



MySecurity Account App User Documentation
MSA iPad App Version: 2.3
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Application Overview

My Security Account is an application designed to run on the iPad. This application is designed for users of Residential and Commercial security systems. By providing instant access directly to the security monitoring database, customers have all of their security system's information at their fingertips.

Feature Listing:

- Available for download from the Apple App Store.
- Supports both portrait and landscape orientations.
- Secure Login – Ensures that your data is protected. Login information can be saved so it does not have to be re-entered.
- Monitoring Center – Call Monitoring Center, Request Alarm Cancel and Request Alarm Dispatch.
- Panel Status – Display the current status of each transmitter for the system.
- Account Test – Place the system 'on' or 'off' test mode.
- Event History – View all event history including signal activity and alarm related actions.
- Account Information – View detailed information about the security system.
- Contacts – View the contacts that are setup with access to the system.
- Passcodes – View passcodes and their authority levels on the system.
- Schedules – View account schedules for the system.
- Zones – View the sensor definitions defined for the system.
- Equipment – View detailed information regarding the systems panel and transmitter.
- Home Control – Videofied: Disarm or Arm with option to request an image or video from the panel.

Feature Details

Launching the Application

The application can be downloaded directly from your device by going to the App Store, Search for **MySecurityAccount** or **My SecurityAccount** and then install.



Once the application has been downloaded from the App Store, it can be started by pressing on the 'MySecurity Account' icon from the list of installed applications. This application fully supports multi-tasking and will run in the background after being started.

Logging into MySecurity Account

Upon loading, the Login Screen will appear. Enter the Username (System Number) & Password (your personal passcode setup on the account). Make sure to enter the entire system number (no dashes or spaces). The password can be either a specific contact passcode or a site level passcode. Press the **Login** button. Login information can be saved for subsequent logins by flipping the Remember Login Info switch. **Note:** If assistance is needed logging in, please contact the main office.



Menu Screen

The menu is displayed on the left side of the iPad while in landscape orientation. While in portrait mode, it is displayed by hitting the Menu button at the top left of the screen. This will remain displayed while the detail view refreshes on the right side of the screen. The menu screen displays the different options on the account that can be accessed from the application. These include the following items: Monitoring Center, Panel Status, Account Test, Event History, Account Information, Contacts, Passcodes, Schedules, Zones, Equipment, and Home Control (Videofied).



Account Options

Monitoring Center

The Monitoring Center screen displays an option to call the Monitoring Center, Request Alarm Cancel and Request Alarm Dispatch.

- **Call Monitoring Center** (call the Central Station from your phone)
- **Request Alarm Cancel** (send an alarm cancel request to the Central Station)
- **Request Alarm Dispatch** (send a dispatch request to the Central Station)



Panel Status

This screen will display all transmitters (if more than one) installed on the site along with the current status. The option to switch between each transmitter is available by pressing the item desired.

The button color next to the account will vary depending on the account status. Green symbolizes the account is under 'Active' status (account is in service). The Blue icon represents that the account is in 'No Action' status (on test mode). The Red icon represents that the account is in 'Alarm' status (active alarm). The Grey button represents the account is in 'Cancelled' status (account is cancelled).



Account Test

Account Test allows the option to place the system on or off test using the **Quick, Account, and Advanced** option. If any signals are received by the monitoring station while the system is on 'No Action' status, then alarms will not be created in the system and operators will not take action on them.

Current Account Test Entries

This area will list any existing Account Test entries on the account. If there are any existing account test entries, a **Delete** button will be available. If you press on the cell, details of the Account Test will be available. A **Delete No Action** will also be available at the bottom of this window.



Entering New Account Test

Select the desired duration of the no action or the live test being entered. When an account is on No Action, signals sent to the Central Station will be disregarded for a period of time. This is primarily used for when the signals generated need to be logged only and not processed. For example, this is used when an alarm device is being tested or is malfunctioning and creating erroneous signals. When an account is on Live Test, alarms will be created from signals that are received and operators at the Central Station will read a script back to the user. This is primarily used for testing two-way voice systems.

Account Test (Quick): Pressing the Quick Button will place the account on **No Action for 1 Hour**. A Review & Submit screen will display the begin date/time and the end date/time. To proceed to continue, press the **Submit** button.

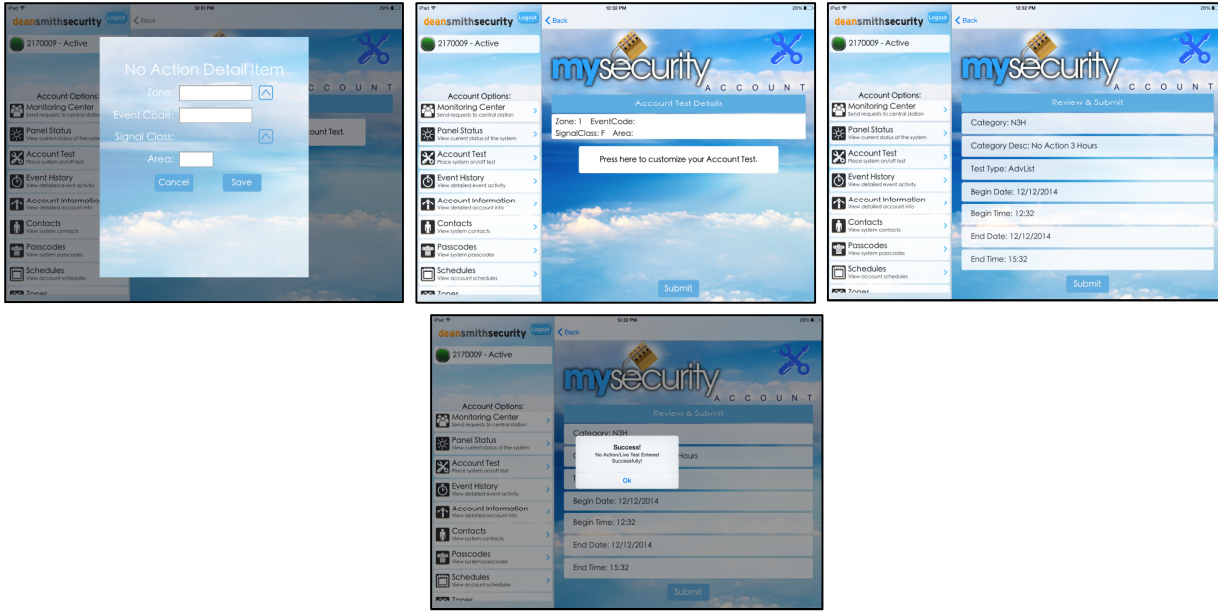


Account Test (Test): This option provides the ability to place the entire account (all activity) on No Action for the time specified. Press the **Account** button. The following category options are available: **No Action 1, 2, 3, 4, 5, 6, 7, 8, 12 Hours and Live Test 1, 2, 3, 4, 8, 12 Hours**. Select and press the No Action Test Type and Duration and then press the **Next** button. The Review & Submit screen will display the begin date/time and the end date/time. To proceed to continue, press the **Submit** button.



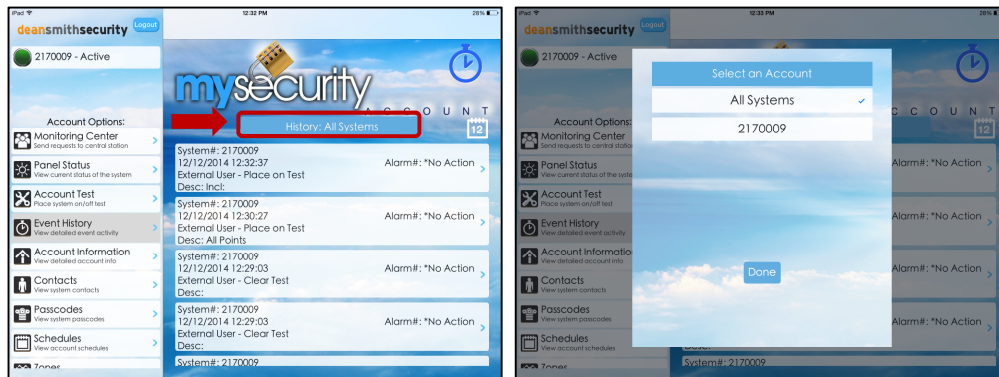
Account Test (Advanced): This option provides the ability to place a combination of specific zone(s), event codes(s), signal class(es), and/or area on test for the time specified. Press the **Advanced** button. The following category options are available: **No Action 1, 2, 3, 4, 5, 6, 7, 8, 12 Hours and Live Test 1, 2, 3, 4, 8, 12 Hours**. Select and press the No Action Test Type and Duration and press **Next**. In the Account Test Details window, press the 'Press here to customize your Account Test' button. The next window will allow entries of zone, event code, signal class and area. An Event Code or Signal Class can be entered individually, but cannot be used at the same time. The Zone and Signal Class fields have the option to select from a list by pressing the lookup button. The Zone, Event Code and Area are fields that can be directly entered if information is known. After adding the details of the No Action, press **Save**. If you need to add more entries, repeat the same process by pressing the 'Press here to customize your Account Test' button. Press **Submit** to Continue. The Review & Submit screen will display the begin date/time and the end date/time. To continue and place the current system offline, press the **Submit** button.






Event History

By default the history from all system numbers associated with the account will be displayed by making no selection. There is now an option to view a specific account's history (if an account has more than one system number (digital, AlarmNet, etc.). To do this, press the **History: All Systems** button and then press the desired account. Press **Done** to update the History window. Use the pull-down option to refresh the account history.




Event History – Date Select

Pressing the **Calendar**  button at the top right will bring up the calendar pick list. This will allow one to choose an end date, which will display account history starting at the end date and going back further into time. Signals received more recently than the end date will be excluded from the history result. Pressing the 'Load More History' button will load more history records to the bottom of the screen.



Event History – Videofied Clips

Event detail displays all of the information regarding a specific history event. For all Videofied accounts, the ability to view video clips is now available. If there are any available video events on the account, a Video  icon will appear in the History grid. You can either press this icon or press the entire cell where it allows you to select a video event. In the Event Details window, press the ‘Press to view video events’ at the bottom.



Account Information

The Account information screen displays basic account information which includes account name, address, account type, current account status, in-service and out-of-service dates, lockbox location, lockbox code, and account phone number(s).



Contacts

The contact screen lists all contacts for the system, both individuals that will be notified on alarms as well as those setup with only access passcodes. Pressing on a contact will present details for that contact.



Contact Details

The contact details screen displays a contact's information including authority level, passcode, relation, phone(s), and email address if they exist.



Passcodes

The passcodes screen displays all of the account level passcodes. This screen does not include contact passcodes. Duress Codes are now available by pressing the View Duress Codes button at the bottom of the window.



Schedules

The Schedules section displays schedule times and holiday's details on the account. Selecting a schedule will display the schedule details.



Zones

The zones screen displays all of the sensor information installed for your system. Selecting a zone will display the zone details.



Equipment

The equipment screen displays all of the detailed information regarding the alarm panel installed at the location. Panel status is also displayed on the lower portion of the screen. If the system has multiple system numbers (transmitters), pressing the panel cell will load the information for that system number.

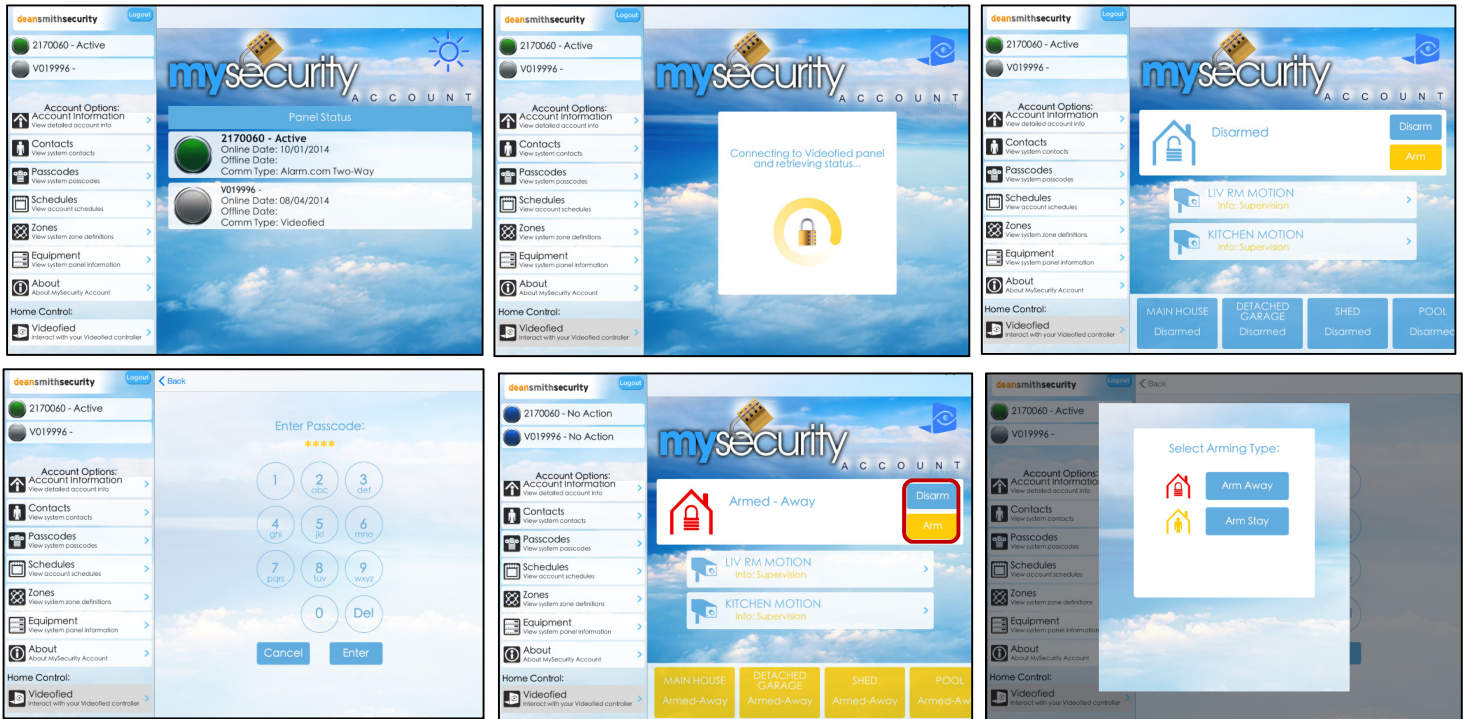


About

The About screen displays the MySecurity Account app version installed on your device.

Home Control: Videofied

For Videofied accounts only, the Videofied section will be available and allows you to connect to your Videofied panel. Once done connecting to the Videofied panel, you will have the ability to **Disarm** or **Arm** your panel. When arming or disarming, enter your passcode and then select the arming type: Away or Stay.



Below, there will also be a list of the cameras. Pressing any of these camera cells will give you an option for either of the following: **Request Image** or **Request Video**.

