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1.0 ABOUT THIS GUIDE

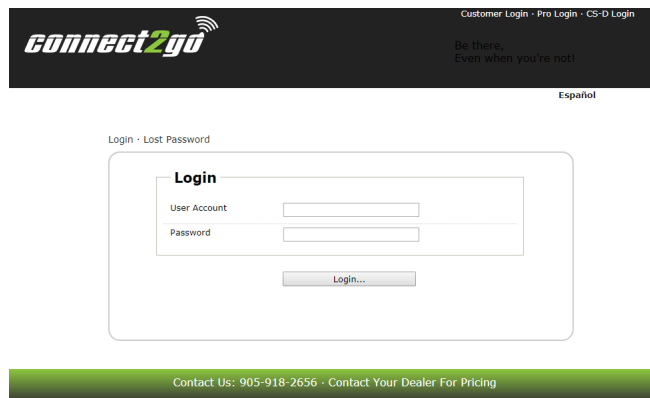
This User Guide provides information on how to use your connect2go system.

Throughout this user guide, unique terms will be referenced. Please take a moment to review the Glossary located at the end of this guide prior to reading subsequent sections.

2.0 ACCESSING YOUR CONNECT2GO ACCOUNT FROM A WEB BROWSER

2.1. Account Login

To access your connect2go account from a web browser, go to www.connect2go.com, enter your **User Account** name and **Password** and click the **Login** button.

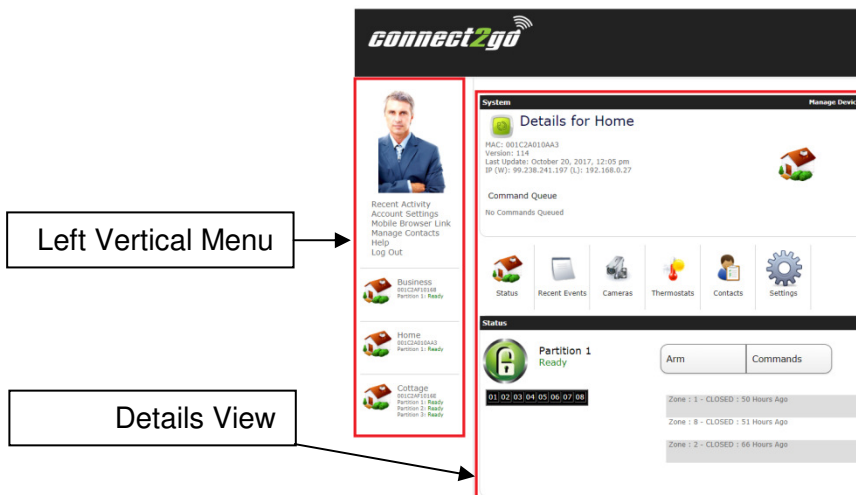


2.2. Landing Page

Following your successful login, you will see the Recent Activity page for your account. For further information on Recent Activity, refer to section **3.0 Recent Activity**.

2.3. Left Vertical Menu and Device View

Throughout this guide, there are references to the **Left Vertical Menu** and **Details** view. Both are highlighted in the following image:



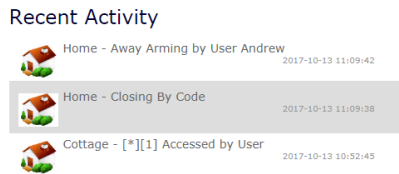
2.4. Web Portal Refresh

The Web Portal refreshes automatically every 2 minutes. If you experience a screen change, this is normal. The automatic Web Portal refresh ensures you are viewing the most recent information for your account and Devices.

3.0 RECENT ACTIVITY

The **Recent Activity** link from the left vertical menu provides a chronological log of events that have transpired on the Devices within your connect2go account. If you have more than one Device linked to your connect2go account (e.g. home and cottage), you will see events from both Devices.

Note - only the last 10 events within the last 5 days are shown.



4.0 ACCOUNT SETTINGS

The **Account Settings** link from the left vertical menu enables changes to be made to your user account settings. Once clicked, the following subsections will be presented.

4.1. User Picture

A unique user image can be uploaded to replace the default placeholder. Once successfully uploaded, the new image will be presented at the top of the left vertical menu.

To upload a new image file, click the **Choose File** button to browse to the file location. Once located, click the **Upload Picture** button.

Note - Your image must be in jpg, png or gif format and for best results should be 250 pixels tall and 250 pixels wide. The maximum file size is 1MB.

Default Image



Upload New Picture

Your image must be in jpg, png or gif format and for best results should be 250 pixels tall and 250 pixels wide.

Choose a file to upload:
 No file chosen

Uploaded Image



Upload New Picture

Your image must be in jpg, png or gif format and for best results should be 250 pixels tall and 250 pixels wide.

Choose a file to upload:
 No file chosen

4.2. User Information

User information for the account holder can be updated by scrolling to the bottom of the user information screen and clicking the **Change** button. Following, an editable view will appear.

While most fields are intuitive, some are of specific interest:

4.2.1. Email/Account ID

This field must contain the email address used to login to the account. If you change the email address, the new email address must be used for login purposes.

4.2.2. Time Zone - Account Settings

This field should be configured as the Time Zone in which the account holder is resident in. This ensures the time stamp on notifications works correctly. Refer to section **8.6 Time Stamps for Alerts and Push Notifications** for additional information.

Current User Information:

First Name: Steve
Last Name: Smith
Company:
Email/Account ID: connect2goexample@gmail.com

Address: 123 Main St.
Address 2:
City: Toronto
State/Prov: ON
Country: Canada
Zip/Postal: L4G 6H8
Phone: 6475033406
Units: Metric
Time Zone: America/Vancouver
Language: English

Editable View:

Account Settings

First Name:
Last Name:
Company:
Email/Account ID:
Address:
Address 2:
City:
State/Prov:
Country:
Zip/Postal:
Phone:
Units:
Time Zone:
Language:

Once all changes have been entered, click the **Save Changes** button.

4.3. User Password

4.3.1. Change User Password

Your connect2go user password is used to gain access to your account. Your connect2go user password can be changed when necessary. We recommend you change your password often for security reasons. To change the password:

1. Scroll to the Change Password subsection.
2. Enter the new password in both fields
3. Click the **Change Password** button.

Change Password

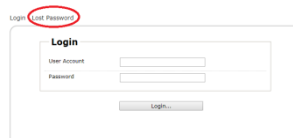
Password:

Verify Password:

4.3.2. Lost User Password

Your connect2go user password can be reset if forgotten.

1. From the user login screen, click the **Lost Password** link.
2. Enter your User account and then click the Send Password... button.
3. A pop-up message will appear stating Your new password has been e-mailed to you at exampleemailaddress@gmail.com.
4. Retrieve the new password from your email. Look for an email from **noreply@connect2go.com**. If you do not receive the email, check your spam or junk email folders.
5. Login using your user account and your new password from **noreply@connect2go.com**.



4.3.3. User Password - Dealer Assistance

If you are unable to login to your connect2go account and you are unable to reset your password, contact your dealer for assistance. Your dealer can reset your password if required and can assist you with your login.

4.4. Mobile Portal Link

*Note - if you have an iPhone or Android-based phone, we strongly recommend installing the connect2go mobile app. In this situation, skip section 4.4 and proceed to section 9.0 **Connect2go Mobile App** for additional information.*

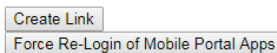
If your smart phone does not have a native “app” (you are using a smart phone that is not IOS or Android based), you will need to install the Mobile Portal via a web-app. An example of this type of phone is Blackberry. The Mobile Portal Link provides most of the same functionality as the Connect2Go app. One exception is the Mobile Portal Link does not support Push Notifications.

To provide the mobile portal web-app on this type of smart phone, you will need to first create the link and then send the link to your smart phone.

Note - sending a mobile portal link does not enable Alerts. Refer to section 7.0 **Configuring Alerts** for additional information.

1. Click the Account Settings link from the left vertical menu.
2. Scroll down to the Mobile Portal Link.
3. Click the Create **Link** button.

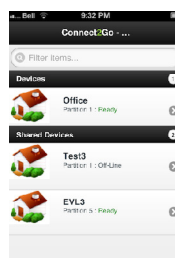
Mobile Portal Link



4. A new page will pop-up prompting '**Success your link has been created!**'. Click the **Finished** button.
5. The link can be sent via email in one of two ways. If you would like to use the default account email address, simply click the **Email Link** button. If you would like to use an alternative email address, enter the address and then click the **Email Link** button.
6. Click the **Finished** button.

Note: Only one link can be active at a time. If you would like someone else to have mobile access to your account, you should forward the current link to them (e.g. everyone must share the current active link).

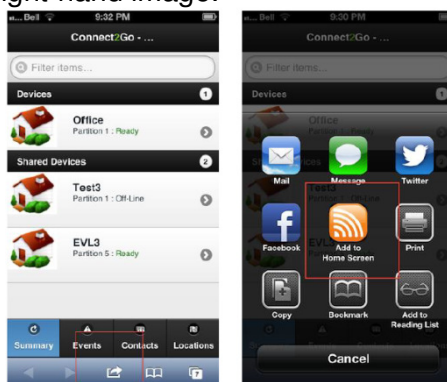
7. Once the email is received, open the email on your smart phone and click on the link to get the mobile portal to open in your browser. The mobile portal should look like this:



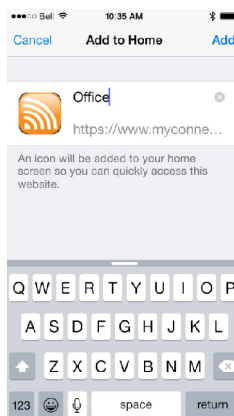
- To get the Mobile Portal Link to appear as an icon like any other App on your smart phone, you need to bookmark the mobile portal to the home screen. The process to create a bookmark for an iPhone is outlined on the following pages. For other device types, follow the appropriate procedure to add an icon to the home screen as per the device manufacturer.

4.4.1. Bookmark Mobile Portal Link - iPhone Customers

- Click the Share button located in the middle at the bottom of the screen as shown in the left-hand image. Then click Add to Home Screen located in the middle of the next screen as shown in the right-hand image.



- The Add to Home screen should appear and the bookmark can be renamed. Once the bookmark is named, click Add located in the top right-hand corner of the screen. Your bookmark is now added.



- Following the addition of your bookmark, you must configure your Alert preferences. Refer to section 7.0 Configuring Alerts for more information.

4.4.2. Lost Smart Phone

If you are using the Mobile Portal Link or the connect2go app on your smart phone and you lose your phone, you can remotely logout that phone from your connect2go account.

- Click Account Settings from the left vertical menu.
- Scroll down to the Mobile Portal Link.
- Click the **Disable Link** button.
- If you do not have a Disable Link button, click the **Force Re-Login of Mobile Portal Apps** button.
- Following the Disable Link / Force Re-Login, we recommend you change your user account password. Refer to section 4.3.1 **Change User Password** for more information.

4.5. Privacy Settings

Your dealer may have added one or more connect2go compatible **Cameras** on your account. If enabled, your dealer can view your cameras if necessary (e.g. troubleshooting purposes). To enable your dealer to view your cameras, click the box to the right of the option titled **Dealer Can View Cameras** and then click the **Change Privacy** button.

Note - this setting can be disabled at any time by the account holder by unchecking the box to the right of the option and clicking the **Change Privacy** button.

Refer to section 8.3 for additional information regarding Cameras.

5.0 MOBILE PORTAL LINK

Refer to section 4.4 for additional information.

6.0 MANAGE CONTACTS

For the purpose of receiving Alerts from your system, users must configure Contacts. A Contact is an unique alerting method. A Contact should not be thought of as an individual user of the system. Rather, Contacts are configured for each unique Alert method desired.

There are three types of Contacts that can be configured:

1. Email
2. SMS
3. Mobile app push notifications

For example, Steve Smith is the sole user of a given system. Steve would like to receive Alerts from his system via email and SMS. Steve must configure two unique Contacts on his system - one for the email settings and another for the SMS settings.

Once unique contacts are configured in your account, each Contact can be configured to have unique Alert preferences based on their specific needs. To create new contacts, configure new or existing contacts, and delete contacts, start by clicking the **Manage Contacts** link on the left vertical menu.

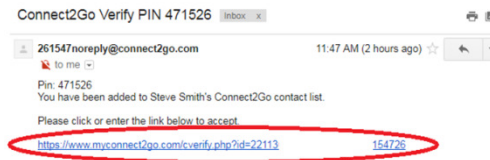
6.1. Create New Contact

1. Click the **Create New Contact** button at the top of the Manage Contacts screen.
2. Enter the given name and surname of the new contact in the **Contact Name** field.
3. Select one of the two Alert preferences by clicking the appropriate radio button:
 - a) eMail
 - b) SMS
4. For eMail alerts, enter the desired **eMail Address** for the contact.
5. For SMS alerts, enter the **Cell Number** for the contact. Then select the appropriate **Carrier** associated with the Cell number using the drop-down menu.
6. Click the **Add Contact** button.

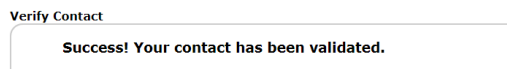
6.2. Verify New Contact - eMail

Following the creation of a new Contact with alerts to be sent via email, you will need to verify the contact's email address with the connect2go server. The contact's email address will not receive alerts until the email address is verified. To verify the contact's email address, login to the email address entered for the contact and retrieve the email sent from connect2go. Select one of the following two methods to verify the email address:

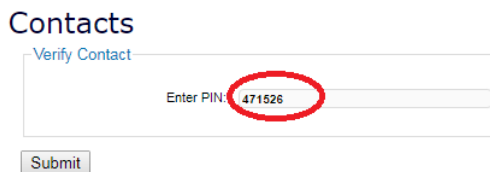
1. **Email Link** - Click the link at the bottom of the email to verify e.g.:



After clicking the link provided in email, a browser page will pop-up containing verification:



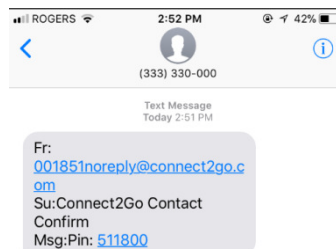
2. **Enter the 6-digit PIN** provided via email:
 - a. From the Manage Contacts page (select **Manage Contacts** from the left vertical menu), locate the new contact with the parenthetical statement (**Not Verified**) beside the contact name and click the **Enter PIN** button.
 - b. Enter the 6-digit PIN found in the email referenced in step (1) above and click the Submit button:



6.3. Verify New Contact - SMS

Following the creation of a new Contact with alerts to be sent via SMS, you will need to verify the contact's Cell Number with the connect2go server. The contact's Cell Number will not receive alerts until the number is verified. To verify the Cell Number, locate the SMS message received from connect2go. Verify the Cell Number as follows:

1. Enter the 6-digit PIN provided via SMS:
 - a. From the Manage Contacts page (select **Manage Contacts** from the left vertical menu), locate the new contact with the parenthetical statement (**Not Verified**) beside the contact name and click the **Enter PIN** button.



- b. Enter the 6-digit PIN found in the SMS message and click the Submit button:

Contacts

Verify Contact

Enter PIN: 511800

Submit

Note - ROGERS CUSTOMERS AND SMS NOTIFICATIONS

Rogers charges customers for the relay service used by Connect2Go to provide SMS notifications. Rogers calls this service E-mail to TXT and your Rogers account must be subscribed to this service for the SMS function to work from Connect2Go. There are a series of commands for this service outlined on Roger’s website by following this link:

http://www.rogers.com/web/Rogers.portal?_nfpb=true&_pageLabel=GCT&_nfls=true&setLanguage=en&sub_template=email_text_commands&template=wireless-text

If you have the service turned on but you are still experiencing difficulties, you should add www.connect2go.com to the allow list. That is one of the commands under the Administrative Commands at the link above.

6.4. Assign Devices



Once a new contact has been created and verified, a Device must be assigned to the contact. In other words, we need to link the security system to the contact. To assign a device to a contact, complete the following steps:

1. Click the **Manage Contacts** link from the left vertical menu.
2. Select the appropriate Contact.
3. Click the **Assign Devices** button.
4. Locate the appropriate Device and click the Enable button for the security system that is to be assigned to the contact.

Note - each device can be assigned to multiple contacts.

Contacts

Contact: Steve Smith

	Cottage	001	6E	Enable
	Home	001	68	Enable

Back to Contacts

5. Following the Enable button, a new page will pop-up to establish Alert preferences. Refer to section **7.1 Initial Alert Configuration for a New Contact** for further information on establishing Alert preferences.
6. From the Alert preferences screen, click the **Back to Assign Summary** button and repeat step (4) above for additional Devices if applicable.

6.5. Change Contacts

You can make modifications to existing contacts when required. Click on the desired contact within the Contacts list and then click the Change button. Following, an editable view will pop-up. Enter the desired changes and click the Save Changes button.

Note - if you make any change to an existing Contact setup for email, you will need to re-verify the contact. The steps involved are the same as those applicable to verifying a new contact setup for email. Refer to section **6.2 Verify New Contact - eMail for more information.**

6.6. Delete Contacts

You can delete Contacts when required. The steps involved are as follows:

Delete Contact setup for email - Click on the desired contact within the Contacts list and then click the Delete button. A pop-up window will appear to confirm your selection. Select OK to proceed.

Delete Contact setup for the connect2go app - Contacts relating to Android and iOS apps can only be deleted by removing the app from the smart phone. The Contact will be automatically removed by the connect2go server then next time an alert is attempted.

6.7. Special Notes About Contacts

1. The maximum number of contacts per account is 30. If you need more than 30 contacts, we recommend creating an email distribution list.
2. When a new user logs in to their account for the first time, one contact will automatically be created.
3. When a user installs the connect2go mobile app and logs in through that app for the first time, a new contact will automatically be created.
4. Users are encouraged to Modify their Contact Names to avoid confusion between individual contacts. For example, when a contact is automatically created for the connect2go mobile app, it will have a generic contact name e.g. **iPhone6,1**. This could be changed to **Steve Smith mobile app** to avoid confusion with another users mobile app.

7.0 CONFIGURING ALERTS







7.1. Alert Configuration for a New Contact

Once a Device is Assigned to a contact (refer to section 6.4), a new page will pop-up to establish Alert preferences for that contact:

The screenshot shows the 'Contacts' alert configuration page. The page title is 'Contacts' and the contact name is 'Steve Smith, System: Home'. The page is divided into two main sections. The top section is a list of alert types, each with a checkbox: Alarms, Alarm Restorals, Misc, Arms, Disarms, System Troubles, Installer Maintenance, Network, Supervision/Line Cut, Zone Followers, and Zone Inactivity Timer Alert (Plus Feature). The bottom section is 'Message Format', which has three radio button options: Full (selected), SMS Style w/ Partition, and SMS Style w/o Partition. At the bottom of the page, there is a 'Set Alerts' button and a 'Back to Assign Summary' button. Three callout boxes with arrows point to specific elements: '1. Alert Types' points to the list of alert types, '2. Message Format' points to the 'Message Format' section, and '3. Option - Append Arming Mode' points to the 'Append Arming Mode' checkbox.

Each option listed down the left column represents an Alert type. By default, no Alerts are enabled for a new contact. To configure Alerts, perform the following steps:

1. Select each desired Alert type by clicking the box to the right of each Alert type. By default, all alert types are off.
2. Select the desired Message format from the following options:
 - a. **Full**(default option)
 - b. **SMS Style w/ Partition**
 - c. **SMS Style w/o Partition**

Message Type: Full	Message Type: SMS Style w/ Partition	Message Type: SMS Style w/o Partition
<p>Security Event: Opening By User Code 40</p> <hr/> <p> Connect2Go <noreply@connect2go.com>  to me ▾</p> <p>Security Event: Opening By User Code 40 Location: Cottage Time: 2017-10-17 08:54:58 Partition: Partition 1</p>	<p>Security Event: Opening By User Code 40</p> <hr/> <p> Connect2Go <noreply@connect2go.com>  to me ▾</p> <p>Location: Cottage Time: 2017-10-17 08:54:58 Partition: Partition 1</p>	<p>Security Event: Opening By User Code 40</p> <hr/> <p> Connect2Go <noreply@connect2go.com>  to me ▾</p> <p>Location: Cottage Time: 2017-10-17 08:54:58</p>

3. Append Arming Mode (option) - Some security panels send more than one event when the security system partition is armed. Enabling this option combines the two events into one and sends one Alert to the contact rather than two. By default, this option is off.
4. Once all desired Alert types have been selected, click the **Set Alerts** button in the lower left corner to save your changes.

Note - Alert preferences are set for each individual contact and for each Device that is enabled for that contact.

7.2. Alert Types

The following options are the unique **Alert Types** that can be enabled for each Contact:

Alarms - Alert is sent for any alarm situation on your system (e.g. burglary, fire etc.)

Alarm Restorals - Alert is sent when an alarm situation is resolved on your system

Misc - Alert is sent

Arms - Alert is sent when your security system is armed

Disarms - Alert is sent when your security system is disarmed

System Troubles - Alert is sent when there is a trouble condition on your security system e.g. low battery, power loss etc.

Installer Maintenance - Alert is sent when an installer changes settings in your security system within the installer menu

Network Supervision / Line Cut - Alert is sent when the connect2go server does not receive communication from a device within 10 minutes. An Alert is also sent when communication is restored.

Zone Followers - Alert is sent when a zone enabled for Zone Follower is opened/faulted or closed/restored. Refer to section 10.1 for more information.

Zone Inactivity Timer Alert (Plus Feature) - Alert is sent when a zone configured for Inactivity has been left in a certain state for a long period of time (e.g. garage door left open).

7.3. Alert Configuration for an Existing Contact (Modifying)

Alert configurations for any existing contact can be modified at any time. To make modifications to Alert configurations for an existing contact, perform the following steps:

1. Click the Manage Contacts link from the left vertical menu.
2. Select the appropriate Contact.
3. Click the Assign Devices button.
4. Locate the appropriate Device and click the Modify button to change Alert preferences for this Device.

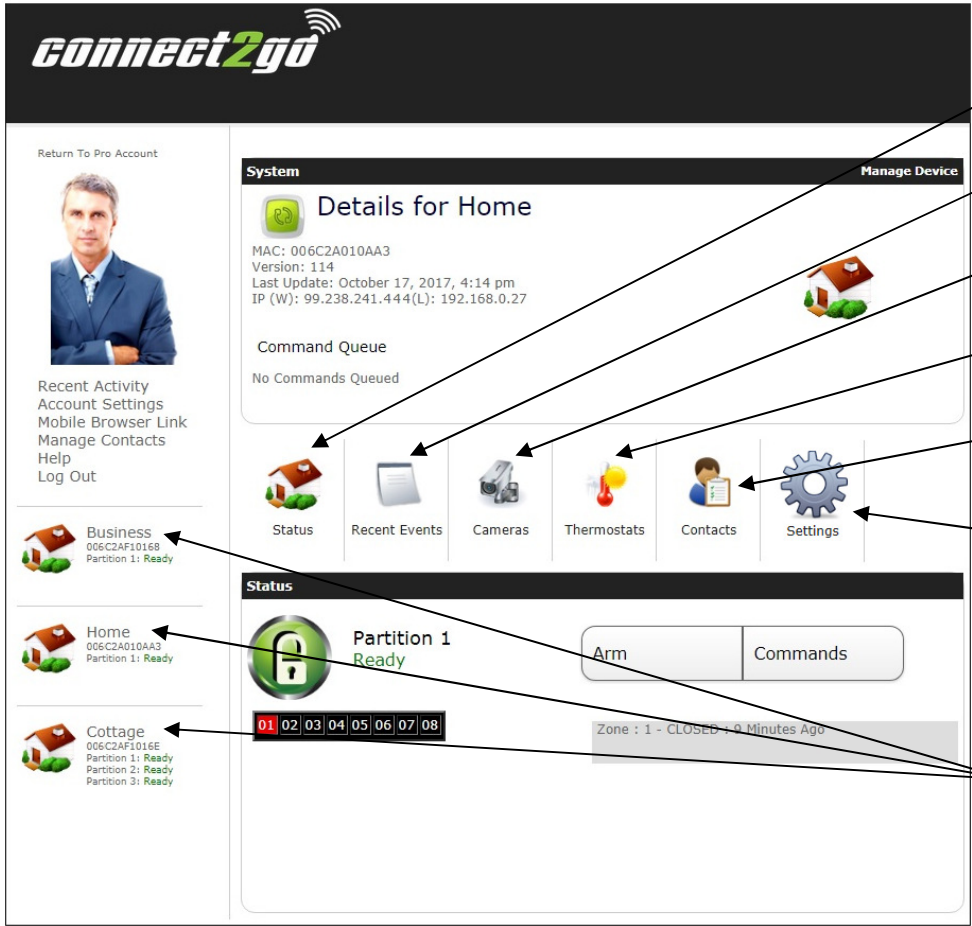


5. Change the Alert configuration as desired and click the Set Alerts button. For further information on how to set Alert preferences, refer to section 7.1.

8.0 USING YOUR CONNECT2GO SYSTEM

To access a given Device within your customer account, click on one of the Devices located in the left vertical menu. Once clicked, the following view will appear.

Each button located in the center of your view will take you to the corresponding page. Refer to the following subsections for information on each.



8.1 Status

8.2 Recent Events

8.3 Cameras

8.4 Thermostats

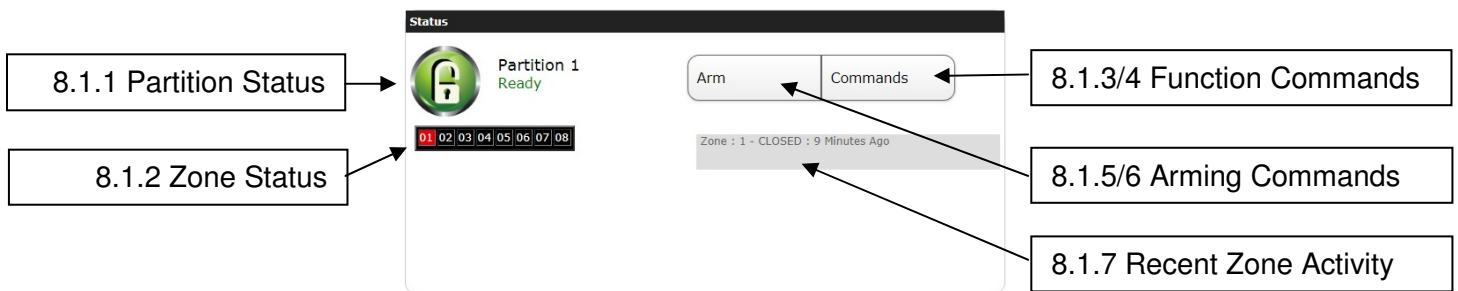
8.5 Contacts

Settings - refer to section 10.0

Devices assigned to your customer account

8.1. Status

Clicking the Status button presents the following view for each available partition on your Device.



8.1.1. Partition Status

The partition status will show the current state of the security system partition. When the state of the partition changes, the partition status will follow accordingly. Example status':



Partition 1
Ready

Ready (green) - the security system partition is ready to be armed.



Partition 1
Not Ready

Not Ready (black) - the security system partition is not ready to be armed. The Arming Command button will disappear until the partition is ready to be armed.

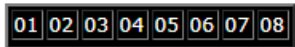


Partition 1
Away Armed

Armed (red) - the security system partition is armed.

8.1.2. Zone Status

The Zone Status grid is a dynamic representation of the current state of the individual zones assigned to the security system partition. The following zone status colors represent different states. Zone 08 is referenced only for example purposes:



All zones are closed/restored/ready



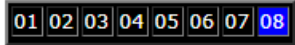
Zone 08 is open/faulted/not ready



Zone 08 is closed/restored/ready, but was recently opened/faulted (red)



Zone 08 is closed/restored/ready, but was opened/faulted during the past 2 hours. During this 2-hour period, the red color fades to black



Zone 08 has been bypassed and is currently closed/restored/ready



Zone 08 has been bypassed, but was recently opened/faulted (pink)

8.1.3. Function Commands - DSC Security System

Function Commands are instructions sent to the security system partition. The function commands available to you are dependent on the brand of security system you have as well as how your security system is configured. This section focuses on commands that are specific to a DSC security system.

First, click the Commands button. The following window will pop-up:

Toggle PGM - Enter the PGM # and then click the **Toggle PGM** button

Bypass - Enter the zone number and then click the **Bypass** button

Sequence - Enter the desired key presses and then click the **Send** button

Reboot - Click the **Reboot** button to reboot the connect2go IP module

Send Reset # - Click the Send Reset # button to send a # key press

Toggle PGM - A Programmable Output (PGM) provides the ability for a user to automatically control other elements with your security system. For example, a PGM could be installed to automate the opening and closing of a garage door. If a PGM has been installed, you can activate the PGM by inputting the PGM number in the PGM field and then click the **Toggle PGM** button. This will send a command to the security system to activate the PGM.

Each PGM number represents a unique output on the security system. If you have only one PGM installed, it is likely PGM #1. In this case, enter 1 in the PGM field and click the **Toggle PGM** button.

Bypass - In some situations, a zone on your security system partition might be temporarily out of service, but you still need to arm the partition. In these situations, you can **Bypass** the specific zone. A bypassed zone cannot cause an alarm while your partition is armed. The bypassed state for a zone will automatically be cancelled following the first disarm of the partition.

Example - A user would like to arm their partition, but zone 03 is in need of service. Enter 03 in the **Zone** field and then click the **Bypass** button. This will send a command to the security system to bypass zone number 03. Following, the Zone Status field will turn blue for zone 03 indicating the zone is now bypassed. Arm the system and zone 03 will not be able to cause an alarm during that armed period.

Sequence - Caution - this feature is for advanced users only!

The **Sequence** command enables you to send a unique command to your security system. A **Sequence** is a string of key presses executed all at once following the clicking of the Send button. Each character entered in the **Sequence** field represents a keypress on your security system keypad.

Example - **Code Required for Bypassing** feature is turned on - If your DSC security panel has the Code Required for Bypassing feature turned on, you will not be able to bypass a zone using the Bypass command. In this situation, you can send a custom Sequence to accomplish the goal of bypassing a zone. Enter the characters ***1xxxx01#** in the Sequence field and then click the **Send** button (xxxx represents the four-digit user code for the security panel).

Note - A maximum of 15 characters can be sent in one Sequence command. However, multiple Sequence commands can be sent one after another.

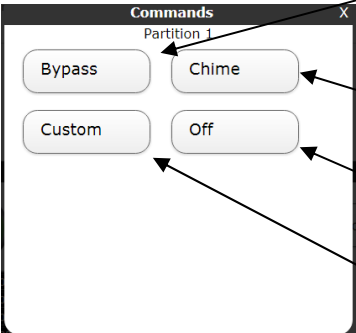
Send Reset (#) - Clicking the **Send Reset #** button is the same as pressing the **#** key on your keypad.

Reboot - Clicking the Reboot button sends a command to restart the connect2go IP module.

8.1.4. Function Commands - Honeywell Security System

Function Commands are instructions sent to the security system partition. The function commands available to you are dependent on the brand of security system you have as well as how your security system is configured. This section focuses on commands that are specific to a Honeywell security system.

First, click the Commands button. The following window will pop-up:



Bypass - Click the **Bypass** button, enter zone & user code, click **Enter**

Chime - Click the **Chime** button, enter user code, click **Enter**

OFF - Click the **Off** button, enter user code, click **Enter**

Custom - Click the **Custom** button, enter desired key presses, click **Enter**

Bypass - In some situations, a zone on your security system partition might be temporarily out of service, but you still need to arm the partition. In these situations, you can **Bypass** the specific zone. A bypassed zone cannot cause an alarm while your partition is armed. The bypassed state for a zone will automatically be cancelled following the first disarm of the partition.

Example - A user would like to arm their partition, but zone 03 is in need of service. Click the Bypass button and a pop-up window will appear. Enter 03 in the **Zone** field, enter your user code in the **Code** field and then click the **Enter** button. This will send a command to the security system to bypass zone number 03. Following, the Partition Status will change to ready indicating the zone is now bypassed. Arm the system and zone 03 will not be able to cause an alarm during that armed period.

Chime - The **Chime** command sends an instruction to the security system partition to enable the **Chime** feature. Once enabled, the opening of doors and windows will sound the **Chime** feature on the keypads.

To enable, click the **Chime** button, enter your user code in the pop-up window and then click the **Enter** button.

Custom - Caution - this feature is for advanced users only!

The **Custom** command enables you to send a unique command to your security system. A **Sequence** is a string of key presses executed all at once following the clicking of the Send button. Each character entered in the **Sequence** field represents a key press on your security system keypad.

Example - **Activating a programmed Macro key** - If you programmed a Macro Key on your security panel partition, you can activate it using the Custom command. For instance, if you have Macro Key 'A' programmed, you can activate it by entering the characters **Axxxx** in the Sequence field and then click the Enter button (xxxx represents the four-digit user code for the security panel).

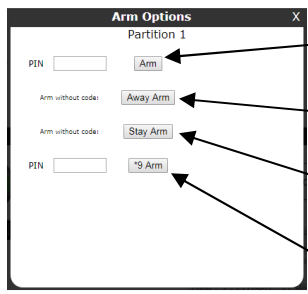
Off - The Off command sends an instruction to the security system partition to disarm. To execute the **Off** command, click the **Off** button, enter your user code in the pop-up window and then click the **Enter** button.

8.1.5. Arm Commands - DSC Security System

Arm commands are instructions sent to the security system partition to Arm. The Arm commands available to you are dependent on the brand of security system you have. This section focuses on commands that are specific to a DSC security system.

Prior to Arming a given partition, the Partition status must be ready. Close/restore any open zones before proceeding.

First, click the **Arm** command button. The following window will pop-up presenting Arm Options:



Arm - Enter your user code in the PIN field and click the Arm button

Away Arm - Click the Away Arm button

Stay Arm - Click the Stay Arm button

***9 Arm** - Enter your user code in the PIN field and click the *9 Arm button

Arm with User Code - Used when nobody will be inside the partition during the armed state and you desire having a record of which specific user armed the partition.

Enter your user code in the **PIN** field, then click the **Arm** button. The security system partition will start the normal arming sequence. All installed keypads will start announcing the standard exit delay tones. Normal exit delay timing will take place. Anyone present inside the premises can exit before the exit delay time expires. Once armed, the Recent Events log will contain two events:

1. Closing by User Code XX
2. Away Arm Mode

Away Arm without code - Used when nobody will be inside the partition during the armed state and you do not desire having a record of which user armed the partition.

Click the **Away Arm** button. The security system partition will start the normal arming sequence. All installed keypads will start announcing the standard exit delay tones. Normal exit delay timing will take place. Anyone present inside the premises must exit before the exit delay time expires.

Note - If nobody opens and closes an entry/exit door during the exit delay time, the arming mode will change to Stay Armed.

Stay Arm without code - Used when people will be inside the premises during the armed state. All interior zones will not be armed.

Click the **Stay Arm** button. The security system partition will start the Stay Arming sequence. All installed keypads will beep announcing the start of Stay Arming exit delay, but then be silent for the remainder of the exit delay time. Normal exit delay timing will take place. Anyone present inside the premises can exit before the exit delay time expires.

Note - If anyone opens and closes an entry/exit door during the exit delay time, the arming mode will change to Away Armed.

***9 Arm with User Code** - Used when people will be inside the premises during the armed state and nobody will be entering the partition during the armed state. All zones normally having an entry delay will have none.

Enter your user code in the **PIN** field, then click the ***9 Arm** button. The security system partition will start the *9 arming sequence. All installed keypads will not announce any exit delay tones. The Armed light on installed keypads will flash and normal exit delay timing will take place. During the *9 armed state, the armed LED will continue to flash indicating there is no entry delay. Once armed, the Recent Events log will contain three events:

- 1) Closing by User Code XX
- 2) No Entry Arm Mode
- 3) Away Arm Mode

Disarm - Used to disarm an armed partition.

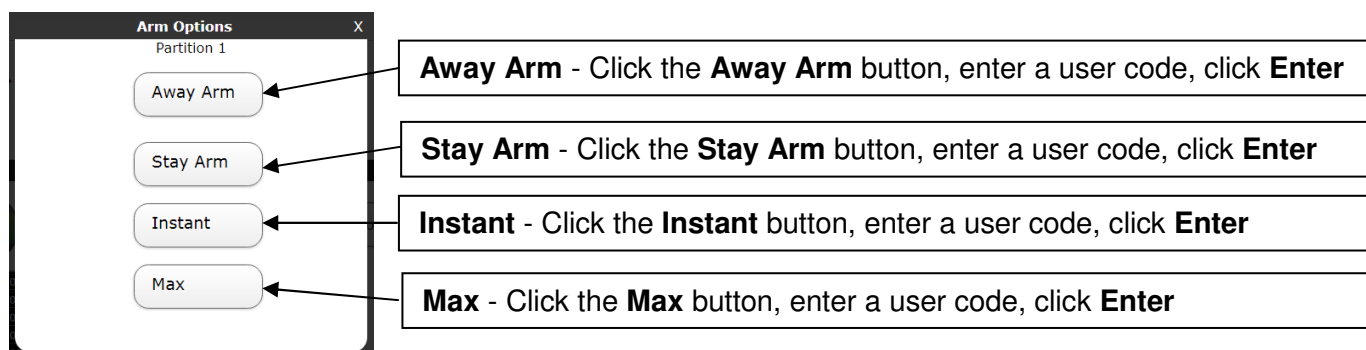
Click the **Disarm** button and a pop-up window will appear. Enter your user code in the **PIN** field and click the **Disarm** button. The security system will disarm.

8.1.6. Arm Commands - Honeywell Security System

Arm commands are instructions sent to the security system partition to Arm. The Arm commands available to you are dependent on the brand of security system you have. This section focuses on commands that are specific to a Honeywell security system.

Prior to Arming a given partition, the Partition status must be ready. Close/restore any open zones before proceeding.

First, click the **Arm** command button. The following window will pop-up presenting Arm Options:



Away Arm - Used when nobody will be inside the partition during the armed state.

Click the Away Arm button. Following, the pop-up window will change prompting for entry of a Code. Enter your user code in the Code field, then click the Enter button. The security system partition will start the normal arming sequence. All installed keypads will start announcing the standard exit delay tones. Normal exit delay timing will take place. Anyone present inside the premises must exit before the exit delay time expires.

Stay Arm - Used when people will be inside the premises during the armed state. All interior zones will not be armed. Entry delay will take place is someone opens an entry/exit door during the armed state.

Click the Stay Arm button. Following, the pop-up window will change prompting for entry of a Code. Enter your user code in the Code field, then click the Enter button. All installed keypads will beep announcing the start of Stay Arming exit delay, but then be silent for the remainder of the exit delay time. Normal exit delay timing will take place. Anyone present inside the premises can exit before the exit delay time expires.

Note - If anyone opens and closes an entry/exit door during the exit delay time, the arming mode will change to Away Armed. If you desire the Stay Arm mode, do not open an entry/exit door during the exit delay period.

Instant Arm - Used when people will be inside the premises during the armed state. All interior zones will not be armed. Entry delay will not take place if someone opens an entry/exit door during the armed state (an alarm will be caused instantly).

Click the **Instant** button. Following, the pop-up window will change prompting for entry of a Code. Enter your user code in the Code field, then click the Enter button. All installed keypads will beep announcing the start of Instant Arming exit delay, but then be silent for the remainder of the exit delay time. Normal exit delay timing will take place. Anyone present inside the premises can exit before the exit delay time expires.

Note - If anyone opens and closes an entry/exit door during the exit delay time, the arming mode will change to Away Armed. If you desire the Instant Arm mode, do not open an entry/exit door during the exit delay period.

Max Arm - Used when nobody will be inside the partition during the armed state and you do not want entry delay on entry/exit doors.

Click the **Max** button. Following, the pop-up window will change prompting for entry of a Code. Enter your user code in the Code field, then click the Enter button. The security system partition will start the normal arming sequence. All installed keypads will start announcing the standard exit delay tones. Normal exit delay timing will take place. Anyone present inside the premises must exit before the exit delay time expires.

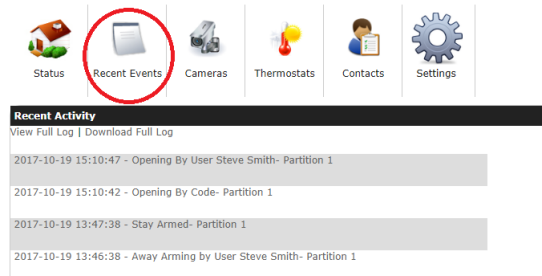
Note - If anyone opens an entry/exit door during the entry delay time, an alarm will be caused.

8.1.7. Recent Zone activity

The recent zone activity shows a chronological list of recent changes in zone status. Zone activity will be present in this list for up to 72 hours.

8.2. Recent Events

Once you have selected a Device by clicking it on the left vertical menu, you can view a list of Recent Events that have occurred on that Device. Click the Recent Events button and the following view will appear:



While viewing Recent Events, you have two additional options:



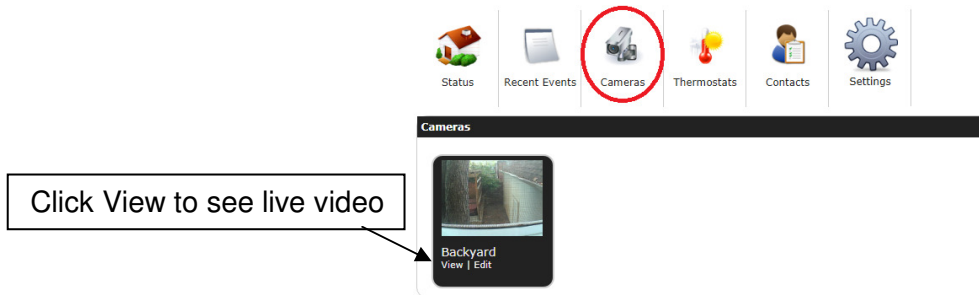
Download Full Log - Click this option to enable a downloadable .csv file listing a comprehensive list of events that have occurred on your device.

View Full Log - Click this option to view a comprehensive list of events that have occurred on your device.

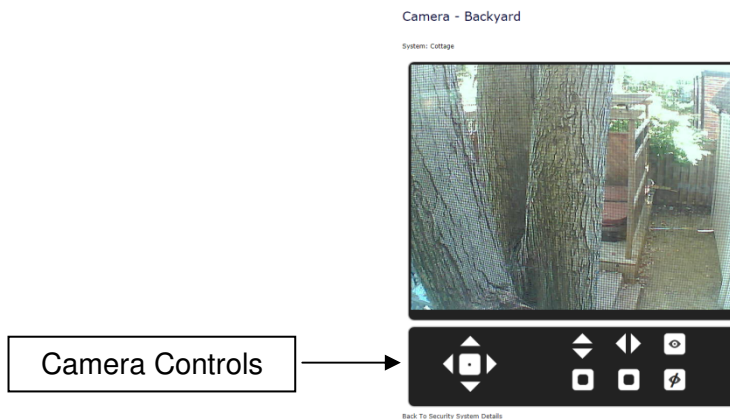
8.3. Cameras

Note - This option may not be available through your dealer.

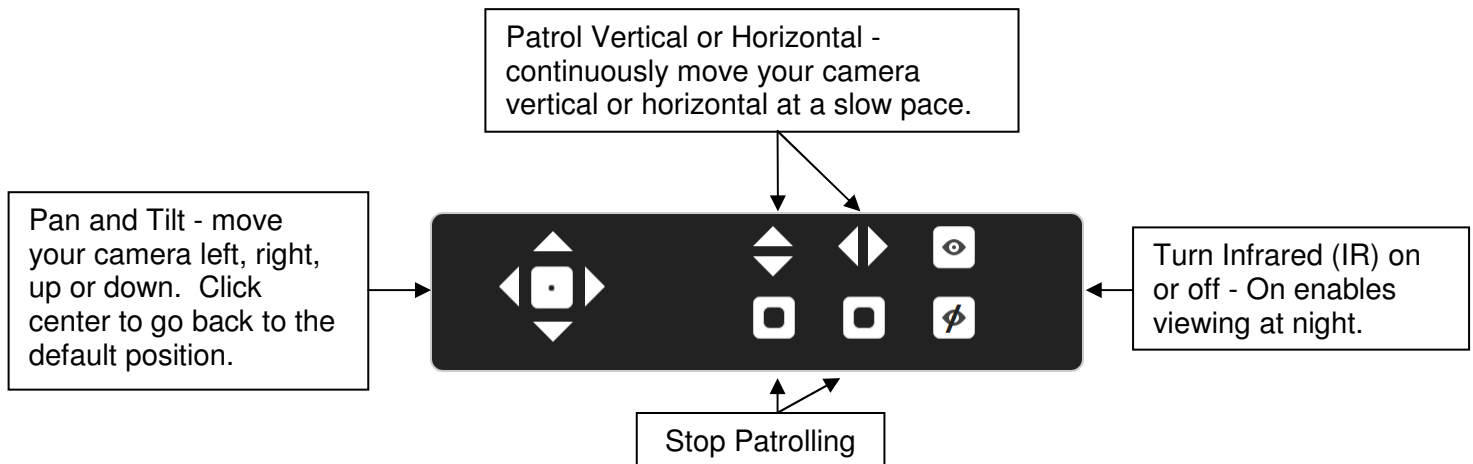
Your dealer may have added one or more connect2go compatible **Cameras** on your account. If enabled, you can access it by clicking a device on the left vertical menu and then click the **Cameras** button. The following view will appear:



To view live stream video from your Camera, click the **View** link located under the Camera label. The following will appear:



To control your Camera, use the Camera Controls located under the video. Hovering your mouse over a given Camera Control will explain what the control function is.

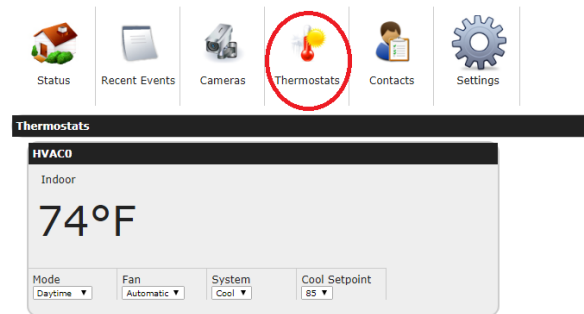


Note - To add or modify a camera, please contact your dealer.

8.4. Thermostats

Note - This option may not be available through your dealer.

Your dealer may have added a connect2go compatible **Thermostat** on your account. If enabled, you can access it by clicking a device on the left vertical menu and then click the **Thermostat** button. The following view will appear:



The following settings can be changed on your thermostat. To make a change, click the down arrow on the right side of the applicable setting and a drop-down list will appear. Click the desired new setting. A command will be sent to your Thermostat to change that setting and will be effective a few moments later.

Mode - select from one of the following modes - Morning, Daytime, Auxiliary and Night.

Fan - select from one of the following settings - Automatic or On

System - select from one of the following options - Off, Cool, Heat or Auto

Setpoint - set a new desired temperature setpoint by scrolling to the desired temperature and then click to select

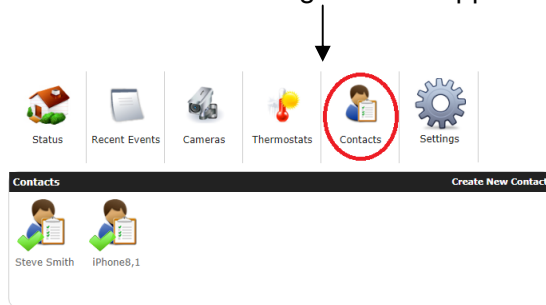
For further information on the individual thermostat settings, refer to the user manual available for your thermostat.

8.5. Contacts

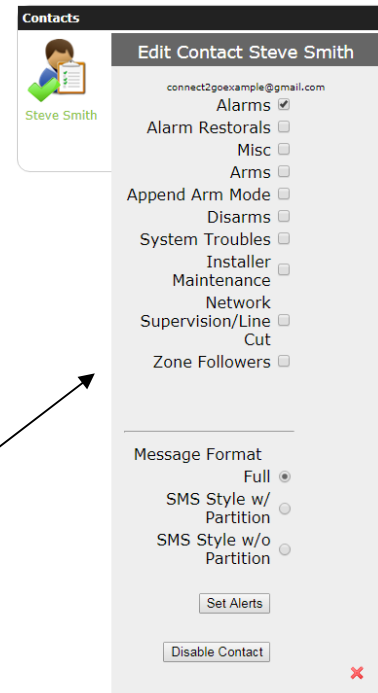
Once you have selected a Device by clicking it on the left vertical menu, you can access the Contacts in your account, change their Alert preferences etc. You can also configure your contacts and Alert preferences by clicking the Manage Contacts link in the left vertical menu.

Click the Contacts button and the following view will appear:

Once you have selected a Device by clicking it on the left vertical menu, you can access the Contacts in your account. Click the Contacts button and the following view will appear:



Hovering your mouse over a contact presents the following pop-up window enabling you to change your Alert preferences for the contact. Refer to section 7.1 for further information on configuring Alert preferences.



8.6. Time Stamps for Alerts and Push Notifications

The most common configuration for a connect2go account is one User Account with one Device with both being configured for the same Time Zone. In this situation, all Alerts, Push Notifications, Recent Event logs etc. will all be displayed with the same time stamp for events.

If you have a Device located in a different Time Zone than where the account user is resident and both are configured correctly, your time stamps will be as follows.

Example - The account user is set as Eastern Time and the Device is set as Pacific Time:

Web portal - Account Recent Activity - shows all events in EDT

Web Portal - Device Recent Events - shows all events in EDT

App - Account Recent Activity - shows all events in EDT

App - Device Recent Events - shows all events in EDT

App - Push Notifications - shows all events in PDT

Alerts - Email - shows events in PDT

Alerts - SMS - shows events in PDT

Refer to the following sections for additional information:

- **4.2.2 Time Zone - Account settings**
- **10.3.3 Set Time Zone - Device Settings**

9.0 CONNECT2GO MOBILE APP

*Note - this section is applicable if you are using an iOS or Android-based smart phone. If you are using a different type of smart phone, you will need to use the Mobile Portal link. Refer to section **4.4 Mobile Portal Link** for more information.*

9.1. Installing the connect2go Mobile App

The Connect2Go Mobile app is available for **Android** and **iOS** devices. **Version 10+ of iOS is required.** If you do not have a supported device, refer to section **4.4 Mobile Portal Link** and install the Mobile Portal instead. The Mobile Portal provides most of the same functionality as the Connect2Go app. One exception is the Mobile Portal Link does not support Push Notifications.

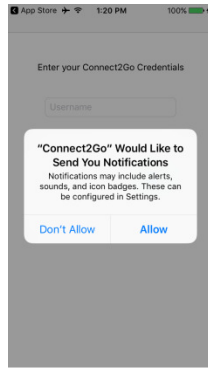
Android and iOS Customers

Go to either the Google Play Store or the Apple App Store and search for **Connect2Go**. The Connect2Go Mobile app will appear and you install it like any other app.

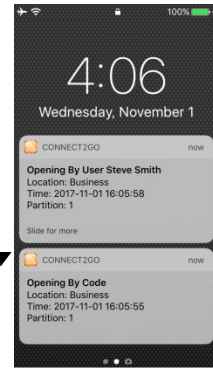


9.2. Enable Push Notifications

Enabling Push Notifications for the connect2go app will allow your smart phone to prompt you with Alerts real-time. Once installed, open the app. You will be prompted to enable Push Notifications. Select Allow.



Select Allow



Example Push Notifications

Note - You can change your notification preferences at any time through your smart phone notification preferences (e.g. enable or disable Push Notifications for the connect2go app). Refer to your smart phone user manual for more information on configuring Notifications.

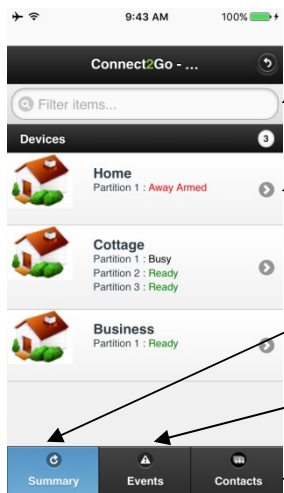
9.3. Connect2Go Mobile App Login

Once you have opened the connect2go mobile app and selected your preference for Push Notifications, you will be prompted for your user account login credentials. The username and password are the same username and password used to access your account using a web portal.

9.4. Connect2Go Mobile App - Navigation

9.4.1. Summary Screen

Upon successful login to the connect2go mobile app, you will land on the Summary Screen (home screen). From here, you can access an individual Device, view events for your account and configure Contacts.



Filter Device - Enter the name of the device to search among many

Select Device - Tap to interact with the desired device

Summary - Tap to return to the Summary screen

Events - Tap to view events associated with devices in your account

Contacts - Tap to view and enable editing of Contacts

9.4.2. Events Screen

Tapping the Events button located at the bottom of the Summary screen will present a chronological log of events that have transpired on the Devices within your connect2go

account. If you have more than one Device linked to your connect2go account (e.g. home and cottage), you will see events from both Devices.

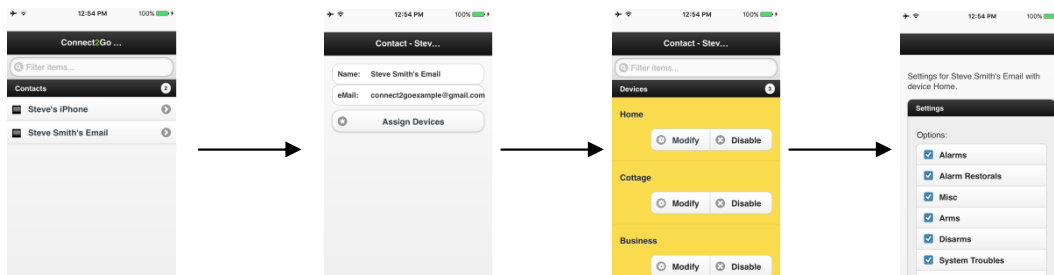
Note - only the last 10 events within the last 5 days are shown.

9.4.3. Contacts - Configuring Alert Preferences

Tapping the Contacts button located at the bottom of the Summary screen will present you with a list of existing Contacts setup in your connect2go account. The connect2go app will allow you to view the contacts, assign Devices and modify Alert preferences.

Example:

1. Tap the Contacts button.
2. Tap the desired Contact (e.g. Steve Smith's Email).
3. Tap the Assign Devices button.
4. Tap the Modify button to change Alert preferences.
5. Tap your desired Alert Type changes and then scroll to and tap the Save button.



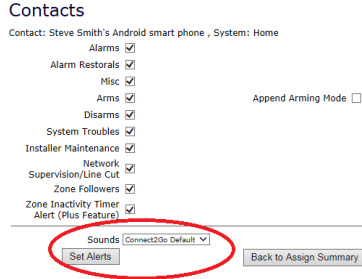
Note - for additional information on configuring Alert preferences, refer to section **7.3 Alert Configuration for an Existing Contact (Modifying)**.

9.5. Connect2Go Mobile App - Android Sound Preferences

Sounds for Push Notifications on Android-based smart phones can be configured between the following two options:

1. **Connect2go** sounds - Push Notifications are generated by connect2go and vary depending on the type of notification. Examples:
 - a. Arm / Disarm events - sound a 'ding-dong' tone
 - b. Alarm events - sound a 'siren' tone
2. **Phone** sounds - Push Notifications follow the sound configuration set in your android phone for **Notification Ringtone**.

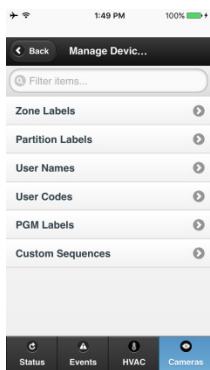
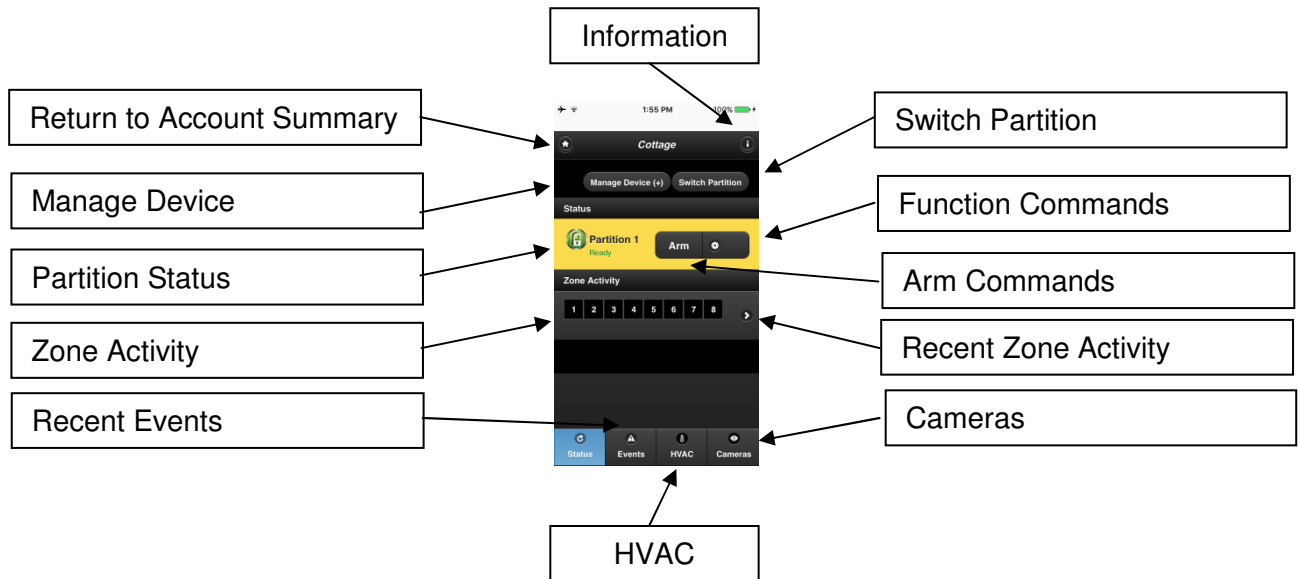
Sound preferences are configured within the Alert preferences for the applicable contact. Refer to section **7.3 Alert Configuration for an Existing Contact (Modifying)** and scroll to the bottom of the Alert preferences screen. Select one of the two available Sound options and then click the Set Alerts button.



Note - this feature is not available for iPhone users of the connect2go mobile app.

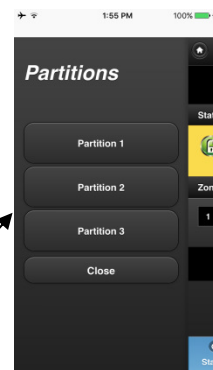
9.6. Devices

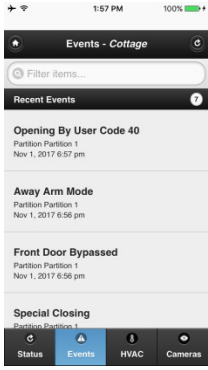
To access a given Device within your customer account using the connect2go app, tap one of the Devices. Once tapped, the Status view will appear:



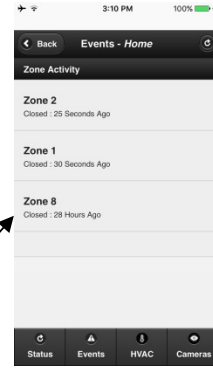
Tapping the **Manage Device** button presents a menu of programmable settings. Refer to section **10.0 Manage Device Settings** for more information on each.

Tapping the **Switch Partition** button presents a menu of partitions configured on your Device. Select the desired partition by tapping the respective button.

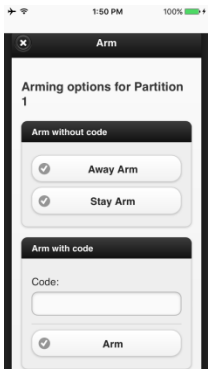




Tapping the **Recent Events** button presents a chronological log of events that have transpired on your devices. Refer to section 3.0 **Recent Activity** for more information.



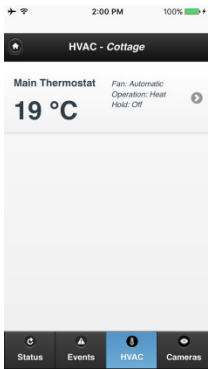
Tapping the **Recent Zone Activity** button presents a chronological list of recent changes in zone status. Refer to section 8.1.7 **Recent Zone Activity** for more information.



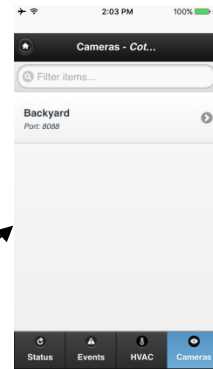
Tapping the **Arm Commands** button presents a list of options for arming or disarming your security system. Refer to section 8.1.5 and 8.1.6 **Arm Commands** for more information.



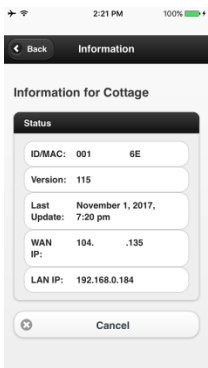
Tapping the **Function Commands** button presents a list of options to send commands to the security system. Refer to section 8.1.3 and 8.1.4 **Function Commands** for more information.



Tapping the **HVAC** button presents a list of available thermostats on your Device. Refer to section 8.4 **Thermostats** for more information.



Tapping the **Cameras** button presents a list of available cameras to view on your device. Refer to section 8.3 **Cameras** for more information.

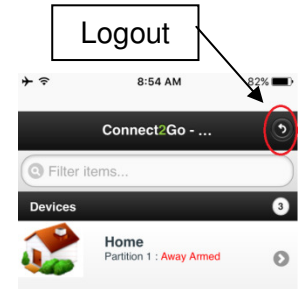


Tapping the **Information** button presents a list of specific Device information including the MAC address, version, last update, WAN and LAN IP addresses.

9.7. App Logout

Once you have successfully logged in to the connect2go app, the app will remain logged in. To logout, use one of the following two options:

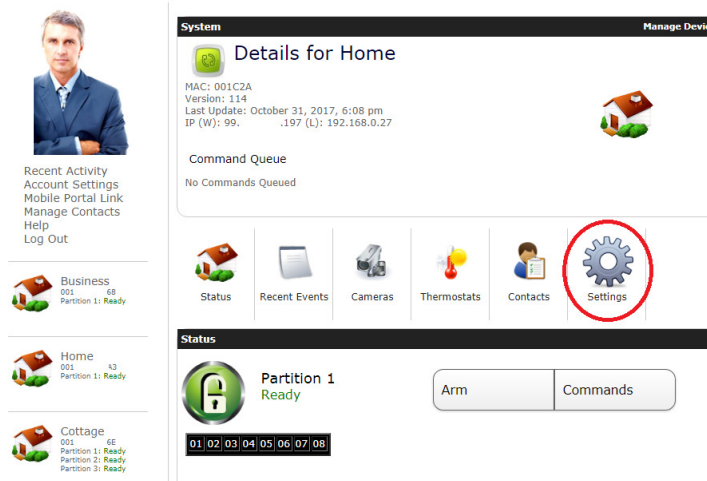
1. Click the logout button on the app Summary screen
2. Remotely logout all smart phones using a web portal (refer to section 4.4.2 Lost Smart Phone)



10.0 MANAGE DEVICE SETTINGS

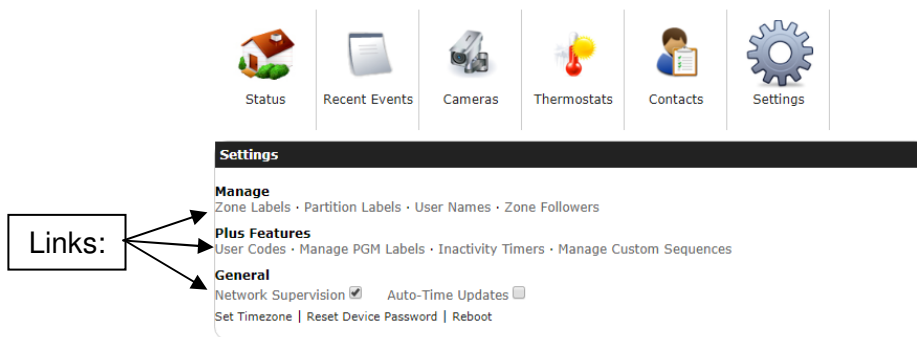
For all devices, you are able to customize a number of different attributes to suit your needs. Customizations are accessible using the Settings button.

1. To configure settings, select the appropriate Device located in the left vertical menu. Once clicked, the following view will appear.
2. Click the Settings button.



3. You will be presented with a series of links for customization options on this page. To customize any of the options, simply click the option and make the appropriate changes. To keep your security time updated and accurate with network time, check the **Auto-Time Updates** option.

Note - Auto-Time Updates are not available on Honeywell platforms.



10.1. Manage

Zone Labels – A Zone is a sensor (e.g. motion detector, door alarm, fire alarm). This option allows each zone in the system to be assigned a customized name. For example “Zone 1” could be renamed “Front Door”, in which case the customer would receive the message “Front Door: Open” versus “Zone 1: Open”.

Partition Labels – A partition is a separate, armable area (e.g. detached garage, basement apartment). This option allows each partition in the system to be assigned a customized name. For example “Partition 1” could be renamed “Basement Apartment”, in which when a partition is armed, the customer would receive the message “System Arm: Basement Apartment” versus “System Arm: Partition 1”.

If you have any questions about how your partition(s) are setup, please contact your dealer.

User Names – This option allows each user in the system to be assigned a customized name. For example “User 1” could be renamed “Mom”, in which case when the system is armed by the User, the customer would receive the message “Armed by User Mom” versus “Armed by User 1”.

Zone Followers - Zone Followers are a slightly different class of Alert that allow a user to select a zone within their home/business for which the user will receive notifications for all activity associated to that zone regardless of the system state. Examples would include alerts regarding a gun-locker being accessed or a walk-in freezer being accessed in a commercial restaurant, regardless of the system state.

10.2. Plus Features

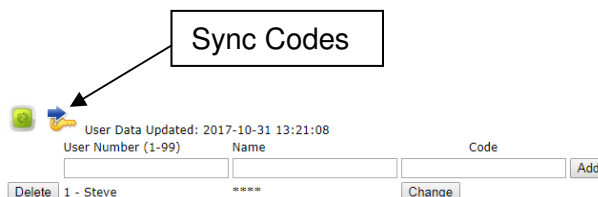
*You need to be subscribed to connect2go **Plus** to use the following features. Contact your dealer for more information.*

10.2.1. User Codes (DSC only)

This section enables you to add, delete or modify users of your DSC security panel.

Warning: This feature live syncs with your panel. If you delete a code using this feature, it will remove it from your panel. If you add a code using this feature, it will also add it to your panel.

Prior to making any User code changes (add, delete or modify), it is recommended you Sync the existing codes in your security system. Doing so will enable you to see which User Codes are already programmed. To Sync the existing codes, click the Sync Codes button. Once Synced, the User Data Updated timestamp will become current and any existing Users will be listed.



Add a User code - Enter an unused User Number, Name and desired Code in the respective fields. Click the Add button to submit the new User code to the security system.

Change User code - Select the desired User from the list and click the Change button associated with it. A new window will pop-up enabling you to enter a new code. Enter the New Code and the existing Master Code in the respective fields and click the Submit button.

Delete User code - Select the desired User from the list and click the Delete button associated with it. Enter the Master Code in the pop-up window and click the Submit button.

Note - please refrain from entering user code programming on the local system keypad while remotely programming user codes.

10.2.2. Inactivity Timers

Zone Inactivity/Delinquency Timers allow certain zones to trigger an alert on inactivity or by being left in a certain state for a long period of time. Typical examples would be an alert if your garage door was left open or an alert on inactivity on a motion detector or door i.e. a guard patrol, verifying the security guard been through this area in the normal time frame.

Zone: Select the zone you wish to set an inactivity timer on.

Time-Out: Enter the number of hours or minutes before an alert is issued, up to 127 hours or minutes. Setting this field to zero will disable the timer. The timer is reset on a change in zone activity.

Hours/Minutes: Select if the Time-Out period represents hours or minutes.

Openings Only: If this box is checked you will only be notified if the zone is left open for the Time-Out period. If unchecked you will receive the alert no matter what the state of the zone.

Update: Once all configurations are set, click the Update button to submit the changes.

Note: To receive these inactivity alerts you must have the "Zone Followers" box checked in "Contacts" for the contact you wish to receive Alerts.

10.2.3. Manage PGM Labels (DSC only)

A PGM label is a programmable output label and only applies to DSC systems. A programmable output provides the ability for the user to automatically control other elements with their security system. For example, a PGM could be installed to automate the opening and closing of a garage door. If a PGM has been installed it can be given a customized label (e.g. Garage Door).

10.2.4. Manage Custom Sequences

A custom sequence is a string of key presses executed all at once. For example, if you wish to by-pass a zone when arming the system, you could create a custom sequence to do this automatically. Add detail about saving the custom sequence.

Within this configuration section, you can create and save custom sequence buttons that are accessible from your Function Commands pop-up window. Enter the desired key presses in the Custom Sequence field, Enter the name of the Function Command button in the Label field, add any notes (if desired), select the applicable partition and then click the Add button to save.

You can delete any saved Custom Sequences by clicking the **Delete** button beside the saved Custom Sequence.

Refer to section 8.1.3 and 8.1.4 for additional information on using Custom Sequences.

10.3. General

10.3.1. Network Supervision

When the connect2go server does not receive communication from a device within 10 minutes, an Alert can be sent to Contacts. To enable this feature for a Device, click the box to the right of the **Network Supervision** feature.

Note - to receive Alerts for this feature, you must also enable this Alert Type for each desired Contact. Refer to section 7.2 for additional information on configuring Alert Types.

10.3.2. Auto-Time Updates (DSC Only)

When Daylight Savings changes take place, your security system can be set to automatically update. To enable this feature for a Device, click the box to the right of the **Auto-Time Updates** feature.

Note - this feature is only available on DSC security systems.

10.3.3. Set Timezone - Device Settings

The Time Zone setting must be programmed for each Device independently. The setting should be configured in accordance with Time Zone in which the device is installed.

Some customers have more than one property and each are located in different time zones. Configuring this setting correctly on each Device will ensure that Alerts and Push Notifications have the correct timestamp representing the Time Zone for the Device.

Refer to section 4.2.2 Time Zone - Account Settings for more information.

10.3.4. Reset Device Password/Reboot

Allows you to reset the local device password and/or reboot the local device. This password is not the Connect2Go Password.

11.0 HELP

To access the useful Help tips, click on the **Help** link located in the left vertical menu. Once clicked, you will be presented with a number of different help topics. Simply hover over the desired topic and click to select.

12.0 LOGOUT

Once you have completed your interactive browsing session using the web portal, we recommend logging out for security reasons. To logout, click the **Logout** link in the left vertical menu.

13.0 GLOSSARY

Alerts	Alerts are security system event notifications sent from connect2go to contacts within your account based on the specific configurations. Refer to section 7.0 Configuring Alerts for more information.
Contact	A Contact is an unique alerting method. A Contact should not be thought of as an individual user of the system. Rather, Contacts are configured for each unique Alert method desired.
Device	The connect2go term used to represent a security system that is setup on your account having a connect2go IP communicator module installed. Each ' Device ' represents one security system and one connect2go IP communicator module. If you have a home with a security system installed along with the connect2go IP communicator module, you have one Device . If you have a home and a cottage each having a security system installed along with the connect2go IP communicator module, you have two Devices .
Partition	A partition is a separate, armable area in your security system (e.g. detached garage, basement apartment).
Time Zone	There are two time zone settings applicable to your connect2go system: Within Account Settings - This is the Time Zone in which the account holder is resident in. Within Device Settings - This is the Time Zone in which the device is installed and must be configured for each device independently.
Zone	A Zone is a sensor (e.g. motion detector, door alarm, fire alarm).