

**e-Secure**<sup>SM</sup>  
from Protection One<sup>®</sup>



## e-Secure User Guide



HOME  
AND BUSINESS



**Protection One**<sup>®</sup>

SECURITY

[www.ProtectionOne.com](http://www.ProtectionOne.com)

*Your World Is Worth Protecting<sup>®</sup>*

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### Welcome to e-Secure from Protection One

e-Secure service gives you access to some of the most advanced technologies available, integrating your security system into your daily activities with more control and information than ever before. Using the e-Secure service through the **Access Online Services** gateway at [www.Protectionone.com](http://www.Protectionone.com), you can securely access your security system remotely from the Web browser on your Internet-connected computer. Configure the service to automatically send event notifications to e-mail addresses you designate, and enable remote control of your system with text messages from cell phones and other portable devices.

As an e-Secure user, you can manage and operate your security system, check its status, and receive event notifications from almost anywhere in the world. You can also enable other people to manage, operate or receive notifications from your system.

e-Secure is rich with capabilities and flexible in supporting tasks with many communication methods:

<b>User Task</b>	<b>Communication Method</b>
Editing user profile	Web browser
Viewing security system status	Web browser or cell phone
Controlling the security system remotely	Web browser or cell phone (limited control)
Configuring e-mail and text-message notifications	Web browser
Viewing the security system event history	Web browser
Receiving system event notifications	E-mail or text messages to a cell phone

### Logging into the application

When your system has been activated and registered, you will receive a pair of Welcome text messages containing your **Master User** login and password (the password is sent separately for security reasons). During your initial login as Master User, you should change your password and verify that all of your account information is correct. You may also wish to enroll your **Remote Command** (SMS/mobile) devices, add **Sub Users** and configure **e-mail** and **mobile** services. You can access your e-Secure service from any computer that has an active Internet connection.

Your e-Secure service is provided through Protection One's **Access Online Services** gateway, which is found in upper-right area of the home page at [www.ProtectionOne.com](http://www.ProtectionOne.com).

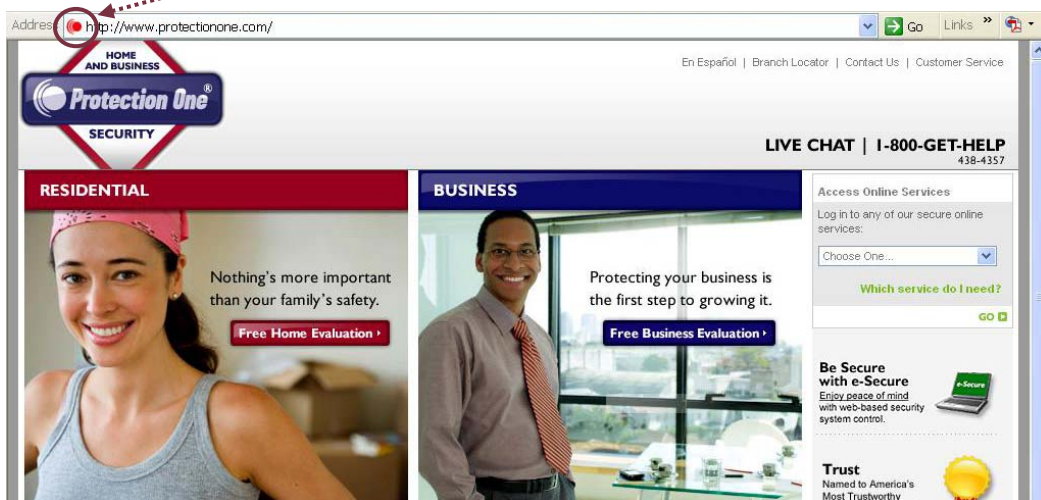


Once you are on the ProtectionOne.com Web site, choose the e-Secure option from the Access Online Services menu.

To use your e-Secure service, choose "e-Secure" from the pull-down menu, located in the Access Online Services box, and click the green **GO** button. You will then see the e-Secure home page displayed in your browser, where you can enter your username and password into the fields in the **Access Remote Control** box in the upper-right area of the page.



For easy access in the future, you can create a shortcut to **www.ProtectionOne.com** on your PC desktop. To do so, put your mouse cursor over the browser address bar, left click and hold with your mouse, and drag it onto your desktop.

Put cursor over this icon, click and then drag to your desktop.




### Introduction

When you log in to your e-Secure service, the first screen is the **Introduction** page. This page allows you to access the e-Secure menu structure. Most of the pages and screens allow you to personalize e-Secure to your own preferences. The top-level Menu choices are **My Profile, Manage Users, Edit Locations, Remote Access, Video, Configure E-mail, Configure Mobile, Event History, and Logout**. Online **HELP** is also available on this page, near the top, and on every other page in the service.

Welcome John Doe		<a href="#">Help</a>
<b>Introduction</b>		
<ul style="list-style-type: none"> <li>Introduction</li> <li>My Profile</li> <li>Manage Users</li> <li>Edit Locations</li> <li>Remote Access</li> <li>Video</li> <li>Configure Email</li> <li>Configure Mobile</li> <li>Event History</li> <li>Logout</li> </ul>	<p>Welcome and thank you for choosing e-Secure service from Protection One. e-Secure gives you the power to manage and run your security system with the click of a button from almost anywhere in the world. This increased level of control will likely give you the total peace of mind you've been seeking in a home or business security system.</p> <p>As a e-Secure customer, you can now log-in to your online account from any Internet-connected computer and begin controlling your security system. Simply click on the Remote Access link in the column to the left. From there, you can adjust your settings, add or remove users, receive logs of alarm activity and more. You may also click on "My Profile," which will enable you to change your account information and settings.</p>	
	<p>Again, thank you for choosing e-Secure from Protection One. Enjoy the convenience and control that comes with e-Secure service, and if you have any questions, please call 1-800-GET-HELP (1-800-438-4357) day or night or e-mail us at <a href="mailto:CustomerService@ProtectionOne.com">CustomerService@ProtectionOne.com</a>.</p>	

### My Profile

This page displays the information for the person who is currently logged into the site. Upon initial login, this should be the first window you access. From this screen, you can change your password and username. Usernames and passwords must be a minimum of eight (8) characters in length and be a combination of letters (A-Z) and numbers (0-9).

<ul style="list-style-type: none"> <li>Introduction</li> <li>My Profile</li> <li>Manage Users</li> <li>Edit Locations</li> <li>Remote Access</li> <li>Configure Email</li> <li>Configure Mobile</li> <li>Event History</li> <li>Logout</li> </ul>	<p>Welcome and thank you for choosing e-Secure service from Protection One. e-Secure gives you the power to manage and run your security system with the click of a button from almost anywhere in the world. This increased level of control will likely give you the total peace of mind you've been seeking in a home or business security system.</p> <p>As a e-Secure customer, you can now log-in to your online account from any Internet-connected computer and begin controlling your security system. Simply click on the Remote Access link in the column to the left. From there, you can adjust your settings, add or remove users, receive logs of alarm activity and more. You may also click on "My Profile," which will enable you to change your account information and settings.</p>	
---	--	---

[\[Edit your own individual profile page\]](#)

It is also important to make sure that the name, e-mail address and phone numbers listed for the viewer is correct. Each user can update his/her own user information in the **My Profile** area. Users can update contact phone numbers, contact e-mail addresses, and can add their devices for mobile communication.

*Note: E-mail addresses stored in **My Profile** do not produce e-mail event notifications.*

### Edit Profile

If you plan to use the remote, mobile access functions in e-Secure, you may enroll such devices by adding their phone number(s) upon initial login, or you may return at any time to add them. **Two devices** capable of sending SMS text messages are allowed per user. Capable devices include cellular phones, PDAs, etc. You may want to verify that your mobile service provider supports **SMS Short Code** upon which the remote access capability relies.

The top of this screen displays the required user information and the bottom displays the information for enrolled mobile phones for remote access and time preference setting.

The name of the person logged in is displayed here.

Welcome John Doe Help

**Edit Profile**

---

**Required Information**

Username:   
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Password:   
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Repeat Password:

Email Address:

Repeat Email Address:

First Name:

Last Name:

Phone Number:  -  -

Last Modified Date: Friday, July 11, 2008 11:43:40 AM

---

**Mobile Phones for REMOTE ACCESS** (At least one phone number is required to use this feature)

Phone:  -  -

Phone:  -  -

---

**Time Preference Settings**

Time Zone:

Enable DST:  Enable for Daylight Saving Time

Start date/time DST: Month:  Day:  Year:  Time:

End date/time DST: Month:  Day:  Year:  Time:

DST Time Interval:

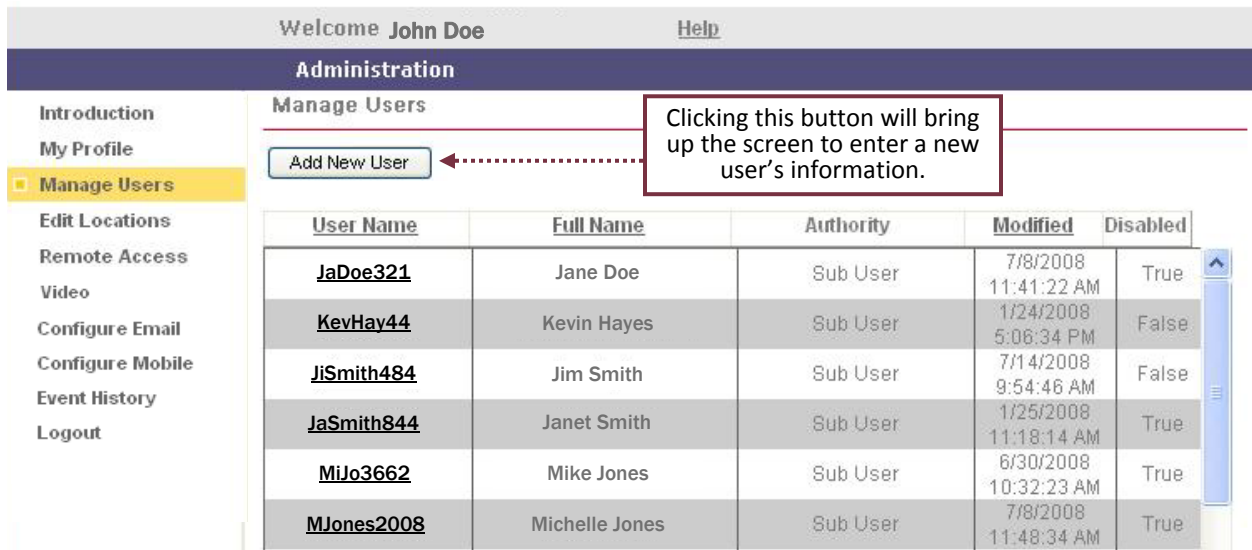
---

If you change settings, or enter or change phone numbers for mobile devices, click on **Update Information** to add the new information, and confirm the update when prompted. If no changes have been made, select **Exit to Main Menu page**. *Changes are not saved if you Exit to Main Page, unless you have confirmed those changes first.*

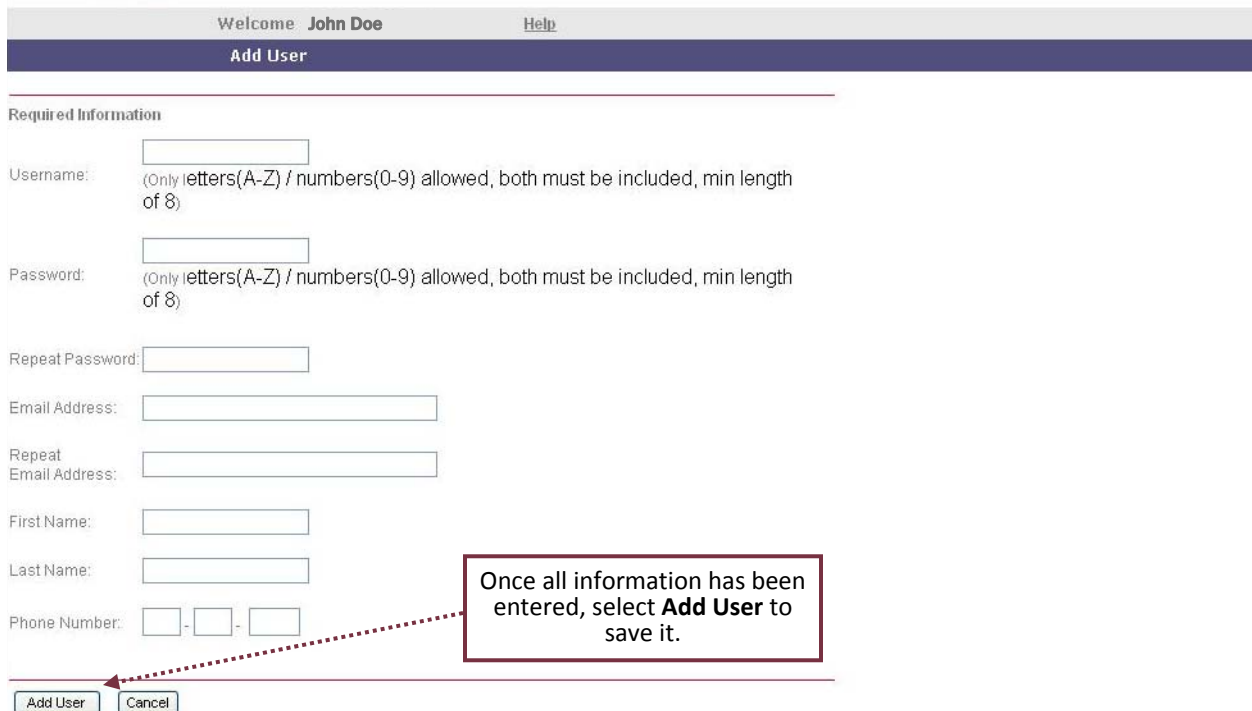
### Manage Users

This screen allows you (as Master User) to **create Sub User logins** for your e-Secure service, **grant remote access** of your security system to others, and **enable and disable those Sub User logins**. When you create a Sub User, access is enabled by default. To deny access to a Sub User, you can check the “Disable” check box for that user. In the “Disable” check box, **True (checked) = Disabled** and **False (unchecked) = Enabled**. You can also edit existing information for Sub Users.

When adding a user, enter his login information (Username and Password), an e-mail address for contact purposes (**not e-mail notification**) and his real name and phone number. Click **Add User** to save the information.



User Name	Full Name	Authority	Modified	Disabled
<a href="#">JaDoe321</a>	Jane Doe	Sub User	7/8/2008 11:41:22 AM	True
<a href="#">KevHay44</a>	Kevin Hayes	Sub User	1/24/2008 5:06:34 PM	False
<a href="#">JiSmith484</a>	Jim Smith	Sub User	7/14/2008 9:54:46 AM	False
<a href="#">JaSmith844</a>	Janet Smith	Sub User	1/25/2008 11:18:14 AM	True
<a href="#">MiJo3662</a>	Mike Jones	Sub User	6/30/2008 10:32:23 AM	True
<a href="#">MJones2008</a>	Michelle Jones	Sub User	7/8/2008 11:48:34 AM	True



**Required Information**

Username:   
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Password:   
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Repeat Password:

Email Address:

Repeat Email Address:

First Name:

Last Name:

Phone Number:  -  -

**Edit User**

To create and save a Sub User login, go directly to the **Edit User** screen so you can adjust additional settings for the Sub User; you may also return at any time in the future to change Sub User settings. From this screen you can enable and disable a Sub User's **access**, enroll **phone numbers** for mobile access, determine **authority levels**, and select the **systems** the Sub User is able to access. The Master User can see and edit settings for all Sub Users, and the Sub Users can see and edit the settings of other Sub Users if their logins have the authority (set by Master). This screen is organized into several sections.

**Required Information:** In this section, you can review the user information you entered in the previous screen, such as username, password, e-mail address, etc.

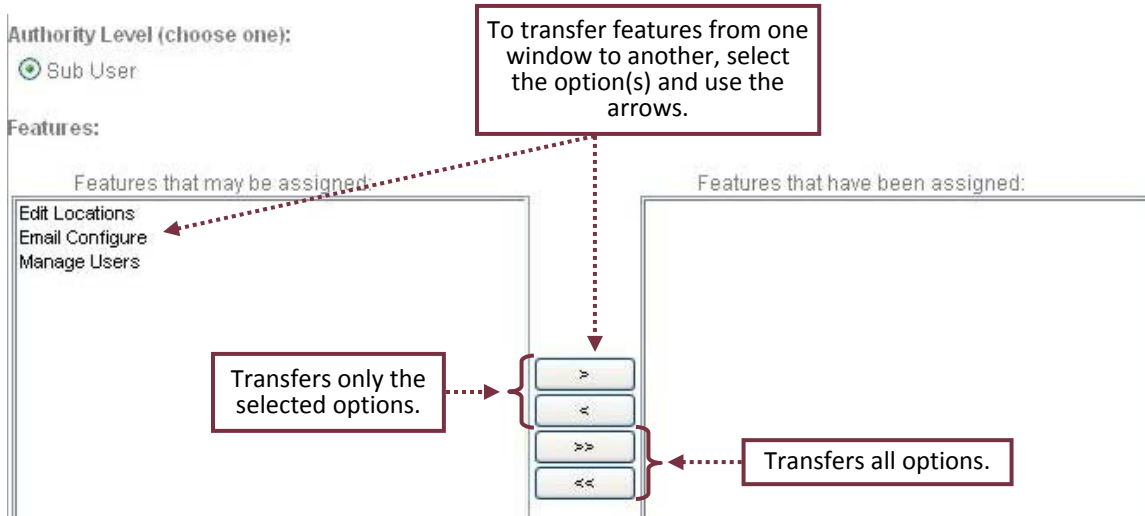
Welcome John Doe		<a href="#">Help</a>
<b>Edit User</b>		
<b>Required Information:</b>		
Username:	<input type="text" value="JaDoe321"/>	(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)
Password:	<input type="password" value="••••••••"/>	(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)
Repeat Password:	<input type="password" value="••••••••"/>	
Email Address:	<input type="text" value="janedoe@protectionone.com"/>	
Repeat Email Address:	<input type="text" value="janedoe@protectionone.com"/>	
First Name:	<input type="text" value="Jane"/>	
Last Name:	<input type="text" value="Doe"/>	
Phone Number:	<input type="text" value="555"/> - <input type="text" value="555"/> - <input type="text" value="5555"/>	
Last Modified Date:	Monday, June 30, 2008 10:32:23 AM	
Disable Login:	<input checked="" type="checkbox"/> ←	To activate login, Leave Box Empty.

**Disable Login:** To activate login leave box unchecked.

**Mobile Phones for Remote Access:** If the Sub User is permitted to use the Remote Command functions, Sub User mobile phone devices are enrolled here. A Sub User may also enroll these devices directly in My Profile, if they have been granted authority to do so by the Master User.

<b>Mobile Phones for REMOTE ACCESS</b> (At least one phone number is required to use this feature)		
Phone:	<input type="text" value="000"/> - <input type="text" value="000"/> - <input type="text" value="0000"/>	
Phone:	<input type="text" value=""/> - <input type="text" value=""/> - <input type="text" value=""/>	

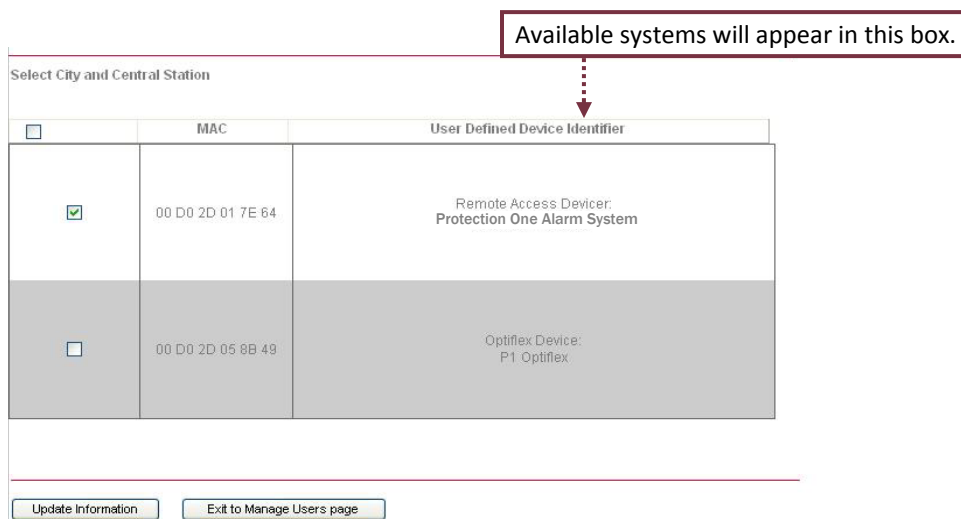
**Authority Level:** This section allows the Master User to grant the authority levels that he/she wishes the Sub User(s) to have in his/her e-Secure service. To grant authority levels, choose the features that you wish to assign from the **Features that may be assigned** window (left side) and transfer them to the **Features that have been assigned** window (right side).



Two of the available features that may be assigned are **E-mail Configure** and **Manage Users**. The E-mail Configure option allows a Sub User to configure e-mail information in order to receive e-mail notices on pre-designated events. The Manage Users option grants authority to add and edit other users. You may assign one, both or none of these options. In most cases, we recommend that Sub Users **NOT** be granted Manage Users authority.

**Select City and Central Station:** This section allows you to choose which system or systems a Sub User will have access to. Available systems will appear in the User Defined Device Identifier box. To grant access, check the box next to the system you want the new user to have access to.

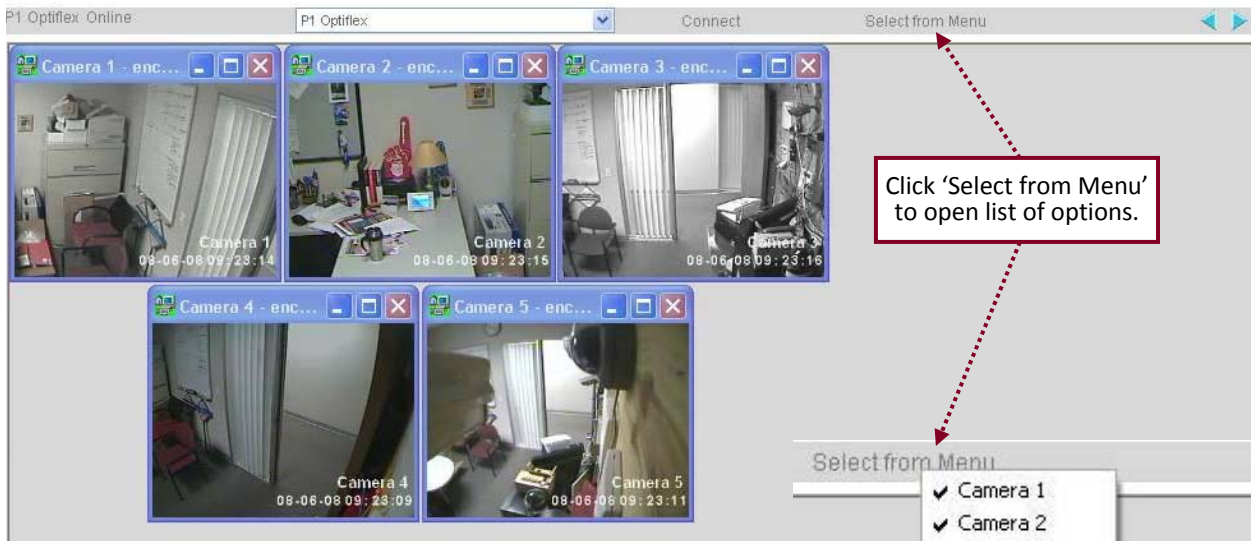
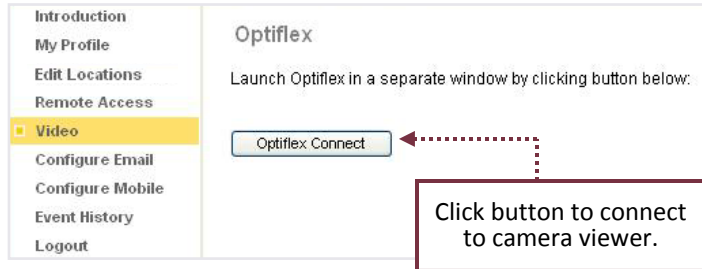
**Selecting global "Authorize" will authorize access to all listed systems.** To save information, click Update Information.



**Protection One Optiflex Video**

Clicking the **Video** option on the introduction-page menu will prompt you to connect to Protection One Optiflex service. If you had one or more surveillance cameras installed with your Protection One security system, you can use this option to view live video remotely. Click **Optiflex Connect** to launch the application.

Once you've connected to your cameras, you'll see them displayed in separate windows in the viewer screen. The P1 Optiflex system allows you to view up to six (6) live video feeds.

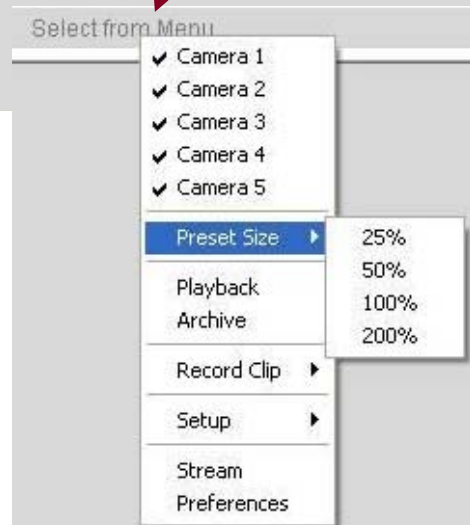


**Menu**

By clicking on **Select from Menu**, you can control many of the settings in the P1 Optiflex Viewer, including which camera views to display, the preset size of those displays, playback, archiving, on-demand recording, video and system setup, streaming preferences and more.

**Preset Size**

Change your video screen(s) by selecting **Preset Size** option under the Select from Menu. Choose either 25%, 50%, 100% or 200% screen size for custom viewing.



**Playback**

After selecting Playback on your menu, a video player will appear in a separate window. Choose the source from which you Select a clip, the list and click the play button. To help capture the entire event, each clip contains a few seconds of video immediately before the event and a few seconds of video immediately following the event. Freeze the video by hitting the Stop button.

**Clip Archiving**

The Protection One Optiflex controller can store up to 19 video clips of events in its local Flash memory. When a 20th clip is captured, the oldest, unlocked clip in Flash memory is deleted to make room. Up to 100 of your most recent clips are simultaneously stored in the off-site Service Archive, which also deletes the oldest clip when its limit is exceeded. Finally you also have the option to store up to 500 clips on your local PC hard drive, which are permanent files and must be deleted to make room if the limit is exceeded.

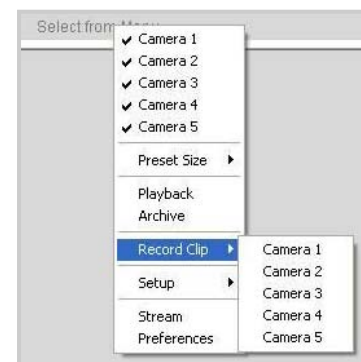
The screenshot shows the Playback window with a video player at the top displaying a person in a room. Below the video are controls for 'Save Cache', 'Archive', 'Remote', 'Prev', 'Stop', 'Next', and 'Speed'. A table lists clips with columns for Clip, Date, Time, and Camera. At the bottom are buttons for 'Lock', 'Archive', 'Delete', and 'Refresh'.

Clip	Date	Time	Camera
1	08-11-2008	03:13:08 pm	3 - Camera 3
2	08-11-2008	03:11:33 pm	3 - Camera 3
3	08-11-2008	03:02:32 pm	3 - Camera 3
4	08-11-2008	03:02:15 pm	3 - Camera 3
5	08-11-2008	03:00:59 pm	3 - Camera 3
6	08-11-2008	03:00:18 pm	3 - Camera 3

Callouts include: 'View video playback in pop-up window.', 'Display clip frames and save as BMP images to local hard drive.', 'Select speed of playback.', 'Delete selected clips.', 'Refresh your list for latest clips.', 'Lock selected clips to prevent accidental eras-', 'Save selected clips to your local PC archive (hard drive).', 'Control clip playback or skip to next clip.', 'Retrieve clips from PC Archive on your local hard drive.', 'Select from up to 19 stored on Optiflex controller.', 'Select clip from list; sorted by date, time or camera.'

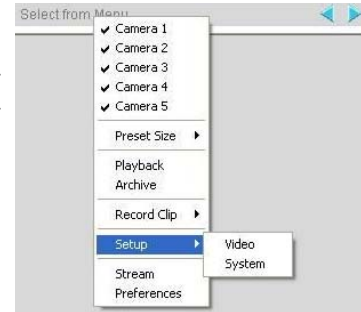
**Record Clip**

Use this option to record directly from a camera you are viewing. Simply pull your options down from the Menu and click on the camera from which you wish to record.



**Setup**

Use this menu option on initial setup or at anytime to make adjustments to your e-Secure camera and recording settings, including external monitor viewing, or change your system settings through NTSC Setup (see below). Click **OK** to save setting changes.



Enable and adjust settings for each camera after selecting camera here.

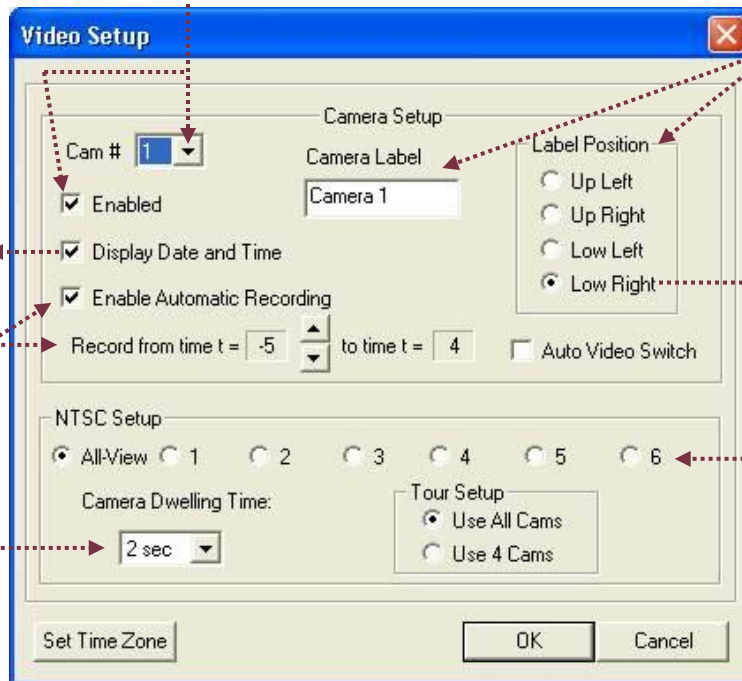
Customize name and position for Camera label on video display.



Enable and set record time for automatically recorded events.

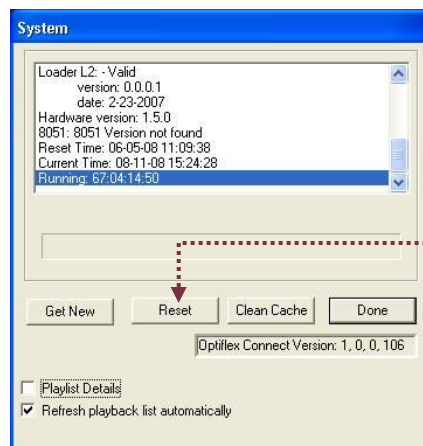


Choose which cameras you want to be viewed on external monitors.



Set time each camera view is show on monitors.

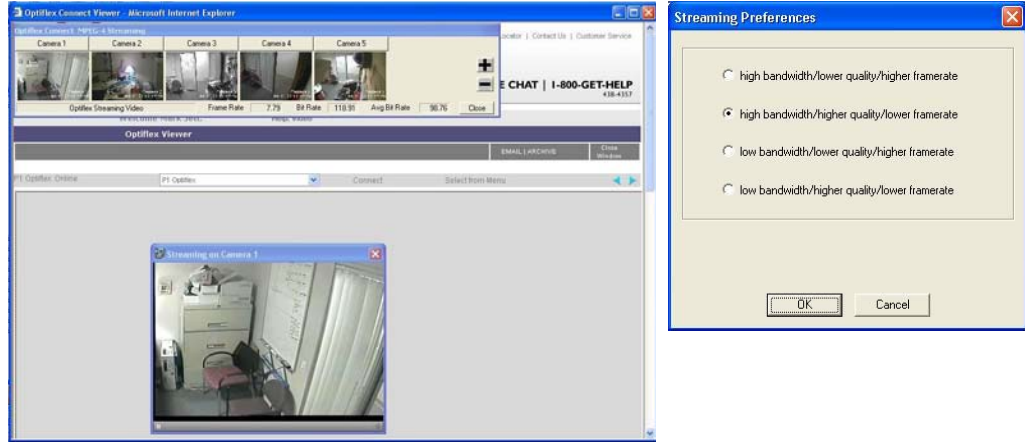
Select **System** under the Setup menu option for a detailed view of your Protection One Optiflex system settings. For assistance or questions, call 1-800-GET-HELP (438-4357).



Click **Reset** only if you have installed and want to set up a new camera.

**Streaming Video**

Select **Stream** under the **Select from Menu** to view and adjust streaming video. Use this option to select either a higher frame rate or higher quality, clearer images of streaming video. This feature also allows you to select either high bandwidth or low bandwidth Internet connections for maximum performance.



**E-mail|Archive**

Select from the **E-mail|Archive** option in the dark-gray bar above **Select from Menu**. Set up your e-mail notification settings to deliver event-triggered video clips via e-mail and images via mobile phone. Specify the e-mail addresses on your video distribution list, select which cameras are e-mail enabled and which will cameras will send whole clips. Set video e-mails to occur at specific days, hours and minutes with the scheduler. Then click **Save Email Properties** to save your new settings.



Enter e-mail addresses of people you want to receive video clips of events.

Select if you want thumbnail images delivered to your mobile phone and notified of events.

Receive e-mail video clips from specific cameras.

Direct e-Secure to send video e-mail clips on specific days and at specific times.

Click button to save e-mail properties.

Optiflex Email Notification and Archive

Optiflex Unit: P1 Optiflex - 00002D058B49

Email Notification Address	Thumbnail	Mobile Trigger	Mobile Set-Up
markjett@p.johndoe@protectionone.com	Small Image	<input checked="" type="checkbox"/>	Mobile Set-Up
	Small Image	<input type="checkbox"/>	Mobile Set-Up
	Large Image	<input type="checkbox"/>	Mobile Set-Up
	Large Image	<input type="checkbox"/>	Mobile Set-Up
	Large Image	<input type="checkbox"/>	Mobile Set-Up

Camera Name	Enable Email Notifications	Email Whole Clip	Archive Whole Clip
Camera 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Always
Camera 2	<input type="checkbox"/>	<input type="checkbox"/>	Always
Camera 3	<input type="checkbox"/>	<input type="checkbox"/>	Always
Camera 4	<input type="checkbox"/>	<input type="checkbox"/>	Always
Camera 5	<input type="checkbox"/>	<input type="checkbox"/>	Always
Camera 6	<input type="checkbox"/>	<input type="checkbox"/>	Always

Schedule Capture / Email Notifications

Enable Weekdays: Mon, Sched, Tue, Sched, Wed, Sched, Thu, Sched, Fri, Sched

Time Start Weekdays: Hour 08, Minute 00, AM

Time End Weekdays: Hour 02, Minute 00, PM

Enable Weekend: Sat, Always, Sun, Always

Time Start Weekend: Hour 12, Minute 00, AM

Time End Weekend: Hour 12, Minute 00, AM

Save Email Notification Setup [Save]

**Configure E-mail**

- Introduction
- My Profile
- Manage Users
- Edit Device Names
- Remote Access
- Video
- Configure Email**
- Configure Mobile
- Event History
- Logout

You may wish to configure e-mail notifications on your initial login. If so, the **Configure E-mail** page is the next logical place to visit. This screen will enable you (or any authorized Sub Users) to **designate the events** that will generate an e-mail notification message, the **subject and content** of a notification, and **to whom** the notification will go.

Depending on your system configuration, up to **eight events** can be reported (default settings usually show four, but more can be added if your system supports them). For your convenience, we usually start out with Notification 1 (N1) configured to send e-mail for general **Arm and Disarm** (Reports On and Off) and N2 configured to send you e-mail when the **AC power** to your security panel is off (Reports Off). You may have your security panel configured by the Installer to substitute other functions for these Notifications, and/or to send notification about additional events (N3, N4, N5-8).

The configure e-mail page is very flexible, so it can be set to match the actual configuration of your system. It also allows Users with authority to **edit the subject and text content** of the e-mail notifications according to User preference, to **enable or disable** the individual notification e-mail for each configured event, and to enroll **up to six (6) e-mail destinations** for the notifications. Each of the enabled notifications is sent to each of the enrolled notification destinations. *If a configured event occurs and the notification for that event is individually disabled in the configure e-mail page, the event is still recorded in the Service History.*

Configure Email

- Introduction
- My Profile
- Manage Users
- Edit Device Names
- Remote Access
- Video
- Configure Email**
- Configure Mobile
- Event History
- Logout

Select Device: Protection One
Save

---

Event Assignment:

Enabled	Event	Event Text	Normal State	Activated State
<input checked="" type="checkbox"/>	1.	Security System is	Disarmed	Armed
<input checked="" type="checkbox"/>	2.	AC Power is	On	Off
<input type="checkbox"/>	3.	Server Room is	Secure	Not Secure
<input type="checkbox"/>	4.	Gun Cabinet is	Secure	Not Secure

Mailing List: (Up to 6 email addresses)

johndoe@protectionone.com	← E-mail address.
5555555555@messaging.sprintpcs.com	← Text message address.
janedoe@protectionone.com	

Email Subject:

Protection One Alert

Click **Save** to enter information.

Save

**Configure Mobile**

This screen must be completed by or for every user who plans to use the Remote Command (SMS and/ or Mobile Access) features of e-Secure. The upper section of this page displays the user-defined system name (Device) that is enabled for SMS/Mobile Access communications. Each system has a “short code,” which is called an **SMS System Abbr Name** in the Configure Mobile page. You can use any SMS system name you prefer; it should be an easy-to-recognize term based on where the system is located or its purpose. We suggest abbreviations such as “Home,” “Office” or other short words, numbers or phrases. The SMS system name can not have spaces in it.

Each user must check the box(es) next to his/her phone number(s) listed to enable Mobile/SMS access from that phone. Each enrolled mobile device may be enabled for SMS Control or enabled for Mobile Control (My Keypad) or **both**. Each user must accept the **Terms & Conditions** in order to save the information and authorize the SMS/Mobile Access service.

Welcome John Doe
[Help](#)

Configure Mobile

Introduction

My Profile

Manage Users

Edit Locations

Remote Access

Video

Configure Email

Configure Mobile

Event History

Logout

System Abbreviation:

Device	SMS System Abbr Name (10 characters & no spaces)
Protection One Alarm	Home

Grant SMS and Mobile Access on User Phones:

User Phone: (555) 555 - 5555

SMS Mobile Device Name	
<input type="checkbox"/> John's BlackBerry	

Mobile Activation Code:

Mobile PIN:

Re-Enter Mobile PIN:

Mobile PIN is same as User Code:

BlackBerry - version 4.2 or above

[Terms and Conditions for service](#)

**Terms And Conditions:**

To Opt-In or subscribe to our service, please contact your alarm service provider.

To Opt- Out or unsubscribe from our service at any time, the user can do one of the following:

1. Text message to our short code, 'Alarm', either 'Cancel', 'Unsubscribe', 'End', 'Quit' or 'Stop' will provide instructions where to unsubscribe.
2. Remove their phone from the 'SMS Configure' page by unchecking its access.
3. Contact their central station.

For a list of commands, SMS the word 'HELP' to the short code 'Alarm'. This will provide our web address, phone number and details listing the available options.

[Click Here](#) for approved list of cellular providers that support SMS service. If your cellular provider is not on this list, SMS service will not be supported.

Accept Terms And Conditions

Check this box to enable this mobile device for SMS Control.

Enter a four-digit number as a your security PIN for the Mobile Control application (My Keypad).

Box must be checked to activate phone numbers for SMS communications.

Enter 8-digit number here and same number on Mobile device when validating installation.

If you choose to use your user Code (on-site keypad code) as your Mobile PIN, check box before installation.

A text message will be sent to your phone. Use the Web browser in your phone to go to the Internet address contained in the text message and the download process will begin. System abbreviation and phone data will saved.

Clicking **Save** authorizes SMS communications, as well as saves the information.

**My Keypad (Mobile Access)**

After you have clicked on the **Send Installation URL** button, a text message with a Web address will arrive on your device. Use your device's Web browser to go to that address. Follow the directions to download the keypad application. After you have installed the e-Secure keypad application on your mobile device, look for the My Keypad icon (see Fig.1) and select it to access and control your home or business security system from anywhere.

When logging in to your My Keypad application, you will first enter your 4-digit Mobile PIN that you designated on the **Configure Mobile** page. Keeping this PIN confidential will help prevent others from accessing your My Keypad application. After you have entered the correct Mobile PIN, you'll be asked to enter your User Code, which is the same 4-digit number you enter on your physical keypad at your home or business. This will connect you to your My Keypad virtual display (see Fig.2). **Note: If you check Mobile PIN is same as User Code" on the Configure Mobile Page, prior to installation on your Mobile Device, you will not be required to enter User Code.**

Select your My Keypad icon to start application.



Fig.1 My Keypad Icon

Your My Keypad home, with virtual display.



Fig.2 My Keypad Display

Once you have entered the correct User Code you will have access to your My Keypad application functions. Select **function** from your device menu, you can open your Remote Control Functions menu.

Select command to send to onsite alarm panel.

Press menu button and select **Function** to see list of commands.



Fig.3 Function Menu

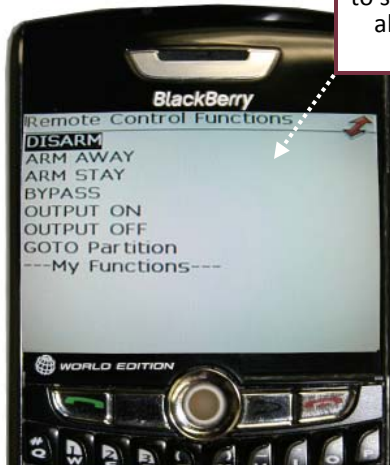


Fig.4 My Keypad Function Commands

Your Remote Control Functions include **Disarm, Arm Away, Arm Stay, Bypass, Output On, Output Off** and **Go to Partition**. Just scroll until the desired function command is highlighted and select it. The command will be quickly sent to your home or business alarm control panel as if your were sending it from a physical keypad on the wall. Press the menu button to exit application .

**Edit Existing User Information**

Use the **Manage Users** page to edit the profile and authority information of an existing user (this is the same Edit User page seen in the initial User Setup process). You can change or update any stored information about an existing User, and you can rescind access. To disable a previously authorized User, check the **Disable Login** box for that User. When the Disable User box is checked, that particular User is disallowed access to the application. This page displays enrolled Users in a table. Individual User settings can be accessed by clicking on the name of the user in the table view.

Welcome John Doe [Help](#)

**Administration**

**Manage Users**

Clicking this button will bring up the screen to enter a new user's information.

User Name	Full Name	Authority	Modified	Disabled
<a href="#">JaDoe321</a>	Jane Doe	Sub User	7/8/2008 11:41:22 AM	True
<a href="#">KevHay44</a>	Kevin Hayes	Sub User	1/24/2008 5:06:34 PM	False
<a href="#">JiSmith484</a>	Jim Smith	Sub User	7/14/2008 9:54:46 AM	False
<a href="#">JaSmith844</a>	Janet Smith	Sub User	1/25/2008 11:18:14 AM	True
<a href="#">MiJo3662</a>	Mike Jones	Sub User	6/30/2008 10:32:23 AM	True
<a href="#">MJones2008</a>	Michelle Jones	Sub User	7/8/2008 11:48:34 AM	True

Clicking a name opens up the **Edit User** screen.

**Edit User**

Required Information:

Username:   
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Password:   
(Only letters(A-Z) / numbers(0-9) allowed, both must be included, min length of 8)

Repeat Password:

Email Address:

Repeat Email Address:

First Name:

Last Name:

Phone Number:

Disable Login:

Check box to deny access to this application.

Mobile Phones for REMOTE ACCESS (At least one phone number is required to use this feature)

Phone:   -

Phone:  -  -

Authority Level (choose one):

Sub User

Features:

Features that may be assigned:

- Edit Locations
- Email Configure
- Manage Users

Features that have been assigned:

Select City and Central Station

<input type="checkbox"/>	MAC
<input checked="" type="checkbox"/>	00 D0 2D 01 7E 64

### Service (Event) History

This screen displays a record of events that have occurred in the e-Secure service. It includes dates and approximate times. Events are included in the System History, if they are configured in your system, regardless of the Notification Enabled check boxes on the “configure e-mail” page.

Welcome John Doe [Help](#)

**Event History**

Select Device: Protection One Alarm

Click the Select button to generate the notification list.

Date Time	User	Event
7/14/2008 10:59:00 AM	Email Event	Security System is Armed
7/13/2008 9:59:00 PM	Email Event	Security System is Disarmed
7/13/2008 10:59:00 AM	Email Event	Security System is Armed
7/12/2008 9:59:00 PM	Email Event	Security System is Disarmed
7/12/2008 10:59:00 AM	Email Event	Security System is Armed
7/11/2008 1:54:00 PM	Email Event	Security System is Disarmed
7/11/2008 11:57:00 AM	Email Event	Security System is Armed
7/11/2008 11:57:00 AM	Email Event	Security System is Disarmed
7/11/2008 10:59:00 AM	Email Event	Security System is Armed

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**Note:** If you want to see the alarm signal and event history stored in your system’s local memory, use **Remote Access** in e-Secure to connect to your system. When you connect, you can either use the System Knowledge tab titled **Event Log** (if your system is 320P1), or use the regular alpha keypad Event Log commands (if your system supports the Virtual Keypad features) to view the log contents.

### Remote Access

This screen enables you to access and control your security system using an emulated or **Virtual Keypad**. The emulation is fast and realistic. If your security system is a Protection One 320P1, you may also be able to interact with it through advanced System Knowledge tabs within the Remote Access application.

To access your security system, select the name of the system using the drop-down menu. Then click the Launch Keypad button.

### Remote Access

When you click the **Launch Keypad** button, the Remote Connect applet window appears on your PC display screen. Click anywhere in that window to start the Remote Connect Applet. **[If your security panel is a model other than Protection One’s 320P1 (including legacy and Commercial Vista systems), you will land on the Virtual Keypad.]** Your system can be operated in the same manner as on a local keypad, except that you **CANNOT** activate functions that require buttons to be pressed simultaneously. In most cases this means you cannot initiate **keypad emergency functions** through the Virtual Keypad. (Refer to instructions in your control panel user guide for operating the system.)

**If your security panel is a Protection One 320P1 enabled for advanced features,** enter your four-digit security system user code on the first security screen. When you then click the **OK** button, you will see a set of System Knowledge tabs near the top of the applet window, and you will land on the **System Status tab**. One of the System Knowledge tabs (to the right side) is the Virtual Keypad described in the preceding paragraph.

In the lower-left corner of the applet window, you can see how your system is currently connected to the service. If your communicator is a wireless device, you will see an animated **tower graphic**, and if it flashes green, you are connected. If you see a static red dot, you are disconnected. Checking the **“Throttle”** box decreases [seen on wireless connections only] the Remote Connect Applet’s data refresh rate to conserve bandwidth. This may improve your user experience, if your system is located on the fringes of a wireless service area. The **“Throttle”** check box can be checked or unchecked at any time when using the Remote Connect Applet.

### Keypad

The Keypad tab enables you to control the security system using an emulated keypad. Functions are performed in the same manner as on a local keypad. If your system is equipped with Custom Alpha keypads, you will find the Virtual Keypads comfortable and familiar. If your system is equipped with Icon display “Fixed English” keypads, you will find Virtual Keypads provides you with significantly more information and control, but you WILL NOT be able to initiate panics. (Refer to your control panel user guide for instructions on operating the system.) Note that you can also use the number keys on your keyboard to perform most actions.

Click anywhere on keypad to activate keypad control.

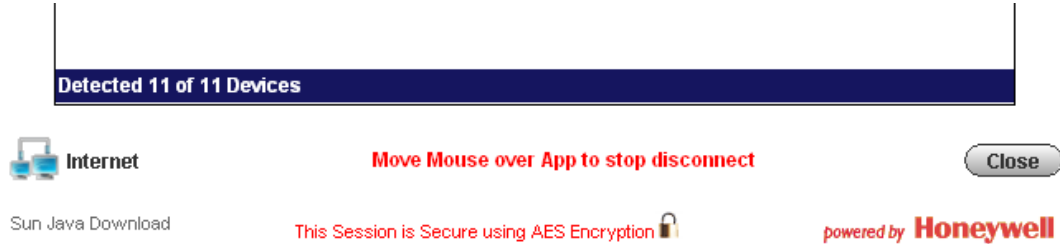
DISARMED BYPASS Ready to Arm				
<input type="checkbox"/> Armed	A	1 OFF	2 AWAY	3 STAY
<input checked="" type="checkbox"/> Ready	B	4 MAX	5 TEST	6 BYPASS
<input type="checkbox"/> Trouble	C	7 INSTANT	8 CODE	9 CHIME
D	* READY	0	#	

Internet Close

Sun Java Download This Session is Secure using AES Encryption powered by **Honeywell**

### User Session Timeout

If a remote session has been open for 10 minutes without activity, the service will warn the user of impending, automatic disconnection by displaying “**Move Mouse over App to stop disconnect.**” To stop disconnection, mover over or click anywhere on the application.

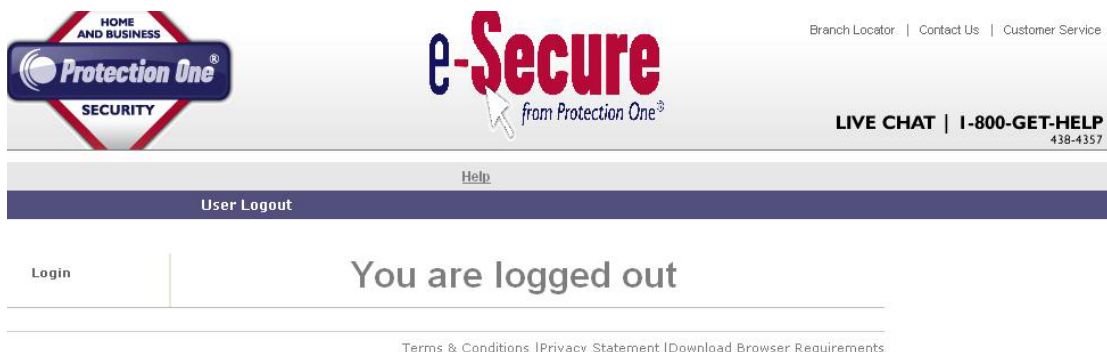


If, after 10 minutes, activity is not detected, the remote session will disconnect.



### Logout

We strongly recommend you take reasonable precautions to preserve the security of your system and service. One way to do this is to **ALWAYS LOG OUT** of the service when you are finished using it, to prevent another person from passing by your computer and gaining access, should you step away or be distracted.



Another note on security: We also recommend that you **NEVER** share your login or password, and that you use care in creating and sending Remote Command messages, to help prevent someone seeing your user code by looking over your shoulder, for example. If possible, we recommend you delete Remote Command messages from your phone’s Sent Items (if it has one) and the response messages you receive from your system that may be in your phone’s Inbox if it has one.

### Remote Command: Communicating Through Text Messages

To communicate with your security system through text messaging, you must first enroll at least one SMS device (cell phone) in a user profile and enable that device for access to your system in the Configure SMS page of your service. If you have done this and your mobile services provider supports SMS Short Codes, you can send text message commands to operate your security system remotely from the enrolled phone. Your system will respond with a confirmation message *to the phone number of the enrolled SMS device that sent the command*. The confirmation message includes the command and your system's response to the command. Most of the time you will see confirmations telling you the command was successfully completed, but occasionally you may ask your system to do something it can't (arm with a zone open, for example). If the command is not executed successfully and you want detailed information, you will see a short, general explanation of the reason that is consistent with the characteristics of SMS service. You may want to log into your e-Secure service from a convenient PC and get the details.

### Send Remote Command messages to the "Short Code" 2-5-2-7-6 [A-L-A-R-M on a telephone keypad].

You can store the short code in your phone's Contacts (if it has this feature) so you don't have to type it in each time. We **DO NOT** recommend storing draft or complete Remote Command messages in your phone, because they include your panel's User Code. In the Syntax Table, Remote Commands are not case sensitive; commands are shown in upper case for clarity.

The Remote Command message format is:

[SMS system name] = This is the SMS system name name for your system, which you created in the Configure SMS page of your e-Secure service. It can be as short as one digit and can contain letters and/or numbers but no spaces. We recommend you use something you can remember easily.

[Command] = The Command library includes the most common operations for your system. Commands are single letters, except Arm Stay which is two letters: Arm Away (A), Arm Stay (AS), Disarm (D), Bypass (B), Output (O), Status (S). (See the Syntax Table that follows).

[Code] = This is your four-digit User Code *in your alarm panel* (not your username or password for e-Secure login). In the Syntax Table, the User Code is represented by **cccc**.

[Number Detail] = Some commands support detail like partition number or zone number. In the Remote Command syntax, the Number Detail is entered following your User Code (separated by a space). In the Syntax Table, Number Details are represented as follows:

**zzz** = Zone Number Detail. Zone Number Detail is required with the Bypass command. Zone Number Detail is entered as a *three-digit number*. Enter leading zeroes for one- or two-digit zone numbers (zone 1 is entered as *001*).

**p** = Partition Number Detail. Partition Number is optional with Arm and Disarm commands. Partition Number Detail is entered as a single digit when necessary. *Most systems do not operate in multiple partitions, so partition Number Detail is usually not necessary*. Without Partition Number Detail, an Arm or Disarm command is applied to all partitions active in the system. For example, a basic Arm command without Partition Number Detail is interpreted as a command to *Arm All*.

**oo** = Output Number Detail. Output Number Detail is required with the Output Control command. Output Number Detail is entered as a two-digit number. Enter leading zeroes for one-digit Outputs (Output 3 is entered as *03*).

[Action Detail] = Remote Commands to operate Output devices in your system require Action Detail to tell the system what action you want the Output to take. In the Syntax Table, Action Detail is represented as **a**. Output Action Detail can be one of two words:

**on** = Turn the Output ON.

**off** = Turn the Output OFF.

**Below are the text message command field definitions and their formats.**

**A** = Arm Away

Syntax: [SMS system name] **A** *cccc p*

If successful, you will receive an Armed Away status message that is time and date stamped.

Examples: **home a 5555**

Arm entire system (SMS system name *home*) to Away using code 5555

**office a 5555 2**

Arm only Partition 2 of system (SMS system name *office*) to Away using code 5555

**AS** = Arm Stay

Syntax: [SMS system name] **AS** *cccc p*

If successful, you will receive an Armed Stay status message that is time and date stamped.

Examples: **home as 5555**

Arm entire system (SMS system name *home*) to Stay using code 5555

**office as 5555 1**

Arm only Partition 1 of system (SMS system name *office*) to Stay using code 5555

**B** = Bypass/Unbypass Zone

Syntax: [SMS system name] **B** *cccc zzz*

If successful, you will receive a Zone Bypassed status message that is time and date stamped, along with general system status.

Examples: **home b 5555 006**

Bypass/unbypass zone 6 of system (SMS system name *home*) using code 5555

**office b 5555 037**

Bypass/unbypass Zone 37 of system (SMS system name *office*) using code 5555

**D** = Disarm system

Syntax: [SMS system name] **D** *cccc p*

If successful, you will receive a Disarmed status message that is time and date stamped.

Examples: **home d 5555**

Disarm entire system (SMS system name *home*) using code 5555

**office d 5555 2**

Disarm only Partition 2 of system (SMS system name *office*) using code 5555

**O** = Turn programmed output on/off (*letter O, not number zero*)

Syntax: [SMS system name] **O** *cccc oo on / off*

If successful, you will receive a Programmed Output status message that is time and date stamped.

Examples:     **home o 5555 03 on**

Turn ON Output 3 in system (SMS system name *home*) using code 5555

**office o 5555 07 off**

Turn OFF Output 7 in system (SMS system name *office*) using code 5555

**S** = Status Request

Example: [SMS system name] **S** *cccc*

If successful, you will receive a current System Status message. Status includes current Arm/Disarm state, faulted zones and troubles.

Example:     **home s 5555**

Request status of system (SMS system name *home*) using code 5555

**Help, H, Info, ?, I** = Help Request

This command is a little different from the others because it doesn't require an SMS system name or a user code – the command itself (Help, H, Info, I or ?) is all that's necessary. The Help commands request information from the e-Secure service instead of a security system. The reply from the service depends on whether the phone that sends the Help command is enrolled as an SMS device or not.

**An enrolled and authorized phone will receive the following reply message:**

SMS Remote Control Services, Powered by Honeywell Inc.

Key

a = System Abbreviation

p = optional partition #

cccc = user code

For details log onto your account at CMD

a A cccc p = Arm Away

a AS cccc p = Arm Stay

a B cccc xxx = Bypass zone xxx

a D cccc = Disarm

a O cccc xx On/Off = Turn output xx on or off

a S cccc = Get Status



For further details, e-mail us at [CustomerService@ProtectionOne.com](mailto:CustomerService@ProtectionOne.com).

**A non-enrolled or unauthorized phone will receive this reply message:**

SMS Remote Control Service, Powered By Honeywell Inc.

Text the word "Stop" to opt out of SMS Remote Command service.

For further details, go to [www.Protectionone.com](http://www.Protectionone.com) and click on e-Secure in the "Access Online Services" gateway box in upper-right area of the home page, or e-mail us at

[CustomerService@ProtectionOne.com](mailto:CustomerService@ProtectionOne.com).

**NOTE:** From an enrolled and authorized phone, commands can be sent to "Opt Out" or un-enroll the phone from SMS Remote Command service. Opt Out commands are similar to Help commands – they are to the e-Secure service rather than to a particular security system. **Stop, quit, cancel, unsubscribe, terminate, or end** can be sent through SMS communication to opt out of the service and disable the phone from SMS Remote Command. The service sends a reply message stating that SMS Remote Control services for this cell phone have been terminated. We recommend using the Opt Out commands with caution because they can't be recalled by the phone after they have been sent.