DSC NEO APP USER SETUP GUIDE

Android & IPhone v3.0 by Liam M.
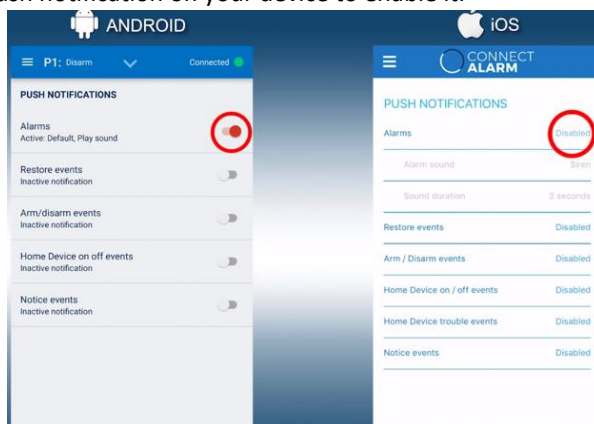
Search & Install the DSC SECURITY APP from your App Market named:

ConnectAlarm

Once the ConnectAlarm APP is Installed & Opened – Follow the below to setup:

- **Scroll down and accept Both User Agreements** *(Tick and OK)*

- **The welcome screen now will ask you to Enter a Server Address:**
  Please enter the following: connect.tycomonitor.com   *(*lowercase + Press OK once complete)*

- **You will now be greeted with a Login page – Please press Sign up if you are a first time user by following the prompts to enter your Email address and Password. Once complete you will be sent an Email from "Johnson Controls" with an Access code.**

- **Enter the Access Code from the above email when prompted in APP**

- **You will now be asked to Enter the Following**

- **Panel Alias: Home Security**

- **Panel Serial: _____**

- **Master User Code:** *This is the code you enter in to your DSC Alarm System to disarm.*

- **Once you have completed the above information and pressed the "Connect" Tab, if you aren't automatically logged into the system you will see the "Home Security" Tab on your main screen under Panel List. Press on this then enter your Master User Code and then press Proceed.**

- **You have now successfully added your alarm system to your mobile device.**
  Please below information for how to receive panel notifications.

- **To Enable Push Notifications to alert you when there is an Alarm or issue, Press the top left Menu bar** ☰

- **Press Panel Settings --> Scroll down and then Press Notifications**

  Note: all Notifications by Default are turned off unless changed. To enable these, simply press on each Event notification you would like to receive as a push notification on your device to enable it.

For more information, please see: http://dsc.com/connect-alarm/   C/o – Intelligent Home

Adding User Codes + App Access for Others

To allow a second, third or fourth user to access the alarm system via their mobile device, they must firstly download the ConnectAlarm app from their mobile App store.

Additional User to follow :

Once APP is downloaded it is very important that you SIGN UP for a new account through the app interface by simply following the prompts until they see the main ConnectAlarm page and press the SIGN UP! Tab toward the bottom.

Following Steps:

1. Follow the Prompts for the security agreement by reading and scrolling down to the bottom of the page, selecting I accept Privacy Notice and pressing Accept.

2. You will now need to enter the Server Address: **connect.tycomonitor.com**

3. Press **SIGN UP!** Entering the email address you wish to have linked

4. An Email will then instantly be sent to the email address entered, which contains an E-Mail code.

5. They will now enter this code into the next section on the ConnectAlarm APP – *Your account will then be activated*

6. Simply Enter the password you desire in the 2 given spaces which needs to be no less than 8 characters long and in include a "Special Character" and length. – *Special Characters include: @#$%^&**

7. Once completed the next page on the APP will ask you to Add Panel, you can simply now close the app then and wait for the Master user to follow steps below to add you to their DSC Alarm system.

8. Once the Master user has added you to their DSC Alarm system account, you will find a new email come through which will let you now you have been granted access to this alarm system,

- Simply open the ConnectAlarm App once again enter your Email address and your Password you used earlier to sign up, Press the "Remember Password" **then press (LOGIN)**

- The next page will show you the new alarm system you have been added to. This will display as a string of numbers, if you would like to change this to a name so you can identify the property you are using this at, simply press the PEN in the top right hand corner (edit button) then press on the PEN next to the site (numbers) and enter a new Panel Alias – For example: Johnson Home Alarm and press OK wait for it to update then press the DONE button in the top right corner to get out of Editing.

- Press on your newly named Home Alarm Site and Enter the 4-Digit Alarm Code you have been given or requested from your Master User – The site will take a few seconds to load and you are now able to control the alarm*

**See Next Page for Master User – Additional User Setup Cont.

Adding User Codes + App Access for Others Cont..

Master User To Follow :

The <u>Master Code User</u> **must be the one to adding additional Users, Codes and App access through the** <u>ConnectAlarm</u> **APP.**
THE ALARM MUST BE DISARMED WHEN ADDING OR MODIFYING USERS

To add additional Users, Codes and App Access please follow the following procedure:

1. Open the ConnectAlarm APP on your mobile device
2. Press on your home Site: **Home Security**
3. Once you have logged in to your Alarm System Press the <u>Menu button</u> in the top left corner
4. **Press: Panel Settings**
5. **Press: Users**
6. **You will now see all the Users in the alarm system**
   <u>User 1 is YOU! The Master User</u> – by pressing on User 1 you can change your NAME, Change your PIN (for App login, arming/disarming) the system and or update the email associated to the APP.
7. **<u>To enter a NEW User</u> into the Alarm System and APP, Press on the Next user slot available** *i.e. User 2,3,4 etc*. **this is the next user you are now going to give access to your Alarm System to with access to Arm/Disarm the alarm system with either the APP or a CODE on the Keypad**
8. *Example:* Press on **User 2:**
   Enter a Name for this user: *for example: John Doe*
   - **Enter a 4-digit Pin code for this user:** *for example: 1010*
   - **Select the Partitions this user has access to:**
     In general leave this as default "all partitions"
   - **Enter this users Email address to associate it with this account**
   - **Once complete press [DONE] and wait for the system to confirm it has completed this, then you can exit this section or the APP.**

- User 2 will now receive an Email from "Johnson Controls" with an Access code. Write this down or copy this code on your device, using the push to copy feature on your mobile device.

- User 2 will need to download the <u>ConnectAlarm</u> App and follow guide in above section^.

**To remove a USER from Access and APP Control, simply login to your home site, go to users tab, press on the user you want to remove access to and press the (-) next to the users email, this will revoke access and delete the user from the panel.

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