MyAlarm Cloud Services
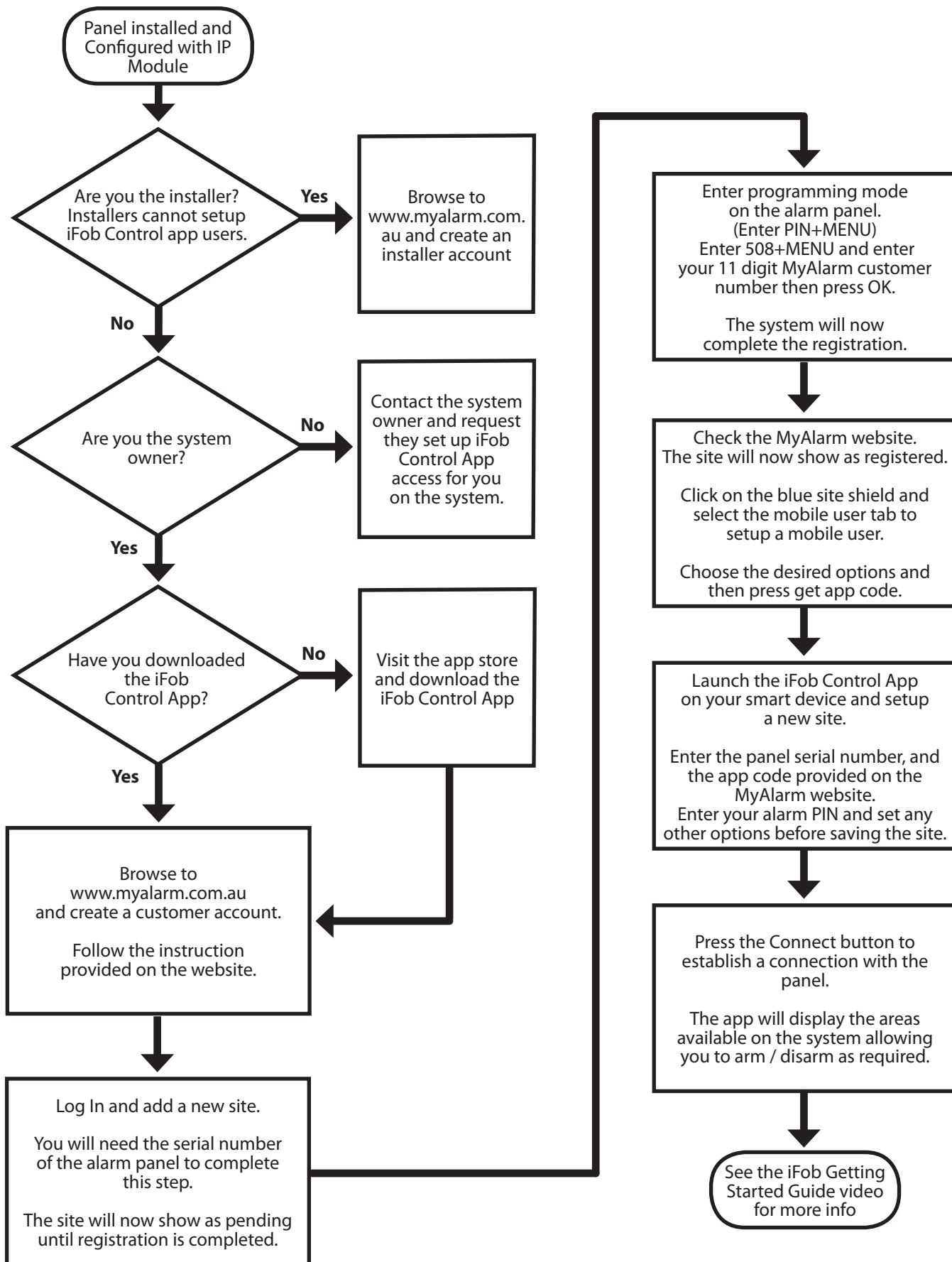## iFob Control App
User Getting Started Guide

Ver 1.4

myalarm.com.au

Configuration Flowchart

The following flowchart highlights the basic steps required to create a MyAlarm customer account on the website and to setup the iFob Control App for smart devices. Please ensure the panel is installed and that it meets the minimum requirements listed on the opposite page.

Panel installed and Configured with IP Module

Are you the installer? Installers cannot setup iFob Control app users.

Yes → Browse to www.myalarm.com.au and create an installer account

No ↓

Are you the system owner?

No → Contact the system owner and request they set up iFob Control App access for you on the system.

Yes ↓

Have you downloaded the iFob Control App?

No → Visit the app store and download the iFob Control App

Yes ↓

Browse to www.myalarm.com.au and create a customer account.

Follow the instruction provided on the website.

↓

Log In and add a new site.

You will need the serial number of the alarm panel to complete this step.

The site will now show as pending until registration is completed.

Enter programming mode on the alarm panel. (Enter PIN+MENU) Enter 508+MENU and enter your 11 digit MyAlarm customer number then press OK.

The system will now complete the registration.

↓

Check the MyAlarm website. The site will now show as registered.

Click on the blue site shield and select the mobile user tab to setup a mobile user.

Choose the desired options and then press get app code.

↓

Launch the iFob Control App on your smart device and setup a new site.

Enter the panel serial number, and the app code provided on the MyAlarm website. Enter your alarm PIN and set any other options before saving the site.

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Press the Connect button to establish a connection with the panel.

The app will display the areas available on the system allowing you to arm / disarm as required.

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See the iFob Getting Started Guide video for more info

iFob Control App Requirements

- Solution 6000 panel - firmware version 2.22 or higher

- Ethernet module CM751 - firmware version 2.16 or higher

- iFob Control App - available now for Apple iOS and Android smart devices.

- You will need the panel serial number as this is required to setup the site on MyAlarm.

- The panel and Ethernet module must be installed, programmed and connected to the internet.

Getting The iFob Control App Running

This is a two step process for the site owner as they need to create an account on www.myalarm.com.au before they can setup iFob App users. This process not only provides higher security but also allows the site owner to easily change , modify or even remove iFob Control access for a user, all from the MyAlarm website. Customers can add multiple sites under their MyAlarm account.

Step 1: Create A MyAlarm Customer Account And Site Record

Complete the account creation form and then click the Create Account button. You will receive a welcome / confirmation email containing a verification link. You must either click on the link or copy and paste it into your browser to complete registration.

Once your have verified your account, return to the customer home page and from there you will now be able to create the new site record. Enter a name for the site and the panel Serial Number before saving. The new site will be setup in the pending state waiting for the panel to complete the setup process.
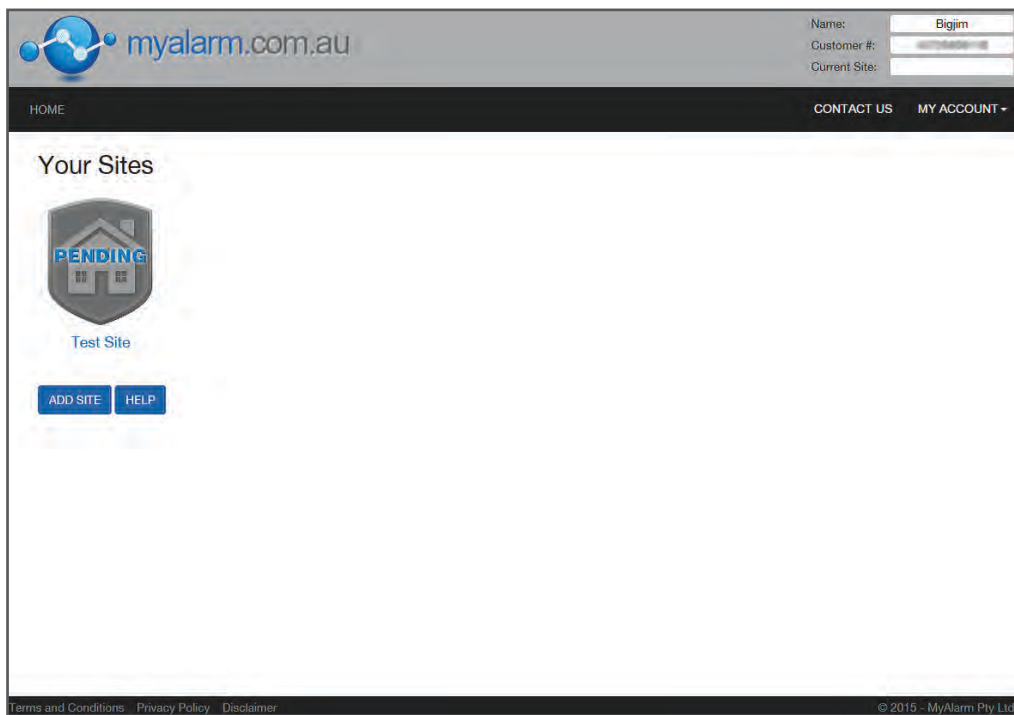
You will receive an email confirming the new site creation. This email explains the steps required to complete the site registration. The email looks like the one shown below.

Welcome to MyAlarm,

Below is the 11 digit Customer Registration ID for your new site.

Customer Registration ID: 93253847352

To complete the site registration process you must enter this number into the control panel by following the steps below.

From your alarm keypad enter for the following sequence.
Step 1: Enter <Master PIN> then press <MENU> key to access programming mode.
Step 2: Enter number 5-0-8 then press <OK> key to go to the Customer Registration Menu.
Step 3 Enter the 11 digit Customer Registration ID as shown above and press OK.
Step 4: Press and hold the <MENU> key for 2 seconds to exit programming mode.

If you make an error you should exit and repeat the steps again.
You can clear the number displayed in MENU 5-0-8 by pressing the OFF key.

Regards,

MyAlarm Support

Follow the instructions in the email to enter the Customer Registration ID into the panel. This 11 digit number needs to be entered into the customer registration location in MENU 5-0-8. Press OK when finished and the panel will attempt to complete the registration process. If for any reason the panel is unable to make an outgoing connection then this process will fail.

Once the site registration is complete, the site will change from a grey pending site icon to a blue registered site icon in the "Your Sites" page. The site must be registered before you can setup interaction with the iFob Control App.

Step 2: Set Up The Mobile User Access Options

The site owner has ultimate control over which alarm users have access to use the iFob Control app as well as the features and functions they can perform using the app. Users cannot perform functions with the iFob Control app that they do not have rights to perform via the system keypad.
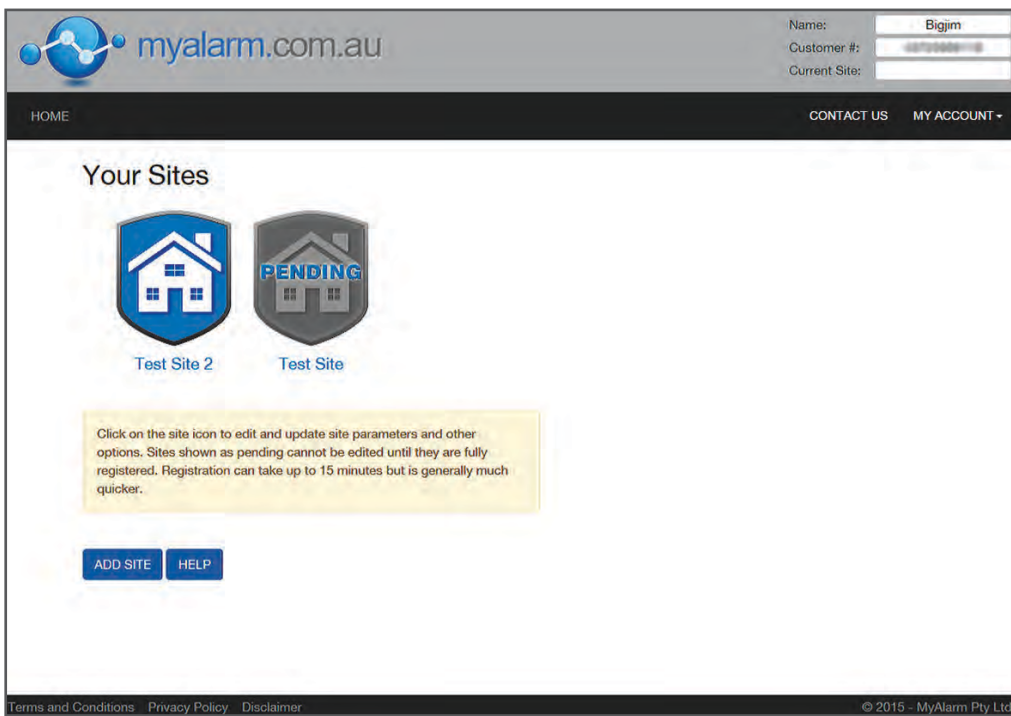
To setup a mobile user click on the site you are editing and then select the mobile users option from the tab bar. As the site owner you will be responsible for setting up and setting options for all iFob Control users.

Currently up to ten iFob users can be configured for each site.
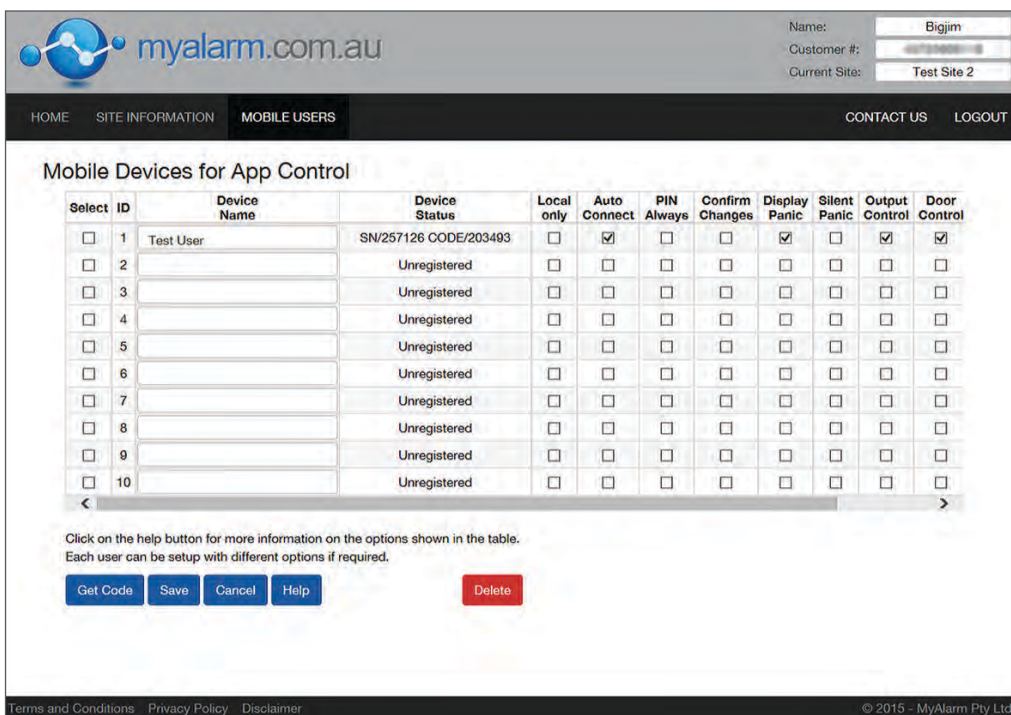
To setup an iFob user, first enter a unique name in the device name field. This could be the name of the user or the type of smart device for example. Choose a name that makes sense for you as the site owner.

Next using the check boxes configure the options and restrictions you wish to apply for this user.
More information on the various options is available by pressing the help button.
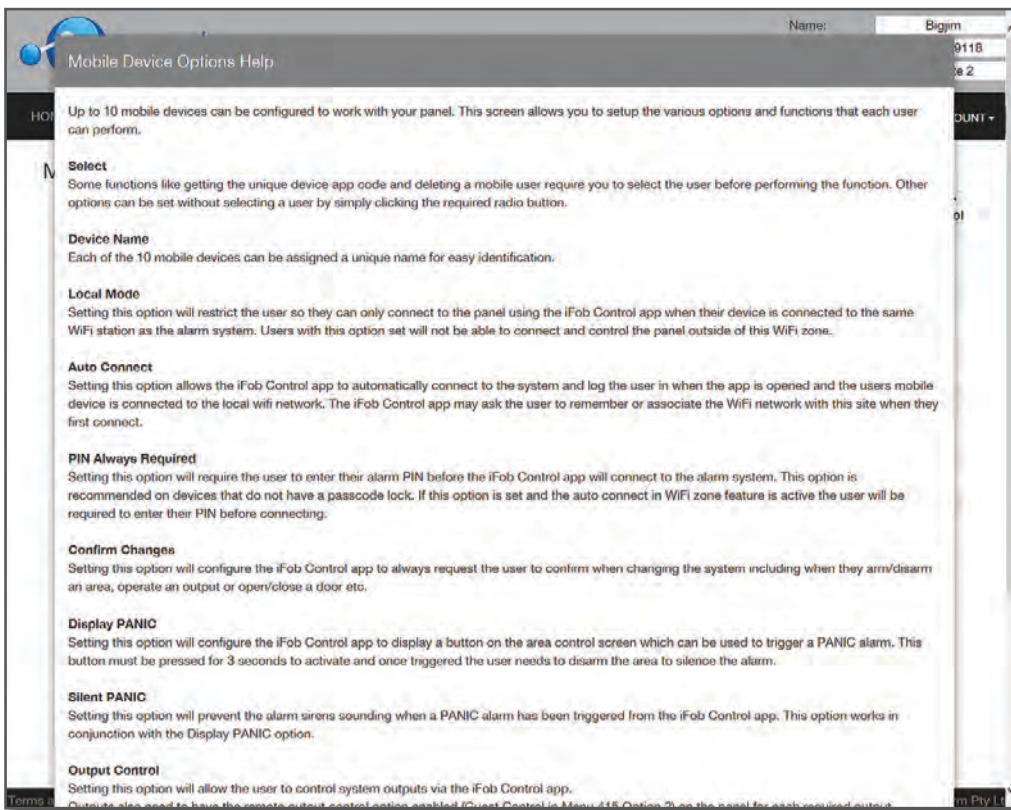
When finished, save your changes and press the Get App Code button to retrieve the unique app code for this user. The app code and panel serial number is required when setting up the site on the mobile device and you will need to provide this information to the user so they can setup their device. If you prefer you can send these details via SMS message to the user by simply entering their mobile number in the field provided and pressing the Send SMS button.
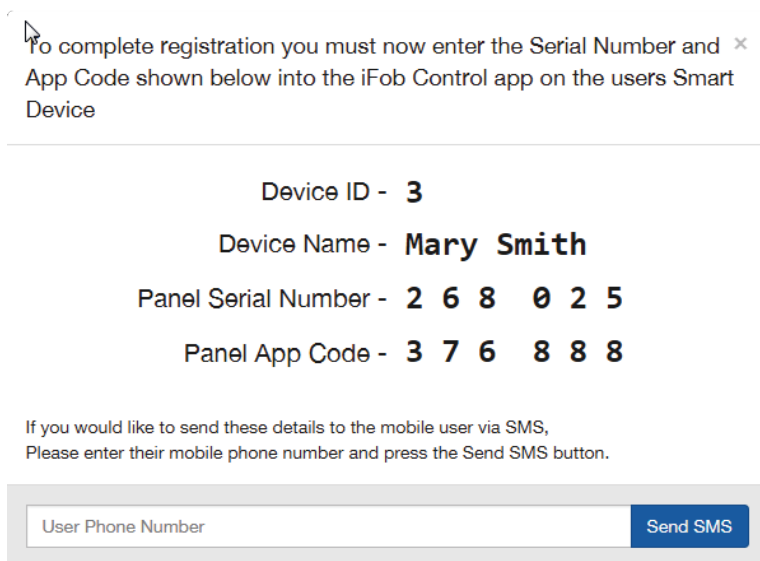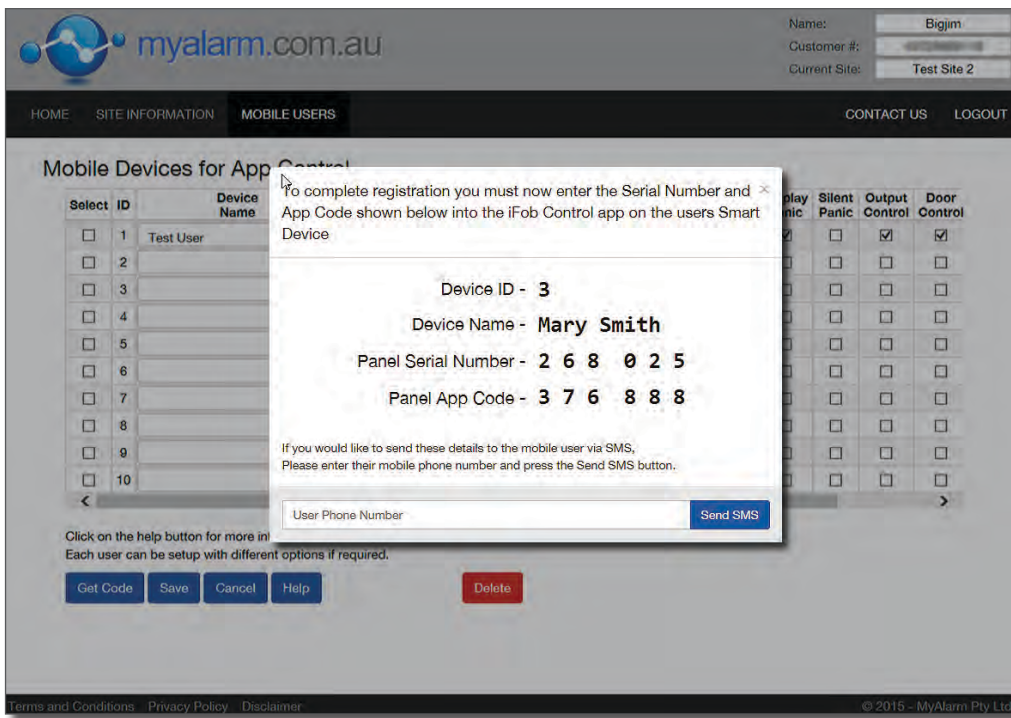
The device status will continue to display the panel serial number and the device app code number until the user completes the app setup on their device. See step 4.

To remove a user and prevent them from using the iFob Control App to control this site in the future simply select the mobile user and press the delete button. This operation cannot be undone. You can change other options for a user at anytime by checking the appropriate tick box and saving your changes. Changes will take effect the next time the user connects to the alarm panel.

Step 3: Downloading the iFob Control App

The QR code images can be used to easily locate the iFob Control app in the store.   Simply scan the image using you device and follow the link.

Step 4: Installing And Configuring The iFob Control App

Launch iFob Control and then choose Setup New Site. Enter a unique name to identify the site on this device. To edit or delete an existing site press the gear icon.

Enter the panel serial number in the field provided and then enter the panel app code which can be found under mobile users tab on the www.myalarm web site or may have been sent to you via SMS message.

Both numbers must be entered correctly or setup will fail.

Finally enter the your alarm PIN number in the field provided and press the save icon in the top right hand corner of the app. If you change your PIN number you will need to also update it in the iFob Control app.
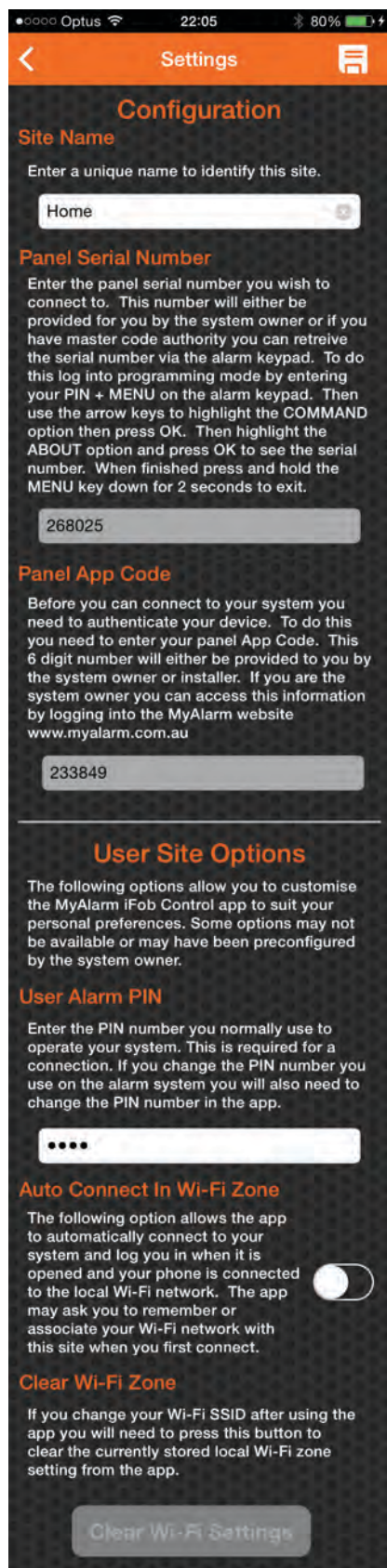
A number of additional options can be configured from the site setup page.

Setting the Auto Connect in Wi-Fi option will cause the app to automatically connect to the site when launched if you are in the local Wi-Fi Zone for that site.

If you change your Wi-Fi SSID you will need to clear the Wi-Fi settings here.

The system owner may have restricted your access to some of the available Wi-Fi options. They may also have restricted your right to use the iFob Control app only from within the selected local Wi-Fi zone.

The iFob Control app includes the abilty to configure up to four shortcut buttons which can be used to control doors/gates or other outputs which are frequently accessed. Shortcuts can only be created from within the app while it is connected to the alarm system.

The Delete Shortcut option allows you delete a shortcut that is no longer required.

The iFob Control App includes voice confirmation when turning areas on and off. If you prefer you can turn them off here.

Your installer may have included their contact information in the iFob Control app as part of the system installation. You can view this information by pressing the installer information button.

New options released in future updates to the iFob Control app will appear in the setup page.
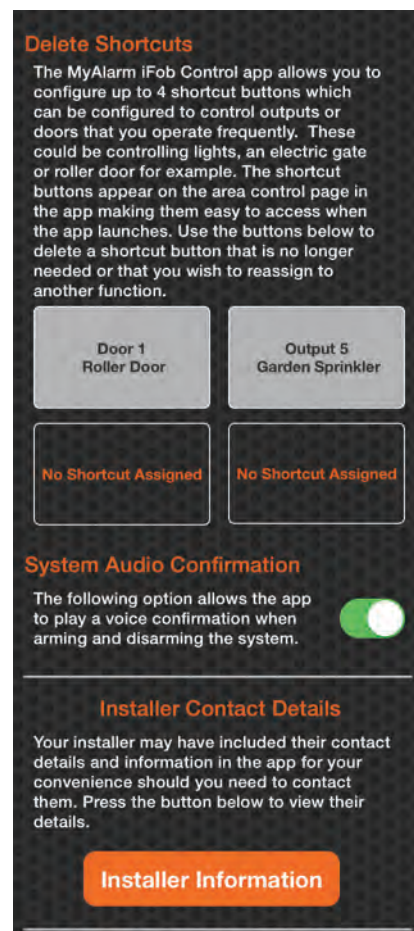
Press the connect button to establish a connection with the panel.

If the device is connected to a Wi-Fi network when connecting to the panel, that app may ask the user if they want to remember this Wi-Fi station for this site. Choosing to remember this station ID can help when the option "Auto Connect In the Wi-Fi" has been enabled.

Once connected, the area page will load allowing you to quickly arm or disarm your system. Use the scroll function to see all areas if required. The name and status of all areas are displayed.

The area control picture shown in this example has three areas with the house having 2 part arm modes. The panic function is enabled and two shortcut buttons have been created, one for the Roller Door and another for the Garden Sprinkler.

Your system will look different based on the configuration and options set by your installer and/or system owner.
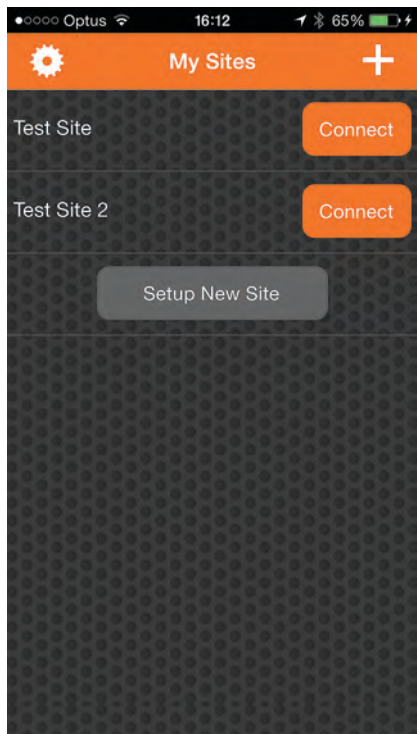
**My Sites Page**
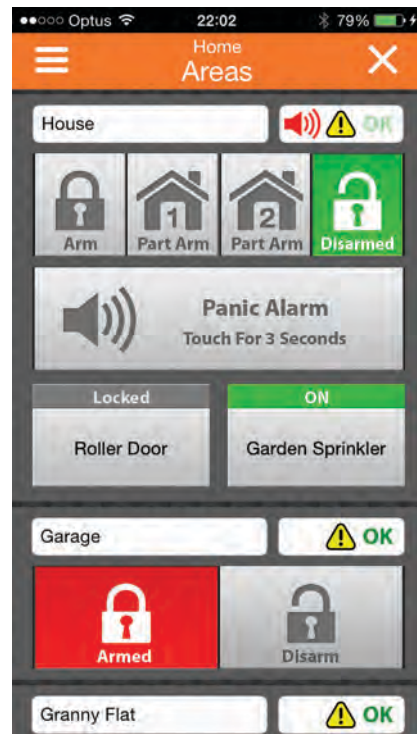
Area Control Page

The control buttons indicate the current status of the area using colour with green for disarmed, red for armed and orange for part armed.

To change the area state simply touch the area control button.
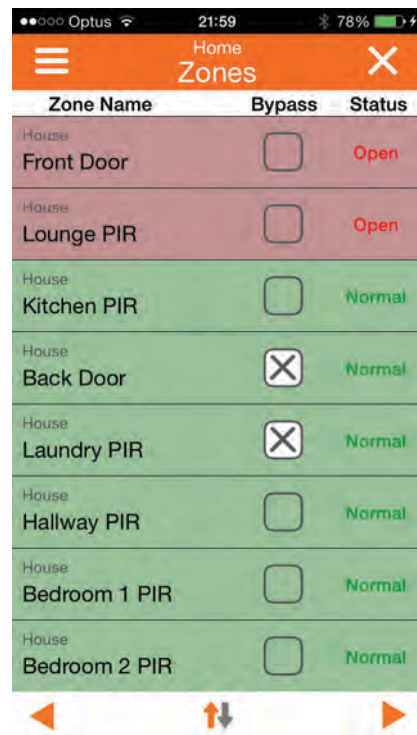
To arm or disarm all areas at the same time, touch and hold the corresponding area control button for two seconds.

Touch and hold the panic button for three seconds to trigger a panic alarm. Touch the shortcut buttons to activate the shortcut function.

Alarm, system trouble and zone status indicators are also shown for each area.
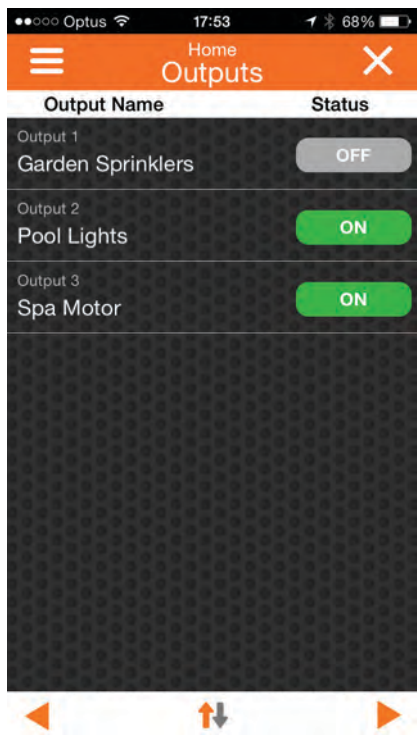
Output Control Page

Zone Control Page

The zone pages allows you to check the status of all zones in the system. Zones that are open, in alarm, trouble or tamper will displayed in red for easy identification.

To bypass or exclude a zone simply touch the bypass checkbox next to the zone you are bypassing.
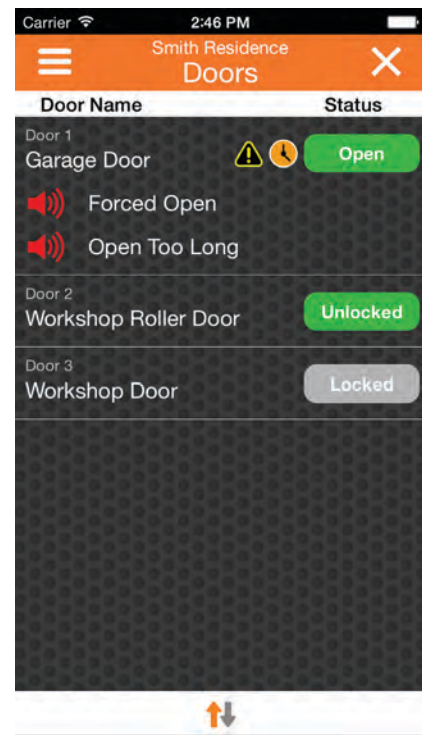
Use the left and right arrows at the bottom of the page to view other zones on the system.

Options are also provided allowing you to filter the way zones are sorted.

The doors pages allows you to check the status and control selected doors on the system.
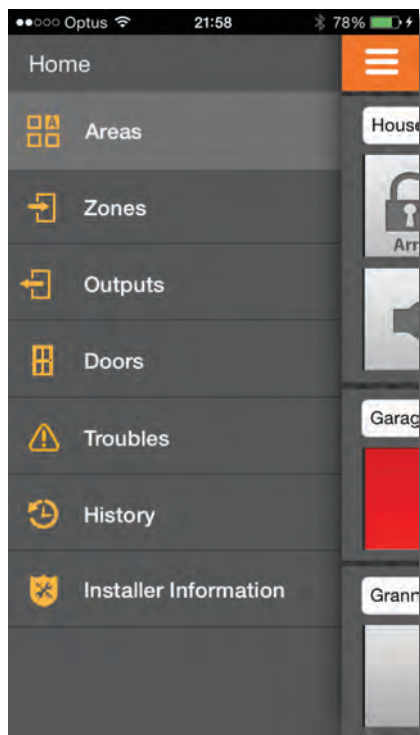
Slide Menu

Door Control Page

Only doors that have been set by your installer will be available in the iFob app. The system owner can restrict iFob users from any door control functions if required via the MyAlarm website. Users will receive a warning message if this restriction has been applied.

The iFob Control app allows up to 4 shortcuts to be created for outputs or doors which you frequently control. To create a shortcut, touch and hold the door name or output name for 2 seconds. Shortcuts can be deleted in the site settings page.

A demonstration video and training material are available to help users to get the most out of the iFob Control smart device app. Click on the buttons below or enter the links into your browser.

> **MyAlarm Cloud Services
> User Getting Started Guide V1.0**

> **MyAlarm iFob Control
> User Guide V1.0**

https://youtu.be/-YelIJDogGc   https://youtu.be/PM6VSBVTn-k

Frequently Asked Questions

Q. What is MyAlarm?

A. MyAlarm is a cloud based service that allows alarm system owners to configure and control staff or family members who are using the iFob Control app to control their alarm system.

Q. How many people can use the iFob Control app on my alarm system?

A. Up to 10 mobile app devices can be setup to operate each site.

Q. What happens if I change my phone or smart device?

A. If you change your smart device you will need to delete your previous mobile app user from the MyAlarm website and then add the new mobile app user.

Q. Can I use the same app code on multiple smart devices?

A. No, app codes can only be used once.

Q. What should I do if I forget my username or password for the MyAlarm website.

A. You can retrieve your username or reset your password by following the links on the sign in page.

Q. What should I do if I can't find my panel serial number or if my panel does not meet the MyAlarm requirements?

A. In both cases the best person to contact is your alarm installer. There are instructions in the iFob Control app setup page which explains how to locate your panel's serial number.

Q. How can I find out more information on the options available on the mobile user page?

A. Detailed descriptions of each option can be found by pressing the Help button on the mobile user page.

Q. Why can't I see all features in my iFob Control app?

A. The site's owner is the only person who can allocate iFob Control access to users via the MyAlarm website. They may have chosen to restrict you from certain features. Contact your site owner if you feel this may be in error.

Q. How do I get an App Code?

A. Only the site owner is able to create mobile users and issue app codes. They do this via the www.myalarm.com.au website.

Q. Why can't I see or control outputs / doors on the system?

A. The site owner may have restricted your access to these functions. Outputs and doors must also be configured by the installer so that are available in the app.

Q. Why can I only use iFob Control app in the local Wi-Fi zone?

A. The site owner can restrict the app user so they are only allowed access from the home Wi-Fi zone.
Check with the site owner to see if this option has been set for you.

Q. Why does the button on the my sites page say Register instead of connect?

A. This happens when a new site has been set up in the app but the panel serial number or app code may have been entered incorrectly. Please check this information and edit if necessary then press the Register button.

Q. Why is there no password to open the iFob Control app?

A. All smart devices have the ability to set a global password on the lock screen which secures access to the app.

Q. Why do I always have to enter my PIN to perform some functions on the iFob Control app?

A. The site owner may have set the option via the MyAlarm website that requires you to enter your PIN.
Contact your site owner if you feel this may be in error.

Q. Why do I sometimes see a warning telling me the connection limit is exceeded?

A. Only two iFob Control app users can connect and control the system at the same time.
If you see this message wait a few minutes before trying again.

Q. Why do I sometimes see a warning saying No Network Connection?

A. The iFob Control app uses your device's data service to provide the connection to your alarm system. If the quality of the network connection is poor you may see this warning. Try moving to a different location to improve signal strength before trying again.

Q. Where can I find out more about MyAlarm's terms and conditions and privacy policy?

A. MyAlarm Terms and Conditions and privacy policies are available via the MyAlarm website.

Q. Why do I see Quarantined for a user on Myalarm Mobile User Page.

A. If an app user tries to connect multiple times using an incorrect User Pin, the system will quarantine their mobile user profile and prevent future connections. To rectify this make sure the Mobile User is using a valid User Pin that works on the panel and then remove the quarantine status on the Myalarm mobile user page.