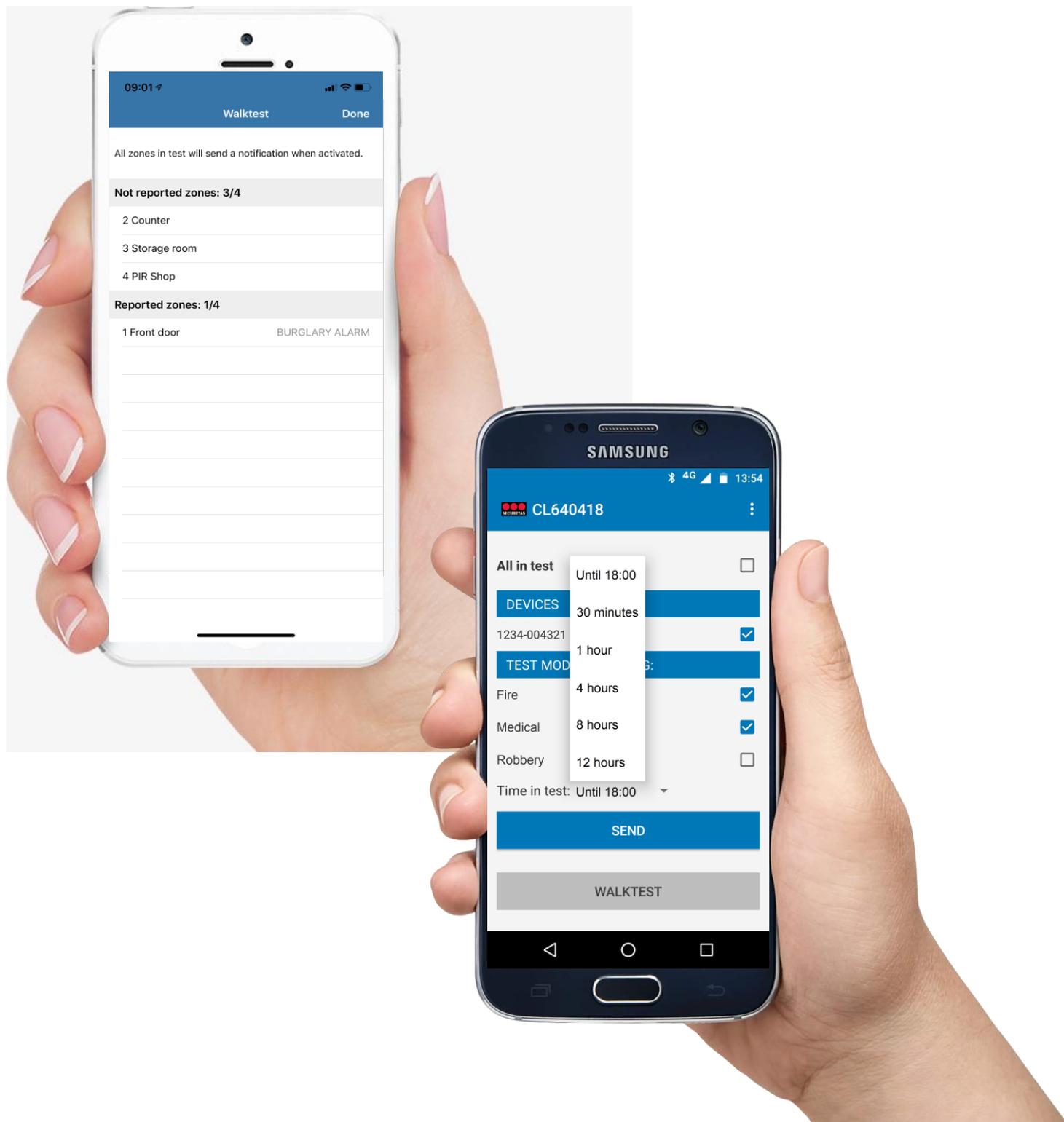
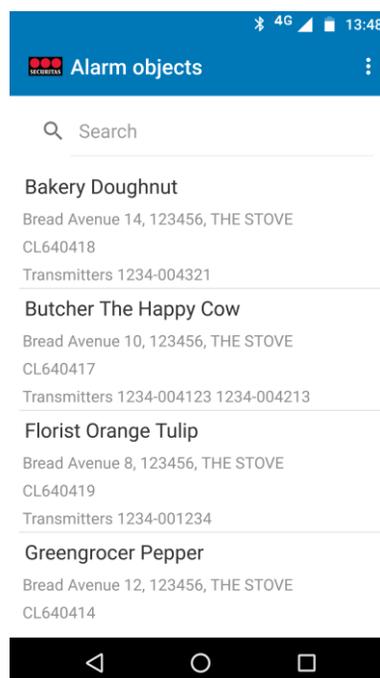
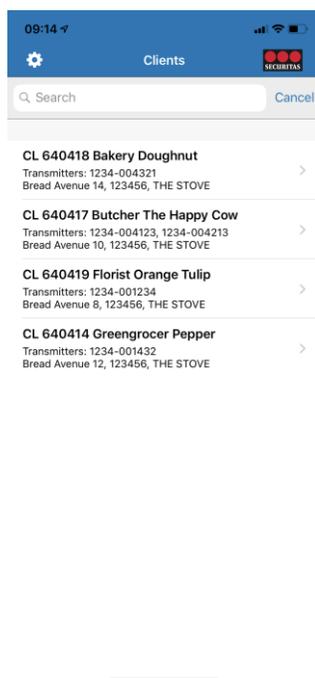


# Securitas Installer App

## Customer manual





Author : Securitas

Version : iOS v1.1.1 b.43, Android v1.0.3

Date : 29-07-2019



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## Introduction

Thank you for your interest in the 'Securitas Installer' app. The app is available for Android and iOS (Apple) devices. You can download the app free of charge in the [Google Play Store](#) and [App Store](#). You can view the various functions of the app using the 'Start Demo Mode'. To use the app, you will need an ID code and PIN code from the Securitas Alarm Centre, or depending on the Securitas country as MASWeb logon and password.

The 'Securitas Installer' app provides the following functions:

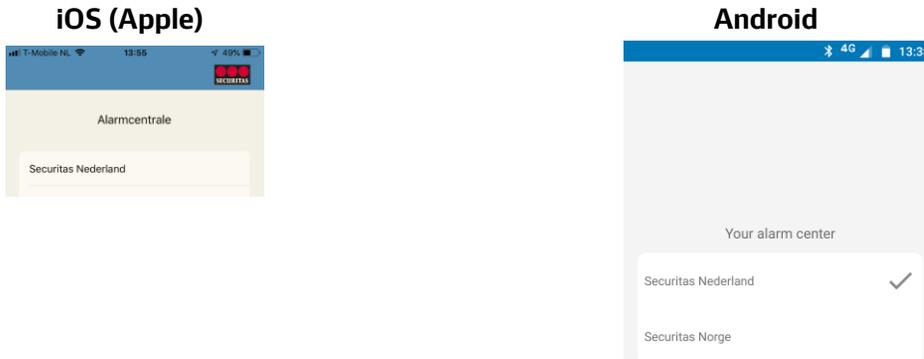
- View the details of the customers you service
- View the log (history of up to 10 days)
- View the status of the alarm system (armed/disarmed) and/or the status (armed/disarmed) of the sections monitored with a schedule
- View the standard calllist
- View the telephone numbers of contacts / keyholders
- Activate/deactivate testmode for a single system or complete site, with the possibility to exclude certain alarm types (e.g. Robbery or Fire)
- Perform a walktest, with which you can easily check if all sensors are connected to Securitas.

Section 1 of the manual describes the registration process. Section 2 provides further details of the functions described above. Section 3 explains how to change the password and Section 4 explains how to change the ID code. Finally, Section 5 describes how to change the PIN code. FAQs are included at the end of the document.

# 1. Registration

The Securitas Installer app is available in multiple Securitas countries, therefore after the installation you've to choose the correct Alarm Receiving Centre (country) first:

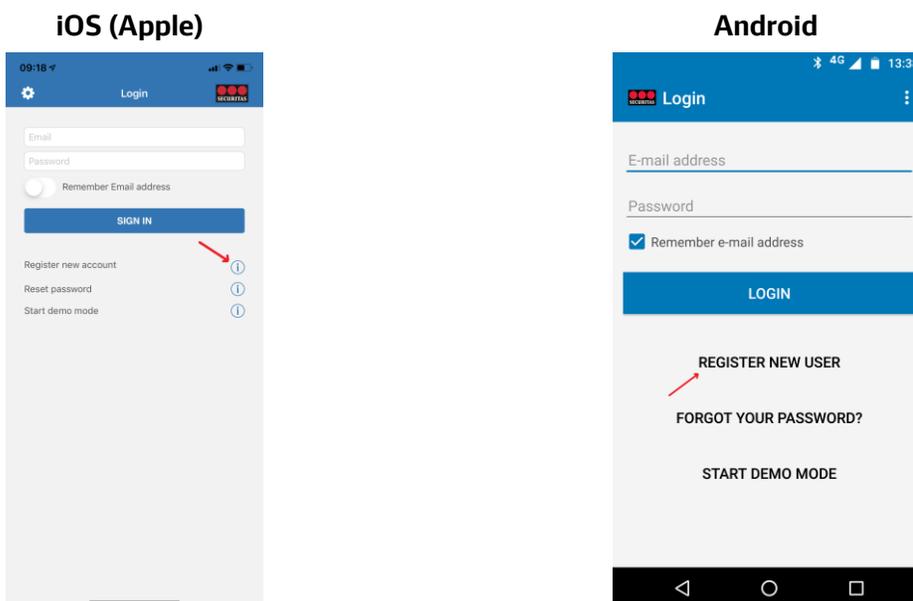
1. Choose after opening the correct ARC:



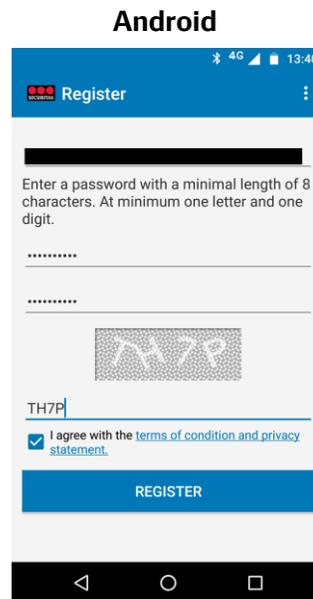
The Securitas Installer app uses the same credentials as the Securitas Alarm app. Do you already have an account for the Securitas Alarm app, and are your Installer credentials the same as you use in the Securitas Alarm app? Than you can logon to the Securitas Installer app with the same email address and password you use for the Securitas Alarm app and do not need to register yourselves.

Don't have a Securitas App account? Follow the 7 steps below.

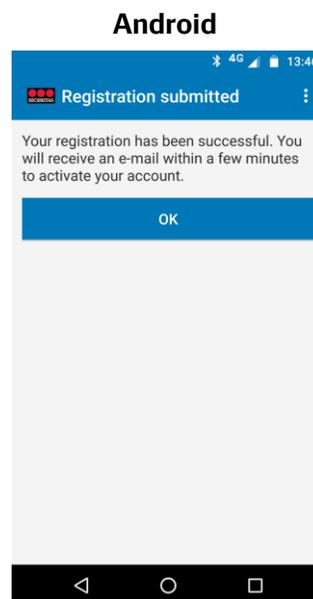
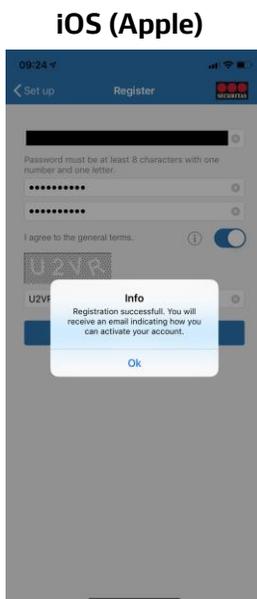
1. Tap 'Register new account' (iOS) or 'Register new user' (Android):



2. Enter an e-mail address and password of your choice, and agree to the terms and conditions and privacy statement, which can be viewed by tapping 'i' (iOS) or 'Terms & Conditions and privacy statement' (Android).  
Finally, the security code from the image must be entered. Then tap the 'Register' button (in both Android and iOS).

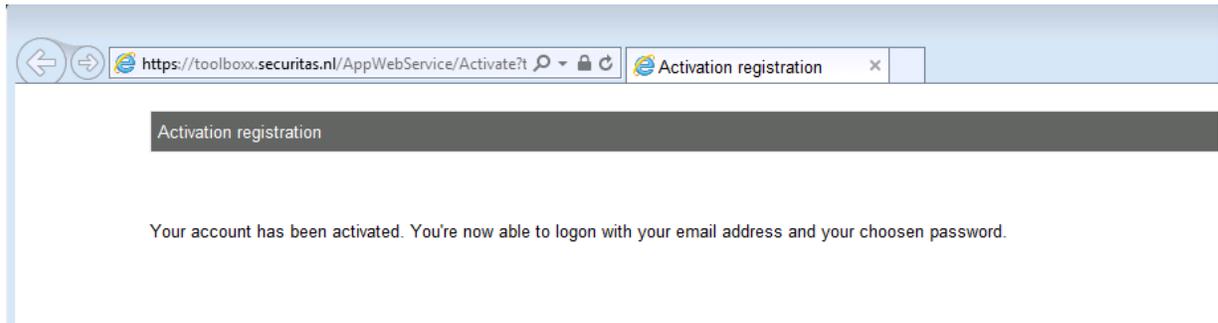


3. A confirmation message will be shown when you have successfully registered and you will receive an activation e-mail.



- The e-mail will be sent from a no reply address, with 'Activate your account' in the subject field and 'Securitas Installer' or 'Securitas Alarm' as the sender's name.

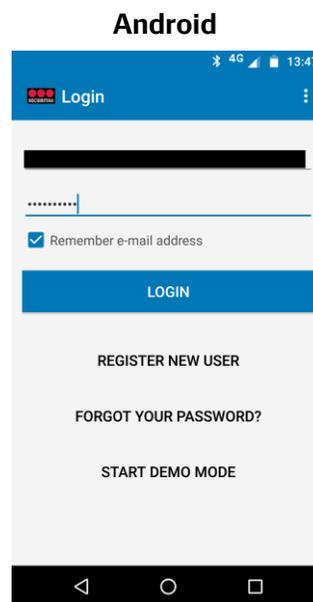
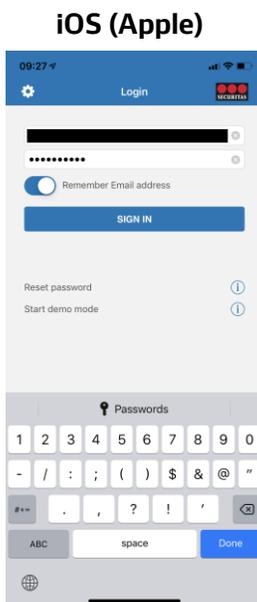
When you follow the link in the registration mail, you will be directed to the page shown below (Please note: This can also be done using a smartphone if the e-mail arrives on the same device):



Another e-mail will then be sent to confirm the registration, with 'Account has been activated' in the subject field.

Please note: If you wait too long to confirm the registration, the message 'Your account has NOT been activated because the response time has expired' will be displayed. You will then need to start the registration process again.

- When you tap 'OK' on the screen in step 3, the app will return to the log-in screen. You can log in from this screen using the e-mail address and password entered in step 2. After entering this, tap 'Sign in' (iOS) or 'Login' (Android):



- Then enter the Securitas Alarm Centre ID code and PIN code or depending on the Securitas country your Securitas MASWeb username and password to link them to your newly created account. Please check with your Securitas country which credentials you've to use. These only need to be entered once.

Important note! This can be different credentials than the one you use for MASWeb and/or MASMobile, with these credentials you can't logon, unless they're the same as the ones you use to identify yourself over the phone at the Securitas Alarm Receiving Centre. Check with your Securitas country which credentials you've to use.

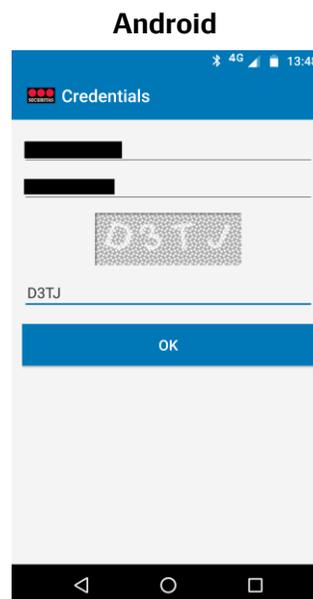
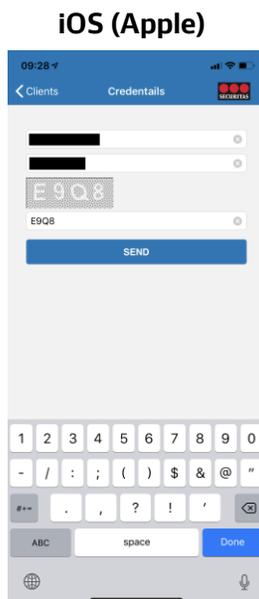
After entering the Securitas credentials, the security code from the image must also be entered. Then tap 'Send' (iOS) or 'OK' (Android).

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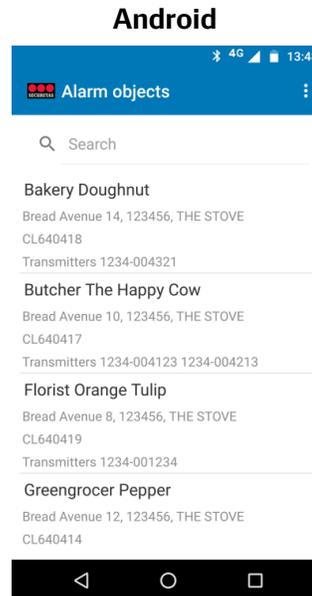
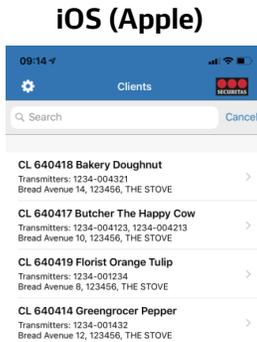
**Important note:** For security reasons, the default PIN code provided by Securitas may not be used, nor any obvious sequences such as 1111, 2222, etc. If you have not changed your PIN code to one of your own choice, you must do this first in order to complete the registration process..

You can change the PIN code via the regular process you use to contact Securitas. You do not need to change your MASMobile/MASWeb password, this is a separate password and is not used in the Securitas Installer app, unless you've to logon with your MASWeb username and password.

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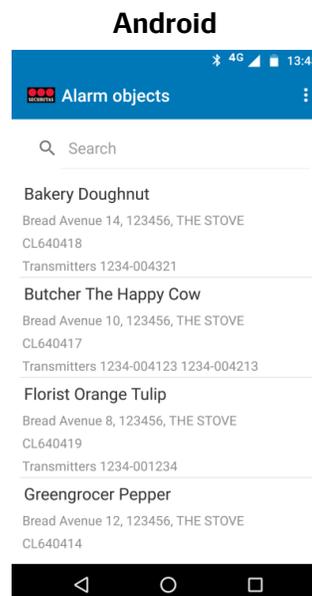
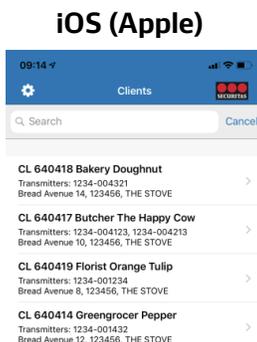


7. You will now receive an e-mail with 'Code card settings have been set' in the subject line. The list of connections you've access to will open in the app. The registration process is now complete.



## 2. Functionality

Once you have logged in to the app you will see a list of connections (Sites) you've access to. Because of performance this list is limited. Can't you see the connection you're looking for in the list, or don't want to scroll? Use the search function which is described in chapter 2.1.

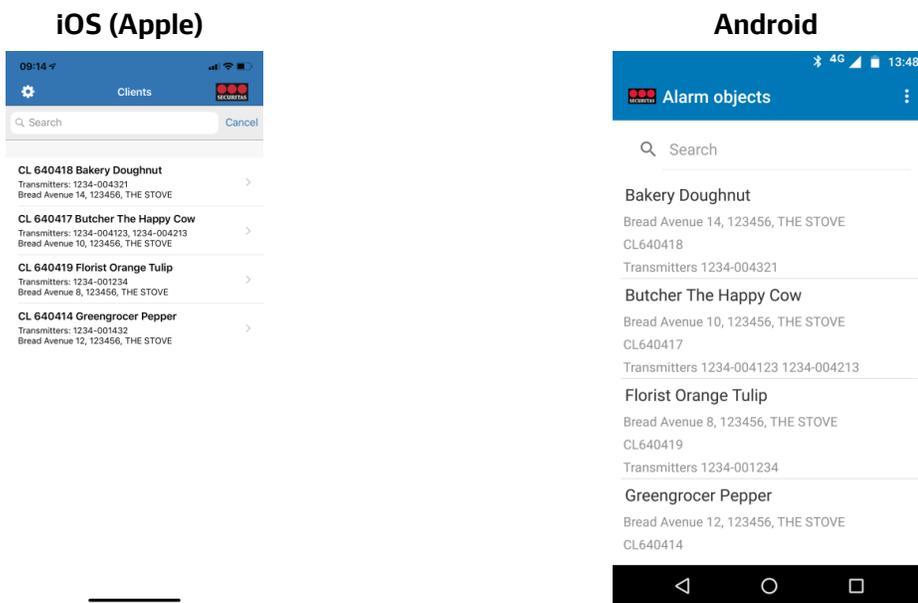


As described in the introduction, the app also offers the following functions:

- Search function (see 2.1 Search Function)
- View the status (see 2.2 Status)
- View the contacts and standard calllist (see 2.3 Contact List)
- Activate / deactivate test state or your system and perform a walktest (see 2.4 Test Mode)
- View the log (see 2.5 Log)

## 2.1 Search Function

Once you have logged in to the app you will see a list of connections (Sites) you've access to. Because of performance this list is limited.

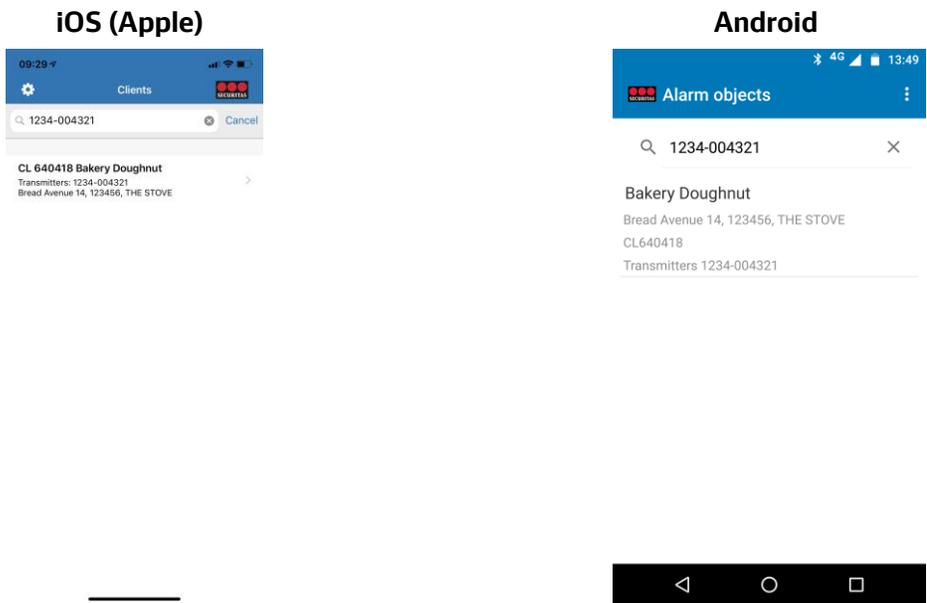


Can't you see the connection you're looking for in the list, or don't want to scroll, than you can use the search function at the top in the app. In the search field you can enter (part of) one of the below values:

- Connection number (CS#)
- Name of the site
- Street and number of the site
- Zipcode of the site
- City of the site
- Site# (this is a Securitas no#, depending on the Securitas country in the app this is the number after 'CL..')
- System# (this is a Securitas no#, which is different from the CS#)
- Description of the system (the description Securitas has given to the system, e.g. 'IP DP1')

Please note: It can be possible your Securitas country has also made other values available to be searchable, check in your Securitas country if this is the case.

Press on 'Search' (iOS) or the magnify glass (Android) to search for the entered text. The results are displayed in the list:



From the list you can pick the connection you want to see by clicking on it.

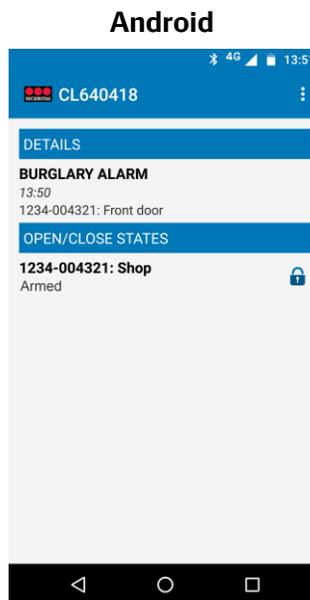
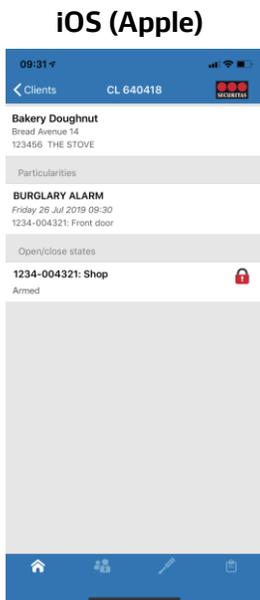
## 2.2 Status

Under 'Status' you can see whether there are any remarks for that object (open alarms, system in test mode, etc.), and the following additional information may also be visible:

- If there's Schedule Monitoring, you can see the status of the schedule in the zone(s) that the Schedule Monitoring applies to.
- If there's no Schedule Monitoring but the system does communicate the switch statuses to the Alarm Centre, you can view the switch statuses in relation to those zone(s) for which the system communicates this information.

Please note! The app only displays an arm/disarm status if there actually is an arm or disarm status in our platform (unknown is not displayed) and if at least once an arm or disarm has been sent. When a new area has been created, this area will only be visible after it has been armed or disarmed.

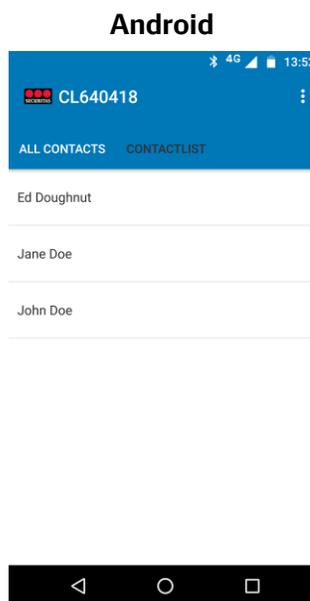
In iOS, 'Status' information is displayed on the home page after after the relevant object is selected. In Android, tap 'State' in the home screen:



## 2.3 Contact List

You can view all contacts in the app, by clicking on a contact you can view the phone number(s) that are registered for that contact. You can also view the standard calllist, the order is the order in which the contacts are called in case of an alarm.

1. Open the contact list using the people icon at the bottom of the screen (iOS) or using the 'Contacts' button (Android):

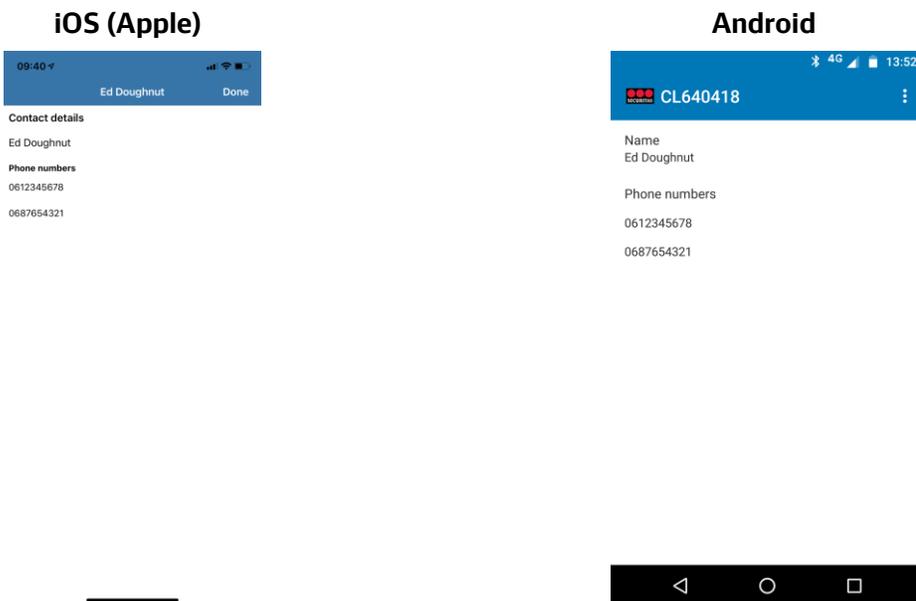


### 2.3.1 View contact's telephone number

You can view phone number(s) of the contacts in the Securitas Installer app. The phone numbers are displayed in call order.

You can only view the phone numbers from the list with all contacts, from the Standard calllist (see 2.3.2) you can't view the phone numbers.

1. Tap any contact to view their telephone number(s) (in both Android and iOS). If a number has been entered, this will be shown under the name of the contact:



### 2.3.2 View standard calllist

With the Securitas Installer app you can view the standard calllist used for alarms. If you've separate calllist for different types of alarm, you can get this information by contacting the Securitas Alarm Receiving Centre.

1. Tap 'Contactlist' on top (in both Android and iOS) to view the standard calllist:



Please note: In the above example 2 of the 3 contacts are in the standard calllist. From this list it's not possible to view the phone numbers, to view the phone numbers you must go back to the list with all contacts (see 2.3.1).

## 2.4 Test Mode

It is possible to place a system on or off test completely using the app, for example while you perform maintenance work to the system. You can choose the time you want to place the system on test, and you also have the possibility to exclude the following type of alarms from test mode:

- Fire
- Medical
- Robbery
- Panic
- Technical

Please note: this list can be different depending on the Securitas country you've chosen in chapter 1.

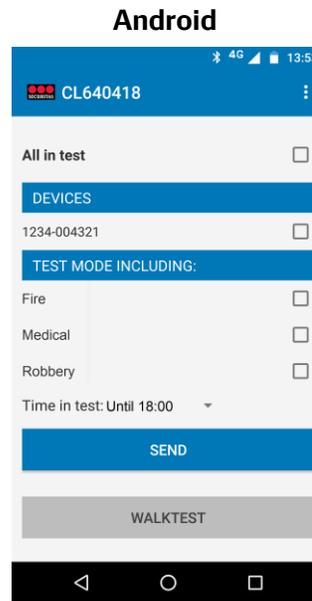
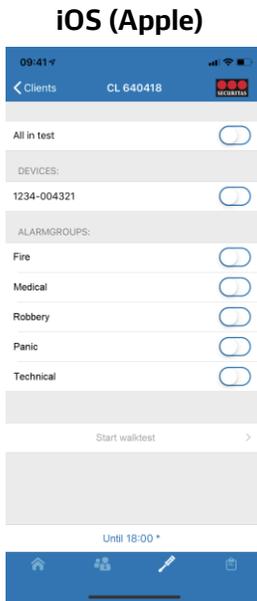
Once you've placed the full site in test, it's possible to perform a walktest and check if all sensors are connected to the Securitas Alarm Receiving Centre.

### 2.4.1 Enable test mode

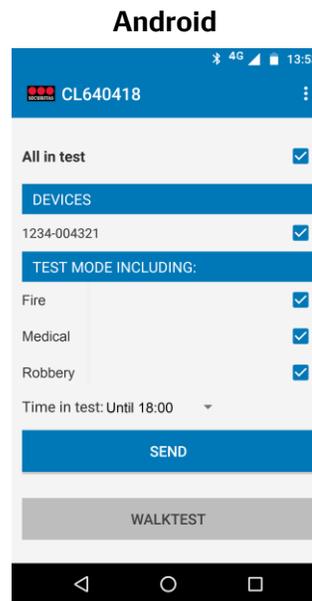
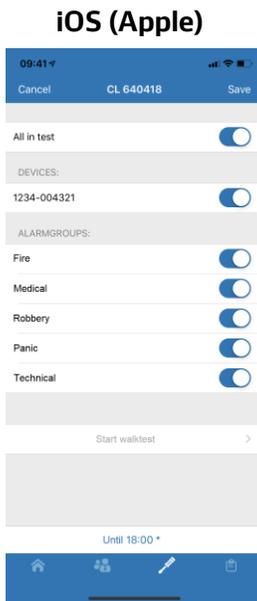
Test mode can only be activated if no alarms are open. If you still have open alarms and you want to place a system on test? Ask the customer to cancel these alarms via the Securitas Alarm App.

Securitas Installer App - Customer Manual - iOS v1.1.1 b.43 - Android v1.0.1

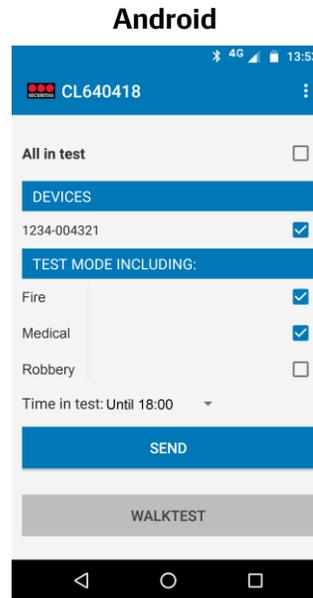
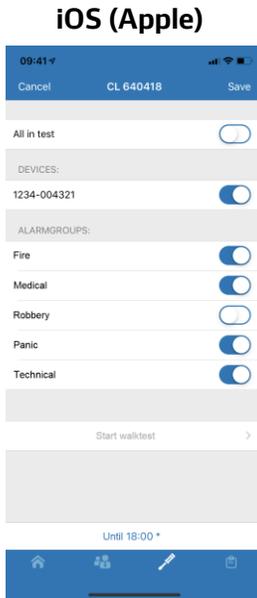
1. Tap the screwdriver at the bottom of the screen (iOS) or the 'Test' button at the bottom on the home page (Android) to open the test screen:



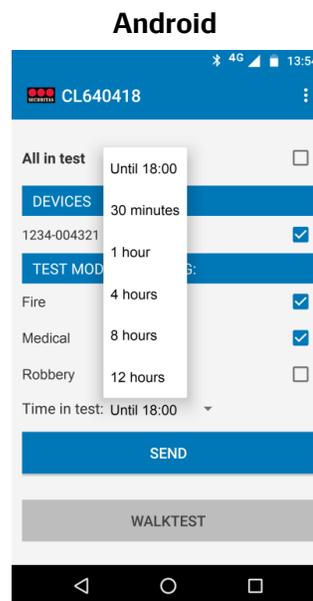
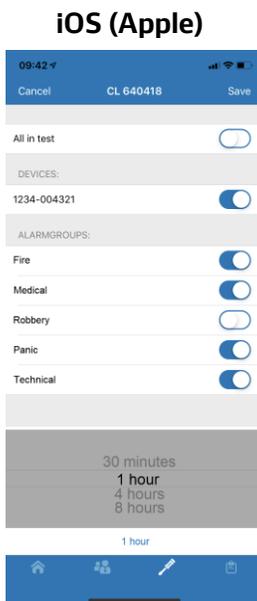
2. Then, activate test mode by sliding the 'All in Test' switch to the right (iOS) or checking the box for 'All in Test' (Android). If there are multiple active systems, you can also enable test mode for each system separately.



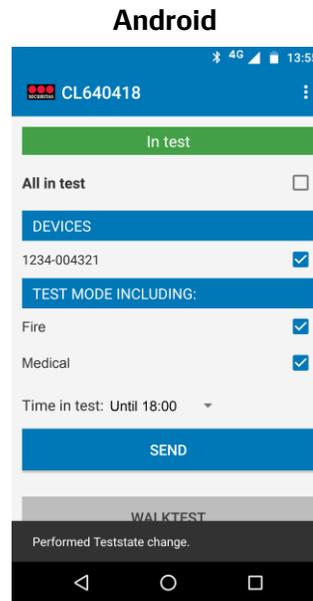
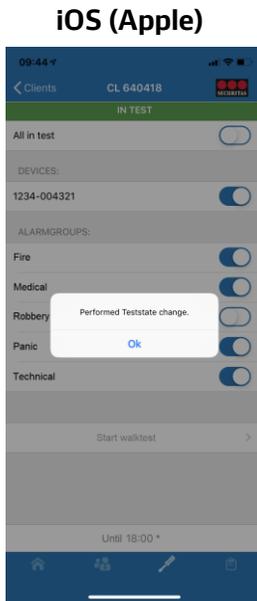
- It's possible to exclude certain type of alarms from test mode. You can do this by sliding the slider at the alarm type to the left (iOS) or uncheck the box (Android). If no exclusions are needed, proceed to step 4.



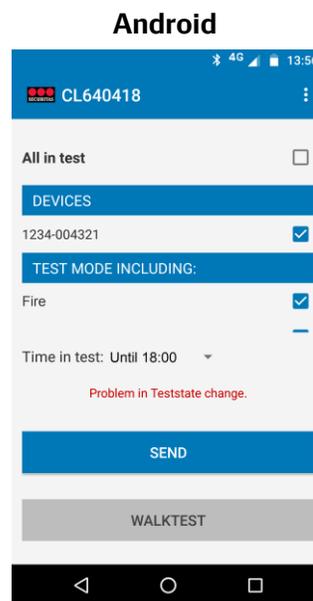
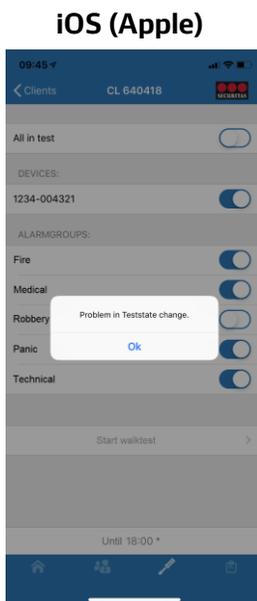
- Choose the time for which you want the system to be placed in test mode by clicking on the time at the bottom. A list appears with times, you can pick any of those. Standard it will be set to 18:00 (depending on the Securitas country).



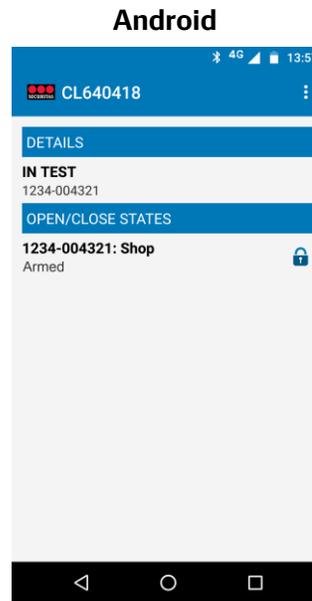
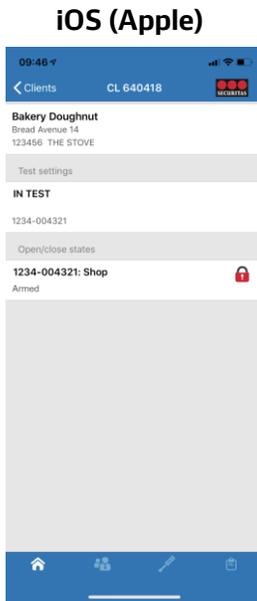
- Tap 'Save' (iOS) or 'Send' (Android) to save the changes. As soon as the change has been made, a pop-up message will appear:



Please note: If it is not possible to enable test mode because alarms are open for example, you will receive the following message:



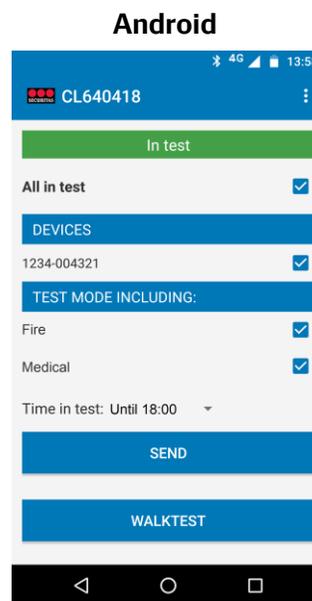
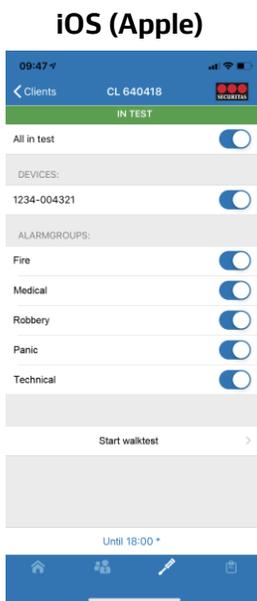
- In the Home screen under 'Test settings' (iOS) or on the Status page (via home screen -> Status) under 'Details' (Android), you can see that the system is on test:



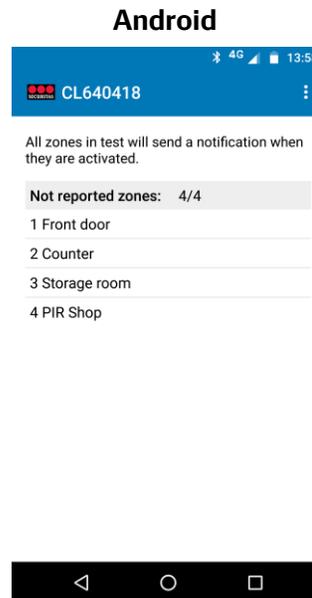
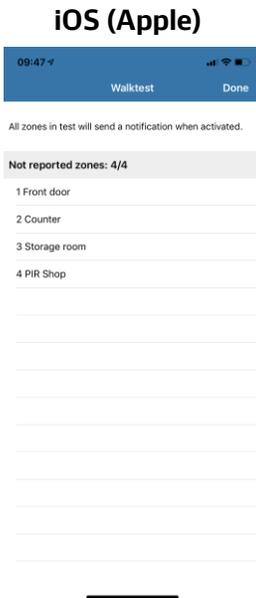
## 2.4.2 Perform Walktest

As soon as the complete site has been put in test mode (meaning all systems and no alarm types being excluded) the option 'Walktest' will be available on the Test page.

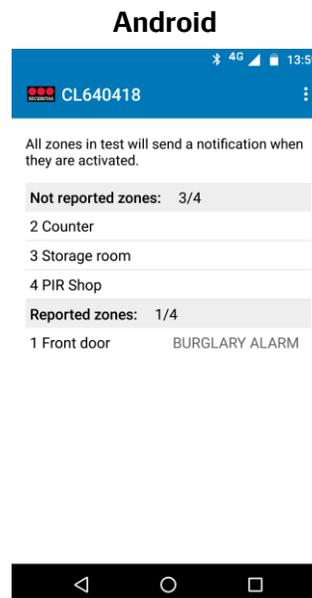
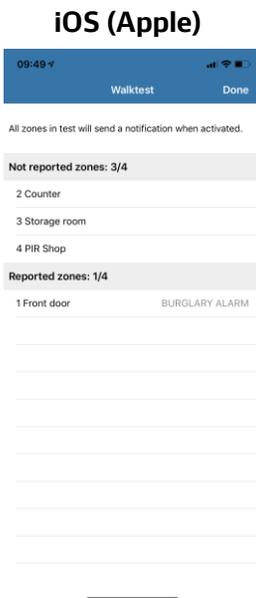
- Scroll to the bottom on the Test Page and tap on 'Start walktest' (iOS) or 'Walktest' (Android).



2. A list of zones for which the panel has sent signals to the Securitas Alarm Receiving Centre and which have not sent any signals since the start of the test mode is:



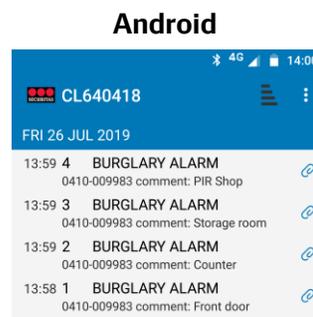
Please note: There's a filtering on the displayed zones in the app, because of this it could be you're missing a zone in the list. This is done to be able to use the walktest for as many panels as possible. Check with your Securitas country which filter is being used. Now you can start walking through the building and pass all sensors. The list of zones that have reported to the Securitas Alarm Receiving Centre is updated every 10 seconds.



- Press 'Done' (iOS) or the arrow at the left bottom as soon as all zones have reported to the Securitas Alarm Receiving Centre:



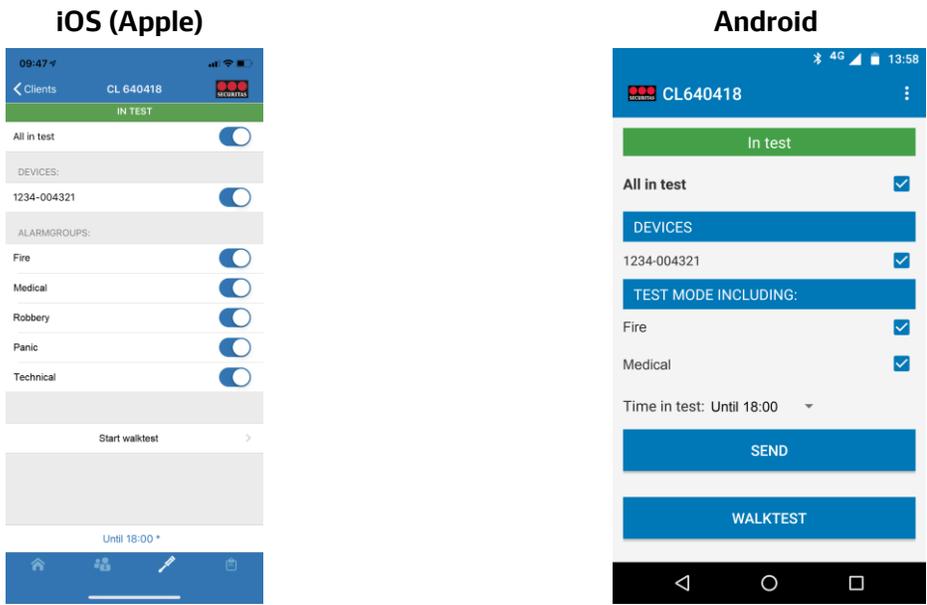
- You'll return to the test screen. If you wish you can check the Log to check the reported zones. See chapter 2.5 how to access the log:



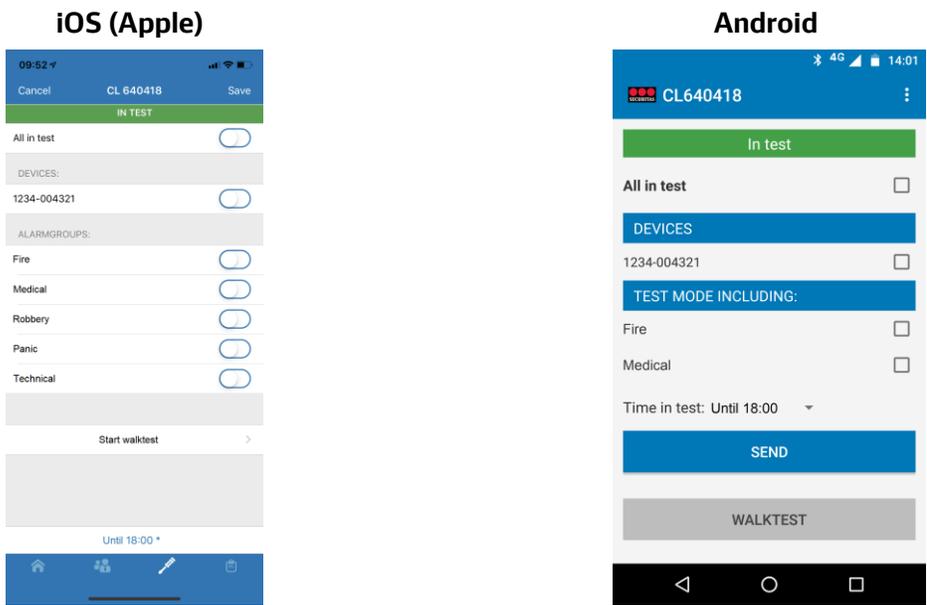
### 2.4.3 Disable test mode

If you want to disable test mode earlier than the time specified, you can do this on the test page.

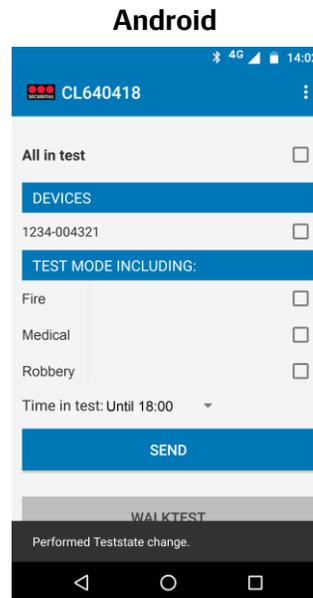
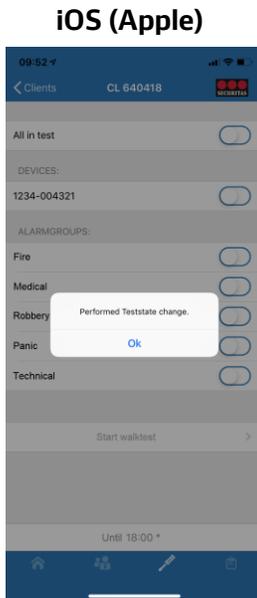
1. Tap the screwdriver at the bottom of the screen (iOS) or the 'Test' button at the bottom on the home page (Android) to open the test screen:



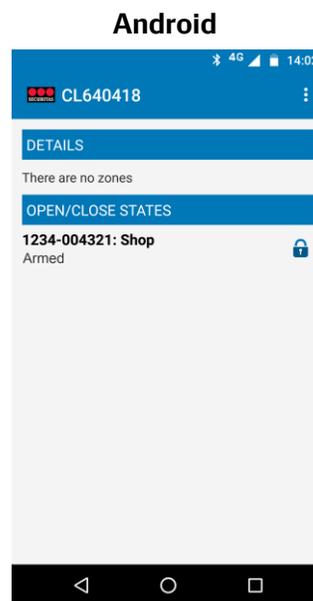
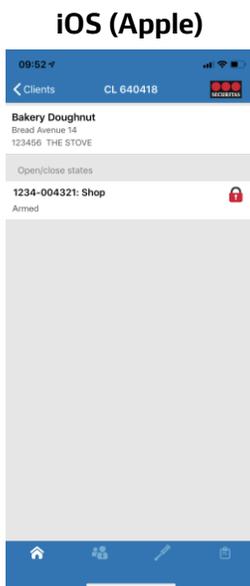
2. Then, disable test mode by sliding the 'All in Test' switch to the left (iOS) or unchecking the box for 'All in Test' (Android). If there are multiple active systems, you can also disable test mode for each system separately.



3. Tap 'Save' (iOS) or 'Send' (Android) to save the changes. As soon as the change has been made, a pop-up message will appear:



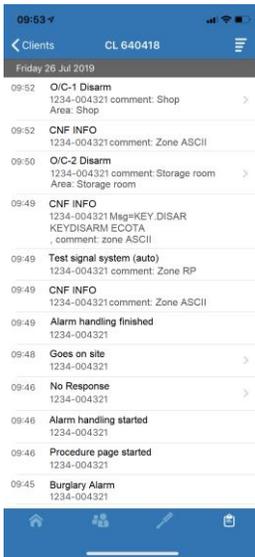
4. In the home screen there are no 'Test settings' (iOS) or on the Status page (via home screen -> Status) under 'Details' (Android) no details, to indicate the system is no longer on test



## 2.5 Log

The log will display events for the system from the Securitas Alarm Centre for the past 10 days. The log can be opened by tapping the clipboard next to your object's name in the home screen (iOS) or by tapping 'History' on the home screen (Android):

## iOS (Apple)

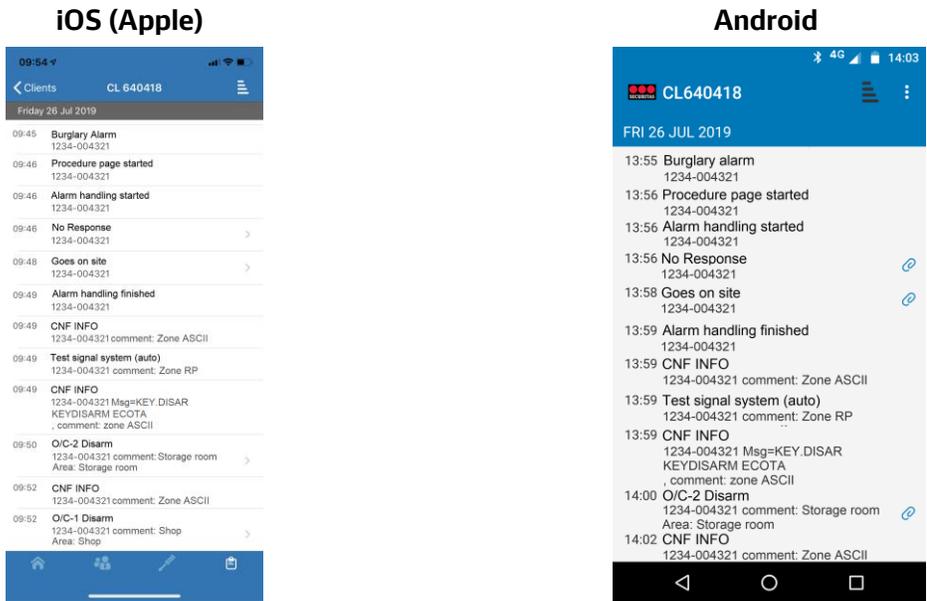


## Android



The log will update one day at a time and begins with the current day. By scrolling upwards in the log, the log from the previous day will be retrieved, a maximum of 20 lines at once will be retrieved.

The default order in which the log is displayed is from new to old. Tap the symbol in the top right corner (both iOS and Android) to change the view:



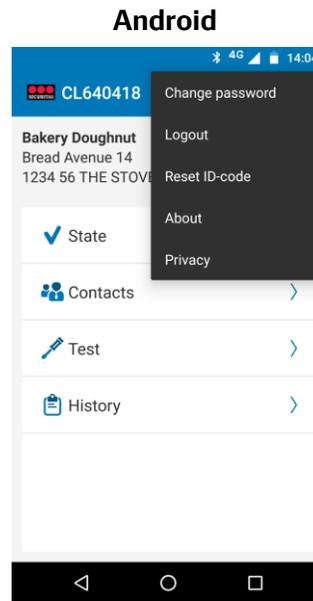
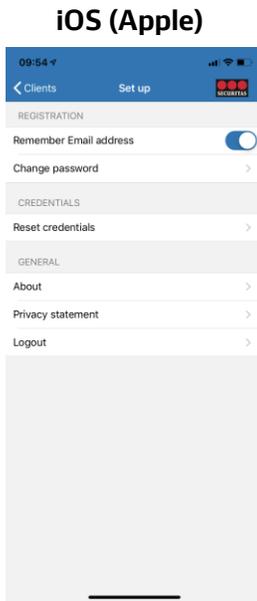
### 3. Password options

The password can be changed in the app, and if you have forgotten your password, you can also reset your password using the app. Change the password via the settings menu. You can reset a forgotten password via the log-in screen.

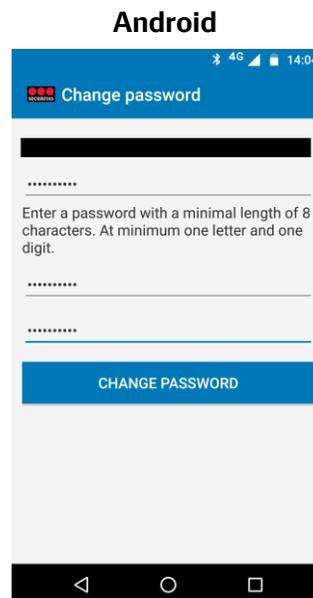
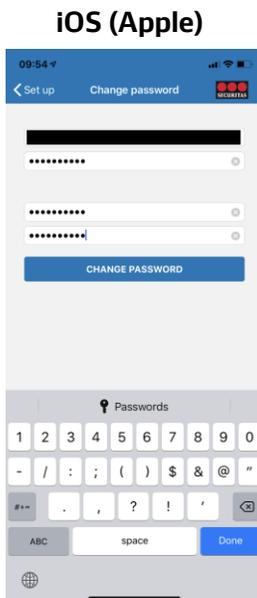
### 3.1 Change the password

1. Open the settings menu by tapping on the gears icon in the top left corner of the app (iOS) or on the three dots in the top right of the screen (Android).

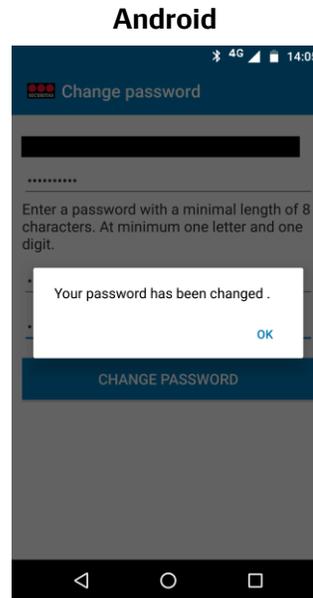
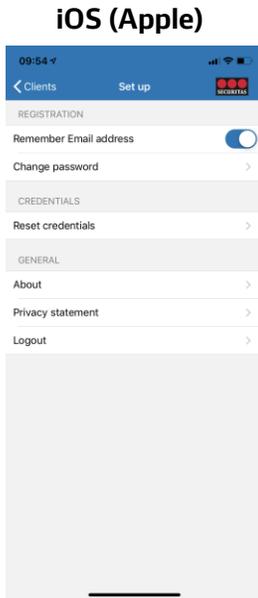
In iOS a new screen will open. In Android, a small menu will open in the top right:



2. Tap 'Change Password' (iOS and Android). Enter the old password, and enter the new password twice.



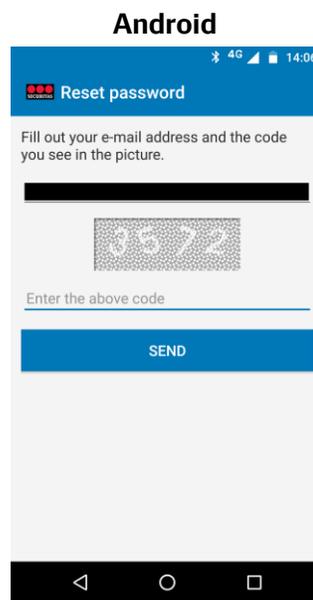
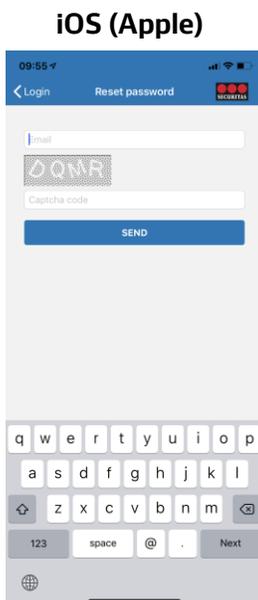
- Then press 'Change Password' (both iOS and Android). Depending on the operating system, the app will return to the settings menu (iOS) or a pop-up message will appear confirming that the password has been changed. Tap 'OK' to close this message (Android):



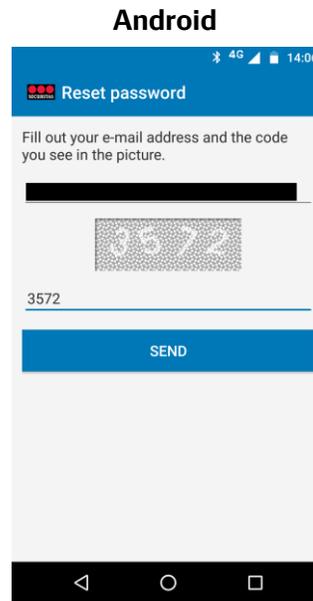
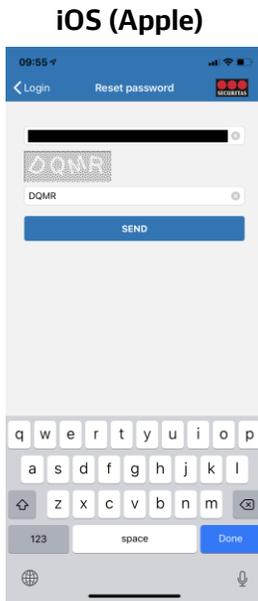
After changing the password, you will receive a confirmation e-mail that the password has been changed. The subject line of the e-mail will read 'Password has been set'.

## 3.2 Forgotten password

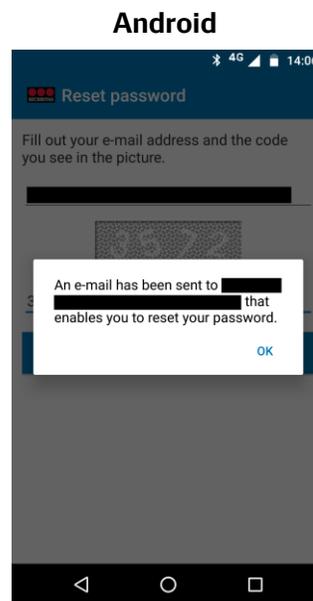
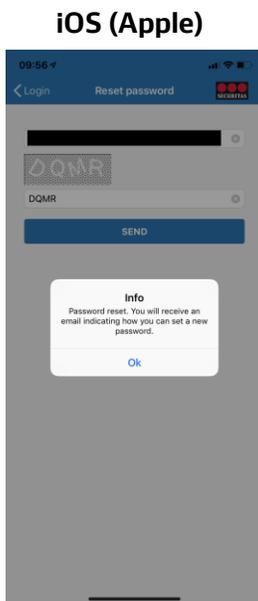
- Choose the 'Reset password' (iOS) or 'Forgot your password?' (Android) option in the log-in screen:



2. Then enter the e-mail address for which the password has been forgotten and then enter the security code from the image.

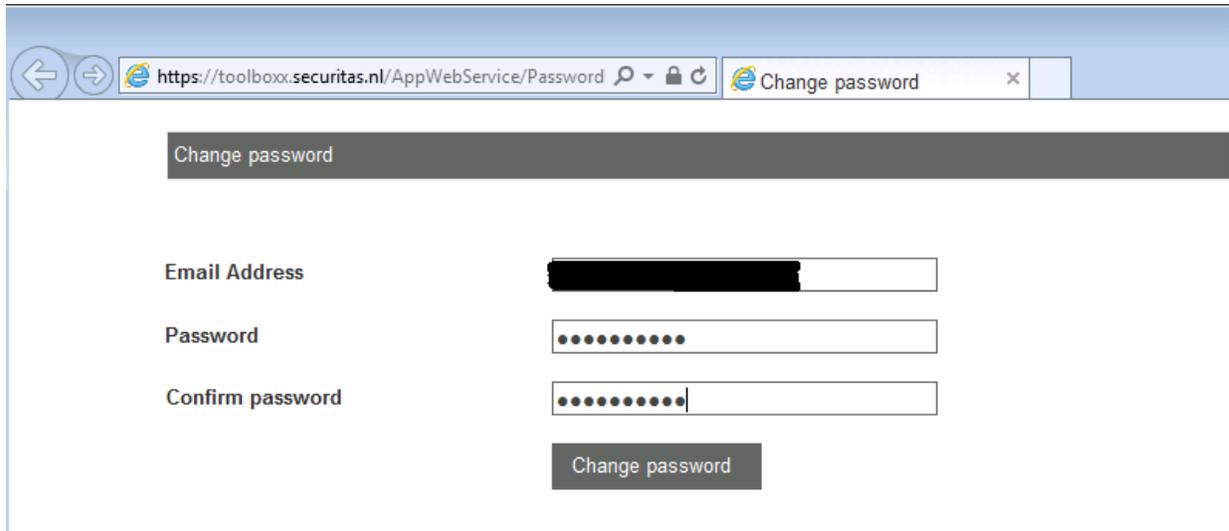


3. Then press 'Send' (both iOS and Android):



An e-mail will now be sent to the e-mail address entered containing a link to reset the password. Tap 'OK' to continue.

4. In the e-mail, follow the link to reset the password and complete the e-mail address on the webpage that opens, as well as the new password. Then tap 'Change Password'.



Change password

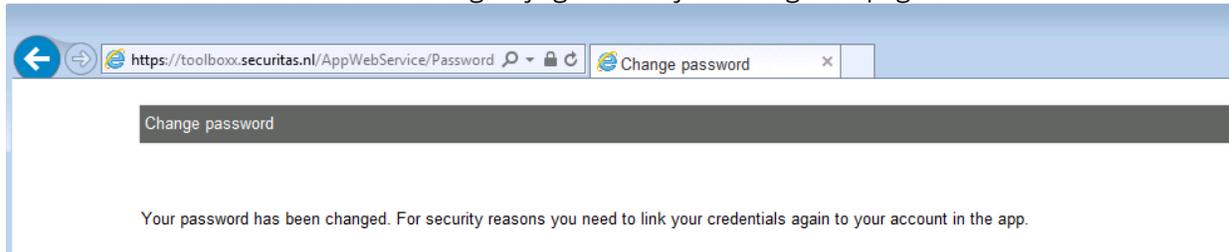
Email Address

Password

Confirm password

Change password

5. Wanneer het wachtwoord succesvol is gewijzigd verschijnt de volgende pagina:



Change password

Your password has been changed. For security reasons you need to link your credentials again to your account in the app.

In the app, you can now sign in using the e-mail address and your new password.

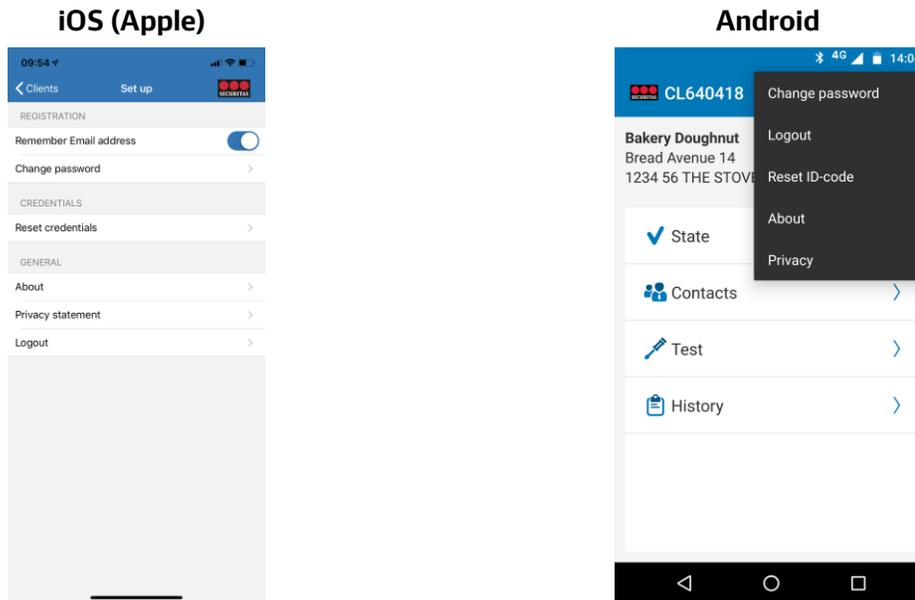
Please note: Due to security reasons, the linked credentials have also been deleted. When you log in to the app with your new password, you will need to re-enter your credentials (see Section 1, step 6).

## 4. Change ID code

Are you changing your ID code or do you wish to delete your old ID code for some other reason? You can delete your old ID code in the app and link your account to a new one. You can do this via the Settings menu.

1. Open the settings menu by tapping on the gears icon in the top left corner of the app (iOS) or on the three dots in the top right of the screen (Android).

In iOS a new screen will open. In Android, a small menu will open in the top right:



2. Tap 'Reset credentials' (iOS) or 'Reset ID-code' (Android). A pop-up message will appear asking you whether you are sure that you want to delete the old credentials:



3. Tap 'OK' to confirm (for both iOS and Android). You'll return to the logon screen (iOS) or a pop-up message will appear with the confirmation that the credentials have been deleted (Android). You will now receive an e-mail confirming that the credentials have been removed. When you log in to the app again, the screen shown in Section 1 of this manual (Step 6) will appear.

## 5. Change PIN code

It is not possible to change the PIN code using the app. You can change the PIN code via the regular process you use to contact Securitas. When you have changed your PIN code and you log back in to the app, the screen shown in Section 1 of this manual will appear (Step 6).

## 6. FAQ

### 6.1 General

#### **Can I as end user of the Securitas Alarm Receiving Centre also use the Installer app?**

Yes, that's possible. After logon you'll only see the connections where you're registered as a Security Contact. The difference with the Securitas Alarm app is you now have access to the more advanced test page and can see all phone numbers of the contacts. For the other functionality you still need to use the Securitas Alarm app.

#### **Can I also access all my sites using my installation technician's ID code and PIN code in the Securitas Alarm app?**

No, the Securitas Alarm app is designed for end users of the Securitas Alarm Centre. But if you've yourselves a connection to the Securitas Alarm Receiving Centre for which you use the same ID and PIN, then it's possible to use the same logon as used in the Installer App and directly log on to the Securitas Alarm app. Your own connection will be visible.

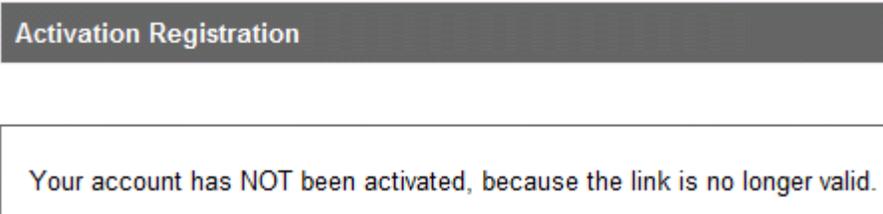
#### **Is there a version of the app for the Windows Phone?**

The number of Windows Phone users is currently low, and it has been decided not to release a version of the app for the Windows Phone.

### 6.2 Registration

#### **I waited too long before clicking on the activation link in the e-mail to activate my account. What should I do now?**

If this is the case, when you follow the activation link, you will see the following screen:



Activation Registration

Your account has NOT been activated, because the link is no longer valid.

If the account has not yet been activated, you can simply follow the 'Register new account' process again using the same e-mail address. You will therefore need to register again (see Section 1. Registration), and you will receive a new activation e-mail.

#### **The app indicates that the ID code and PIN code are incorrect, but I am sure that I am using the right codes!**

You may have chosen a PIN code such as 0000, 1111, 2222, 3333, 4444, 5555, 6666, 7777, 8888, 9999, 1234 or 4321. These PINs are blocked for use in the app for security purposes. If you've a different PIN, check your Securitas Country if any other PIN's are being blocked. You can change the PIN code via the regular process you use to contact Securitas, after which you can link your ID code and PIN code in the app.

### Can I change the e-mail address that I registered?

No that is not possible. If you wish to use a different e-mail address, you must register again using that e-mail address and link your ID code and PIN code with your new e-mail address. Before doing this, you can delete the ID code and PIN code from your old account by selecting 'Reset ID code' in the settings menu, if you wish.

## 6.3 Contacts

### My contact has several telephone numbers. Are these displayed in the app?

Yes, but only in the Securitas Installer app. The numbers are displayed in call order. In the Securitas Alarm app only the mobile number is displayed that should be called first for a particular contact. If no mobile number is known for a contact, a landline number will be displayed and called first, as long as this has been provided.

### Different contacts need to be called for different types of alarm. Is this shown in the app?

No, the app only displays the default call priority. If you would like to change the call priority for particular types of alarms, or if you wish to know what the call priority is, please contact Securitas.

## 6.4 Log

### I cannot see who has performed an action in the log. Should I be able to?

Yes, you should be able to see this. If the system has logged the identity of the person who performed an action, this is shown in the app. However, you need to open the relevant entry in the history (tap the log entry). In some cases, the system also shows this as a separate entry (CNF info):



Please note: In iOS, you can tap on the arrow next to the log entry for more info; in Android, tap on the paper clip icon.

When you open the log entry, more detail information becomes visible, depending on exactly which information your system provides; the user information about the use is under 'User ID:' (as in the screen capture) or in the form of text:



## 6.5 Testmode

### **Can I also exclude certain alarms from test mode, such as Burglary or Fire?**

Yes this is possible, but only in the Securitas Installer app, see chapter 2.4.1. 'Enable test mode'. In the Securitas Alarm app this is not possible.

### **Can I test my system for a shorter period of time?**

Yes this is possible, but only in the Securitas Installer app, see chapter 2.4.1. 'Enable test mode'. In the Securitas Alarm app this is not possible.

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**Securitas. Eerst luisteren, dan beveiligen.**

Door de juiste inzet van *mens, kennis en techniek* vinden we de ideale veiligheidsbalans voor iedere situatie. Dat begint altijd met heel goed luisteren om zo te doorgronden wat de specifieke omstandigheden en wensen van de klant zijn. Vervolgens groeien we samen naar de gewenste situatie waarin de continuïteit van bedrijfsprocessen wordt gewaarborgd.



*Eerst luisteren, dan beveiligen*