**WELCOME TO A
WHOLE NEW LEVEL OF**
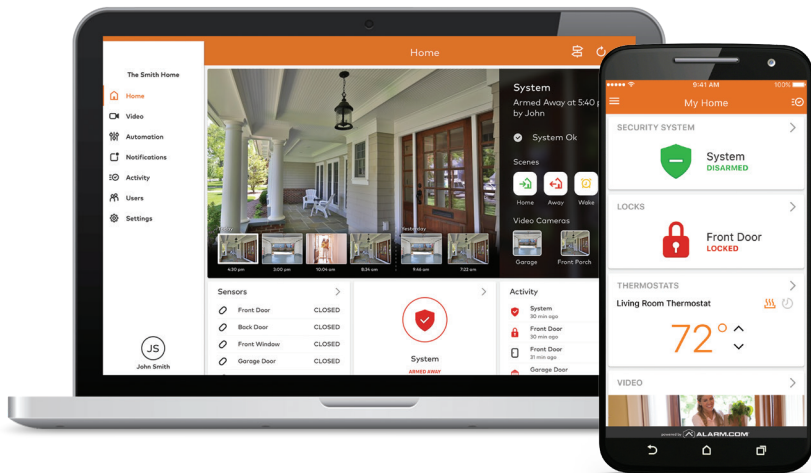
Interactive
Home Security

powered by
ALARM.COM®

truvista™
FIBER

Congratulations!

You just made it easier than ever to monitor your property, keep your loved ones safe, and stay connected to your home and family from virtually anywhere. Our U.L. approved local monitoring station will allow you to relax knowing your home or business is protected.

Remote Access to Your System

1 Download the Alarm.com app from the App Store or Google Play.

2 Launch the application.

3 Enter your Username and Password and click **Login**.

4 Need help or support? Help is at your fingertips.
   • Panel video tutorials
   • Online portal and mobile app help documentation

ALARM.COM
APP STORE


ALARM.COM
GOOGLE PLAY

Interactive Panel

The Interactive Panel acts as the control center that enables you to operate your security system and interact with your home at the touch of a button. Use it to arm and disarm your system, view live video from cameras placed throughout your home – all from the full-color display. The following section provides an overview of your Interactive Panel and offers quick tips on how to use the various features.
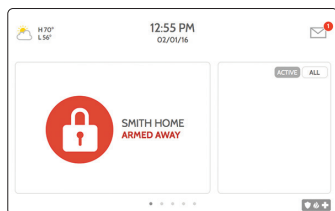
Arming and Disarming Your System
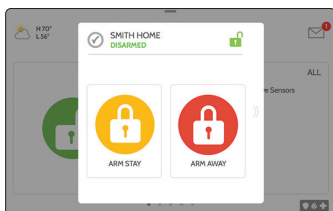
Arming

ON THE INTERACTIVE PANEL:

- Touch the green icon to start the arming process

- Select the arming mode (Arm Stay or Arm Away)

- Enter your User Code

ON THE SMARTPHONE APP:

- Touch the Security Banner (Current status is Disarmed)

- Select the arming mode

- Enter your User Code

Disarming

ON THE INTERACTIVE PANEL:

- Touch the red Armed icon to disarm system

- Enter your User Code

ON THE SMARTPHONE APP:

- Touch the Security banner

- Enter your User Code

Arming Modes

STAY MODE

This mode is used when you will be in your home and you want your system armed even though other family members may arrive later. All sensors on windows and doors will trigger an alarm immediately if opened, unless a door has been designated as an Entry/Exit zone. Entry/Exit zones have a delay time to give you time to enter and disarm the system or exit the home without setting off the alarm. *Motion detectors are DISABLED in Stay Mode.*

AWAY MODE

This mode is used when you and your family will be out of the home. *Motion detectors are ENABLED in Away Mode.* Entry/Exit zones will allow you to exit the home during arming and enter upon return with a delay to allow you to disarm your system.

Additional Arming Options

Select these options before choosing your arming type:

BYPASS

Touch the circle next to a sensor to bypass it during the arming process.

EXIT SOUNDS

The panel beeps as the timer counts down. Silence these beeps before you choose the arming type.

ENTRY DELAY

The panel will give you time to disarm once a "delay door" has been opened.

Bluetooth Touchless Disarming

1. Swipe down on the Interactive Panel to access settings tray.

2. Touch Settings

3. Touch "ADVANCED SETTINGS"

4. Enter your Master Code

5. Touch "BLUETOOTH DEVICES"

6. Put your Bluetooth device in "pairing" mode

7. Touch "ADD DEVICE" - the panel will begin searching for new device(s) in range (may take up to 1 minute).

8. Select your device from the list

9. Touch "Pair"

10. When the messages appear on your phone and IQ Panel ensure the numbers match and touch "Pair" on each.

Online Portal Access
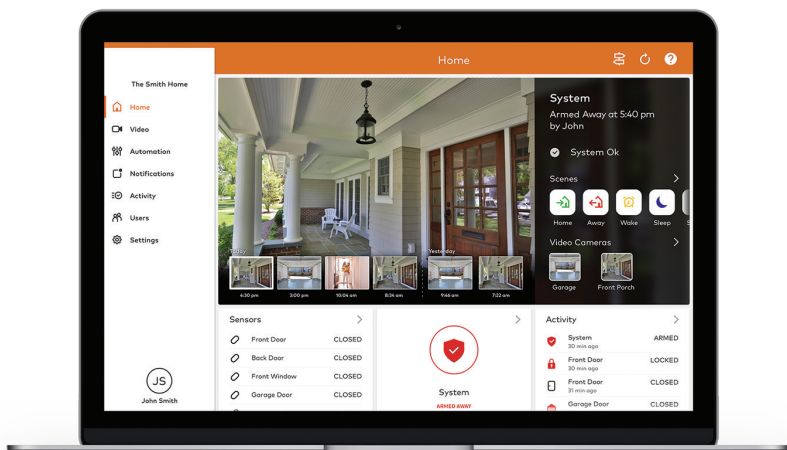
LOG IN SCREEN

1 LOG IN AT ALARM.COM/LOGIN

Log in using the username and password provided to manage and view your system from the homepage.
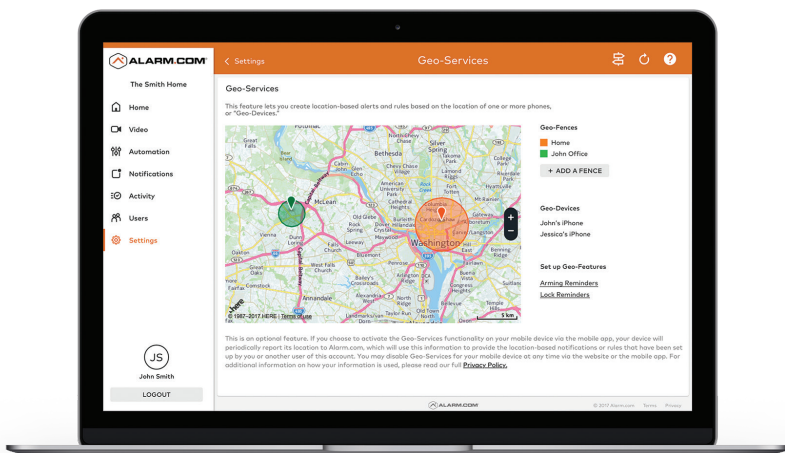
2 SET UP USER CODES

Set up User Codes for your family members, friends, dog walker, nanny or anyone who has access to arm/disarm your panel

Users > Add New User

Also assign user-specific access, permanent or temporary, to selected access points (security system, locks, etc.) for a specific date and time range.

Users > Actions > Add Temporary User

GEO-SERVICES SCREEN

③ CONFIGURE NOTIFICATIONS

Receive real-time alerts (text, email, or push) due to system occurrence, such as the system reporting an alarm, if someone forgets to arm the system, or if a door is left open. You can also add and manage notifications from the Alarm.com Mobile App.

Notifications > + New Notifications > Select default or customize your own > + Add Recipient > Save Notification

④ ENABLE GEO-SERVICES

Create Geo-Fences to enable location-based rules and alerts that automatically adjust your home's settings. Geo-Services uses the location of your smartphone to detect when you're leaving or approaching your home. You must first enable location services in the Mobile App before configuring Geo-Services on the Alarm.com website.

Settings > Geo-Services > + Add a Fence > Position the plan to the desired area

Home Automation

Since you can't be everywhere at once, our interactive home security system will help you feel like you are. Receive emails and text messages with photos or video clips when events occur. Watch live video from the Interactive Panel in your home or from miles away on a mobile device. And find out about events in your home as soon as they happen.

Need Home Automation Devices?
We've got you covered! For a variety of options, please visit TruVista.com/Security

Scenes & Rules
Get More From Your TruVista Security and Home Automation System

Scenes and rules can only be accessed through the Portal Access.

SCENES

With Scenes you can trigger a series of actions with the touch of a button. Choose from default scenes like "Home" or "Away", or create your own.

Each Scene can control multiple components of the home, including the security system, lights, locks, and thermostats.

RULES

Set up rules to automate your home and make life more convenient. Here are just a few ways you can use rules:

- Disarm your security system when you unlock your door
- Turn on lights when you approach the house
- Adjust the thermostat when your system is armed away
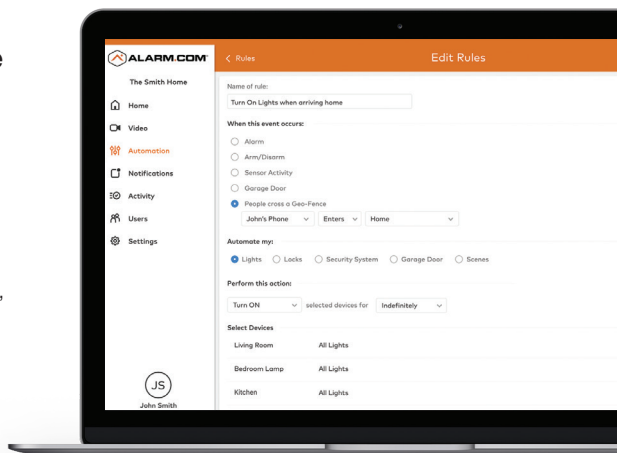
To setup rules, go to **Automation**, click on **Rules**, and then **Add a Rule**.

1. Name your Rule
2. Choose what should trigger the automation
3. Select the device you'd like to automate
4. Set the time frame
5. Save the Rule

You can also set rules for specific devices or setup Geo-Services to automate your home based on the location of your smartphone.
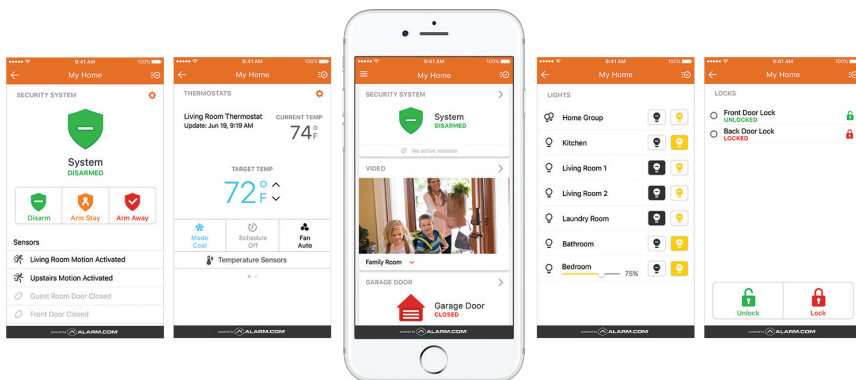
Mobile App Experience

1 **LOG INTO THE APP**
You can also control and monitor your system using your Apple Watch, Apple TV, Amazon Fire TV, Amazon Echo and Google Home.

2 **NAVIGATE THE DASHBOARD**
View and control your system from the palm of your hand with the easy-to-navigate Dashboard. Arm and Disarm your panel and adjust Lights, Locks, and Thermostats.

3 **ENABLE NOTIFICATIONS**
Click Notifications to enable Push Notifications. You can also add or manage your push, text and email notifications on-the-go.

A System Not Armed notification will remind you if you forget to arm your system when you're away from home.

4 **ACTIVATE GEO-SERVICES**
Enable automatic rules and alerts based on your phone's location through Geo-Services.

Be alerted if you've left home without arming your system, pause video recordings for privacy, and have your thermostat adjust when you're approaching home.

Video Solutions
See What You Care About, Instantly

Video Monitoring, powered by Alarm.com, lets you see what's going on at your property, even when you're not there. Now you can get a video alert when someone comes through the front door or just check in to see how your favorite pet is doing.

VIDEO SOLUTIONS THAT FIT YOUR LIFE

Get a best-in-class solution with anytime live streaming, smart clip capture with secure cloud storage, instant video alerts and continuous HD recording.

WATCH STREAMING VIDEO

- Watch live feeds from your property right on your phone, tablet or computer

- Experience HD quality with crystal clear video

- View multiple locations on the same screen

SEE HOME, NO MATTER WHERE YOU ARE

- Watch live video from anywhere

- View recorded clips anytime

- Schedule recordings when a door opens or the alarm goes off

- Get video alerts instantly

- Stay protected with tamper-proof, off-site video storage

RECEIVE VIDEO ALERTS

Get instant video clips of what matters most to you—alarm activity, children coming home from school, or even the dog walker arriving.

SEE WHO'S AT THE FRONT DOOR

Receive a notification when the doorbell is pressed and see instantly who is at the door. Requires Skybell doorbell.

*SVR device required for recording.
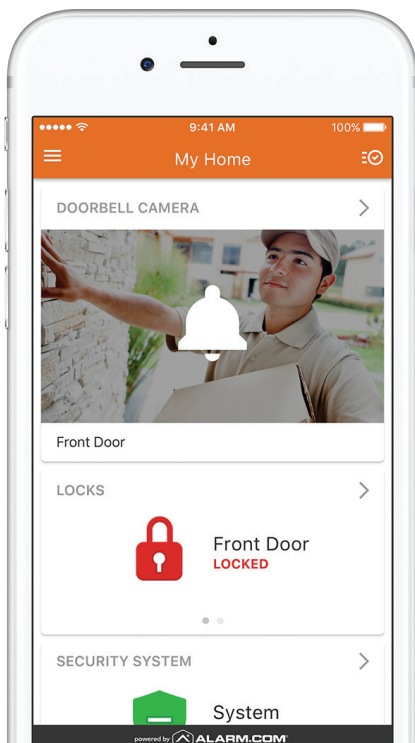
SAY HELLO

Use the mobile app to see and speak with family, visitors and pets at home, and hear them respond back through the indoor camera or doorbell camera.

NEVER MISS A THING

Capture 24/7 HD recording with secure video streaming accessible from anywhere. With a searchable library, you can go back and see exactly what occurred and when.

USE YOUR LOCATION

Automatically pause video recording schedules when you're home.

To Create a Recording Rule:

1 Log into the Customer Portal.

2 Click **Video**.

3 Click **Recording Rules**.

4 Click **+ Add Rule**.

5 Click to select the type of rule to create. The rules available to you depends on what is enrolled on your system (e.g., *Alarm, Video Motion Detection (VMD), Sensor Opened or Closed*, etc.).

6 Enter a name for the recording rule.

7 Configure the rule settings as desired. Rule settings depend on which rule is being created.

8 In *Video Clip Recipients*, click **+ Add Recipient** if the user wants to receive notifications.

a. Click to select the entries in the Address book to be notified, or click **+ New** to add a new Address Book entry.

b. Click **Close**.

c. Using the email or SMS text recipient's dropdown menu, select either:

- **Text Only** to receive a notification containing only text.

- **Attach a Video Clip** to receive the captured video clip attached in the notification.

- **Attach a Thumbnail** to receive a thumbnail image of the captured video clip attached in the notification.

9 Verify the recording rule is configured with the desired settings.

10 Click **Save Rule**.

To Edit a Recording Rule:

1. Log into the Customer Portal.

2. Click **Video**.

3. Click **Recording Rules**.

4. Click on the recording rule to edit.

5. Adjust the recording rule as desired. Rule settings depend on which rule is being created.

6. Click **Save Rule**.

To Configure New Video Motion Recording Rules Using The Portal:

1. Log into the Customer Portal.

2. Click **Video**.

3. Click **Recording Rules**.

4. Click **+ Add Rule**.

5. Click to select **Video Motion Detection (VMD)**.

6. Enter a name for the recording rule.

7. Select which camera records when it detects motion.

8. Click to select any existing *VMD windows* using the VMD windows dropdown menu (if applicable).

   Note: The option to select individual VMD windows is not available for '25, '26, and '36 series cameras.

9. In *During this time frame*, select the times when the rule can be triggered.

10. In *Minimum delay between camera-triggered clip uploads*, select the desired minimum time between when the rule can be triggered.

11. If desired, click to select any of the options in the *At home settings*. The options include:

    • *Do not record when the system is Disarmed.*

    • *Do not record when the system is Armed Stay.*

    • *Do not record when any of the Geo-Devices are inside Geo-Fence.*
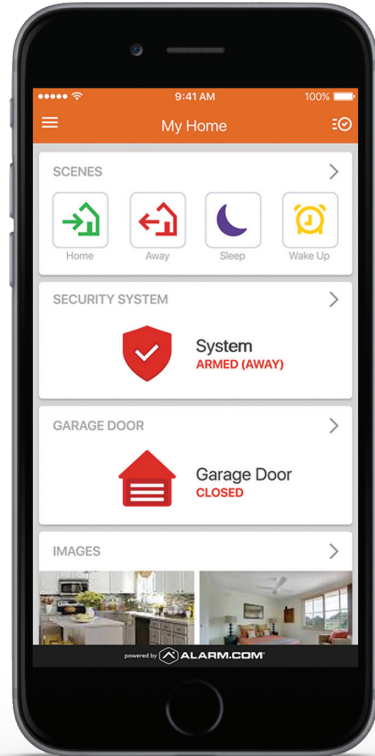
12. In *Video Clip Recipients*, click **+ Add Recipient** if the user wants to receive notifications.

    a. Select any entries in the Address book to be notified, or click **+ New** to add a new Address Book entry.

    b. Click **Close**.

13. Verify the recording rule is configured with the desired settings.

14. Click **Save Rule**.

Interactive Panel Warning Messages

The Interactive Panel will issue an audible alert and a visual alert if there is a problem with the system. Conditions such as loss of cellular and broadband (Network Lost), loss of AC Power, loss of connectivity to a sensor or camera will all be reported in the top right hand corner of the Interactive Panel. The audible alert is issued to draw the homeowners attention to the message on the Interactive Panel.

WHAT TO EXPECT WHEN YOUR ALARM GOES OFF

- Enter your User Code on the Interactive Panel to disarm the system.

- The operator will call to verify the emergency or you can call 800-475-3331 to cancel the alarm.

- The operator will say "Hello, this is the Security Monitoring Station, is everything OK?" At that time you will need to give the operator your passcode (secret word) to cancel the alarm.

PANIC BUTTONS ON THE INTERACTIVE PANEL

- Press the red button with a white shield. (bottom right, just below the screen)

- Select Fire, Medical or Police - hold the button for two seconds to initiate the alarm.

- An alarm will sound in the home for Fire and Central Monitoring will call to verify the emergency.

Alarm System Testing Procedures

The purpose of testing the alarm system is to ensure proper local operation and proper communication with the central station. The following procedure should be performed monthly.

Call Security Monitoring at 1-800-475-3331 to place your account on test. You will need to tell the operator your name, your address, and your security password.

1. Arm your system in the "away" mode. This will allow you to test your door and window sensors.

2. Once the system is armed (the screen will display "Armed - Away"), open each door and window - the alarm will sound. Allow the alarm to continue sounding as you open each door or window. Remember your entry door has a time delay, and it will not activate the alarm until the entry delay has expired - you will hear the audible countdown.

3. Disarm the system after sixty seconds.

4. Arm your system in the "Away" mode. This will allow you to test the motion sensors. Open and close an entry exit door to simulate leaving the house.

5. Avoid line of sight for any motion detectors for three minutes.

6. Walk past all motion detectors. The alarm will sound. Allow the alarm to sound for 60 seconds before disarming the system.

7. Once disarmed, if you have any panic devices such as wireless key fobs or panic buttons, they can be tested at this time. Water sensors and smoke detectors may also be tested with the system in a disarmed state. In order to silence the siren from the panic and life-safety alarms, enter the User Code as if disarming the system.

8. After all testing is complete call the security monitoring station, give them your account information again and ask the operator to read to you the signals sent by your alarm system. If there is any signal that was not received, re-test the affected part of the system, and call again to verify that the signal was received.

9. Finally, have the operator take your account off test.

Important Items to Remember

Security Monitoring Phone Number:
1 (800) 868-0063

Master Security Code: _____
(for Security and Settings control)

Account #: _____

Security Password: _____
(to give to the monitoring station in case of false alarm)

Mobile Access Username: _____
(for remote access)

Mobile Access Password: _____
(for remote access)

WiFi Network Name: _____

WiFi Network Password: _____
(If you change the above network information your system and cameras may not work.)

Note: The above information is strictly confidential for you.

Don't miss our call in an emergency!
Be sure to program the Security Monitoring phone number,
(800) 475-3331, into your phone to ensure you don't miss our call.

The Security Monitoring Station provides local 24/7 U.L. approved monitoring for your residence or business.

The following occurs when Security Monitoring receives an alarm signal:

Burglary and Fire
   1. Customer Notification - Two calls are placed in an attempt to notify the customer
   2. Dispatch Authorities
   3. Contact List Notification

Panic
   1. Dispatch Authorities - No calls are made first
   2. Contact List Notification

System Testing
You should test your system monthly.

Security Monitoring Number: 1 (800) 868-0063
Suggested Action: Leave the house immediately if you have any doubt about your safety.

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