

Alula Security App and Touchscreen Interface

User Guide



Table of Contents

Welcome
Downloading the App
Logging In
The Alula Security App
Home Screen
Home Screen Favorites
Adding Favorites
Using the App
Using the Touchpad
Arming and Disarming
The Clock and Speaker Icons
Notifications
Setting Notifications
System Management
User Management
Sensor Settings
Using Video Services
Cameras and Clips
Answering the Doorbell
Adding a Camera
Camera Settings
Adjusting Motion Sensitivity
Home Automation
Managing Automation Devices
Scenes
Settings and Sidebar Menu
Virtual Keypad
Notes

Thank you for trusting us with your smart security needs. This guide will help you with the basics you need to get the most out of your system.

If you have any questions about your home security system, please reach out to your security dealer.





Page 1

Downloading the App

The Alula Security App

On your iOS device's App Store on your Android device's Google Play store, search for "Alula Security" and download the Alula Security app. Alternately, follow the QR codes below (which are also clickable links) to be directed to your app store.



iOS (Apple Devices)



Google Play (Android Devices)



< Search

Alula Security Smart Security · Smart Control

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Logging In

To log in, enter the username and password provided by your security professional.

If you have forgotten your password, or need to reset it, tapping the Forgot your password? link will allow you to reset it via email.

a	lula
Username	
Password	
	Login
Demo	Forgot your password?

Your app offers more than just security. It lets you control and view a wide range of features. Interacting with them is simple and intuitive.

- Dashboard/Home Your landing page upon opening the app. Provides quick viewing and control of your favorite zones, devices, cameras, and scenes.
- Security Controls and information about the intrusion detection system, which monitors things like doors, windows, and motion sensors.
- Cameras View live and recorded clips from your installed video system.
- **Devices -** Z-Wave home automation products that operate things like lights, locks, thermostats, and garage doors.
- Scenes Automate functions of your home like energy control or lighting based on triggers and conditions.
- **Groups** Organize zones, devices, and cameras by their location or function for easy viewing.





Home Screen

Home Screen Favorites

Interacting with your home should be easy with the things you care about front and center.

The Dashboard is your at-a-glance visibility of current system status, arming modes you can enter, and your favorite cameras, sensors, devices, and scenes.

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Stay	Away	Night
Favorite Z		
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	indow osed	1
Favorite D	evices	
La	mp	

Select the cameras, sensors, and automation devices that are important to you, and see them as soon as you log in.

The dashboard is a great way to see exactly what is happening with all of your favorite devices. Selecting favorites allows you to place any zones, cameras, Z-Wave devices, or scenes directly onto your home page.



Some Helpful Icons:

- » Current arming status
- » Arm/Disarm
- » Settings Gear (iOS/Touchpad) or Hamburger Menu (Android)
- » Sleep Mode
- » Home

Favorites are easy to add. Tap Groups, then Favorites. Tap the edit pencil, and select the things that you would like to see first when you open the app. You can even access cameras from multiple locations directly on the home screen.



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Adding Favorites



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Group Name Favorites			
Cameras	Zones	Devices	Scenes
Doorbell			~
Mini O			
Outdoor Cam	era		
PT360			×
SE corner			

Page 5

Using the App

Using the Touchpad

Find feature pages on the bottom row of the **iOS app and Touchpad**, or the Menu button located in the top left of the Android app.



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Arming and Disarming

The Clock and Speaker Icons

Stay Mode: Arms doors and windows but allows you to remain in the home.

Away Mode: Arms all devices including motion detectors when you do not plan on being home.

Night Mode: Arms doors, windows, and selected motion detectors. Allows you to remain in your home. Your security professional can assist you with setting this feature.

Disarm Mode: Disarms the system. System can be configured to require a PIN code. See your security professional for more details.



The **Clock Icon** performs an instant arm function. When using this function, any zone opened when the system is armed will trigger an alarm instantly, without an entry delay.

The Speaker Icon silences the arm and disarm functions. When active, your alarm system will not beep when arming or disarming. Tap the Speaker Icon before changing your arming status to silence that action.

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			😵 Panics	Dashboard	Security	Pevices	াৰ Cameras	## Scenes	: More



Notifications

System Management

Notifications are a configurable feature of your security system that make you aware of events occurring at your home. Your security app will send you a push notification to let you know about events like alarms, camera triggers, sensors openening or closing, and trouble conditions such as low batteries or power outages.

There are three types of notifications:

- **O** System Notifications
- **O** Video Notifications
- **O** Zone Notifications

Notifications show up in a banner on your mobile device.



- O Manage Users: Add/Delete users, set user permissions, and change PIN codes
- O (Manage) Systems: Set chimes, enroll additional zones (with dealer assistance), and perform resets
- **O** Manage Cameras: Another way to get to camera settings
- **O Preferences:** PIN or Face ID validation for commands
- O Log Out: Logs the current user out of the app

Setting Notifications

Notifications can be accessed through the settings icon.

Settings ⇒ Manage System ⇒ (System Name) ⇒ Notification Settings

Simply check the boxes for the notifications you'd like to receive.

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Home				~
Zone Notifications				~
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Event Type		Push		
Event Type When the zone opens		Push	CATIONS	
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System Setti	ings	
Global Chim	e	
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Zone Enroll		
Begin zone er	vollment.	
Configure Lo	cation	
Configure the	physical location of the system.	
System Utilii	ies	
Reset Conne	ct+ Panel	
Perform a sof	tware reset of the Connect+ Pane	Hi.
Z-Wave Utili	lies	
Z-Wave S2 D	isk	
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Soft Reset Z	-Wave Module	
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User Management

Quickly and easily give security access to someone like a pet sitter, cleaning service, or package delivery person.

With in-app user management you can allow or restrict access to your home, even when you aren't there.

You can add or delete users under the Manage Access tab. Tap the system you want to add users to and then tap the + icon in the top right.

Next, select whether you want your new user to have app access or local access only. With local access the user will only be able to access the system from inside the home. App access will allow the user to have remote access via your security app.

Finally, fill in the required fields and to **CREATE** to add the user.

Zones are sensors that monitor the status of things, like whether doors are open or closed, or if a water leak has been detected.

Tapping on the zone name will open the zone details screen. Here you can change the zone name, set the zone to inactive (bypass), set the chime, or set notification parameters.

Tap the history icon to view the event log.

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Primary Users		First Name (Required)		First Name (Required)	
Ryan App Access	Granted	Last Name (Required)		Last Name (Required)	
Sub-Users		PIN Code	8	PIN Code	8
Emma EEEIlis App Access	Granted	App Access L	ocal Access	App Access Loca	I Access
A Harmony Local Access	Granted	access to any security system in to arm and disarm a system at its You can add application access t	s keypad.	IOS or Android mobile app to access security systems in your account.	s at least one of the
Nicole nicole App Access	Granted	promoting it an App User later.		E-Mail (Required)	
Ryan App Access	Granted			Password (Required)	SUGGEST
Walter Walter App Access	Granted			Validate Password (Required)	





Sensor Settings





Using Video Services

Cameras and Clips

Adding video to a connected home is one of the easiest ways to:

- Stay connected to the things that matter most
- **O** Monitor activity while you're away
- Increase the level of security in and around your home

As part of your security package, your dealer may have installed video services. If you would like to make video a part of your home security system, please contact your security professional. Cameras will show a still thumbnail of the last image on the camera. Tap on the thumbnail to enter Live View.

To view clips, tap the **play** icon. This will show all clips from today. Tap on a clip to play.

Clicking the camera icon will bring you back to the thumbnail.





ne Security Camerae Devices More



View clips from previous days by selecting the **calendar** in the top right and then tapping the day you'd like to view.

Access camera settings by touching the **settings gear**, also in the top right. Here you can name the camera, set motion detection areas and sensitivity, and adjust audio settings.



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Answering the Doorbell

When the doorbell button is pressed, a notification will pop up on your mobile device. Touching the notification will take you into a live session with the doorbell camera. Press the microphone icon to start a two-way audio session.

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JUST NOW

Doorbell Button Pressed Someone pressed the button on doorbell 'Doorbell'. To add a camera:

- **O** Verify your mobile device is on the same 2.4GHz network as your camera
- **O** Click the **+ icon** in the top right corner
- **O** Allow your phone permissions and scan the QR code on the camera
- **O** Enter the network name and password and follow prompts to complete configuration



Adding a Camera

2:24 0 Cameras PT360 -SE corner -

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Camera Settings

Adjusting Motion Sensitivity

While most of your camera's settings will be configured by your dealer, there are a few things you can change to customize your notifications and views.

- **O** Name and rename your cameras
- O Adjust motion sensitivity levels and mask out motion detection areas on selected cameras
- Change audio settings
- **O** Enable night vision infrared (IR) settings to make recordings clearer at night

2:27		al 🕈 🗈
×	Camera Settings	
System Name PT360		
Camera Info		
Online Status Online		
Hardware Ident RE702	lifier	
Serial Number C70561913		
Camera Settings		
Motion Detection		>
Motion Detection Configure the carr	n Areas nera's detection areas.	>
Camera Microph You can hear and the camera.	one record sound from	



- **O** Use the masking blocks to select the areas you care about
- **O** Adjust the sensitivity of the camera's built-in motion detector

Pro Tip

If you are receiving too many notifications, adjusting sensitivity can help reduce the number of events the camera captures. Setting the sensitivity to 0 will turn off motion detection, while setting it to 6 will make it most sensitive.

€	Doorbell
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	Doorbell
	Camera Microphone
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	Night Vision
	Images will be in color, but won't be as clear
	Chime Mode
	Mechanical
	Motion Detection
	Configure motion detection
	Time Settings
	Configure the camera clock
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	Storage Settings Configure the camera sd-card
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MOTION DE	TECTION	
Motion De	etection Enabled	
Motion Se	ensitivity	2
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Notificatio	on Sound (From Camera)	Mute



Select the areas that you want monitored for motion.



Page 19

Home Automation

Managing Automation Devices

With home automation, you can verify if an appliance is off... or still on. It lets you open the door for someone when you are away, randomize lights while you are out of town, or adjust comfort settings to conserve energy. It simplifies your day to day and often removes mundane or repetitive tasks, freeing up time to focus on you.

Home automation is easy, but just in case you need it, here are some definitions that make it even easier:

- **O** Home Automation: a system of devices that perform specific tasks on a schedule or when commanded
- **O Device:** the hardware that performs the task(s) when commanded
- **O Z-Wave:** the name of the system that interconnects the devices
- **O Scene:** a series of multiple commands that work together

O Home automation devices are sorted by type

- **O** You can toggle devices on and off or use sliders to control a device's setting
- **O** Tapping on the device card opens up the device details screen and allows you to edit and make customized settings for that device
- **O** To add a device, touch the **+** arrow on the device and then follow the device instructions for including it on your network
- **O** To remove a device, click the **triple** stacked dots next to the + and select Remove a Device, then follow the device instructions for removing it from your network



Don't have automation yet? Contact your security professional and ask to have it added to your system.



Scenes

Settings and Sidebar Menu

Scenes act like if/then statements and use triggers, optional conditions, and actions.

- **O Trigger:** a change in surroundings, or an action that causes another action to occur, e.g. when motion is detected
- O Condition: when certain other factors are occuring, e.g. between sunset and sunrise. Conditions are not required to create a scene
- O Action: the new state of your automation system



f

Θ

Night

0

Thursday • May 06 • 4:14 PM

Disarmed

Ready to Arm

Away

A New Scene

A New Scene

Triggers, 1 Condition and 2 Actions

1 Trigger, 1 Condition and 1 Action

22

+ ADD) SLEE

Off 💿

Off 🤇

To access settings on the app:

- In iOS, tap the gear in the top left
- In Android, tap the settings card in the navigation pane
- O On the Touchpad, tap the triple-stacked dots on the lower right

Trigger: When the system is disarmed



This scene will unlock the front door and turn on the living room lights (action) when the system is disarmed (trigger) when it is between sunset and sunrise (condition).

Example Scene

CP

Condition: Between sunset and sunrise











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😵 Panics	Dashboard	Security	Tevi		√€ Cameras	tt Scenes	: More

Virtual Keypad

When paired with compatible panels, the virtual keypad provides the same functionality as a keypad on the wall.

Your virtual keypad may appear different. Contact your security professional for more details.

× BAT Connect DSC 1616						
	System is Ready to Arm					
READY ()	ARMED O	C	POWER			
	۲	>				
1	2	3	STAY			
4	5	6	AWAY			
7	8	9				
/	0	9				
*	0	#				

9:36 AM

Thank you for choosing an Alula smart security system. If you have questions or would like to add components, please contact your dealer.

This page has been deliberately left blank so you can write down important details about your system.



