

ELDES SECURITY APP QUICK GUIDE

ΕN

V1.0

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1. INSTALLATION

To begin using new Eldes Security app, you will have to:

- · visit Google Play store (Android) or App Store (iOS) and download the application
- · After you download it, please install the applcation on your smartphone
- · When the installation process is completed launch the app



2. REGISTRATION

You will be brought to the login screen and there you'll have to sign up (first time registration) or log in (if you have registered before).



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Sign-Up
e-mail*
password*
re-type password*
I Agree with Terms and Conditions
eldes SMART HOME SECURITY SOLUTIONS © 2017



After you sign up, go to your email (which has been indicated in the registration form), where you'll find the account confirmation link to confirm the registration (if you can't see the link, please check **SPAM** or **JUNK** folders!). After confirmation process is done (you've followed the link), a message on the confirmation page will appear.

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Image: Second	eldes
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Ad closed by Google	
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Configure everything with a help of our Eldes Utility programming software.

3. ENABLING ELDES SECURITY APP ON ALARM PANEL

In order to configure everything correctly, download Eldes Utility software from the link below and install it: https://eldesalarms.com/product/eldes-utility-tool/

After installation is completed, launch Eldes Utility software and proceed with the following configuration:

- Enable Eldes Cloud services option (switch the option ON). It may be done via Eldes Utility software: go to Cloud Services and enable Eldes Cloud Services option; alternative method is to send an SMS command XXXX SMART:ON (substitute XXXX with your SMS password, eg. 1111 SMART:ON).
- Choose the preferred communication method (select GPRS or LAN). I ATTENTION! It is must to use SIM card for the first time registration to App. After registration is complete, you can change it to LAN or leave it on GPRS.
- · Enter APN details if required by your mobile operator.



PLEASE NOTE that Eldes Security app work/response delay time will be affected if SMS Notifications and CMS (ARC) section are be turned ON.



Remember to save your changes by clicking on the option Write settings.

4. LAUNCHING THE APP

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đ٢	44 at 42% 17:03
1	Login
I	e-mail*
1	username@gmail.com
ш	password*
I	
	Remember me
	Login
I	Forgot password?
I	Don't have an account yet? <u>Sign-Up</u>
I	eldes SMART HOME SECURITY SOLUTIONS @ 2017

When everything is done, open your application and sign in. In the Login page, please enter your email and password details, which you have inscribed during the registration process.

You may also enable **Remember me** option to stay permanently logged in (until you opt to log out manually).

4.1. HOW TO RESET YOUR PASSWORD (IN CASE YOU'VE FORGOTTEN IT)

In case you forgot your password, please click on the option Forgot password? to get a password reset link.



After you've requested password reset link, go to your email and click on the password change link (if you can't see the link, please check **SPAM** or **JUNK** folders!). After the password change process is done (i.e. you've followed the link), a message on the confirmation page will appear.



5. ADDING DEVICE TO THE APP

Eldes Security app supports only these devices: ESIM384 (**all versions**) and Pitbull Alarm PRO (**all versions**); ESIM364 with firmware version higher than **V02.10.00**; Pitbull Alarm (EPIR3) with firmware version higher than **V01.02.00**. We **highly recommend** you to update any possessed device to the newest firmware version, in order to avoid any unexpected inconvenience.

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ଛାଇଅ≣ଷ୍ଟ ଓ ଏହି*⊿ ଜେ≊0720 <	Add new location
	location name*
Locations	smart ID* /1ER8ED1C8CER9A953A0508B05
No locations added yet Please add new location by pressing Add new location	or (B [®] Scan smart ID)
button below	device phone number +37060000001
Add new location	Cancel Add

Upon the first login, you will see the screen option saying **Add locations**. Click on the option **Add locations** and you will be offered to add a new device by filling in required details:

• Location name - enter any name that you prefer.

- Smart ID enter smart ID of the device exactly as it is, WITHOUT any gaps in between symbols. Smart ID consists of 24 symbols and it can be
 obtained from Eldes Utility software's menu section Cloud Services.
- Scan smart ID You may also choose to scan your smart ID.

In order to see and scan the smart ID QR code, first you must enable Cloud Services option in Eldes Utility software's configuration

Device phone number – number of SIM card, inserted into device. The number is optional, thus it may be useful.



When you fill in all the required fields, click on Add and you will be notified by a message of successfully completed action. Then wait for a couple of minutes, until the data between your newly added device and the app synchronizes.

IN CASE OF UNSUCCESSFUL ATTEMPT TO ADD DEVICE, please check the following:

- The Cloud Services option is disabled on your Eldes device;
- · The adding process was interrupted and not all data was uploaded to server;
- Eldes device does not have access to mobile data network;
- · Mobile data services are not ordered on the SIM card, inserted into device;
- · The GPRS settings are wrong (APN, Username, Password);
- · The GSM antenna is not connected or connected improperly;
- · 3G Sim card is used while device only supports 2G network;
- · The PIN code requirement is enabled on the SIM card;
- The device is in place with low GSM signal.

After the location is added, you will be prompted for the correct User PIN code – this request will allow you to access configuration of the device (to enter the Main menu's screen) and configure it according to your needs.

NOTE about User code: the system supports numeric codes, identified as User code, allowing to carry out system arming/ disarming as well as minor system configuration and control. User code partition determines which system partition (-s) can be armed/disarm using a certain user code. Also, user code must be assigned to the same partition as the keypad (if wired/wireless keypad is used) in order to arm/ disarm the system by keypad.

6. INSIDE THE MAIN MENU (Overview)

On the Main menu's screen you will find the following sections and information: $\ensuremath{\textbf{Home}}$ - device control.

Location - manage locations (add new devices (up to 10) or remove any unnecessary device).

Users - manage users (add new users (up to 10) or remove any of them).

My Profile - view or edit your profile (change email or password; delete account).

Settings - manage additional settings (select the device you wish to control; change your language; enable or disable push notifications; select or unselect those events you'd like to receive via push notifications (if these events occur)).

Logout - log out from the app (ends user's session).

Information (above all sections):

Current user's account status (Master user or simple user) and user's email address (account holder's email).

Information (below all sections):

My new location - clicking on the drop-down menu let you choose which location's notifications you will see.

View all - allows you to see all available notifications from every added device in one place. **Pay attention** that when you enter the notification mode View all, the layout of Main screen's sections will differ (you will see a thin line with small icons in the upper part of your smartpone's screen; check images below):

		all 45% 1 734
	wappuser@mail.c Status: user account	
	Sa Locations	© Settings
	오 My profile	[} Logout
Filter by l	ocation -	View all
Alarms 2017.11.20 16:4 Zone DuruM	19:46 agnetas alarm	
System	10:00	
2017.11.20 11:0 Periodical inf		
2017.11.20 11:0 Periodical inf Alarms 2017.11.18 08:3 Zone DuruM	3:45 agnetas alarm	



6.1. HOME section

Device control section, named Home, is divided into 4 parts: Areas, Temperature, Automation and Notifications (please find the description below images).



Areas - allows user to arm, stay arm, disarm system's partitions and bypass violated zones;

Temperature - allows user to check the current temperature value of the selected temperature sensor(s);

Automation - allows user to control all available PGM outputs (turn them ON or OFF);

Notifications - allows user to check the system log of the currently selected location and all various notifications concerning this location. These notifications may also be chosen from the list and the users menu. Additionally, user may go directly to the list of all locations to control another device (the location's icon is in the upper right corner).



Starting from version v2.1.0, when entering Home menu, you will see Video section instead of Notifications section (the later will still be available on the main screen of your application).

6.2. LOCATIONS section

Under Locations section you will find the list of all added devices. Please look at the image below:

My new location My new location Pitbull@work Pros		٢		X dan B	11.00
Wy new location Image: Construction Image: Construction Image: Construction	<	N	Iy locations	° ^,, 35% _	⊕ (±)
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	6	Pitbull@	work	4	۵¢
		\$			

In this section you will see the following information:

Location name - the name of the selected device (i.e. location);

Partitions list - the listing of all available partitions (1 in Pitbull Alarm/Pitbull Alarm PRO, up to 4 in ESIM364/ESIM384);

The actual status of these partitions - armed (red padlock icon) or disarmed (green padlock icon);

Image - a predefined image or an uploaded photo from your smartphone's gallery, that will help to recognize the location or make it colourful);

The exclamation mark icon on top of the location's image place - indicates that some issues have occurred (or the system has caused an alarm);

The plus option (+ sign) in the upper right corner - if you wish to add more devices (up to 10), you'll need to click on the plus (+) button/option to add a new location (i.e. a new device). Then enter all required details of your new device (keep in mind that you can encounter all the necessary information in our software Eldes Utility).

Settings icon O - if you wish to adjust settings of a certain location, you need to click on the settings icon right to the name of that location. When you do that, an additional settings menu will open, where you will see and be able to change the following:

Device IMEI - 15-digit IMEI number;

Device model - ESIM364, ESIM384, Pitbull Alarm or Pitbull Alarm PRO;

Device firmware version - the current firmware version;

Status indicates whether device is online or offline;

GSM signal strength - a scale indicating whether the signal is good or low;

Battery status – OK or Bad;

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< Locatio	n settings
Location nam My new location	ne Ø
Location phot +37069565195	ne number 🧷
Photo	Change
Device IMEI	353386065711653
Device model	ESIM384
Device firmware versi	on V01.01.02
Status	Online
GSM signal strength Battery Status	al Ok
-	
Areas	>
2 1	





Location name - you may change it;

Location phone number - you may change it as well;

Image - choose the preferred image;

Areas - see names of all active areas (i.e. Partitions), and select a preferred individual image for each of those areas;

Temperatures - view the current temperature value of the predetermined temperature sensor(s));

Automation - view the list of all available PGM outputs;

Delete location – an option to remove the current device from your application's list of controlled devices; **Migrate device** (see explanation below): Migrate device offers an opportunity to transfer device to different account. In order to make it happen, you simply have to enter an existing email address (mandatory) and a short text message (optional). Then click on **Migrate** button and you will see a warning message. If you haven't changed your mind – tap on the **Migrate** button again and the action will be completed (to cancel migration process, click on **Cancel** option). Take a look at some visual examples below:



6.3. USERS section

In the **Users** section, you will find the following information:

Account users - shows the list of users that are allowed to control the alarm system.

Status - status of individual user's account (Active/Inactive).

Add new user - allows to add new users (up to 10) or remove any of them.

The latter option will be explained with more details.

To add a new user, click on the option Add new user and fill all the mandatory details:

Username; email address; password; re-type password.

Also, you will have to choose the initial **User status** (by default - active) and **Assign location**, which will be available for this user's control (by default – disabled). After all fields are filled in and options selected, click on **Add** button to continue or **Cancel** (in case if you have changed your decision to add a new user).

Take a look at some visual examples below:



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Please keep in mind that **ONLY** Master user (i.e. Main account's Administrator) is able to manage users: add new users (up to 10) and permit them to use a certain active Location (i.e. Device). Note that newly created Users are **NOT** able to add new Locations themselves.

To delete an existing user, click on his username and scroll to the bottom of the screen, where you will find an option **Delete user** – click on it and you'll see a warning message. To confirm the action, click on the **Delete user** button again (to cancel the process, click on **Cancel** option). Take a look at some visual examples below:







6.4. MY PROFILE section

When you enter My Profile section, the following information will appear:

Account status – shows whether you are a Master user (Administrator) or a simple user. Email address – account holder's email address (can be changed by pressing on the pencils icon). Password – account holder's email address (can be changed by pressing on the pencils icon). Last visit date - indicates the latest date when the account holder has logged into the application. Registration date - indicates the date when the account holder started using the application. Delete account - an option to completely remove the current device.

The latter option will be explained with more details:

In case if you wish to delete your account, please click on option **Delete account** (at the bottom of the screen) and you will see a warning message. If you haven't changed your mind – tap on the **Delete account** button again and the action will be completed (to cancel the process, click on **Cancel** option).

THE "DELETE ACCOUNT" OPERATION IS NON-REVERSIBLE!

Take a look at some visual examples below:



6.5. SETTINGS section

When you enter Settings section, the following information will appear:

Language - allows to change the default language (English) to your preferred language.

Home screen – offers to select which device will be available for control, i.e. when you enter the Home section.

Push notifications – allows you to enable/disable push notifications; when this option is ON, you may choose (tick) those separate notifications which you want or don't want to be aware of. Please pay attention – if you make any changes concerning this **Push notifications** option, then you **MUST** click on the **Apply** button – otherwise you changes will not be saved. Take a look at some visual examples on the following page:



6.6. LOGOUT section

Whenever you wish to end your session and completely exit the application – click on that section's **Logout** icon and you will see a warning message. If you haven't changed your mind – tap on the **Logout** button again and the action will be completed (to cancel the process, click on **Cancel** option).



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