



Uplink Remote v2.1
Guide for 2GIG

UM1052

Rev 1

August 18, 2014

Contents

Introduction	1
Prerequisite Reading.....	1
Scope.....	1
Terms and Definitions	1
Installation for a New Customer	2
On The Panel	2
On The Website	2
End User Interface	11
Alarm System Functions.....	19
Arm/Disarm.....	19
Control Automation Devices	20
Revision History	21

Table of Figures

Figure 1 – Uplink Remote Login Screen	2
Figure 2 – Uplink Remote Home Screen	3
Figure 3 – New Customer Screen.....	3
Figure 4 – New Customer Information Screen	4
Figure 5 – New Customer Detail Screen	5
Figure 6 – Edit Customer Button.....	5
Figure 7 – Customer Information Screen.....	6
Figure 8 – Manage Customer Users	7
Figure 9 – Manage Customer Cameras.....	7
Figure 10 – Edit Camera Settings	7
Figure 11 – New Customer Camera	8
Figure 12 – Alarm System Information	8
Figure 13 – Select Base Services Plan	9
Figure 14 – Check Box Selection	9
Figure 15 – Event History	10
Figure 16 – View as Customer Button.....	11
Figure 17 – Home Screen	11
Figure 18 – Customer Account Menu Bar.....	12
Figure 19 – Customer Account Menu Bar	12
Figure 20 – Show Sensors Dropdown Menu.....	13
Figure 21 – Event History Screen	13

Figure 22 – My Weather Screen	14
Figure 23 – Customer Account Information Screen.....	15
Figure 24 – Manage Users	15
Figure 25 – Manage Cameras	16
Figure 26 – Edit Camera Settings	16
Figure 27 – Notification Schedules	17
Figure 28 – Panel Information	17
Figure 29 – Mobile Applications	18
Figure 30 – FAQ's	18
Figure 31 – Alarm System Control	19
Figure 32 – View Control Choices	20
Figure 33 – Home Automation Control – By Category	20
Figure 34 – Home Automation Control – By Type	20
Figure 35 – Home Automation Control – By Group.....	21

Introduction

This document provides instructions for the user (both dealer and end-user) that explain how to add a new user to Uplink Remote, and control the alarm system via the Uplink Remote web-based user interface. The Uplink Remote website is accessible via any Internet browser. It allows the dealer and end-user to control the 2GIG alarm panel.

Prerequisite Reading

In order to fully understand the information contained in this document, the following documents should be read first:

- 2GIG Manual
- 2GIG Quick Programming Guide

Scope

The ***Uplink Remote v2.1 Guide for 2GIG*** is meant to instruct both dealers and end-users on the features and functions of Uplink Remote.

Terms and Definitions

Term	Definition
Central Station	The group that answers and initiates phone calls on behalf of the alarm company.
Uplink Remote	Web- based interface that allows a user to remote control their home or business security panel.

Installation for a New Customer

This section provides instructions for adding a new customer to Uplink Remote. Follow these steps to begin the installation procedure.

On The Panel

Please perform the following function on your 2GIG Panel:

1. Set Q91 (Radio Modem Supplier) to 3.

NOTE: Please refer to the *2GIG Quick Programming Guide* for instruction on how to set various Q numbers.

On The Website

Please perform the following functions from an Internet browser:

1. Navigate your browser to <http://www.UplinkRemote.com>
2. At the login screen, enter your login id and password.

Note: If you are an end-user customer and you need your login id and password, please contact your dealer for this information. If you are a dealer and you need this information, please contact your Uplink contact person.

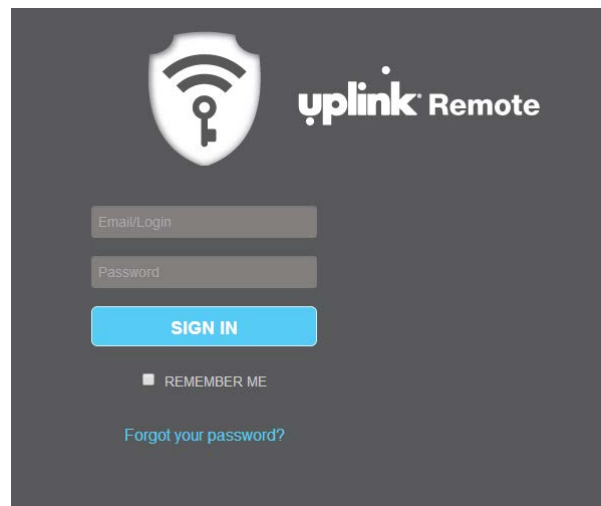


Figure 1 – Uplink Remote Login Screen

3. You will see a home screen, similar to the following:

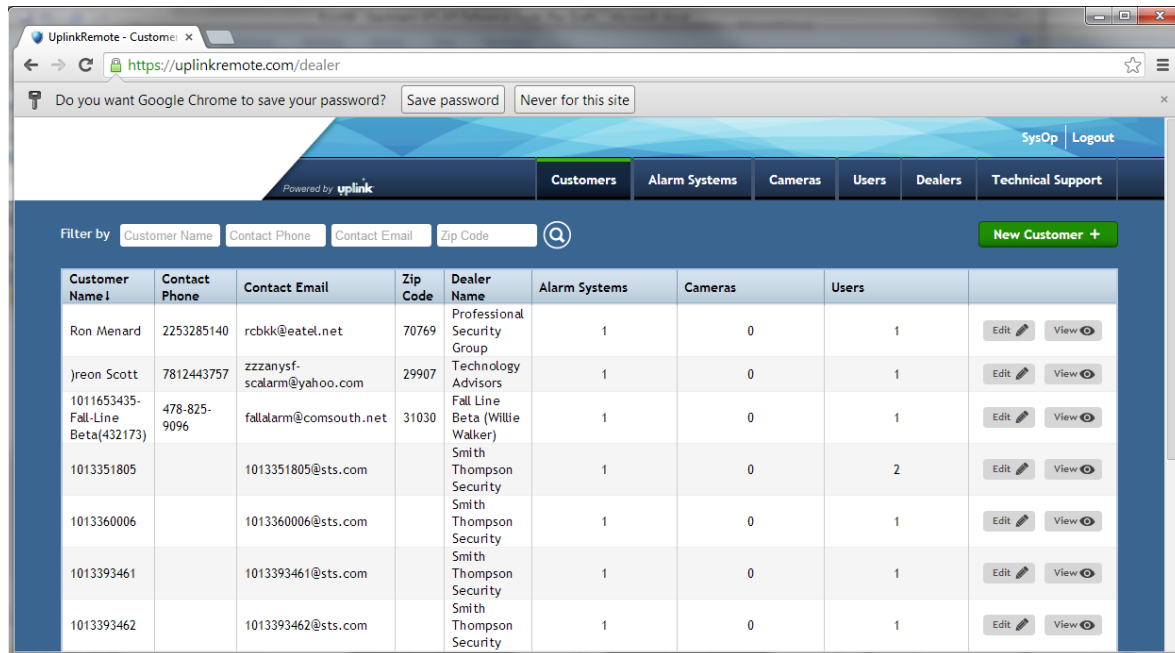


Figure 2 – Uplink Remote Home Screen

4. Click the **New Customer** button (found on the upper right side of your screen).
5. You will see the following screen:

The screenshot shows the 'New Customer' screen. It has a title 'New Customer' and a subtitle 'Please Choose An Alarm System'. Below this, there's a section for 'AnyNET 2500/2500EZ Systems' with a dropdown menu labeled 'Select Alarm System'. Below that, there's a section for 'Select Panel Type' with a dropdown menu labeled 'Uplink'. At the bottom, there's a field for 'Enter Serial Number' and a green 'Submit Serial Number' button.

Figure 3 – New Customer Screen

6. Select the new panel from the drop-down menu.
7. You will see the following screen:

Note: If your panel is not listed, contact your Numerex representative.

Figure 4 – New Customer Information Screen

8. Enter the following information for the New Customer. Please note that not all fields are required, but it is recommended that this information is as complete as possible.

- System Name An easy-to-remember name that you assign to this system/customer
- Tracking # This is an identifier that is assigned by the dealer. This field is optional
- Central Station Account # Your Central Station Account Number
- Central Station Phone # Your Central Station Telephone Number
- Remote Services Plan Select one of the following Remote Services Plans:

Base Plan = Basic/Remote Plan = None
Base Plan = Basic/Remote Plan = Standard
Base Plan = Basic/Remote Plan = Advanced

- Once you have selected a Remote Services Plan, you will be able to create the Customer or First User. You will see the following screen:

Central Station Account #

Central Station Phone #

Remote Services Plan * Base Plan = Basic Plus / Remote Plan = Advanced ▼

Customer Information

Customer Name *

Address 1

Address 2

City

State

Zip Code

Time Zone * Select time zone ▼

Fields indicated with * are required.

First User Information

First Name *

Last Name

Phone

Email/Login *

Verify Email/Login *

Cellphone

Carrier Select carrier ▼

Password *

Passwords must be at least 7 characters in length

Verify Password *

Create Customer / First User Cancel

Figure 5 – New Customer Detail Screen

- Enter all relevant customer information.
- Click the **Create Customer/First User** button. You will see the following screen:
- When the new customer has been successfully created, you can always view or edit their information by clicking the **Edit** button next to their name:

Note: The **View** button (next to the **Edit** button) allows you to view system information as if you were the end-user customer. Please refer to End User Interface for detailed information.

Filter by purnima Contact Phone Contact Email Zip Code 🔍 New Customer +

Customer Name	Contact Phone	Contact Email	Zip Code	Dealer Name	Alarm Systems	Cameras	Users	
Purnima		pgandikota@numerex.com	75013	Numerex R&D	1	0	1	Edit View

Export to CSV Show 10 entries per page.

Figure 6 – Edit Customer Button

13. You will see the following **Customer Information** screen:

The screenshot displays the Uplink Customer Information screen. On the left sidebar, the 'Serial Number' is 013518000065165. Below it, a menu lists 'Customer Information' (highlighted), 'Customer Users', 'Customer Cameras', 'Alarm System Information', and 'Event History'. The main content area is titled 'Customer Information' and features a form with the following fields: 'Customer Name' (Purnima), 'Address 1', 'Address 2', 'City', 'State', 'Zip Code' (75013), 'Contact Phone', 'Contact Email' (pgandikota@numerex.com), and 'Time Zone' ((GMT-06:00) Central Time (US & Canada)). There are buttons for 'Add Alarm System to Customer', 'View as Customer', 'Update Customer Information', and 'Delete Customer'. A note at the bottom states: 'NOTE: Deleting a Customer will delete all Users and release the Alarm Systems for re-use with another Customer.'

Figure 7 – Customer Information Screen

14. The menu on the left side of the screen provides the following selection:

- Customer Information
- Customer Users
- Customer Cameras
- Alarm System Information
- Event History

Customer Information displays the screen shown above, in Figure 7. This screen allows you to view and edit customer contact information.

Customer Users displays the users who can view and edit panel information.

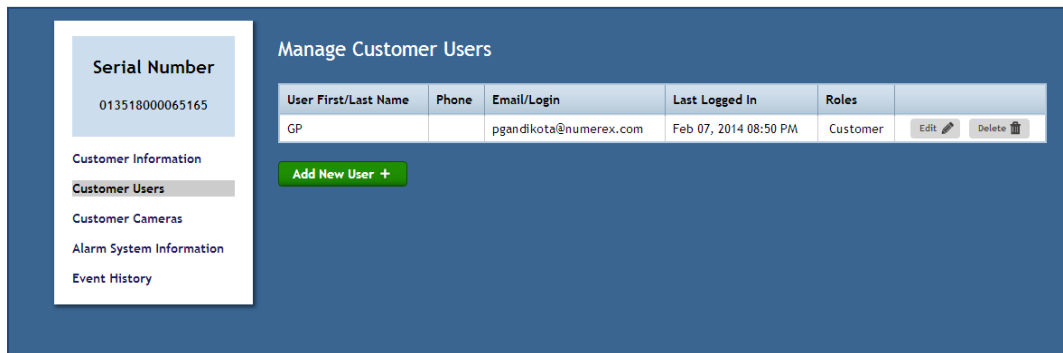


Figure 8 – Manage Customer Users

The **Edit** button on Figure 8 allows you to edit user information, permissions, and notifications.

Customer Cameras allow users to manage cameras that are installed on their security system, if any.



Figure 9 – Manage Customer Cameras

Note: The customer profile is the interface where a new camera should be added.

Click the **Edit** button to view or update the camera settings.

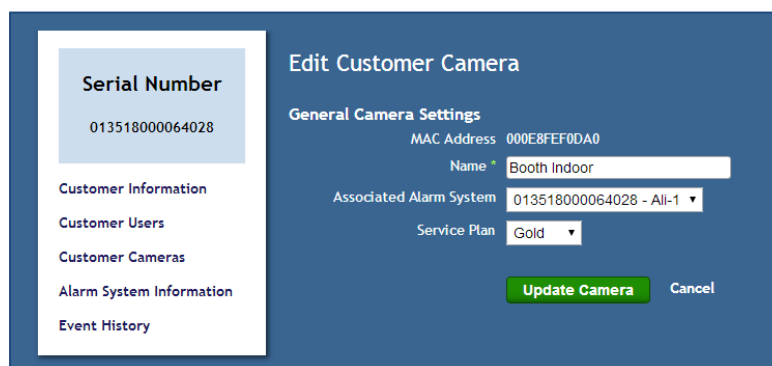


Figure 10 – Edit Camera Settings

To add a new camera, select the **Add New Camera** button from the **Manage Customer Cameras** screen. You will see the following screen:

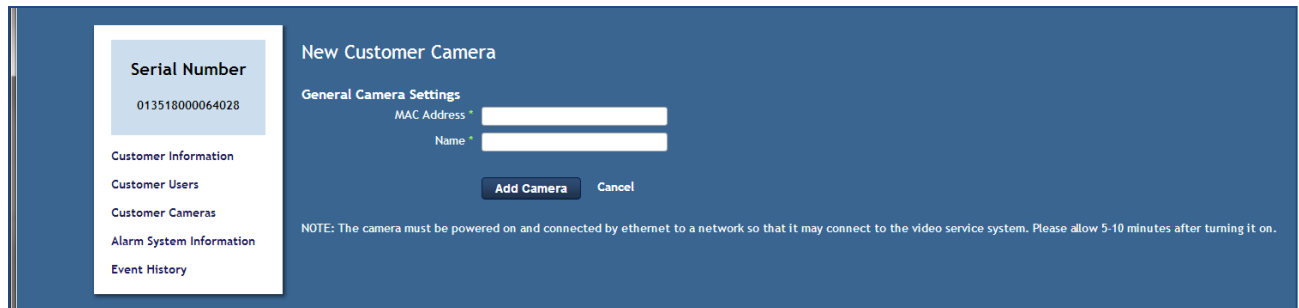


Figure 11 – New Customer Camera

Enter the **MAC Address** of the camera, and enter an easy-to-remember name. Click the **Add Camera** button. The camera will now appear in the **Customer Cameras** list.

Alarm System Information allows you to view and edit information about the alarm. Click the **Update Alarm System** button to commit the changes you make.

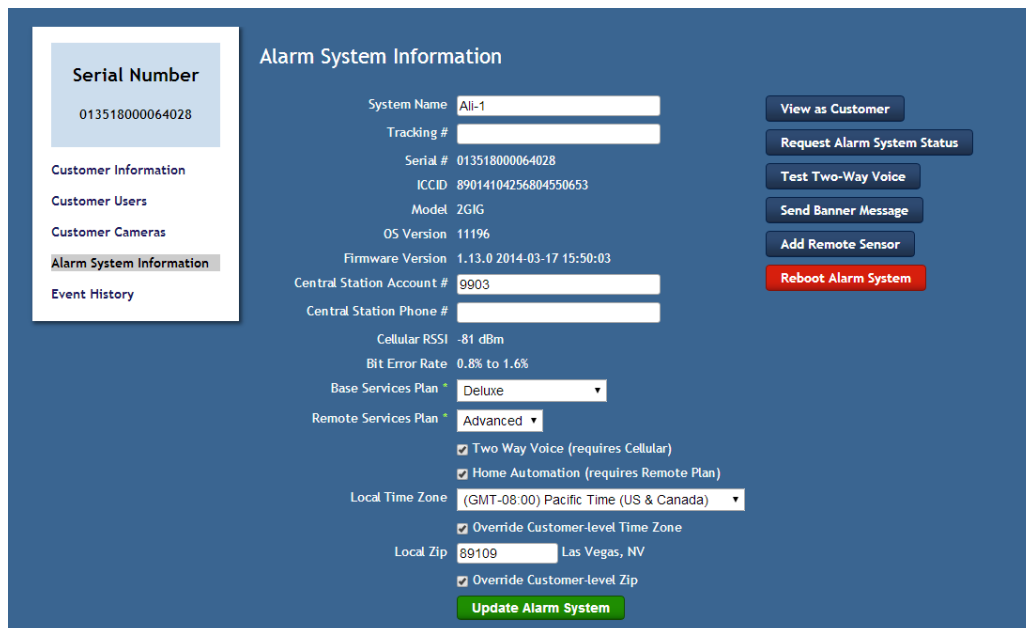


Figure 12 – Alarm System Information

Base Services Plan

When selecting the Base Services Plan, you will see the following options:

- Broadband Only
- Broadband with Cellular Backup
- Cellular Only

Note: In order to utilize broadband service you must install the Go!Bridge IP Communicator (2GIG Part Number 2GIG-BRDG1-900.) In order to utilize cellular service, you must use the Uplink 3G Radio Modem (2GIG Part Number 2GIG-GC3GUP-U). Please refer to the document **QS1071 - Configure Uplink as the Go!Control Service Provider** for instructions on how to set up your 2GIG hardware for Uplink service.

Please note that if you plan to use the Two Way Voice feature of Uplink Remote, you will need to select a Base Services Plan that includes cellular.

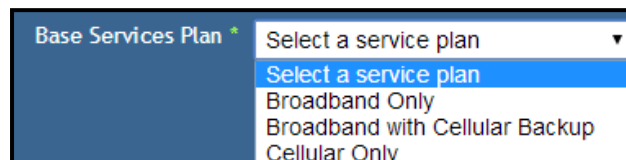


Figure 13 – Select Base Services Plan

There are two check boxes that are part of the Base Services Plan selection:

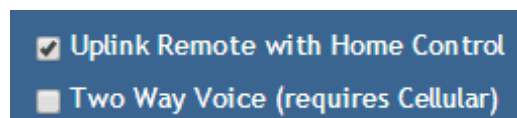


Figure 14 – Check Box Selection

The box for **Uplink Remote with Home Control** is checked by default. Make sure this box remains checked. It ensures that you will be able to control your panel from the Uplink Remote web interface.

If you plan to use the **Two Way Voice** feature, make sure that box is checked, and that a Service Plan that includes cellular is selected.

Event History displays all events that have taken place on the alarm system. This data can be exported to a CSV file by clicking the **Export to CSV** button.

Serial Number
013518000065165

Customer Information
Customer Users
Customer Cameras
Alarm System Information
Event History

Event History

From 2013-12-19 to 2014-02-17

Hide Maintenance Events From Customers ☒

Date/Time (CST)	Description	Sensor/Device	User	Event Type	Extra Data
2014-02-17 12:51:27	Sensor Tamper Restore			Maintenance	990318338300000D
2014-02-17 12:51:04	Sensor Tamper			Maintenance	990318138300000F
2014-02-17 12:44:55	Central Station ACK			Maintenance	OK, OK,
2014-02-17 12:44:52	Central Station ACK			Maintenance	OK, OK,
2014-02-17 12:44:43	Sensor Tamper Restore			Maintenance	990318338300000D
2014-02-17 12:44:32	Sensor Tamper			Maintenance	990318138300000F
2014-02-17 12:36:24	Door/Window change (Closed)	SIDE WINDOW		Sensor Value	1
2014-02-17 12:36:24	Door/Window change (Closed)	FRONT DOOR		Sensor Value	1
2014-02-17 12:36:21	Door/Window change (Open)	SIDE WINDOW		Sensor Value	0
2014-02-17 12:36:20	Door/Window change (Closed)	SIDE WINDOW		Sensor Value	1

Export to CSV

Show 10 entries per page. 1 2 3 4 5 6 7 8 9 ... 369370

Figure 15 – Event History

Please note that the box next to **Hide Maintenance Events From Customers** should be checked. This will ensure that customers are not flooded with system maintenance events.

End User Interface

From the main Customer Information screen, you can click the **View as Customer** button to see the same displays that the end-user customer would see.

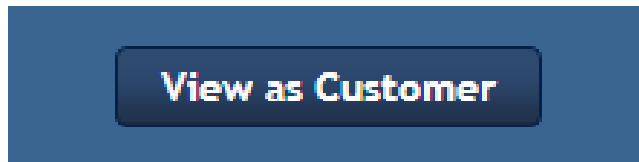


Figure 16 – View as Customer Button

1. Click the **View as Customer** button, to view the customer's Home Screen. This screen shows the current status of the alarms and home automation devices. The following image shows a sample Home Screen:

NOTE: Depending upon the services to which the customer has subscribed, Home Screens will have different displays and selections. The Home Screen displayed below shows the alarm state and the status of automation devices.

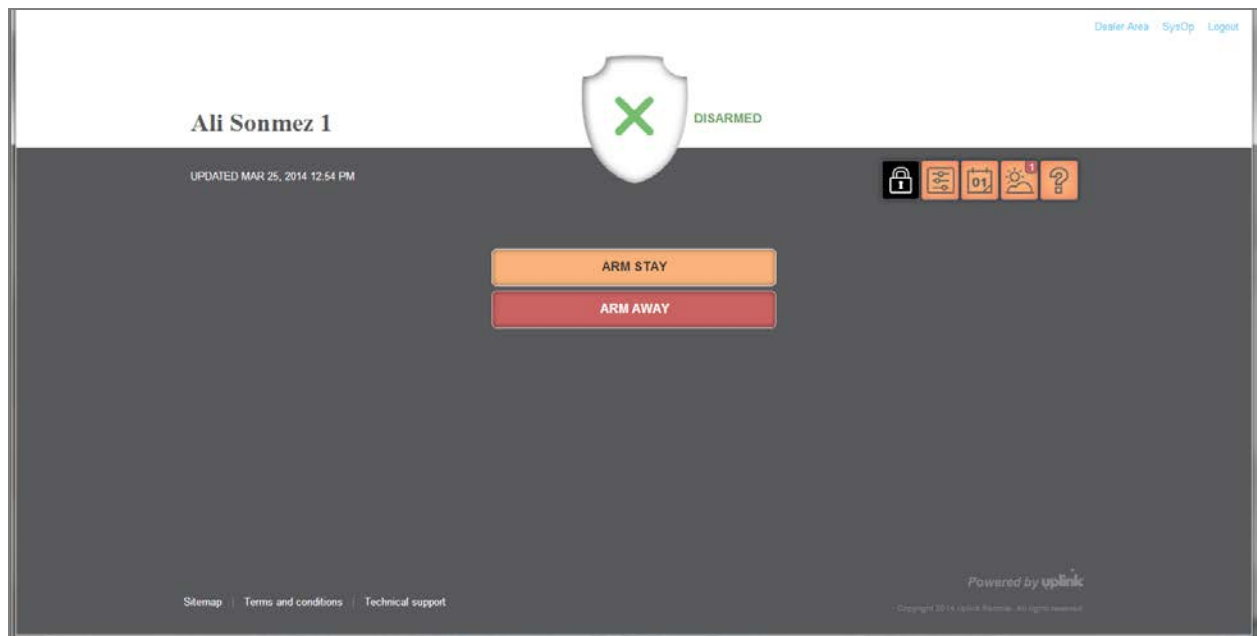


Figure 17 – Home Screen

- Click the menu bar at the top of the screen to see the following selections:



Figure 18 – Customer Account Menu Bar

The icons, from left to right, perform the following functions:

- The **Home** button will return the user to the Home Screen.
- The Controls button allows you to control security and safety sensors, automation devices and temperature controls.

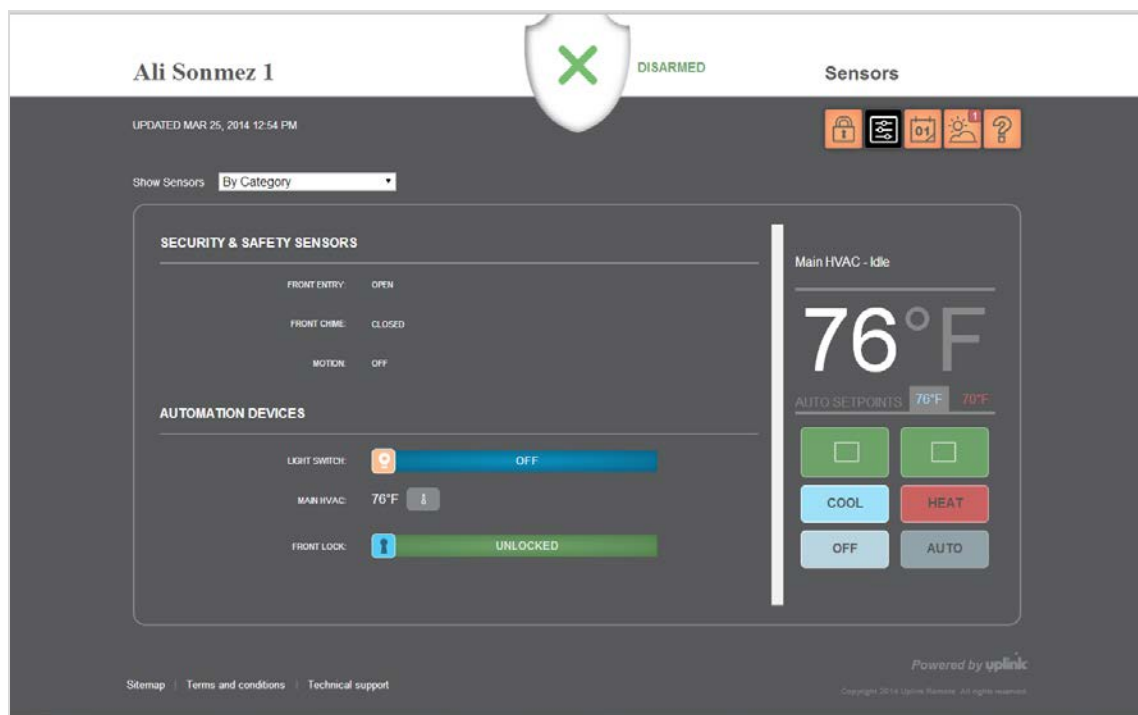


Figure 19 – Customer Account Menu Bar

5. Selecting one of the following selections from the dropdown menu will modify the display of the Sensors screen:

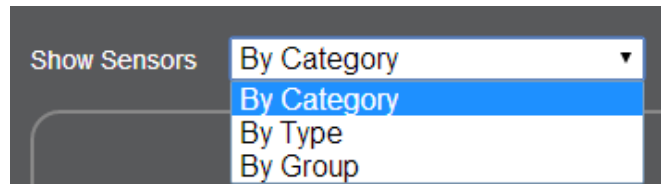


Figure 20 – Show Sensors Dropdown Menu

6. The **Event History** button shows the history of all events, including alarm, home automation, weather, etc.

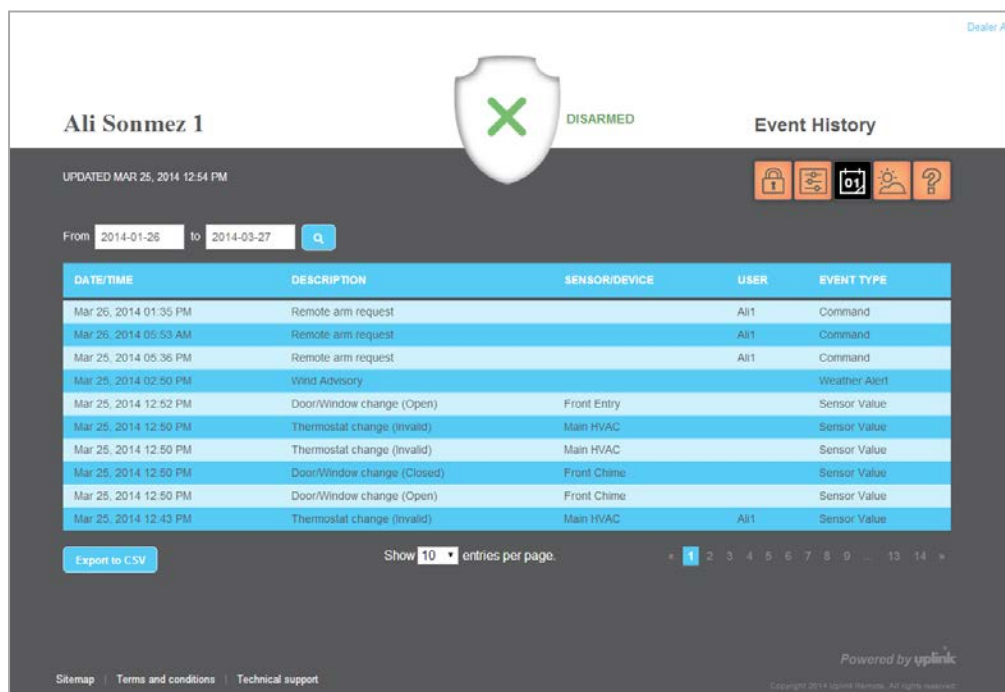


Figure 21 – Event History Screen

7. The **My Weather** button shows weather alerts for a particular geographic location.

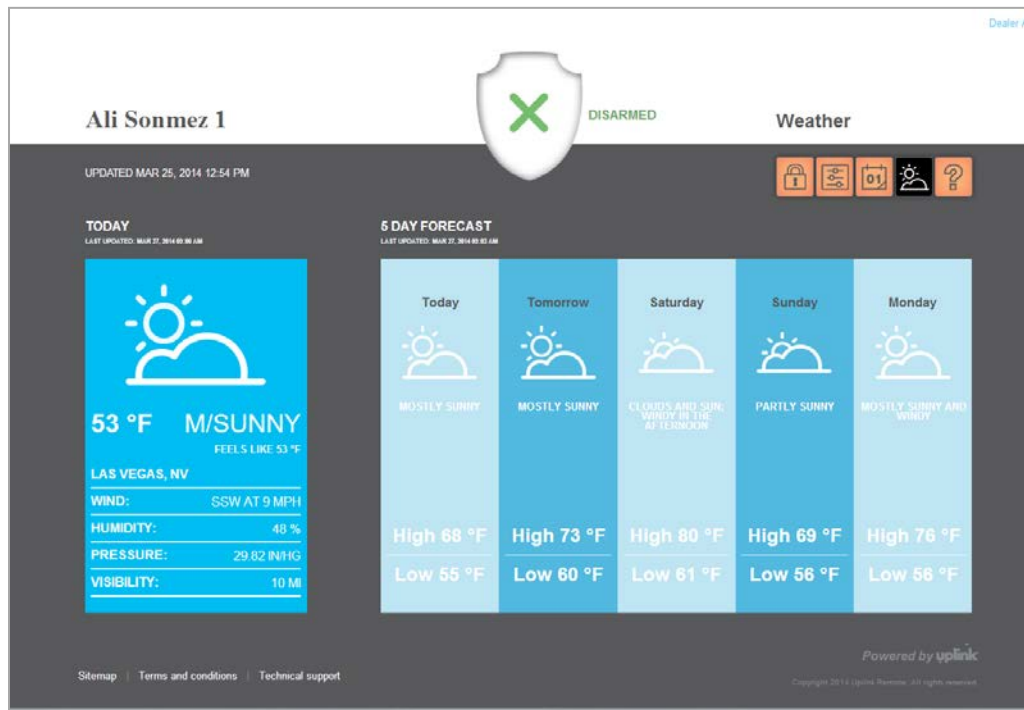



Figure 22 – My Weather Screen

8. The **My Account** button displays account information for the user. This includes the following sub-menu selections:
- My Account
 - Manage Users
 - Notification Schedule
 - Alarm System Information
 - Mobile Application
 - FAQs

Dealer


DISARMED

Ali Sonmez 1

UPDATED MAR 25, 2014 12:54 PM

Accounts

MY ACCOUNT

MANAGE USERS

MANAGE CAMERAS

NOTIFICATION SCHEDULES

PANEL INFORMATION

MOBILE APPLICATIONS


FAQS

Tracking #	
System Name	Ali-1
Serial #	013518000064028
Customer Name	Ali Sonmez 1
Customer Address	
Contact Phone	
Contact Email	ali1@numerex.com
Time Zone	(GMT-05:00) Eastern Time (US & Canada) ▼
Temperature Units	Fahrenheit ▼

Figure 23 – Customer Account Information Screen

Manage Users allows the end-user to control users who can control the alarm system.

Dealer Area SysOp Logout


DISARMED

Ali Sonmez 1

UPDATED MAR 25, 2014 12:54 PM

Accounts

MY ACCOUNT

MANAGE USERS

MANAGE CAMERAS

NOTIFICATION SCHEDULES

PANEL INFORMATION

MOBILE APPLICATIONS

FAQS

	Name	Phone	Email/Login	Manage Users	Arm/Disarm	Status
<div style="display: flex; justify-content: space-between; align-items: center;"> Edit Delete </div>	Ali1		ali1@numerex.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

New User +

Figure 24 – Manage Users

Manage Cameras allows users to configure cameras that are installed on their system.

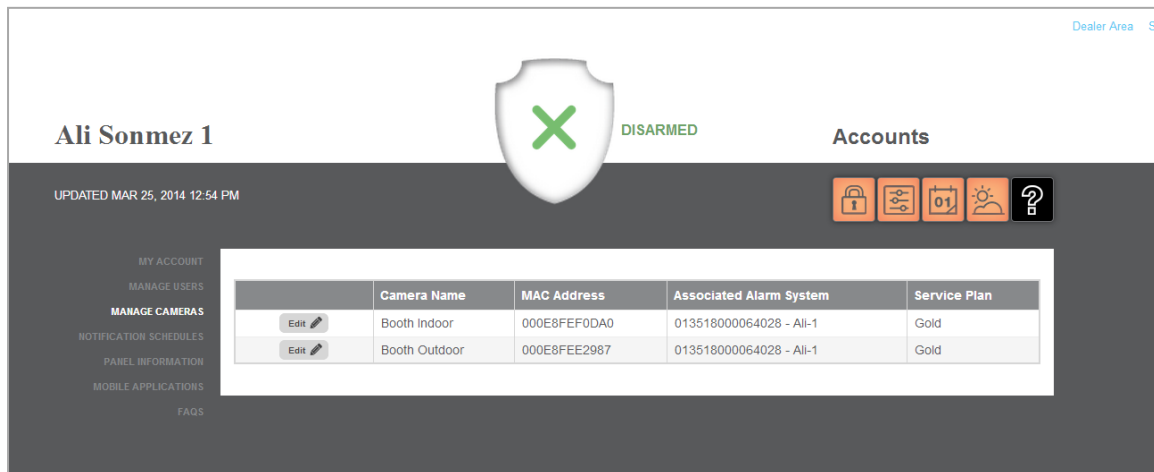


Figure 25 – Manage Cameras

Click the **Edit** button to edit general and wireless settings:

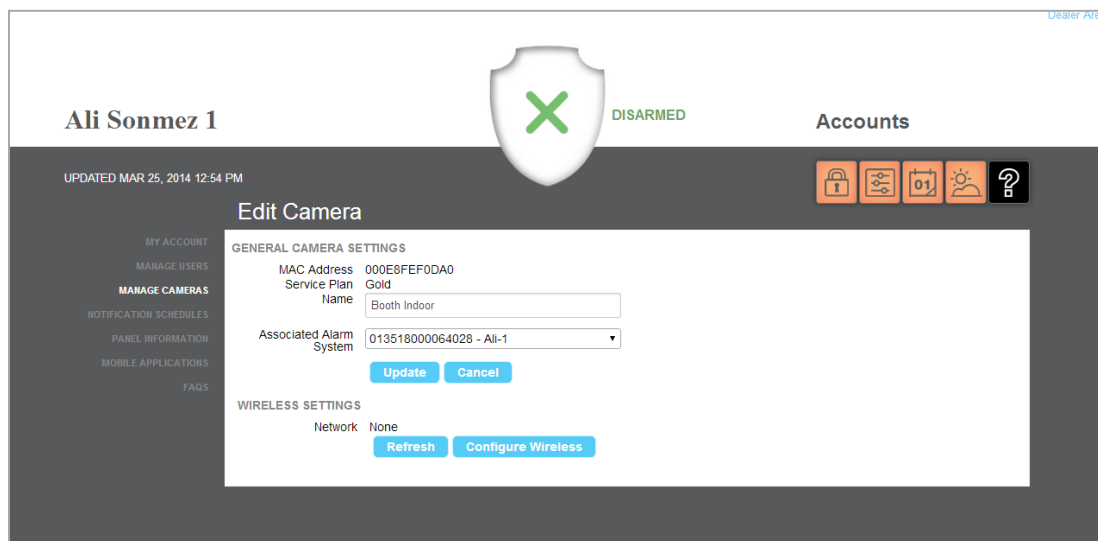


Figure 26 – Edit Camera Settings

Notification Schedules allows the user to configure notification of specific alarm events, such as arm, disarm, window open, lights turn on, etc. An e-mail will be sent to a specific user when the event occurs. Click the **Add New Notification Schedule** button to configure notification.

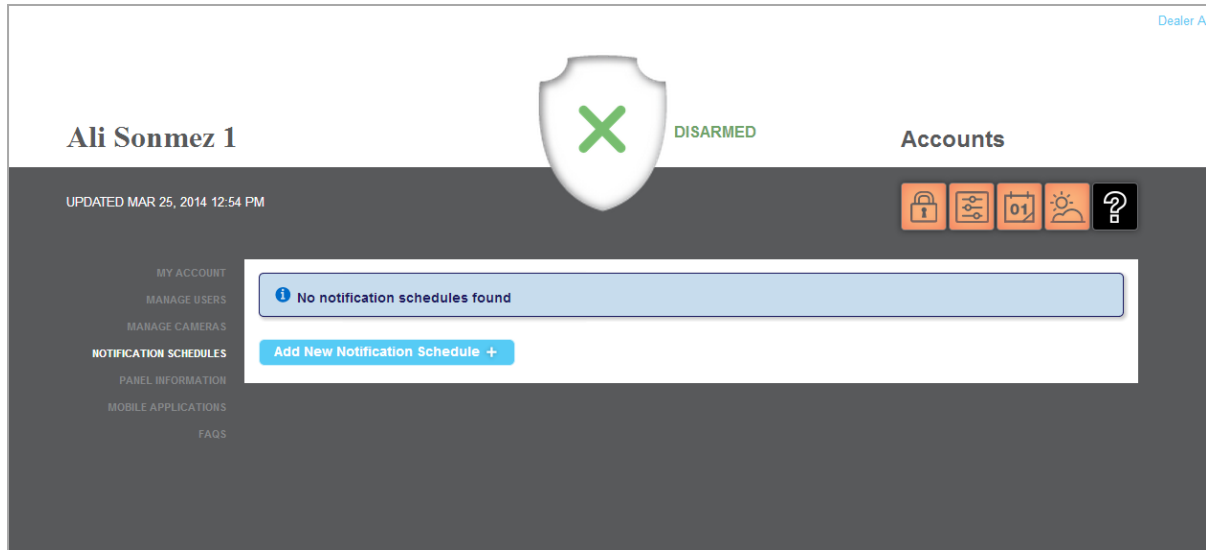


Figure 27 – Notification Schedules

Panel Information shows the user specific information about their system.

Tracking #

System Name Ali-1

Serial # 013518000064028

Model 2GIG

Central Station Account # 9903

Central Station Phone #

Remote Services Plan Advanced Deluxe

SECURITY & SAFETY SENSORS

Remote ID	Description	Group	Type	Current Status	Current Value	Battery %	Last Report
1-001	Front Entry	Default	Door/Window	Active	Open		Mar 25, 2014 12:52 PM
1-002	Front Chime	Default	Door/Window	Active	Closed		Mar 25, 2014 12:50 PM
1-003	Motion	Default	Motion Detector	Active	Off		Not Yet Reported

AUTOMATION DEVICES

Remote ID	Description	Group	Type	Current Status	Current Value	Battery %	Last Report	
2-002	Light Switch	Default	On/Off Switch	Active	Off		Mar 25, 2014 11:51 AM	On

Figure 28 – Panel Information

The following selections are part of the Panel Information screen:

- Security and Safety Sensors
- Automation Devices
- Sensor/Device Groups
- Keypad Users

Mobile Application allows the user to install the mobile version of Uplink Remote on a mobile device.

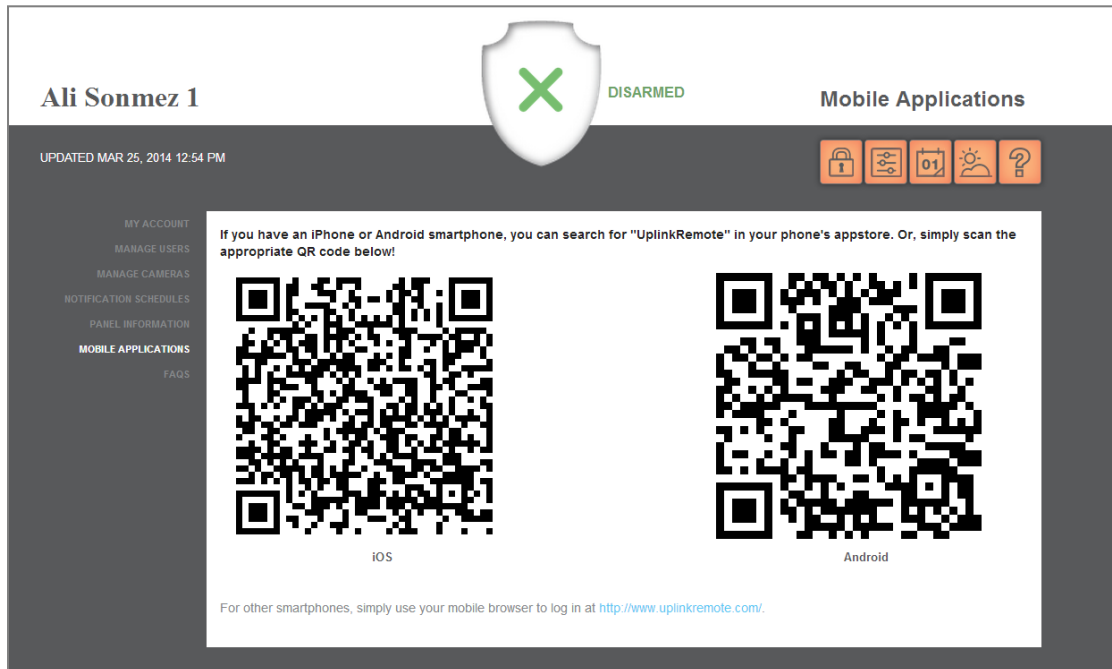


Figure 29 – Mobile Applications

FAQ's displays common frequently asked questions. Click on the question to view the associated answer.

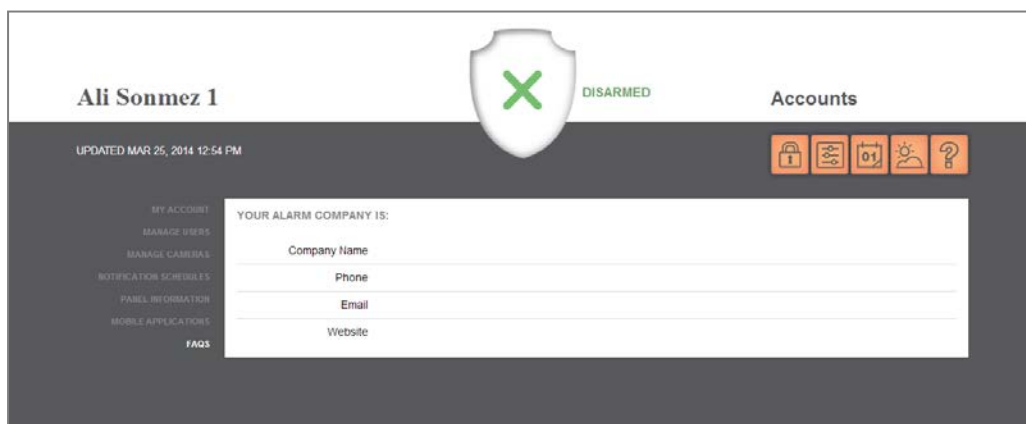


Figure 30 – FAQ's

Alarm System Functions

The end-user can control the functionality of the 2GIG panel from the Uplink Remote web interface. These functions include arming and disarming the alarm, managing panel users, and controlling the home environment.

Arm/Disarm

To arm or disarm the alarm system, click one of the following buttons displayed in the following image:

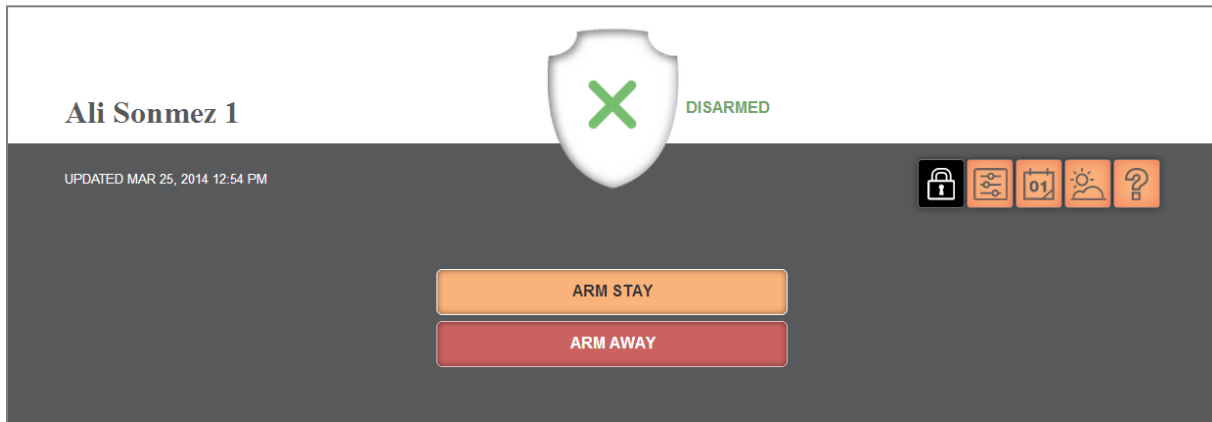


Figure 31 – Alarm System Control

- Arm Stay – Arm the system for when you are home.
- Arm Away – Arm the system for when you are not home.
- Disarm – Disarm the system

Control Automation Devices

You can control the following Automation Devices from Uplink Remote. Simply click the relevant button to change the state of the device.

You can choose to view the controls by Category, by Type or by Group.

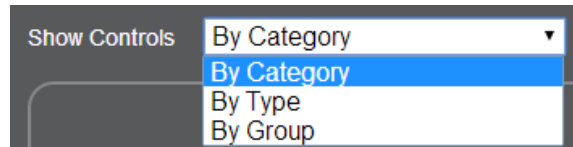


Figure 32 – View Control Choices

The following images display the three different control views:

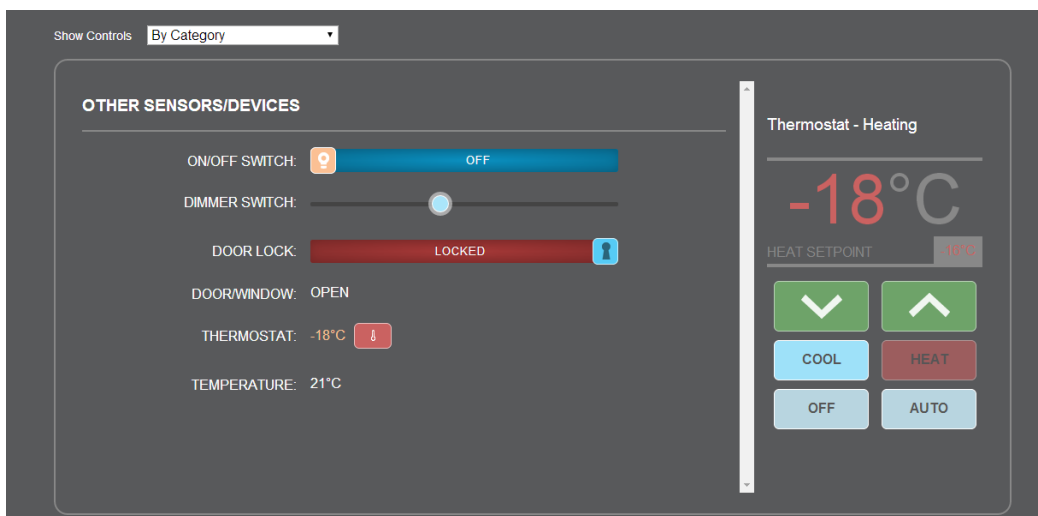


Figure 33 – Home Automation Control – By Category

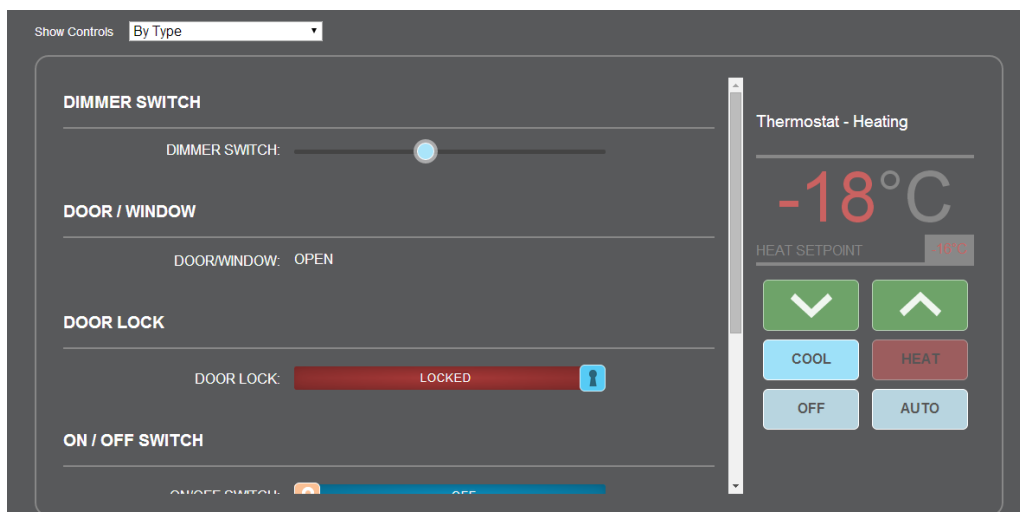


Figure 34 – Home Automation Control – By Type

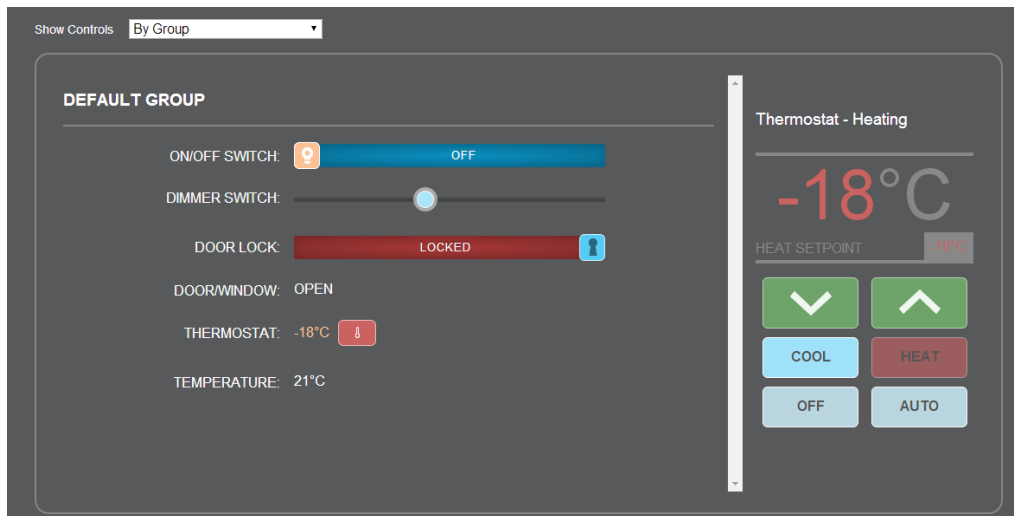


Figure 35 – Home Automation Control – By Group

Revision History

Rev. #	Change Made	Date	Editor
Draft	Initial Draft	3/27/2014	DWindsor
	Added new Base Plan information and control categories	6/16/2014	DWindsor
1	Added note on Page 9 re: broadband and cellular services. Initial Release	08/18/2014	DWindsor