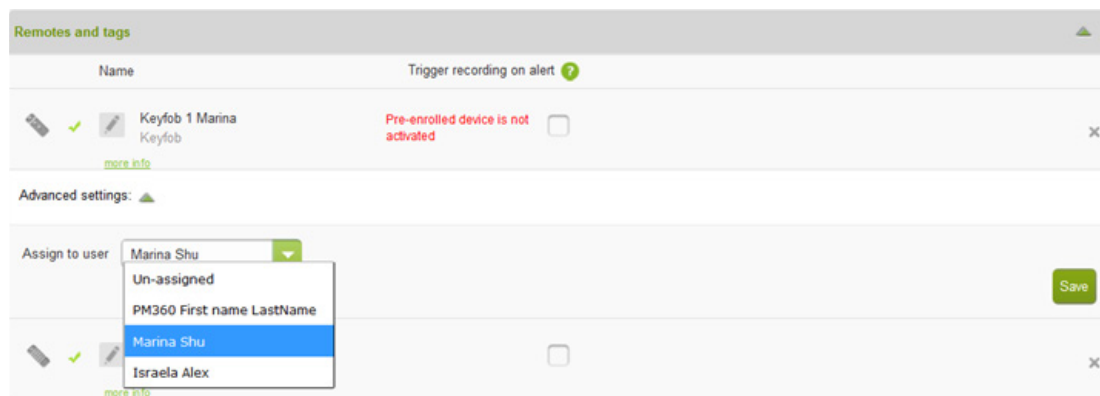For setting the ADT *Smart Home/Business* Panel time zone, go to the DEVICES page, and to the HomeBox section.

6.4. Assigning keyfobs/tags to specific users

Keyfobs and RFID proximity tags are used for setting and unsetting the alarm panel. They are usually carried by the same individuals so it makes sense to associate a name with those devices: this allows to easily identify who armed or disarmed the panel in the history logs. Previously, those devices were identified by their IDs.

You can now associate a keyfob or an RFID tag with the name of a registered sub-user, or even type in a name (in case the name is not linked with a sub-account) during the pairing procedure of the device.

It is also possible to change a name assigned to a keyfob or a tag after the pairing.

This feature is accessible from the Devices section of the users' Self-care web portal. A drop down list is displayed, for quickly selecting the main user or one of the sub-users.

7. FEATURES OF THE ADT SMART HOME/BUSINESS ALARM PANEL

7.1. Managing the ADT *Smart Home/Business* Alarm Panel from the web interface

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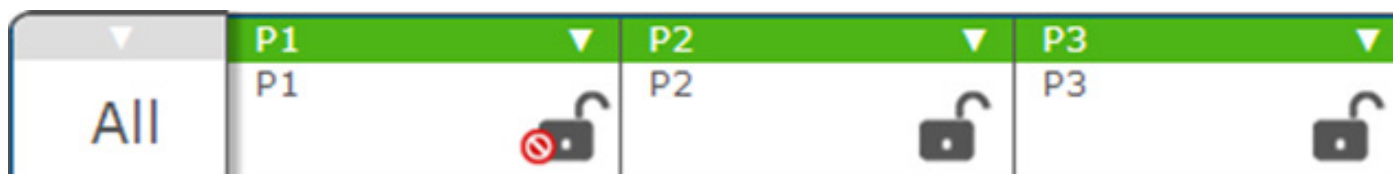

If partitions have been set up by an ADT Engineer, an extra button labelled All allows the user to set and unset all configured partitions in one click.

Note that no PIN code is requested by the end user when setting or unsetting the ADT *Smart Home/Business* Alarm Panel through the self-care web portal. In this case the web self-care application automatically sends the PIN code to the ADT *Smart Home/Business* Alarm Panel based on the usercode that has been defined for the current self-care user in the "Manage users" menu (refer to Section 12.4).

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

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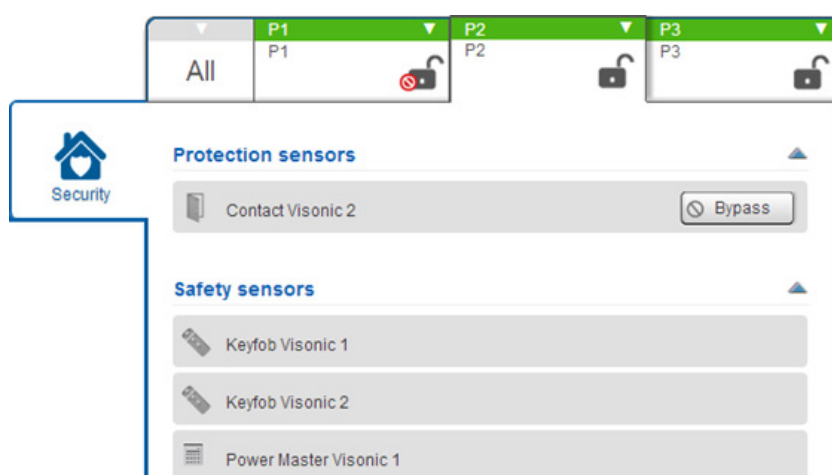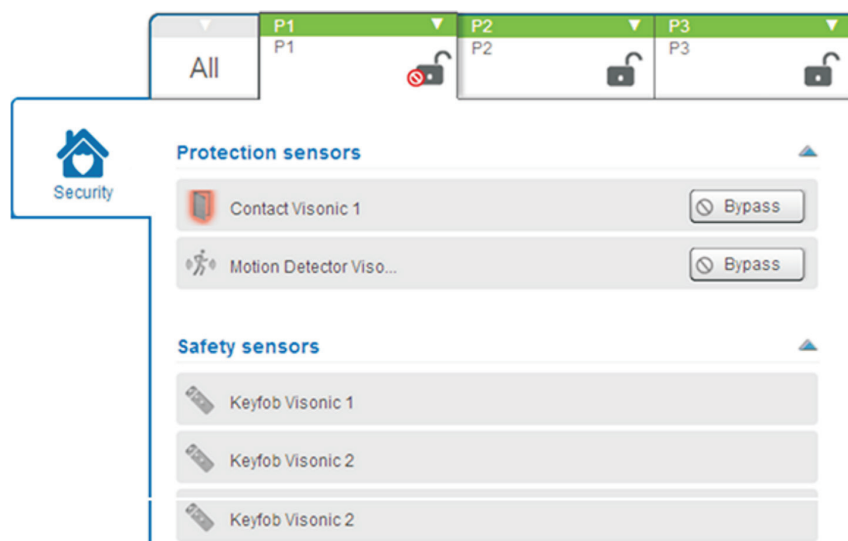

If an ADT *Smart Home/Business* Alarm Panel device is tripped (e.g. a door has been left ajar and its door sensor is tripped), then the ADT *Smart Home/Business* web self-care web portal highlights the related sensor and displays a lock icon with a forbidden sign:
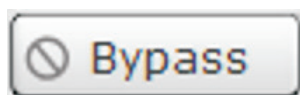
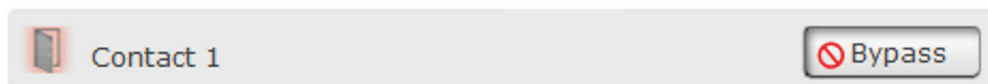# 7. FEATURES OF THE ADT SMART HOME/BUSINESS ALARM PANEL

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

If the ADT *Smart Home/Business* Alarm Panel is configured with manual bypass, then "Bypass" buttons are displayed next to the devices that may be bypassed.

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

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

The bypass of a sensor is reset when the ADT *Smart Home/Business* Alarm Panel is unset.
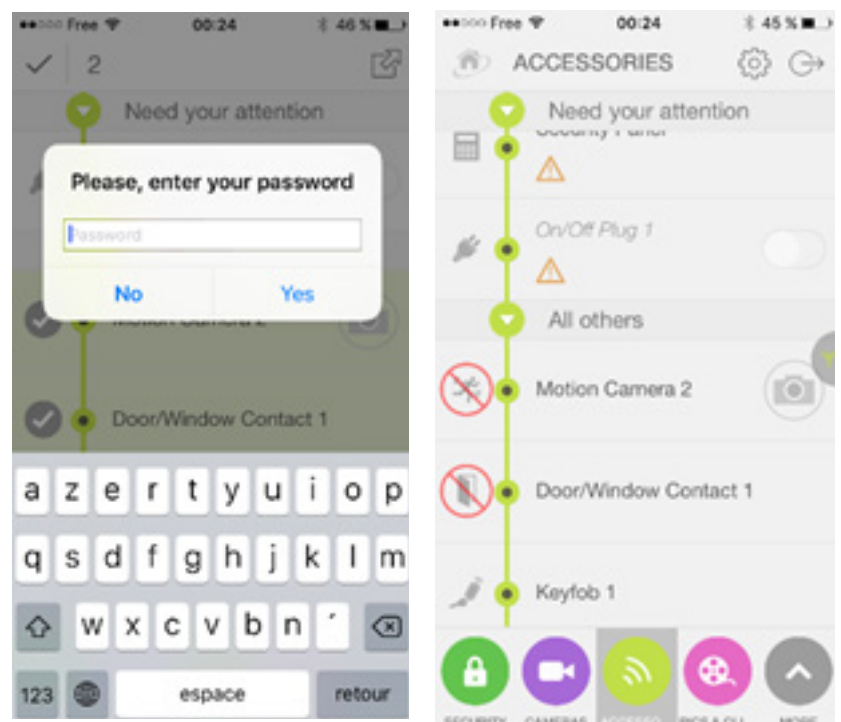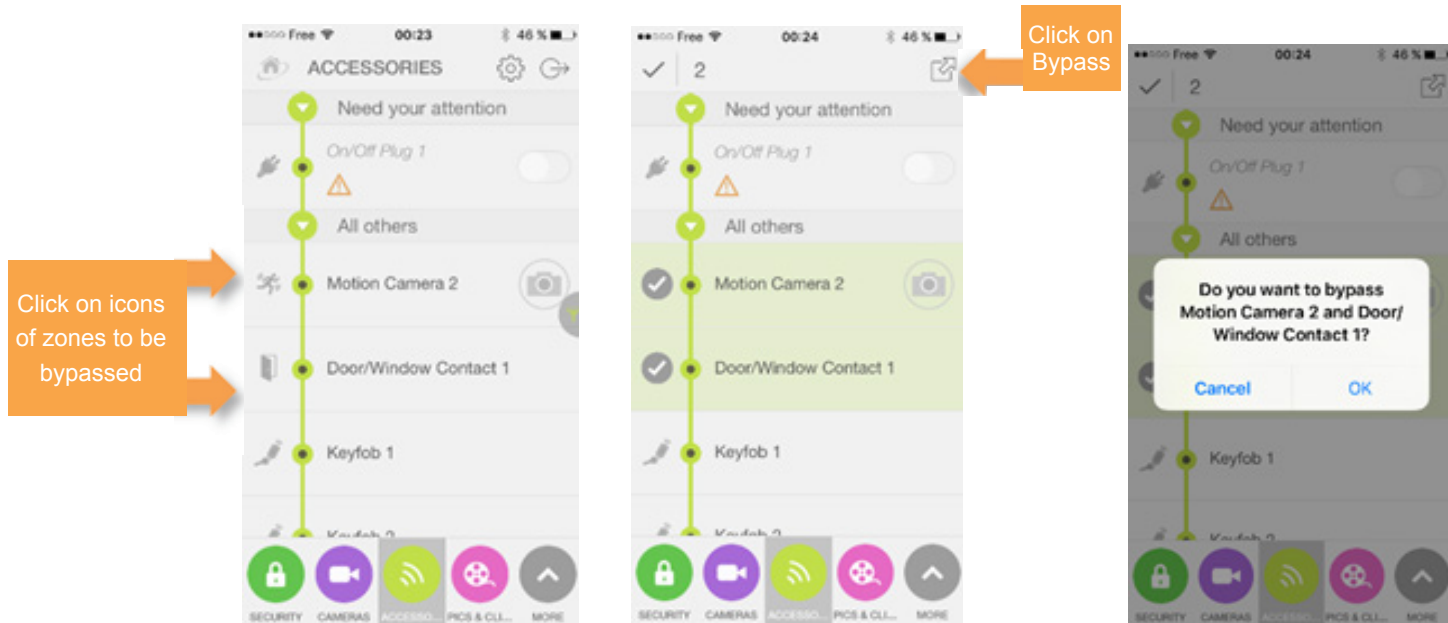
If the ADT *Smart Home/Business* Alarm Panel is not configured for bypassing sensors (some countries have regulations that forbid this feature), then the Bypass buttons are not displayed.

You can also bypass a security zone from the mobile app without entering a password for each security zone.

The mobile app allows you to select multiple security zones and bypass them with one single password check. Once the password has been validated, then all further zone bypass requests in the same user session will not require any password validation.
NOTE: This feature requires the mobile app version 4.6 for both iOS and Android.

7. FEATURES OF THE ADT SMART HOME/BUSINESS ALARM PANEL

Click on icons of zones to be bypassed

Click on Bypass

The same process applies to un-bypass multiple security zones.

7. FEATURES OF THE ADT SMART HOME/BUSINESS ALARM PANEL

7.2. Detection of intrusions

In case of intrusion, the ADT *Smart Home/Business* Alarm Panel behaves like a normal ADT Alarm Panel: it triggers its paired siren(s), notifying our ADT Alarm Receiving Centre.

In addition, the ADT *Smart Home/Business* cloud service is informed and you will receive an alert email informing you of an intrusion and/or your Keyholders or Police will be contacted dependent upon which ADT Keyholder Response or Police Response System you have purchased.

8. SCENARIOS

Scenarios allow the user to configure automatic actions performed by the ADT *Smart Home/Business* Panel at certain times of the day or when specific events are detected by a sensor. This provides the ability to customise the behaviour of the ADT *Smart Home/ Business* System to fit the exact needs of the user.

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

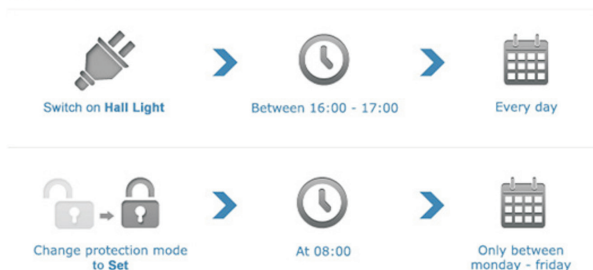Scenarios can be managed by clicking on the Scenarios button.
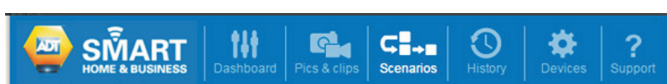
A list of scenarios already created (if any) is shown on the main page of the Scenarios menu.

8. SCENARIOS

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

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


Clicking on the Create new scenario button opens a page for building a scenario. This page provides the following parameters for the user to define the scenario operating conditions:
- A name for the scenario: choose a name that easily reminds users what the scenario does;
- A cause for triggering the scenario: this can be a timed event (like every Monday at 2pm, January 31st at 6pm, etc.) or a notification triggered by one of the paired devices.
- The action that the scenario must execute when it is triggered: this can be sending a command to one of the paired devices (with the ADT *Smart Home/Business* Panel) or sending an email;
- Possible time ranges when the scenario can be executed; this allows the user to refine the timing of the scenario.
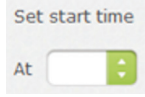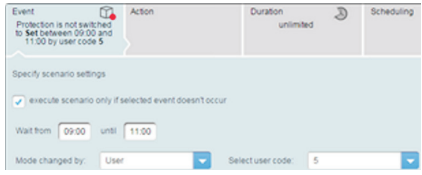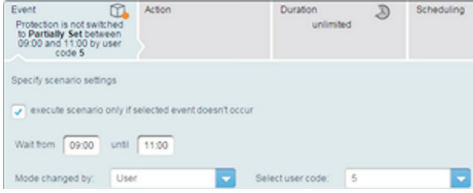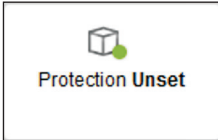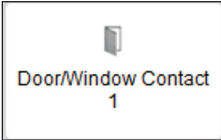
By default a new scenario is displayed with empty parameter sections. The user is responsible for filling in each section one after another to fully define the operating conditions of the scenario.

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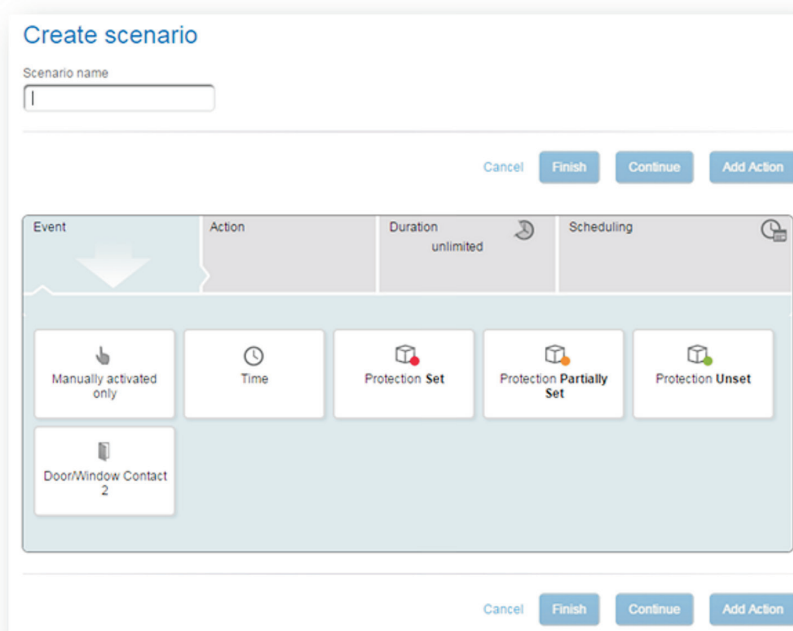
8. SCENARIOS

As shown below, the list contains some of the devices that are available. These devices are accessories that can send events or notifications to the ADT *Smart Home/Business* Panel. Additional items include time events and the protection setting/unsetting status of the ADT *Smart Home/Business* Alarm Panel.

List Item	Icon	Extra Parameter to provide
Time Event		Time (hour:minute) when the event is to occur. A field is displayed to capture the time
Protection Set		Select if the event to be processed should or should not be based on a lack of the specified event occurring. For example, it is possible to trigger the scenario if the protection fails to be set between 9am and 11am:
Protection Partially Set		Select if the event to be processed should or should not be based on a lack of the specified event occurring. For example, it is possible to trigger the scenario if the protection fails to be set between 9am and 11am
Protection Unset		Select if the event to be processed should or should not be based on a lack of the specified event occurring. For example, it is possible to trigger the scenario if the protection fails to be unset between 9am and 11am:
Any device that can send a notification		Select if the event to be processed should or should not be based on a lack of the specified event occurring. For example, it is possible to trigger the scenario if a door sensor fails to detect a door opening/closing between 9am and 11am:

8. SCENARIOS

The "Name" field can be completed at any stage when building the scenario.
Once the triggering event is selected, click on the Continue button.

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

8. SCENARIOS
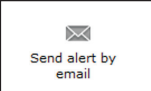
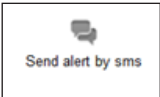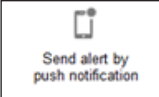| List Item	Icon	Extra Parameter to provide
Set Protection	Protection Set	This action fully sets the ADT *Smart Home/Business* Panel
Set protection partially	Protection **Partially** Set	This action partially sets the ADT *Smart Home/Business* Panel
Send message (SMS, email, push)	Send alert by email Send alert by sms Send alert by push notification	A message is sent by the ADT *Smart Home/Business* platform to a specified email address/mobile number or a push notification is triggered to a selected device. Select receivers from a drop down list – the system proposes the right details for the type of message selected. It is also possible to manually enter the details (email, phone number) when a recipient is not the main user or one of the sub-users.
Switch a plug ON/OFF	ON/OFF Switch 1 After 0 Days Switch ON	An ON/OFF plug can be set ON or OFF. It is possible to set a time delay between the scenario triggering event and the ON/OFF action.

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

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

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

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

8. SCENARIOS

The following choices are available for the Action category:

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

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

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

8. SCENARIOS

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

In case a scenario should not be executed for some time, there are two options:
- Delete the scenario, by clicking on its "Remove" link: but it will need to be recreated it if it is ever needed again.

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

9. MAINTENANCE MODE

9.1. What is the Maintenance Mode?

ADT Engineers have a dedicated web site that they can login to with their own credentials (username & password). This web site lets them take control of a specific user's ADT *Smart Home/Business* Panel, but with strict limitations:

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

These limitations are the reason why the Maintenance Mode exists. Whenever a user activates the Maintenance Mode, an ADT Engineer can access the ADT *Smart Home/Business* Panel and manage it, but without using the credentials of the user's online account. Whenever the user exits the Maintenance Mode, our ADT Engineers will stop having access to their ADT *Smart Home/Business* Panel.
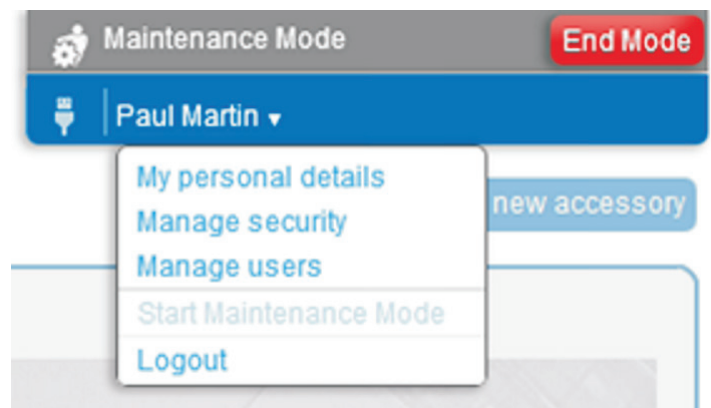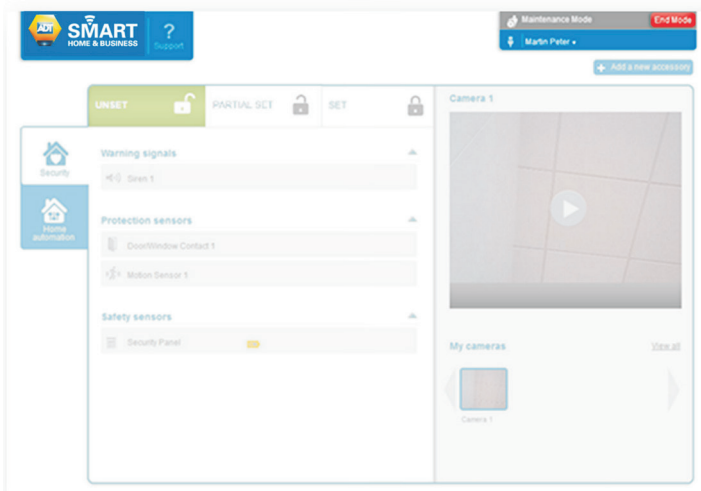
9.2. Activating the Maintenance Mode

A user needs to be logged in to her/his account in order to activate the Maintenance Mode. This feature is available on both web portal and from the mobile app. NOTE: This feature requires version 4.6 of the iOS and Android apps to work on the mobile app.

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

From this moment on, the graphical interface is grayed out for the user and our ADT Engineers can access the ADT *Smart Home/Business* Panel. This prevents the user from interfering with whatever tasks the ADT Engineer is doing.

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

9. MAINTENANCE MODE

9.3. Exiting the Maintenance Mode

Exiting the Maintenance Mode of an ADT *Smart Home/Business* Panel can be done by two categories of users:

- The main user of the account
- An ADT Engineer, once they are done with the installation of the ADT *Smart Home/Business* Panel.

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

10. MANAGING VIDEO

The ADT *Smart Home/Business* System lets users keep an eye on their homes. If a user is at home and wants to check if their baby is sleeping in another room or if they are away and want to see what is happening after an email alert is received, the user can connect to the system through the mobile app or web self-care portal, check the status of events and view the live video stream of what is happening inside the home.

10.1. First glimpse at video
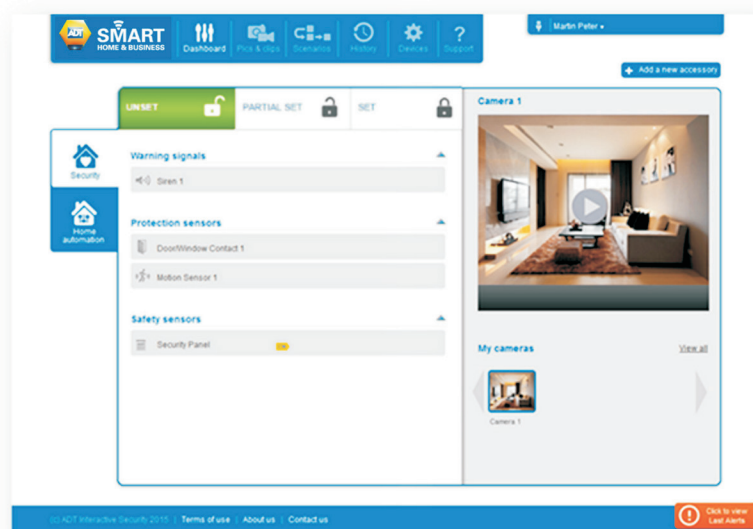
To access the Wifi cameras, browse to the Dashboard screen. All the paired cameras are available in the right pane of the Dashboard view.

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

10. MANAGING VIDEO

10.2. Live Video Streaming

To watch the real-time video of a particular camera paired to the ADT *Smart Home/Business* Panel, click on the camera to watch the stream in the My Cameras zone. When watching a video, a user is not directly connected to her/his camera, but instead to a video server in the cloud. All video streams are collected by the ADT *Smart Home/Business* Panel, encrypted, and safely transmitted to ADT's *Smart Home/Business* Cloud Platform. This ensures maximum security and protection of private data. Some slight delay may be experienced before the video starts (4-5 seconds), but this is necessary to ensure proper data protection. To minimise the waiting period for the video to begin, the system starts with an image-by-image video feed (i.e. pictures displayed and in parallel refreshed every second). Meanwhile the real-time video stream starts buffering in the background during this process and once the real-time video stream is ready (buffer reached 100%), the frame by frame mode automatically switches to the real-time video mode.

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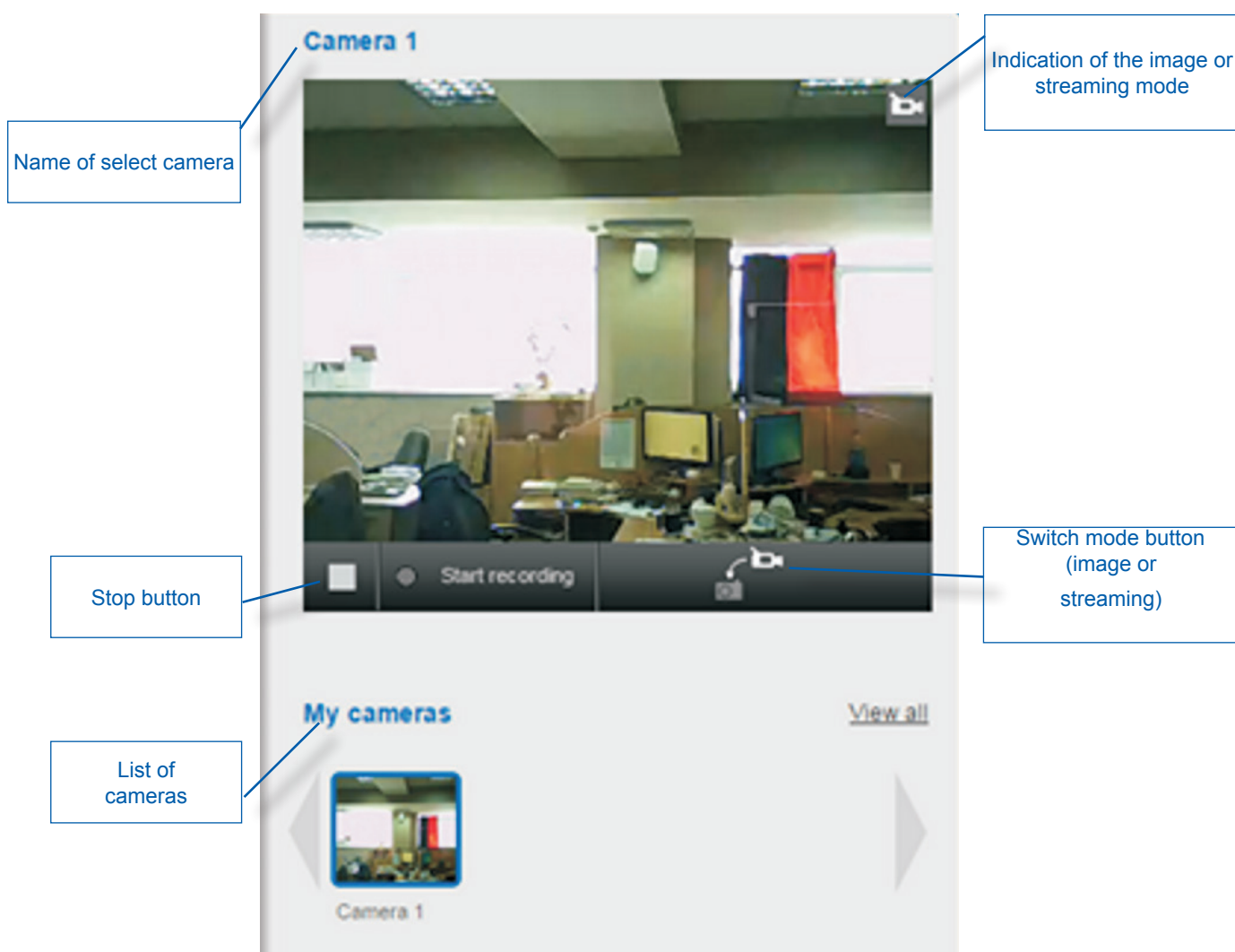
To enforce the protection of privacy, the camera has a physical privacy button on its back. This activates local privacy mode and it is no longer possible to fetch images or video from the camera. When in this mode, the video streaming area in the self-care portal provides a warning (see next page).

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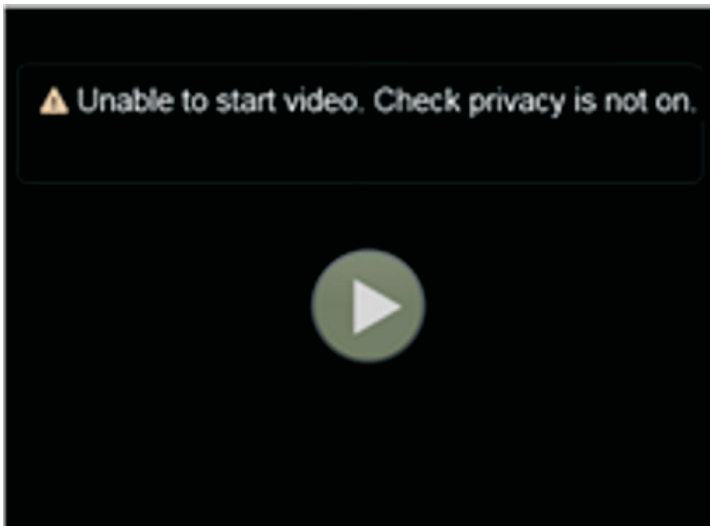
The only way to access the video and the images from the camera again is to press on the privacy button again and disable the local privacy mode. It is not possible to disable the privacy mode from the web portal. This ensures that if someone at home does not want anyone to view a camera feed, then nobody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

The picture below shows the back of the Wi-Fi camera. The Privacy button is on the left side.

10.3. Pre-event video recording

"Automatic video recording" includes the following use cases:
•   Video recording as a scenario action.
•   Video recording upon a device event: in the self-care web portal, DEVICES settings page, the Wi-Fi camera is set to automatically start recording when a security zone or safety zone is alarmed.

Depending on the use case, network conditions and complexity of scenario definitions, the pre-event recording time may vary from 2 to 7 seconds before the triggering event.

Wi-Fi cameras which are already deployed in the field with an older firmware version, will have their firmware automatically upgraded to the right firmware version.

There is a recording lag between the image seen by the user on the video player when pressing the "RECORD" button, and the first image displayed in the recorded file. This lag is very dependent on your internet connection and the interface i.e. self-care portal web, iOS app, Android app. The lag will be between 0-5 seconds.

10. MANAGING VIDEO

10.4 Configuring of camera resolutions

You can also select the resolution (size in pixels of images, frame rates) of the video streams generated by your Wi-Fi cameras.

Access this configuration by going to the Devices section of their web interface. In the Camera Advanced Settings (expandable section), you can select the resolution and frame rate that best suits your usage.
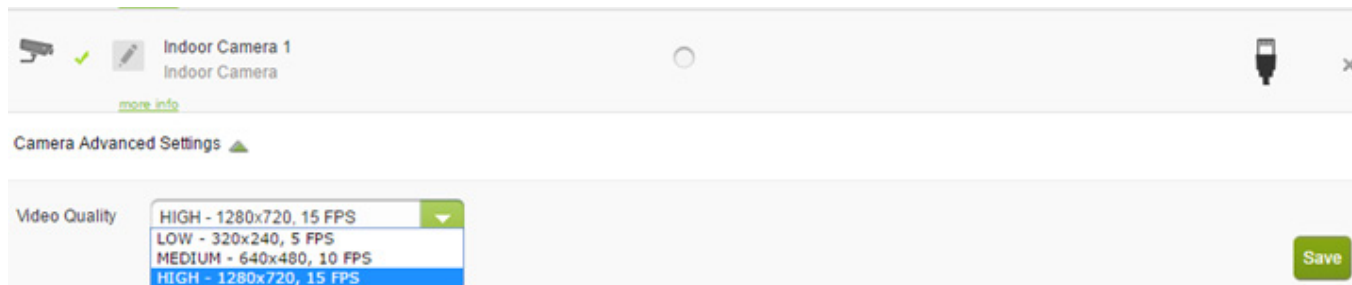
The Save button should be clicked in order to validate any new choices. It is possible to select a different resolution for each camera.

NOTE: Higher resolutions and/or higher frame rates require more data to be transferred between the gateway and the cloud. We advise you verify which options are compatible with your internet bandwidth.

10.5 Parallel Video Streaming

You can now stream a maximum of 4 cameras at the same time.

Multiple users can also stream different cameras simultaneously. The first user can keep watching video from camera 1, whilst other users stream videos from other cameras. Alternatively, a user can go to the page that shows all the cameras (View All link) and watch several live streamings at the same time.

Note: in case of simultaneous video live streaming sessions, each live streaming session will consume a portion of the broadband internet bandwidth and performance will be based on available bandwidth for each streaming.

10.6 Parallel Video Recording

You can now record a maximum of 4 cameras at the same time. Recordings can be requested via several methods:

- Manual recording
- Recording upon alert
- Recording by scenario

Video streams are recorded locally within the gateway. Once recording is completed (typically after 2 minutes), the gateway sends the recorded file to the cloud. Please note: that the broadband internet access bandwidth does not limit the number of simultaneous IP camera recordings, the recorded files, once completed in the gateway, will be transferred one after the other to the cloud.

There can be 4 cameras streaming in parallel, and 4 cameras recording in parallel.

10.7 Video recording without internet connection

Automatic video recording upon alert and by scenario will be actioned with or without internet connection. Therefore, in case of internet loss, the video stream will be recorded locally in the gateway storage. As soon as the internet connectivity is restored, the gateway will transfer the recorded video files to the cloud storage. Only once the video is transferred to the cloud will you be able to access and view this recording from the web portal or app.

11. ACCESSING HISTORY LOGS

The ADT *Smart Home/Business* Alert service logs all the activities that happen to the ADT *Smart Home/Business* Panel or one of its accessories. The system provides two ways to access and review those logs.

The first option is to look at the log alert indicator. This indicator is displayed in the bottom right corner of the dashboard as depicted below:
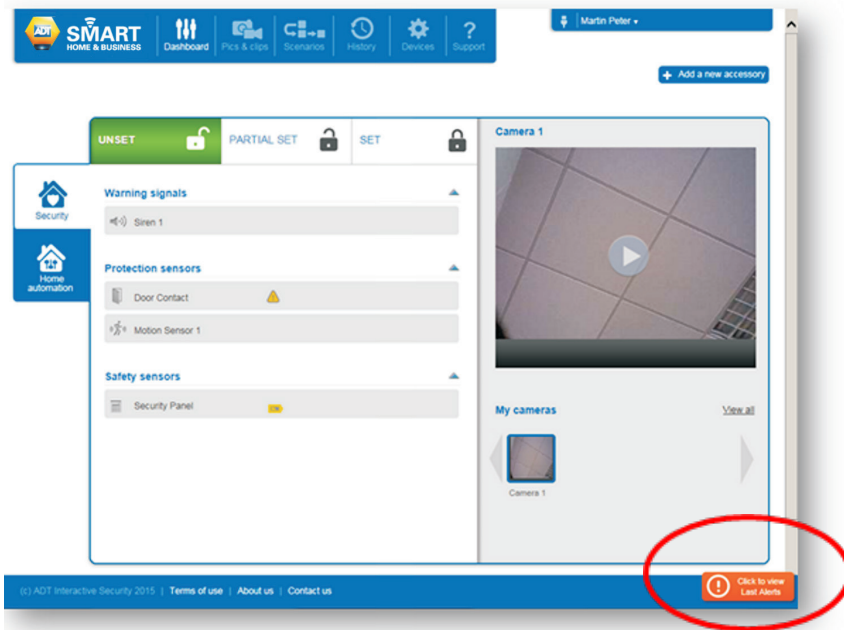
Clicking on the indicator expands it into a bigger log alert box as displayed below:

This box shows the latest alert(s) recorded by the ADT *Smart Home/Business* that is accessible by clicking on the History menu option.

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

11. ACCESSING HISTORY LOGS

This History page shows the logs sorted by time with the most recent events at the top
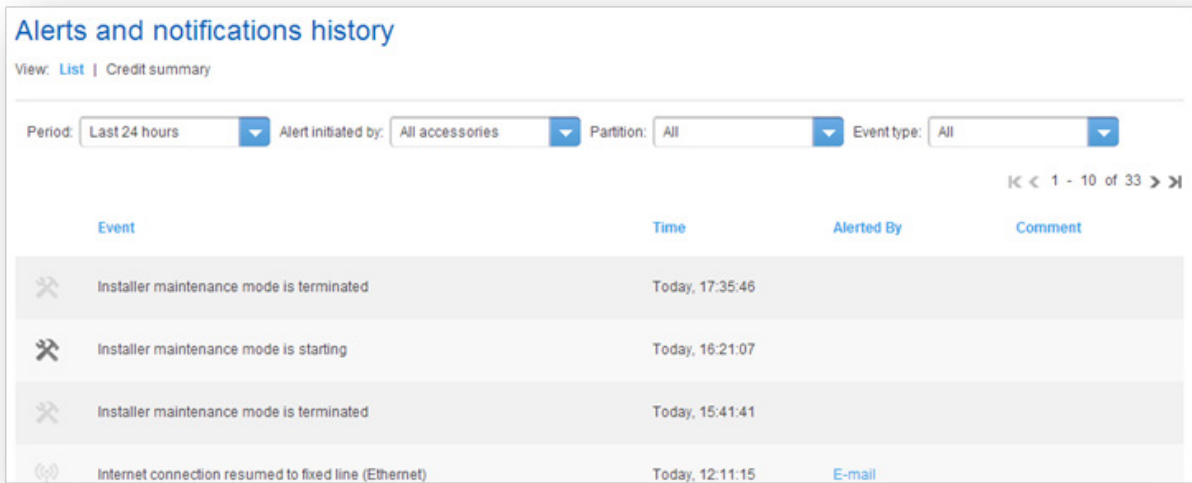
Events can be filtered by time period, accessory, partition, or type of event as indicated below:
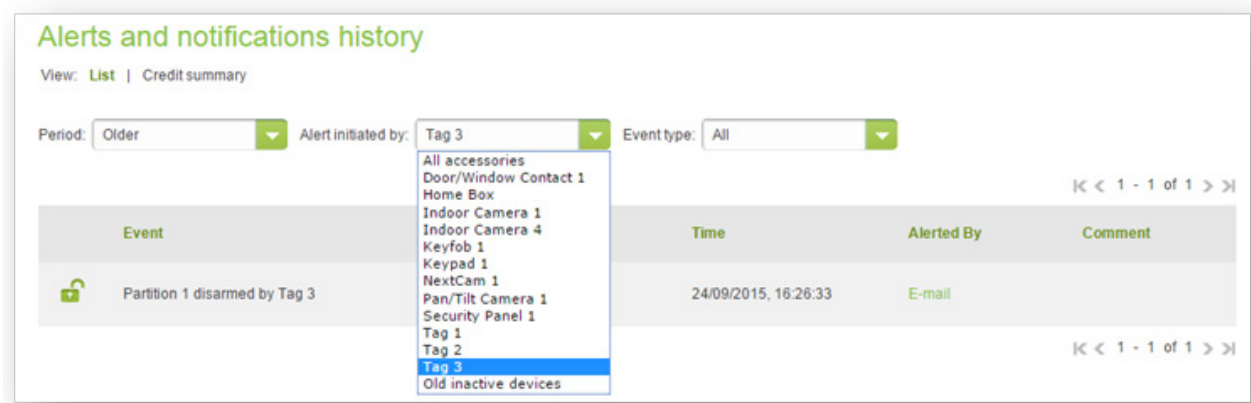
Filtering events by time periods:
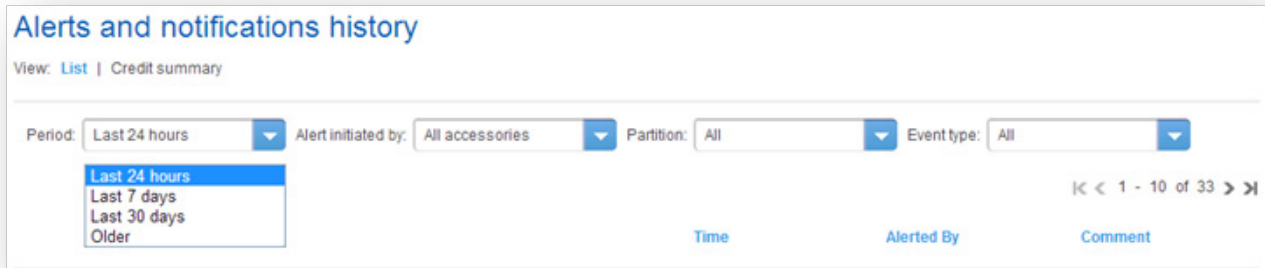
It is possible to display the events that occurred during the last 24 hours, or the last 7 days, or the last 30 days. Choosing Older displays all the events.

# 11. ACCESSING HISTORY LOGS

Filtering events by accessories

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

Filtering events by partitions:
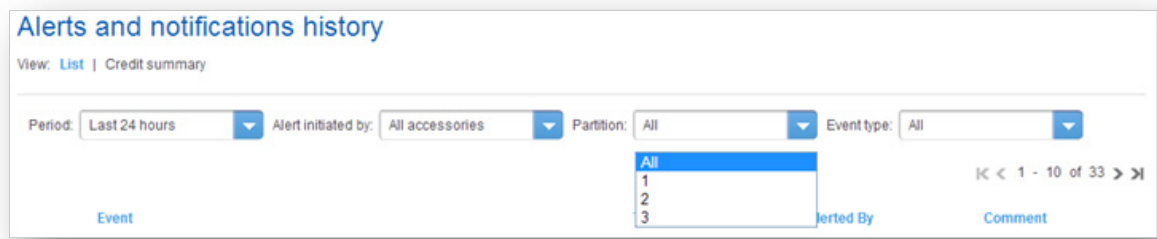
It is possible to display only the events generated by the sensors that are registered with a given partition in the ADT *Smart Home/Business* Alarm Panel, or with all the partitions.

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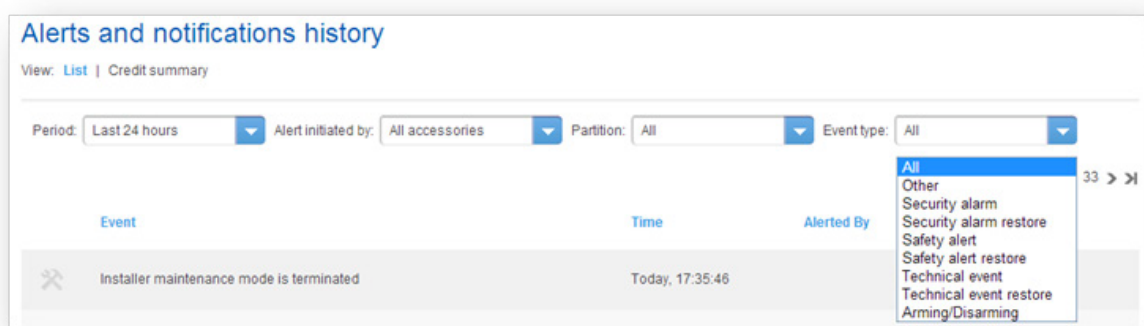
There are many types of events, not all of them being related to an intrusion. An event can be in regards to setting or unsetting a partition, switching to the Maintenance Mode, etc.

12. ACCESSING ACCOUNT INFORMATION

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

12.1. My Personal Details

This page allows the user to check and modify personal information as well as view the PIN code of the ADT *Smart Home/Business* Alarm Panel. For security reasons, the PIN code itself is not displayed, but instead the user code index is displayed in this screen.
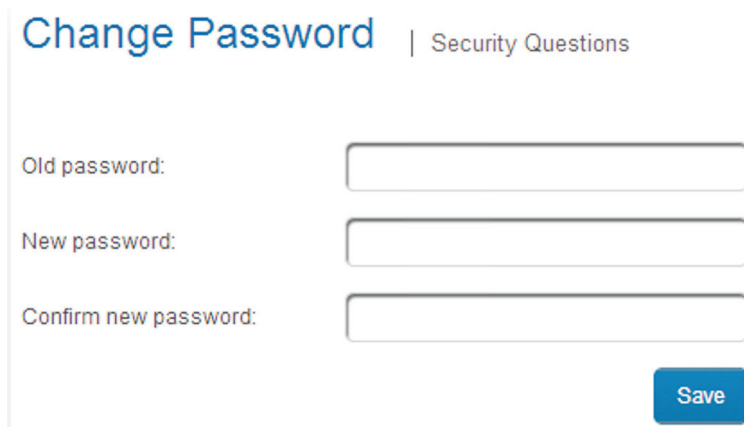
12.2. Manage Security

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

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

12. ACCESSING ACCOUNT INFORMATION

12.2.1. Change my Password

The Change my Password link gives access to the page where the password of the ADT *Smart Home/Business* online account can be modified.
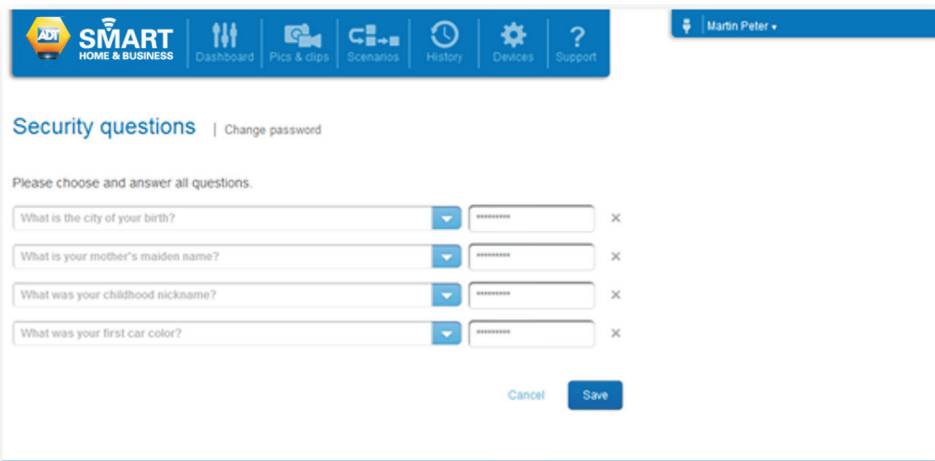
Since the password that is typed is masked, the user needs to enter it twice to make sure no error was made. The password must be entered manually with no possibility to copy and paste the masked value.

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

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

12.2.2. Security Questions

Click on the Security Questions link in the Change Password page

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

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

Each line starts with a drop down list of questions. Select one of the questions for which an answer is well-known by the end user. Then type the answer in the edit field on the left. Repeat the procedure for all four lines. The system makes sure that no question can be selected more than once.
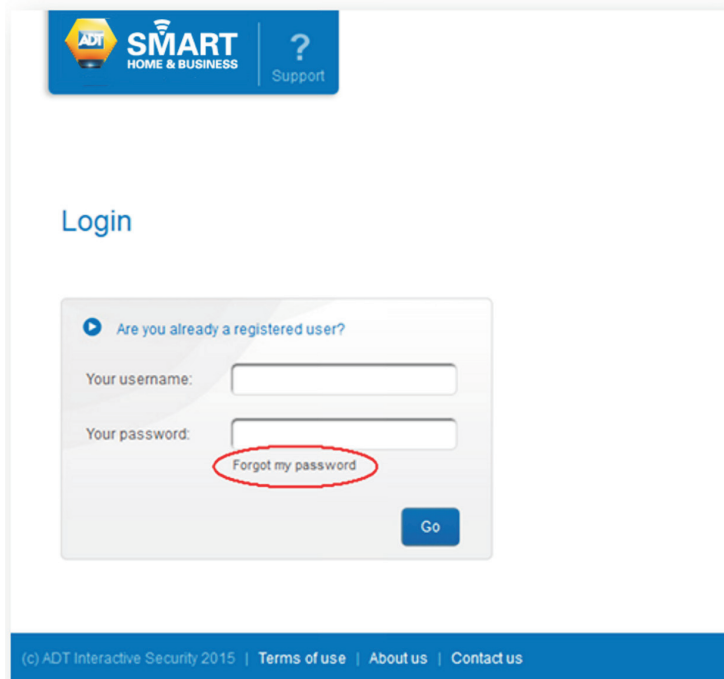
Answers are not displayed (letters are replaced by asterisks). So it is important to make sure that no typing errors are made when entering the answers.

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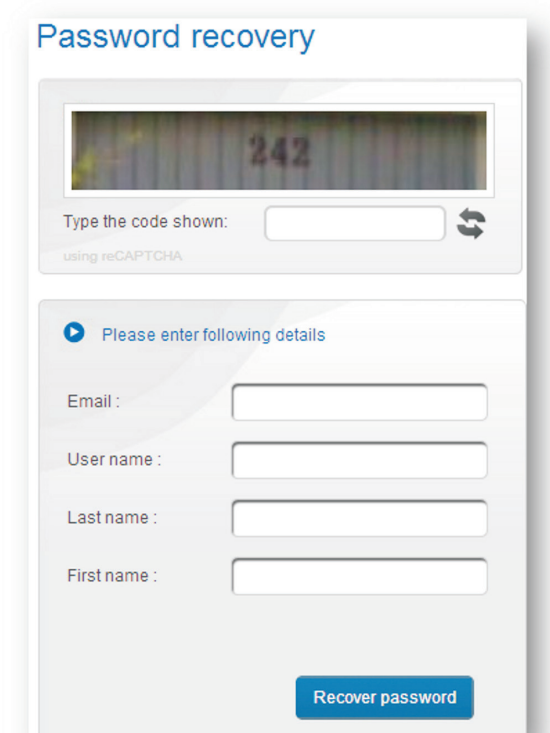
12. ACCESSING ACCOUNT INFORMATION

12.3. Password forgotten: how to recover it

In case the password of an account is forgotten, the user can click on the Forgot my password link in the login page

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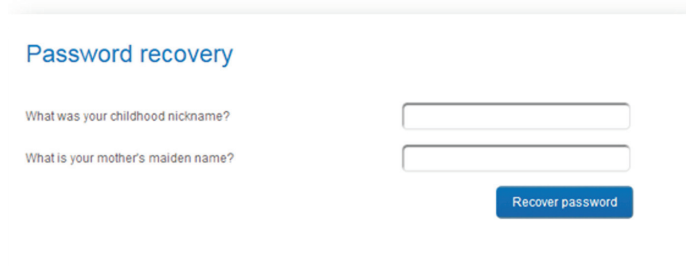

This page does not simply ask what the name of the account is. It also asks for the details that can be found in My Personal Details page: email address as saved by the user, last and first names. And, of course, the system asks for the name of the account (username). The account is the 'System User' Contract number provided to you by ADT in the Registration process text message you will have received.

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

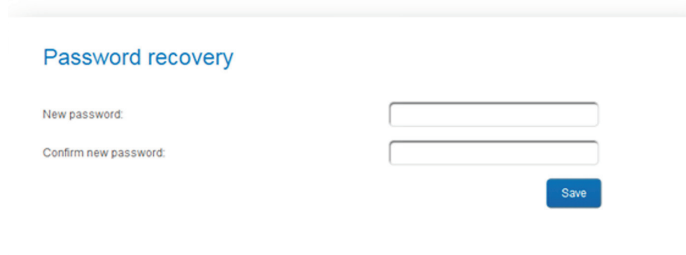When all fields are filled in, click on the Recover password button

12. ACCESSING ACCOUNT INFORMATION

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

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

The user shall enter the new password. For security reasons, the entered characters are masked.
You are required to enter your new password twice to ensure there are no typing errors.
If both entered passwords are identical, then the old password is deleted and replaced by the new password.

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 main and sub have phone numbers attributed to them.

12. ACCESSING ACCOUNT INFORMATION

12.4. Manage Users

12.4.1. Overview

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

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

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

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

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

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

Setting up of PIN Codes on the ADT *Smart Home/Business* System will be performed during the installation by our ADT engineer.

It is possible to manage security panel user codes from the graphical web interface. These PIN codes are the ones that allow users to set and unset the alarm panel via the keypad.

The list of configured PIN codes is accessible in the Devices section, in the advanced settings of the Security Panel device

If you haven't already accessed the list of PIN codes during a session, then a "Get Settings" button is displayed.
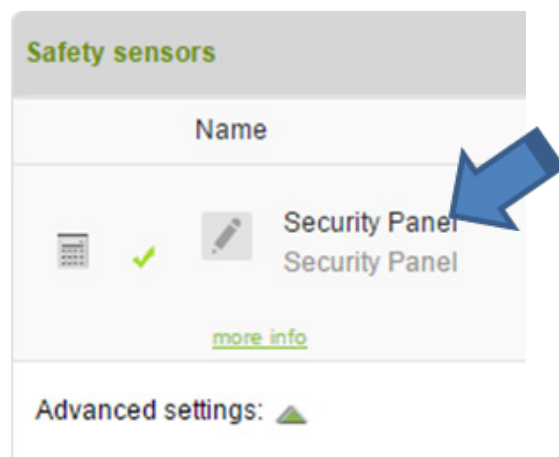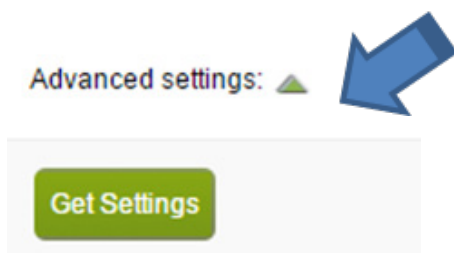
12. ACCESSING ACCOUNT INFORMATION

Clicking on this button retrieves the list of PIN codes from the panel:

From this list, it is possible to add new PIN codes, edit existing ones or delete some (except for user 1).

- **Add a new user code:** click on the "Add user" link, populate the different fields (user ID, PIN code), select a partition if partitions are enabled and click on "Validate Entry"
- **Remove a user code:** click on the "Delete" link
- **Modify a user code:** click on the "Edit" link

In order to save any change made to the list of user codes, it is necessary to click on the "Load to Security Panel" link afterwards.

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

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

You can also subscribe sub-users to receive notifications messages.

12. ACCESSING ACCOUNT INFORMATION

12.4.2. Sub-accounts

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

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

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

12. ACCESSING ACCOUNT INFORMATION

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

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

13. GETTING SUPPORT - TROUBLESHOOTING

In case of questions or problems with the ADT *Smart Home/Business* system, it is possible to obtain assistance by clicking on the Support button

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