THE MONITORING CENTER

TMC Alarm+ App and Touchscreen Interface

User Guide

Table of Contents

Welcome

Thank you for trusting The Monitoring Center 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, contact The Monitoring Center at 1-866-247-4999

Downloading the App

On your iOS device's App Store or on your Android device's Google Play store, search for "TMC Alarm +" and download the TMC Alarm + 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)
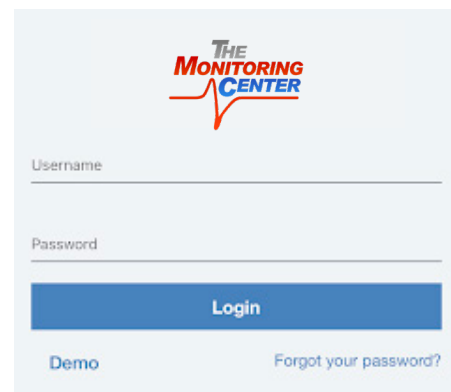
‹ Search

TMC Alarm +
Energy Savings Corp

GET

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.
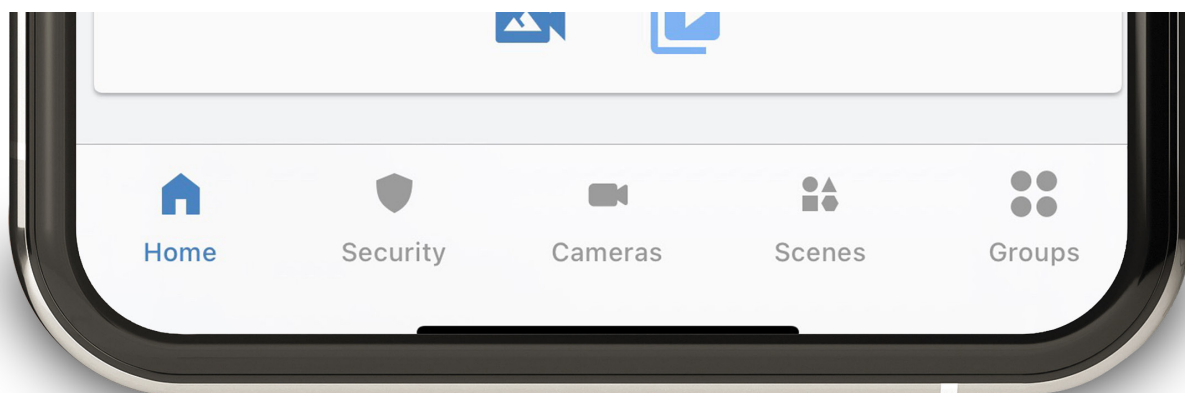
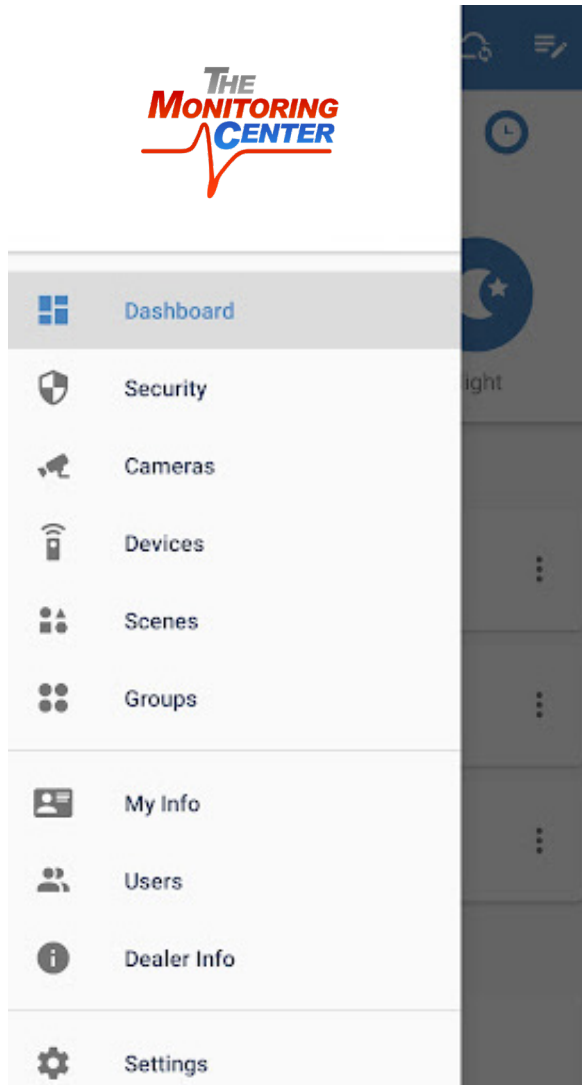Username

Password

Login

Demo   Forgot your password?

Using the TMC Alarm+ App

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.

THE
MONITORING
CENTER

Dashboard

Security

Cameras

Devices

Scenes

Groups

My Info

Users

Dealer Info

Settings

Home   Security   Cameras   Scenes   Groups

Home Screen

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.
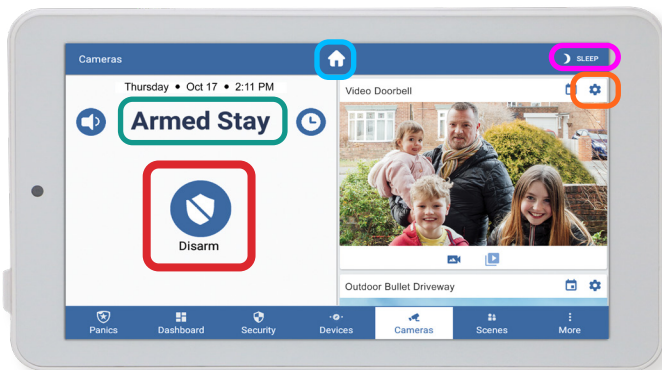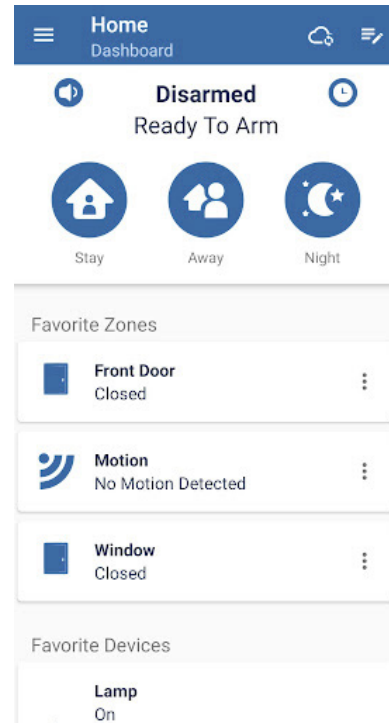
Some Helpful Icons:

» **Current arming status**

» **Arm/Disarm**

» **Settings Gear (iOS/Touchpad) or Hamburger Menu (Android)**

» **Sleep Mode**
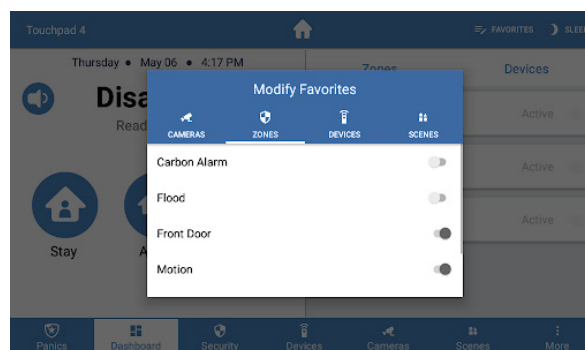
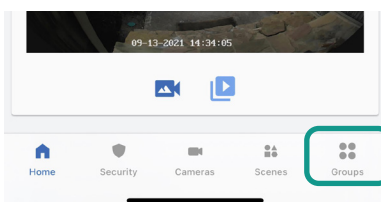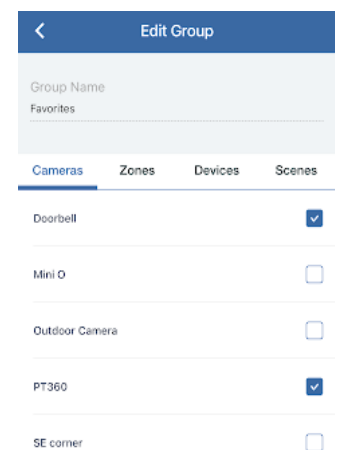» **Home**

Home Screen Favorites

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.
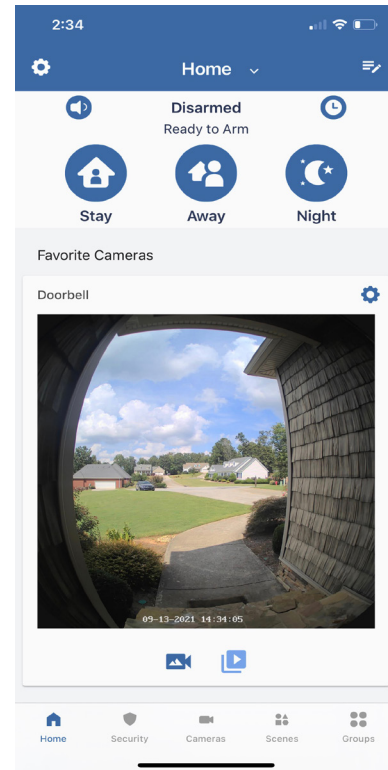
Adding Favorites

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.
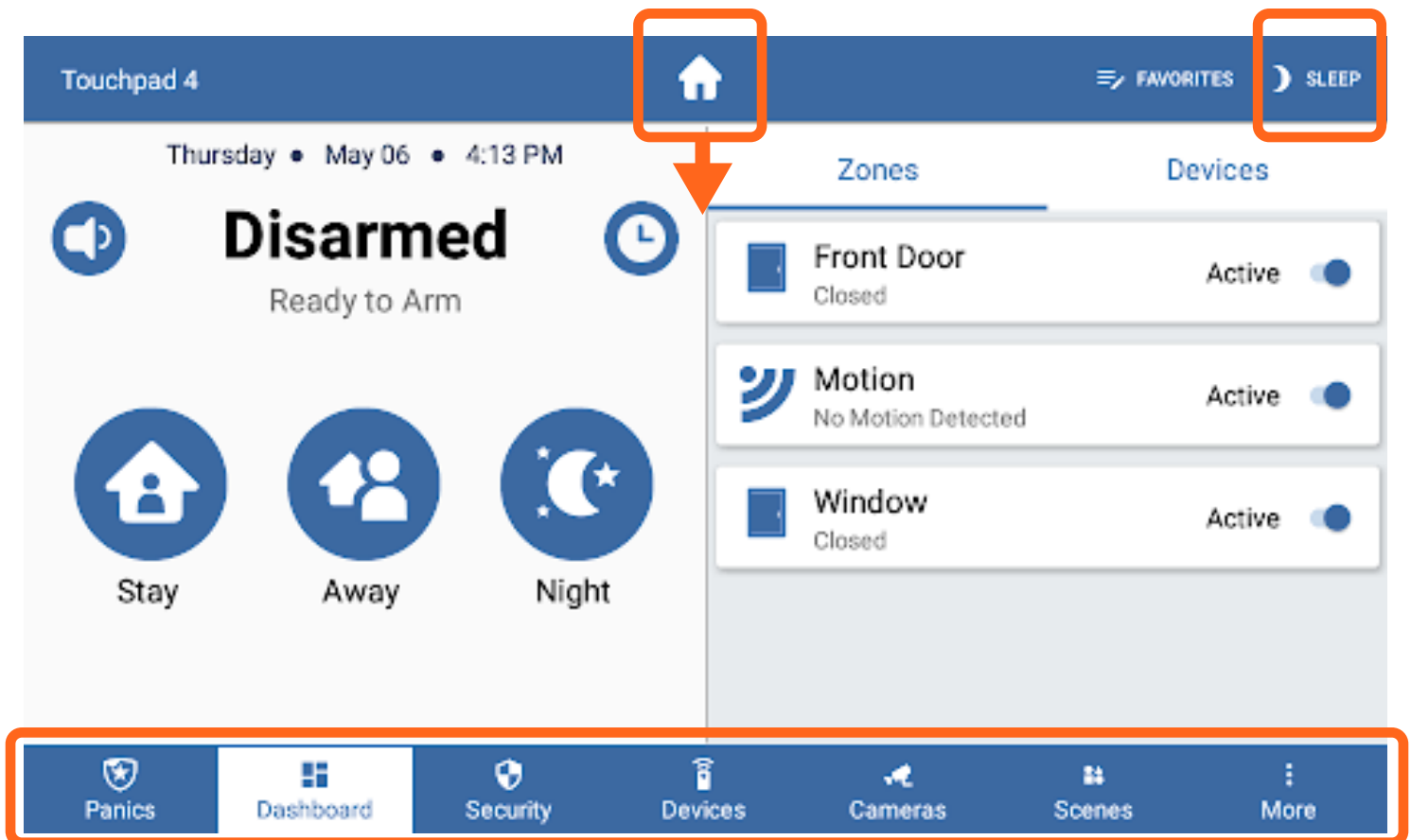
Using the App

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**.
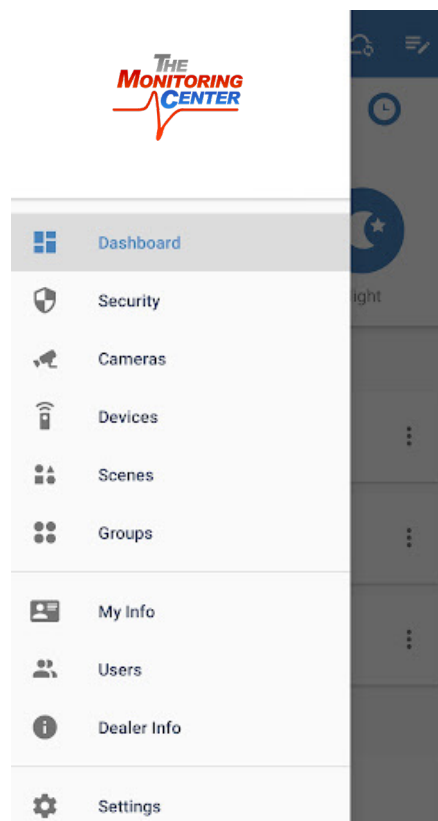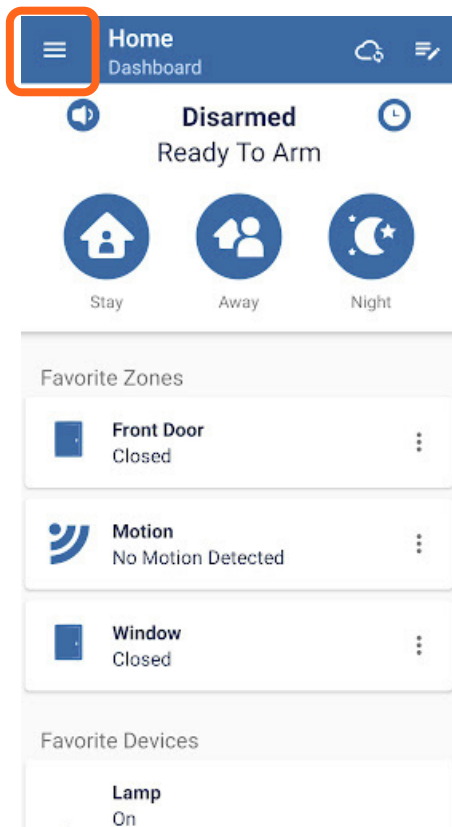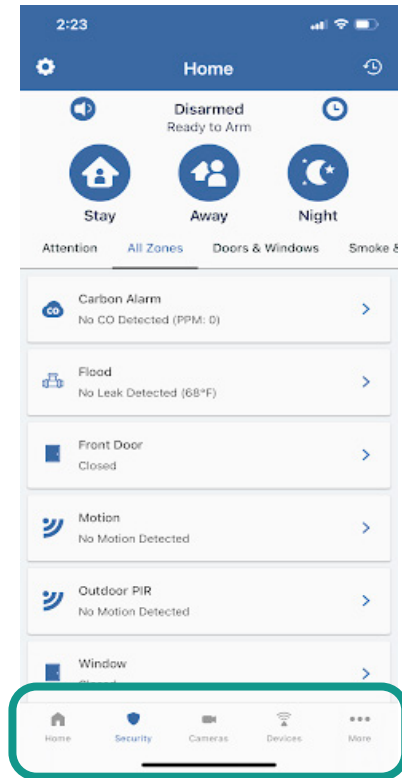
Using the Touchpad

Drag the Home icon down from the top to show notifications and details page.

Tap the Sleep icon to turn off the Touchpad display. Wake it up by tapping anywhere on the screen.

Touchpad 4 | FAVORITES | SLEEP

Thursday • May 06 • 4:13 PM

Disarmed
Ready to Arm

Stay   Away   Night

Zones | Devices

Front Door
Closed — Active

Motion
No Motion Detected — Active

Window
Closed — Active

Panics | Dashboard | Security | Devices | Cameras | Scenes | More

Tap any of these icons to navigate to that feature set.

Arming and Disarming

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.
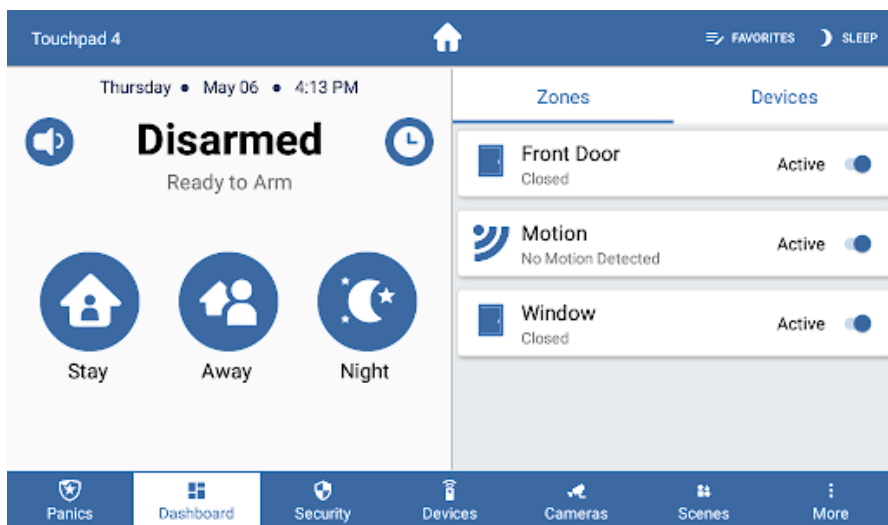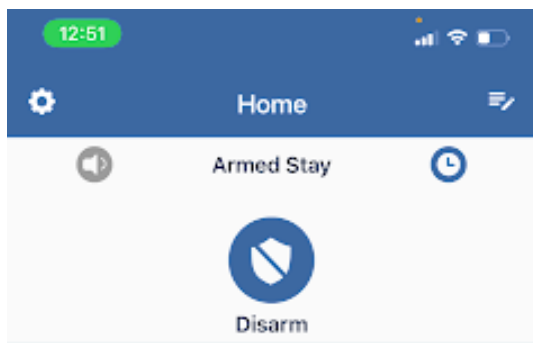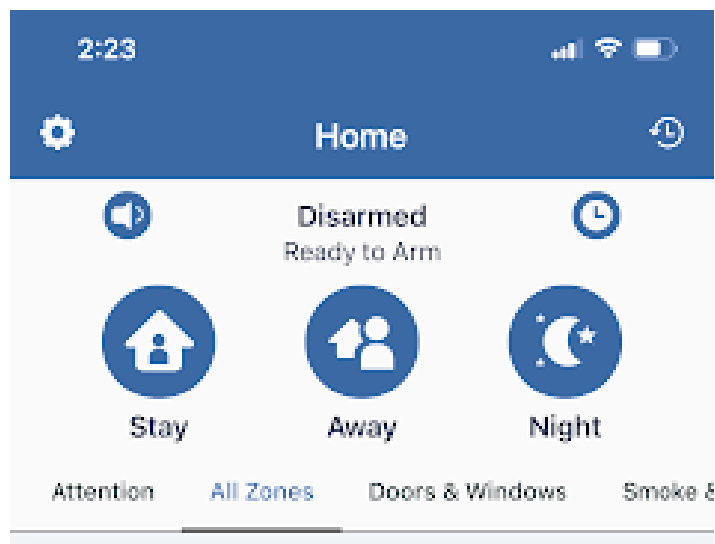
The Clock and Speaker Icons

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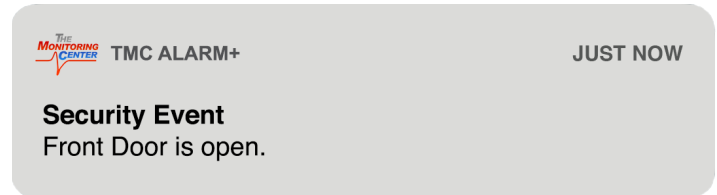
The **Speaker Icon** silences the arm and disarm functions. When active, your alarm system will not beep when arming or disarming. Tap the **Speaker Icon** before changing your arming status to silence that action.
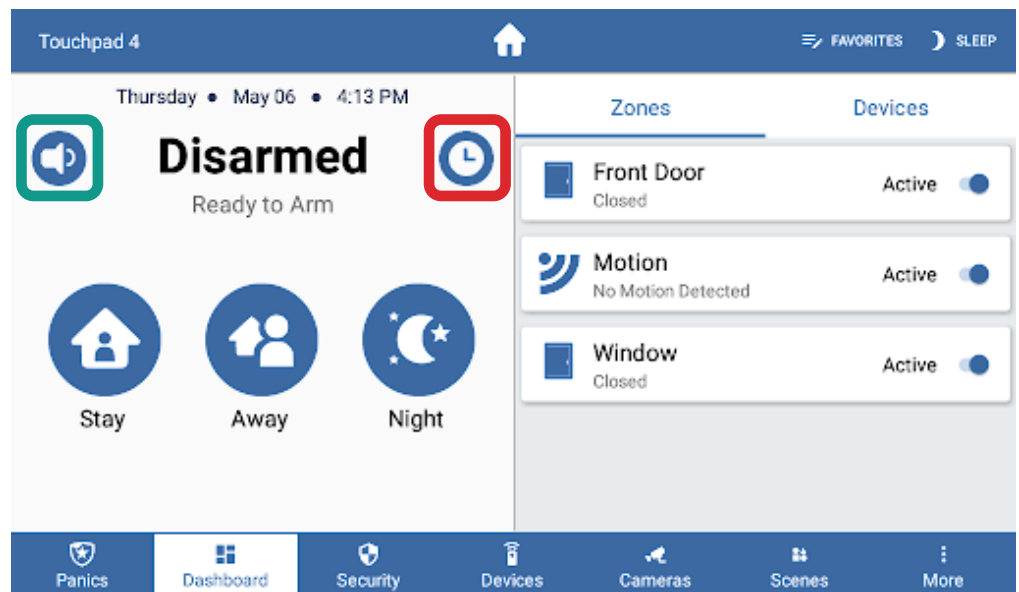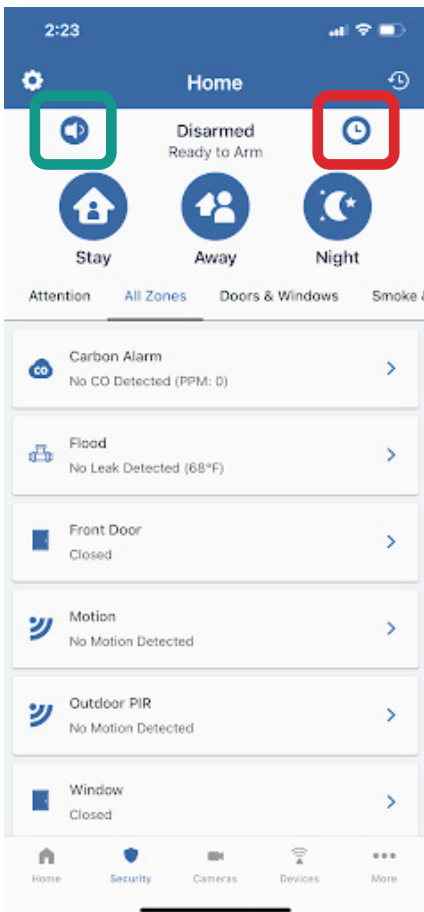
Notifications

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:
- ❍ System Notifications
- ❍ Video Notifications
- ❍ Zone Notifications

Notifications show up in a banner on your mobile device.

TMC ALARM+   JUST NOW

Security Event
Front Door is open.

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.
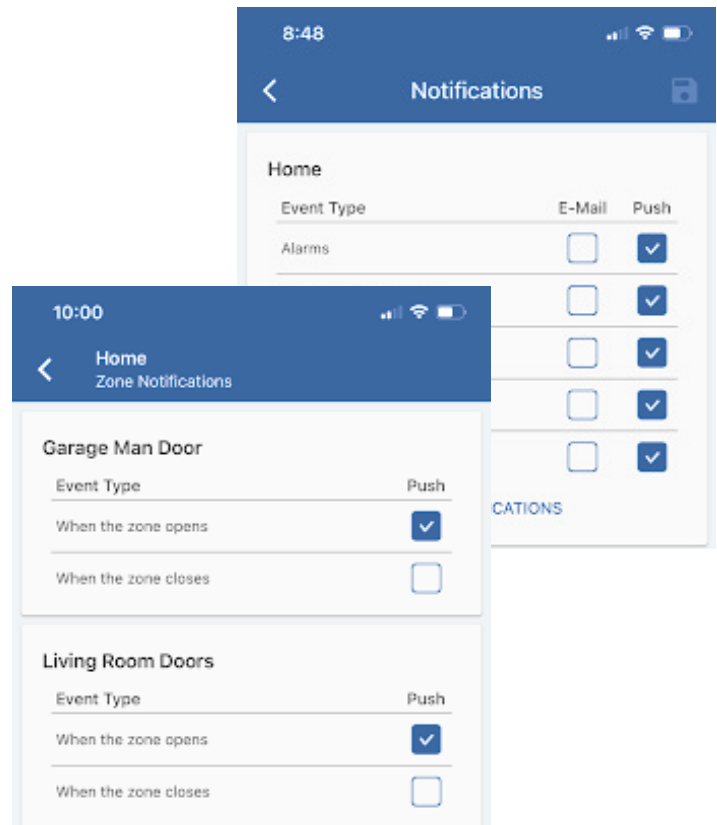
System Management

○ **Manage Users:** Add/Delete users, set user permissions, and change PIN codes

○ **(Manage) Systems:** Set chimes, enroll additional zones (with dealer assistance), and perform resets

○ **Manage Cameras:** Another way to get to camera settings

○ **Preferences:** PIN or Face ID validation for commands

○ **Log Out:** Logs the current user out of the app
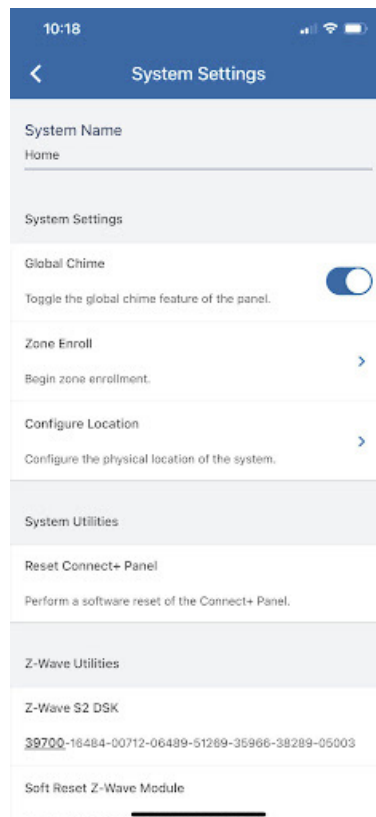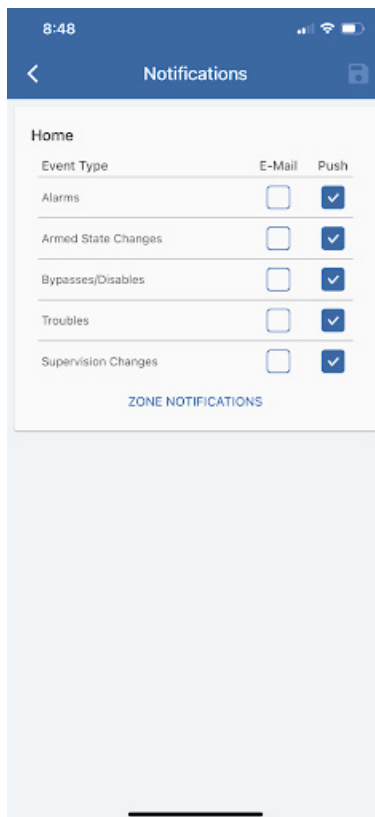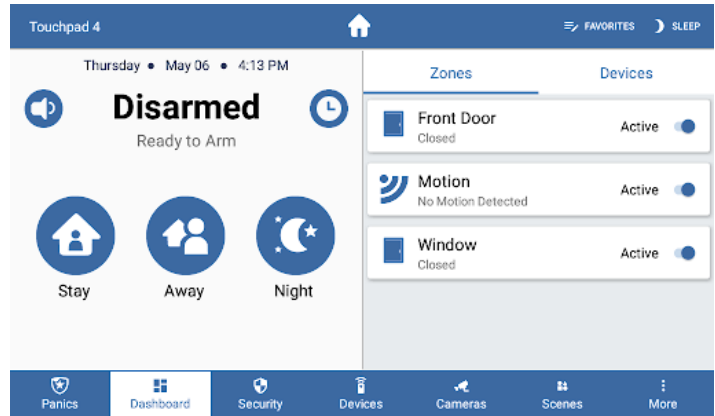
User Management

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.
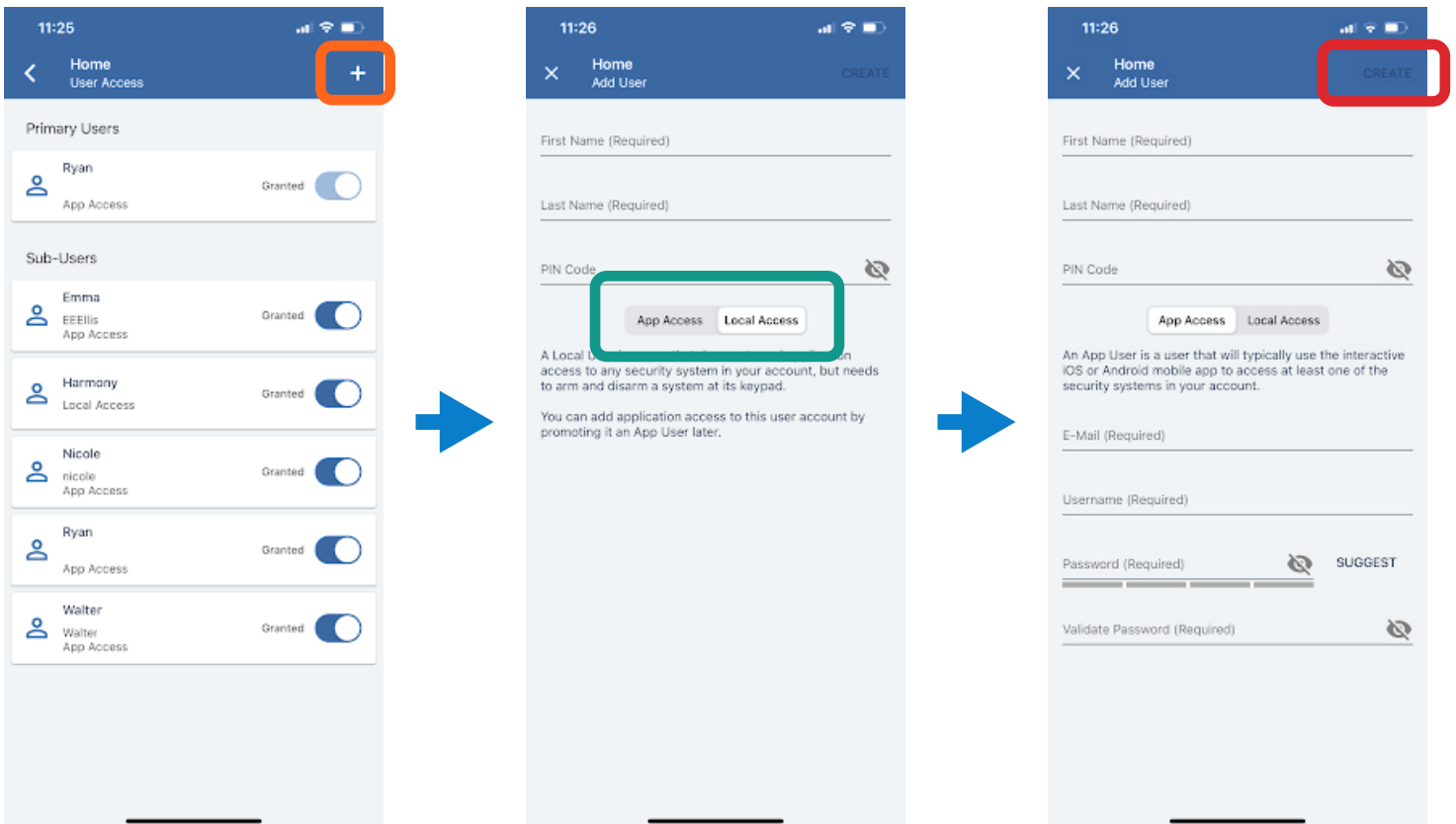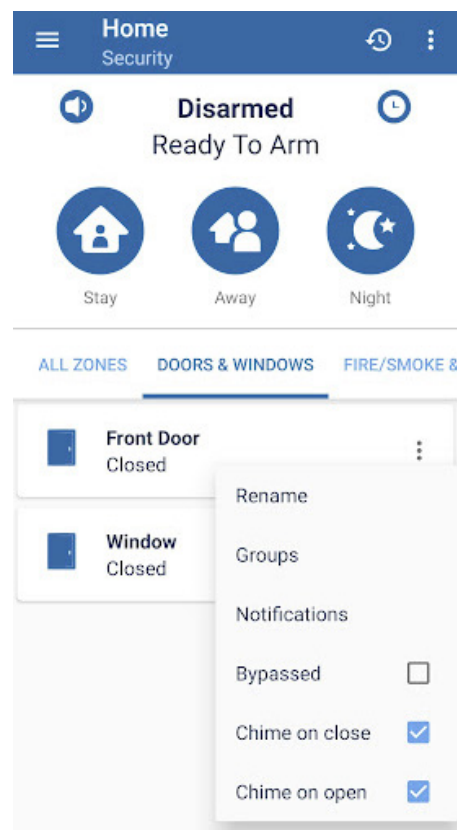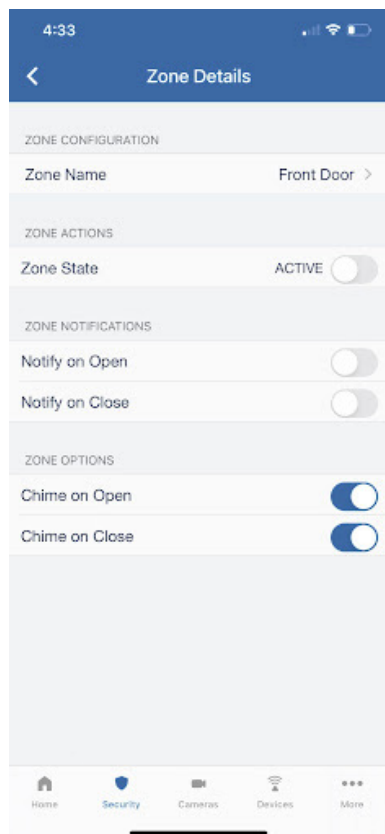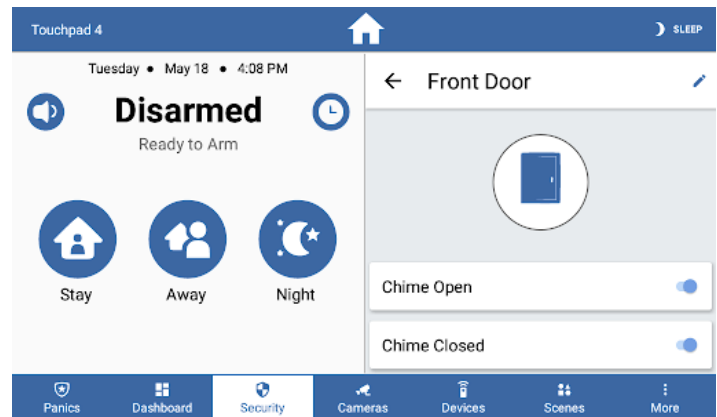
Sensor Settings

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.

Using Video Services

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

○ Stay connected to the things that matter most

○ 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.
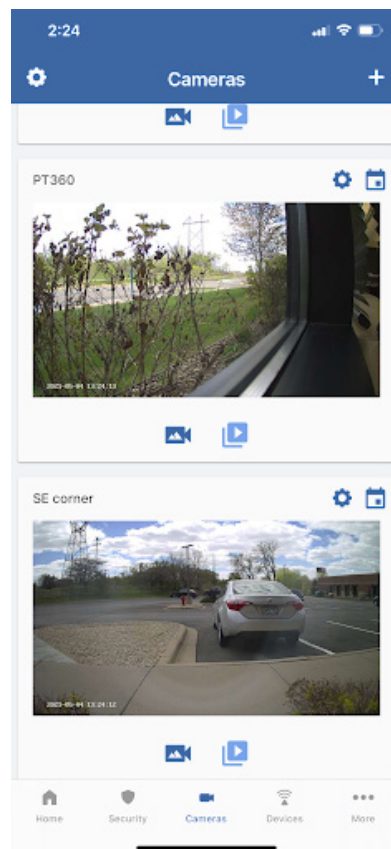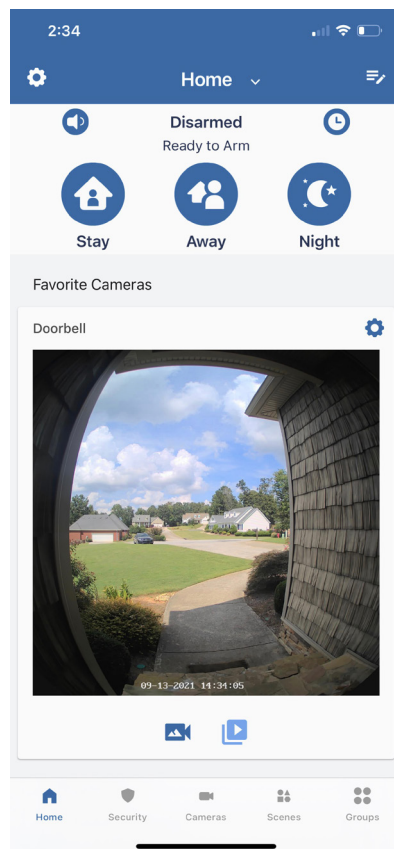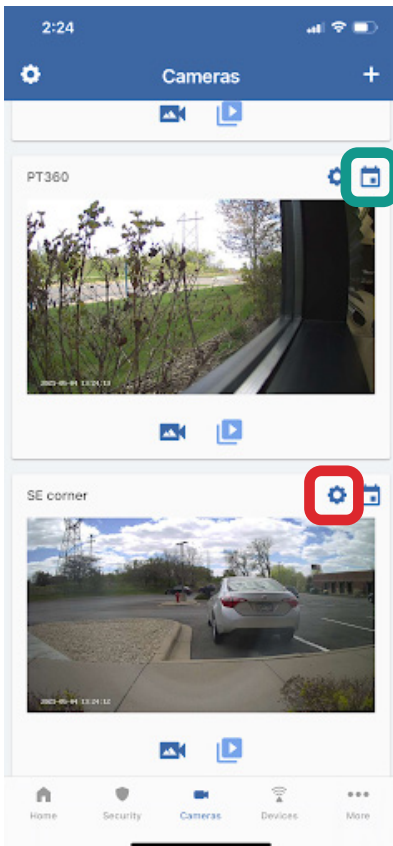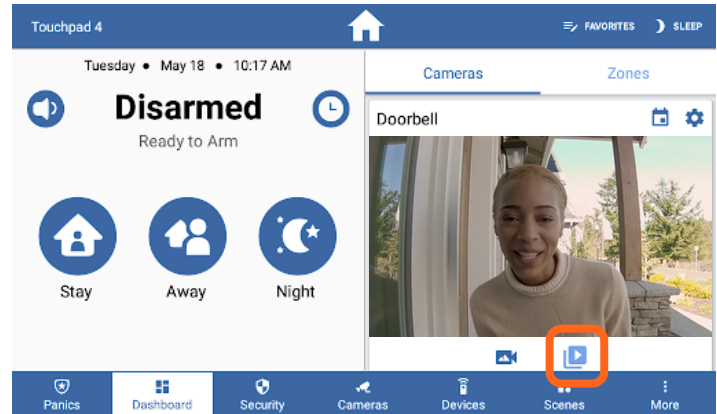
Cameras and Clips

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.

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.
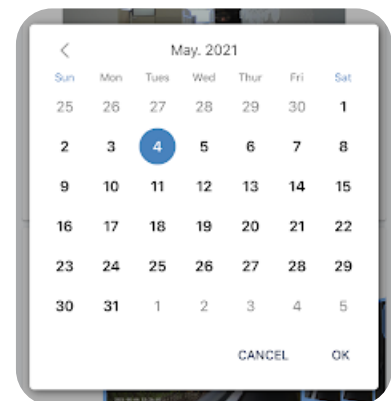
Answering the Doorbell

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.

TMC ALARM+   JUST NOW

Security Event
Front Door is open.
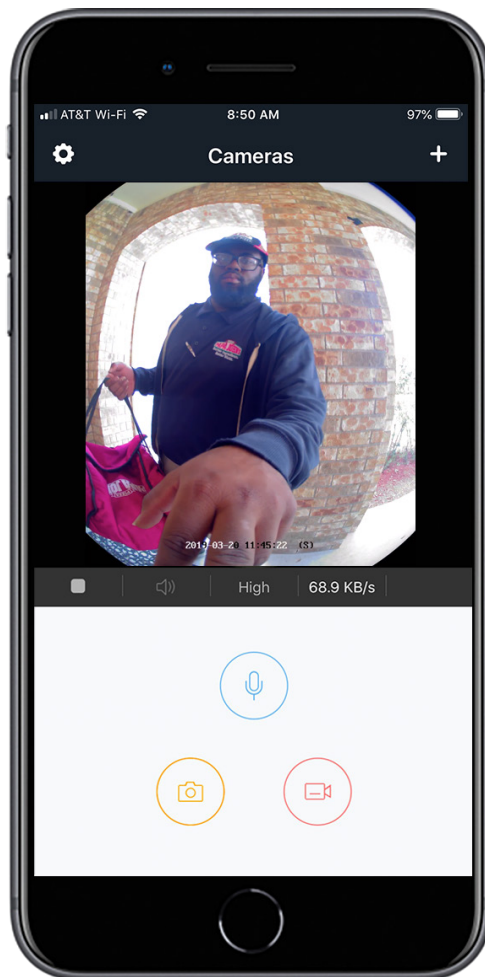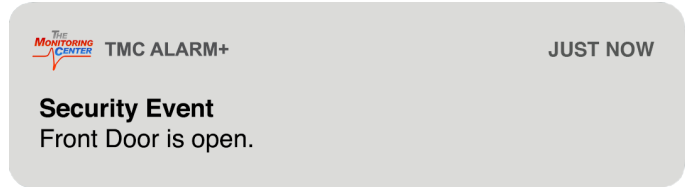
Adding a Camera

To add a camera:

- ○ Verify your mobile device is on the same 2.4GHz network as your camera
- ○ Click the **+ icon** in the top right corner
- ○ Allow your phone permissions and scan the QR code on the camera
- ○ Enter the network name and password and follow prompts to complete configuration
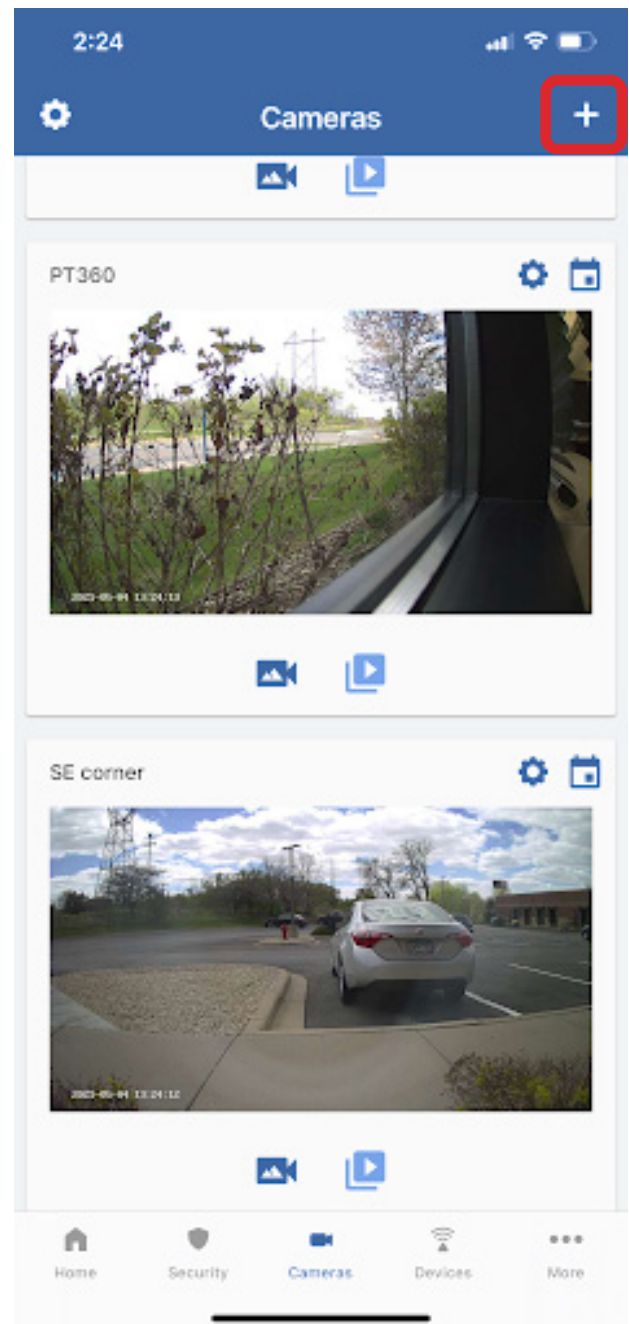
Don't have video yet? Contact The Monitoring Center and ask to have it added to your system.

Camera Settings

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.

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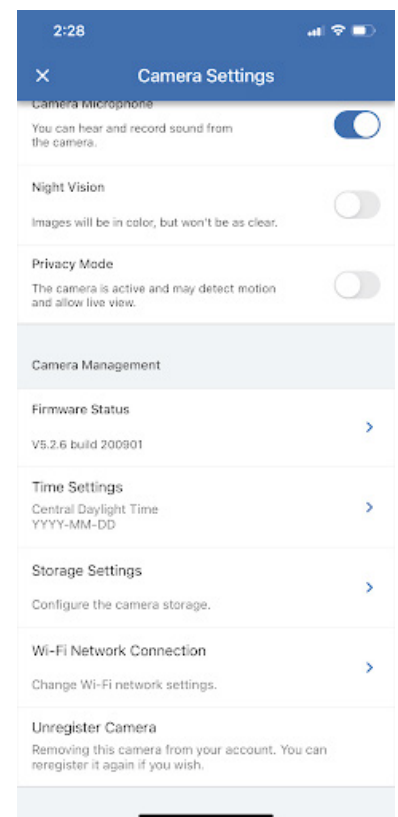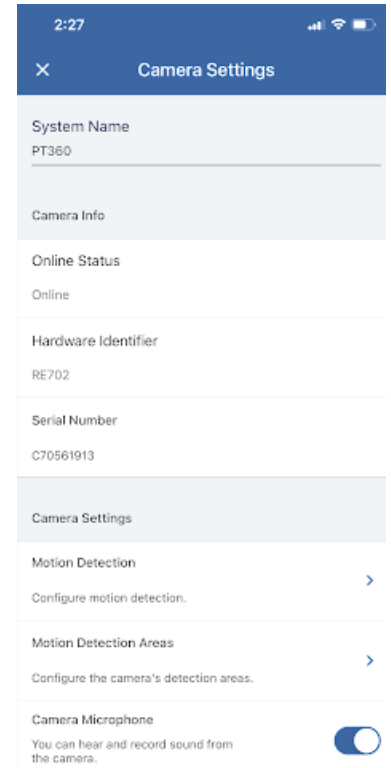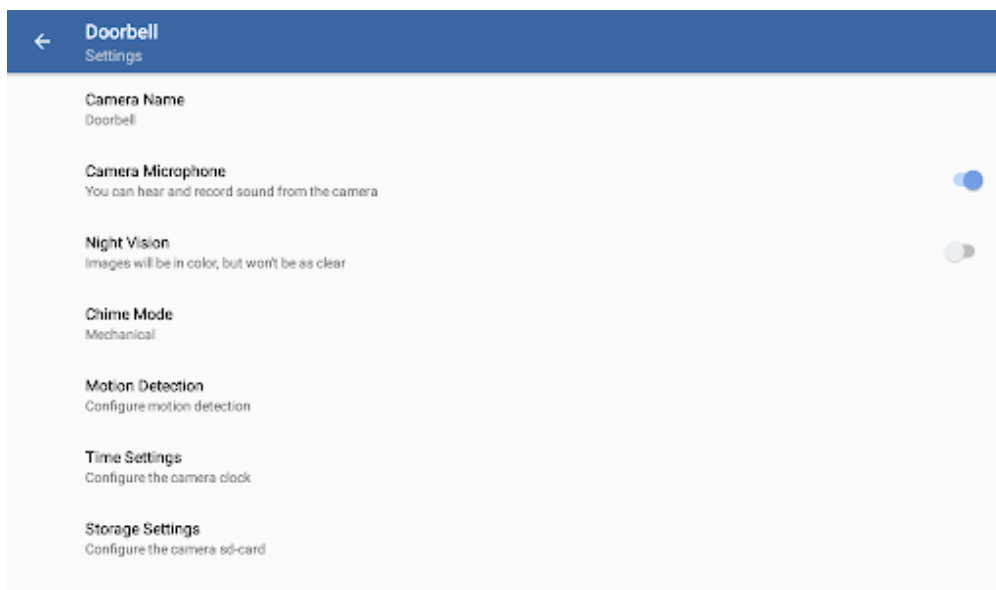
Adjusting Motion Sensitivity

There are two ways you can set your cameras to just the right sensitivity

❍ Use the masking blocks to select the areas you care about

❍ 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.
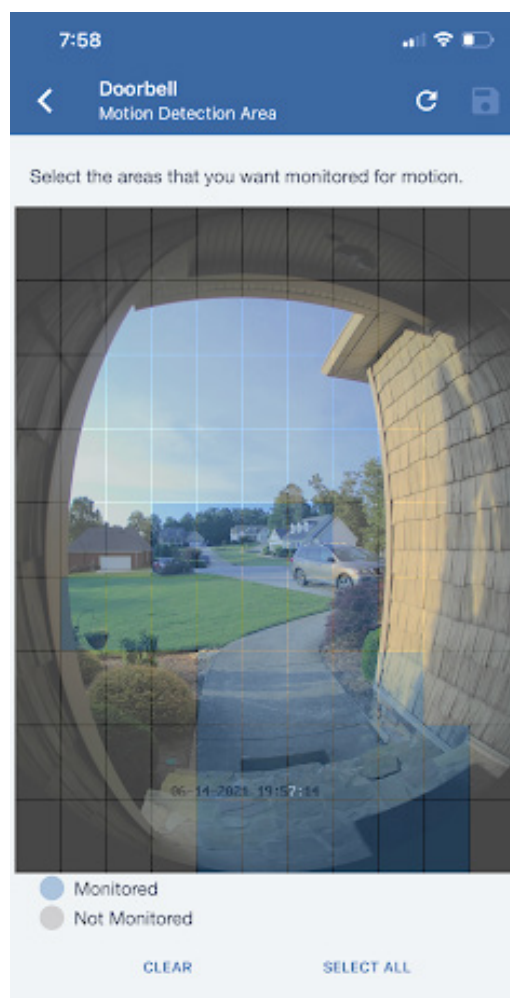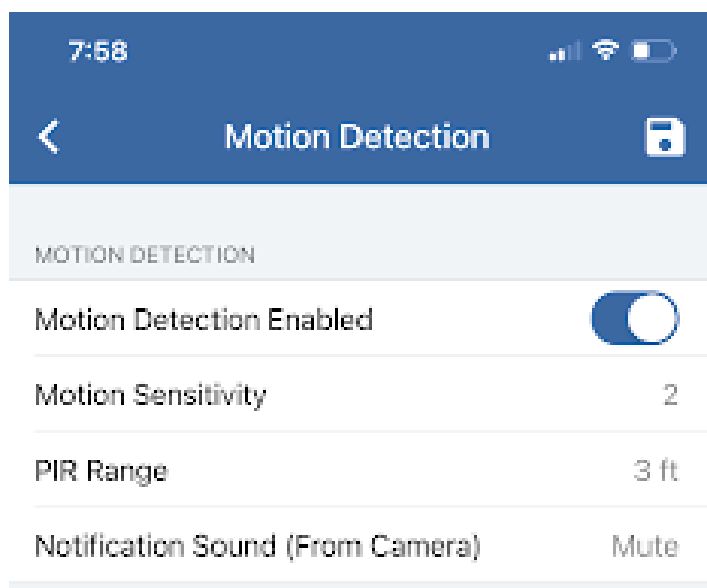
Home Automation

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:

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

Don't have automation yet? Contact The Monitoring Center and ask to have it added to your system.

Managing Automation Devices

○ Home automation devices are sorted by type

○ You can toggle devices on and off or use sliders to control a device's setting

○ Tapping on the device card opens up the device details screen and allows you to edit and make customized settings for that device

○ To add a device, touch the **+ symbol** on the device and then follow the device instructions for including it on your network

○ 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
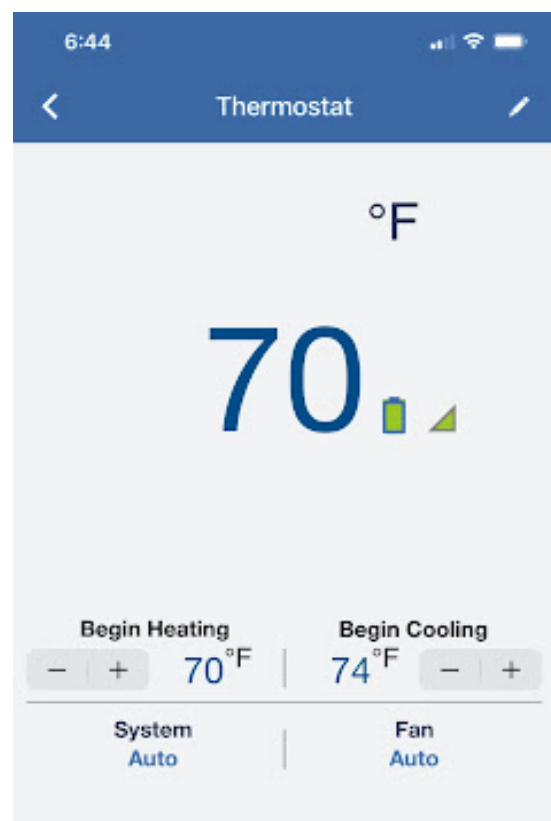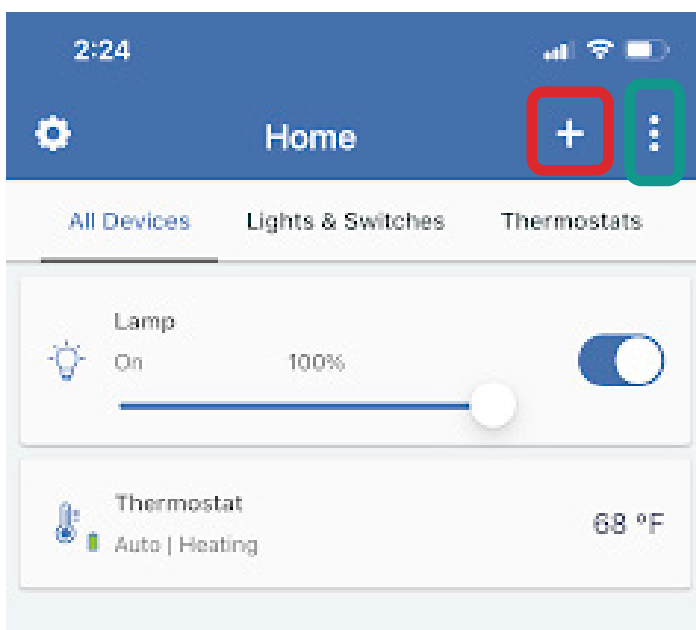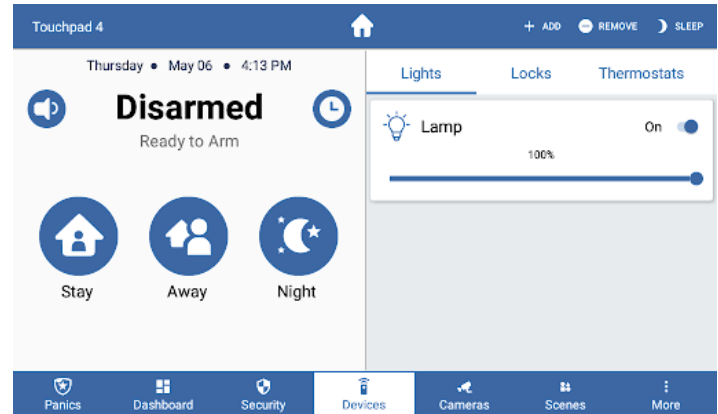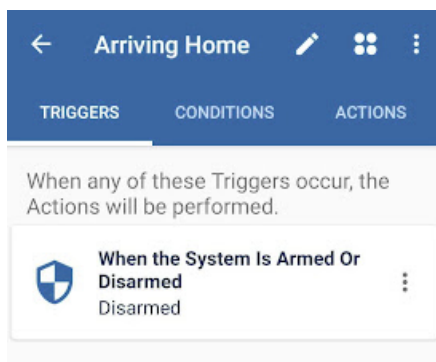
Scenes

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

❍ **Trigger:** a change in surroundings, or an action that causes another action to occur, e.g. when motion is detected

❍ **Condition:** when certain other factors are occuring, e.g. between sunset and sunrise. Conditions are not required to create a scene
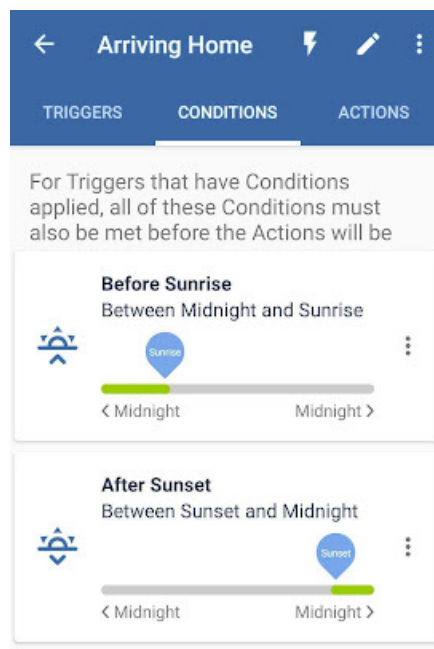
❍ **Action:** the new state of your automation system
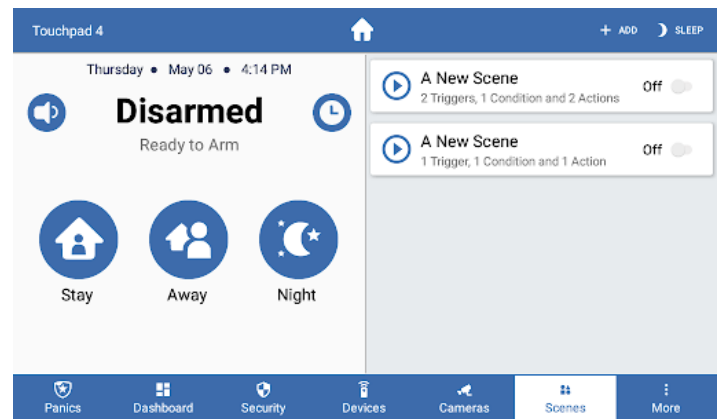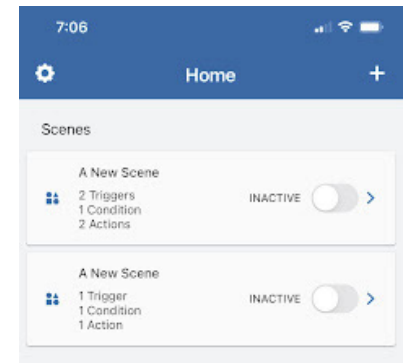
Example Scene

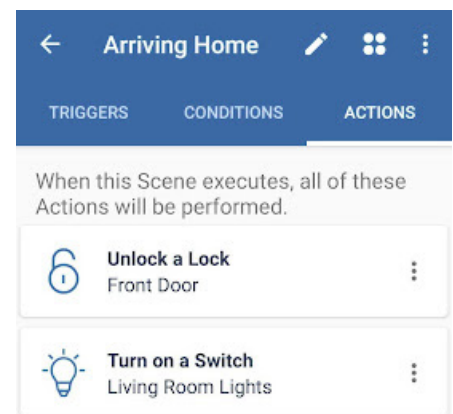**Trigger:** When the system is disarmed

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).

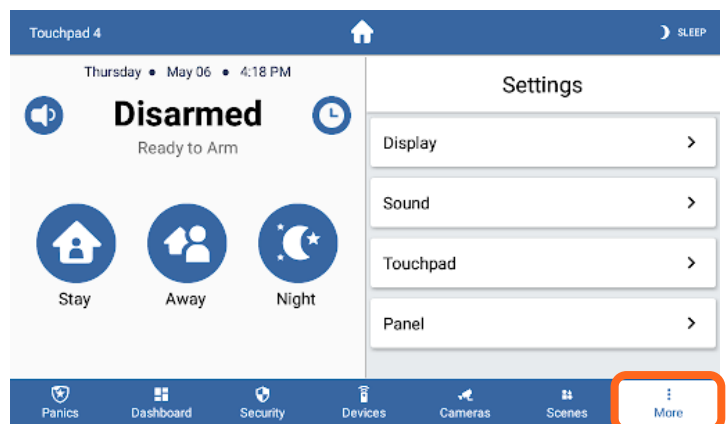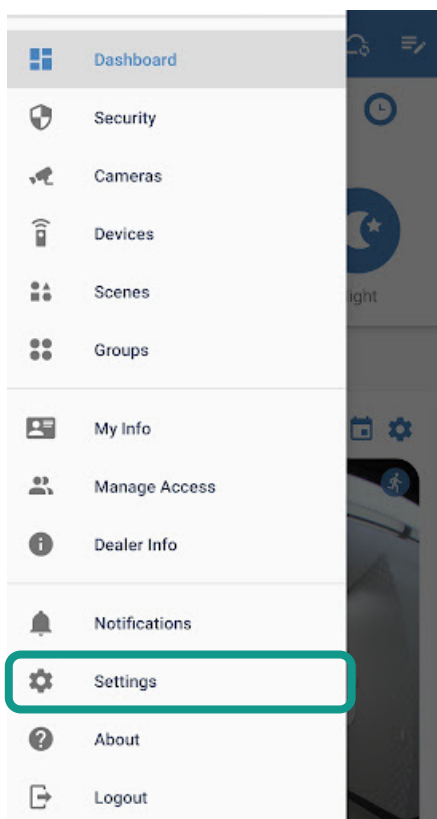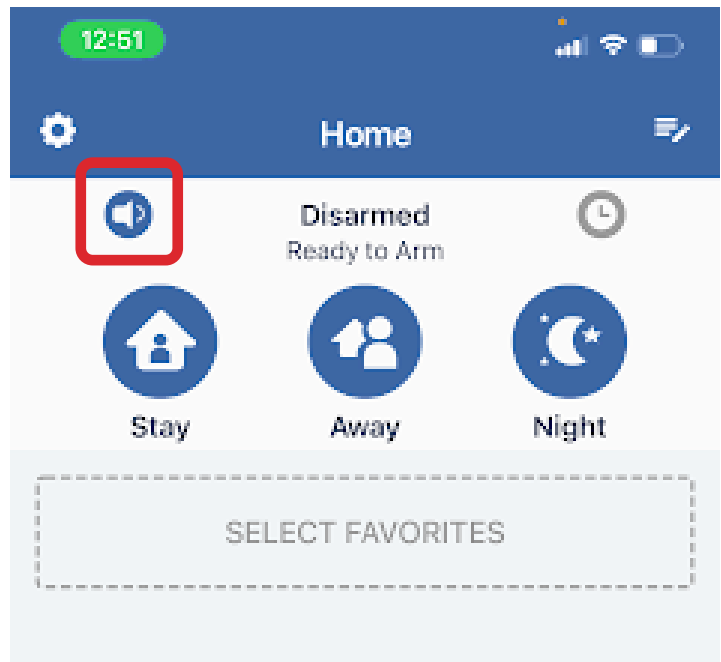**Condition:** Between sunset and sunrise

Action: Unlock the front door and turn on the living room lights

# Settings and Sidebar Menu

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

○ **On the Touchpad**, tap the triple-stacked dots on the lower right

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 The Monitoring Center for more details.
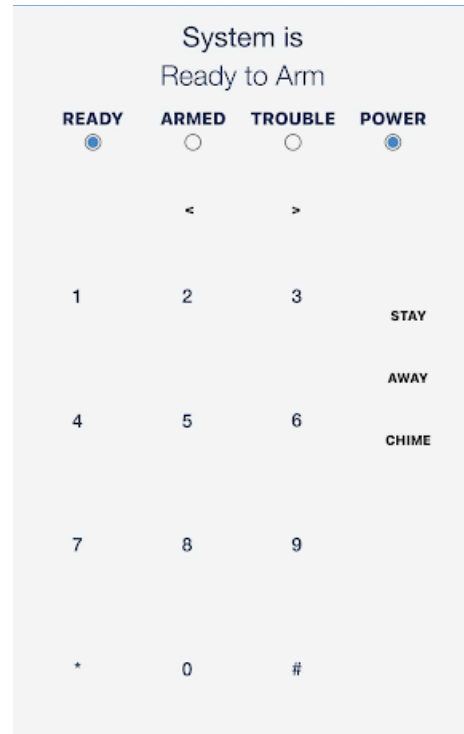
Notes

Thank you for choosing an The Monitoring Center's smart security system. If you have questions or would like to add components, please contact

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

The Monitoring Center