



Uplink Remote 2.2 User Guide

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Introduction

The Uplink Remote interface allows security system customers to remotely control their security panels from a computer or smart phone that has Internet access. Customers can arm and disarm sensors, view video recordings, control home automation features (such as lighting and temperature), and manage security system users.

This guide provides instructions on how to use Uplink Remote 2.2 to control your home or business security system.

Scope

This guide is intended to instruct customers how to use Uplink Remote to control their home or business security system.

Logging In

To log into Uplink Remote, navigate to the following URL:

<http://www.UplinkRemote.com>

You will see the following login screen”

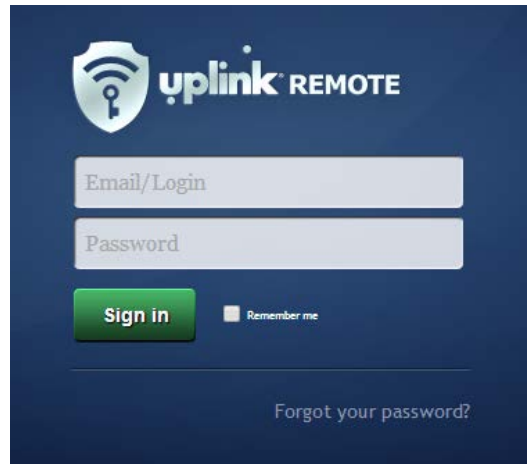


Figure 1 – Login Screen

Enter you login credentials and click the **Sign In** button.

User Interface

The following image shows the main user interface. From this screen, you can control your security panel, and view video recordings (if video cameras are part of your security configuration).

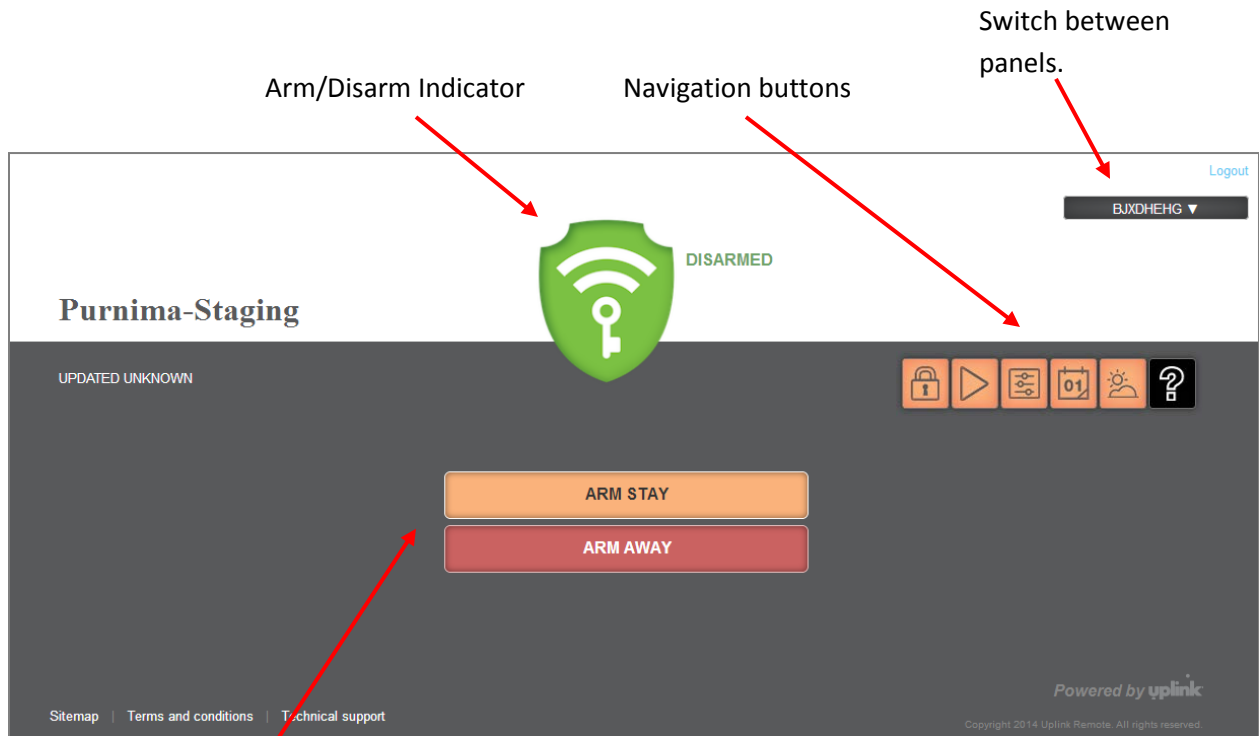


Figure 2 – User Interface

Arm or disarm your system.

The main screen allows you to quickly arm or disarm your system. The following image shows that the system is armed:

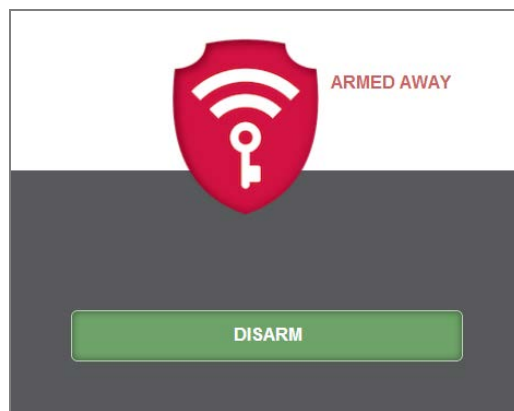


Figure 3 – Armed Away

The navigation buttons allow you to perform the following functions:

- Home – Return to the Home Page
- Cameras –View video and start recording (if cameras are installed)
- Controls – Manage security and home automation controls
- Event History – View system event history
- Weather – View local weather
- Accounts – View and manage account information

Home Page

Click the Home button to return to the Arm/Disarm screen:

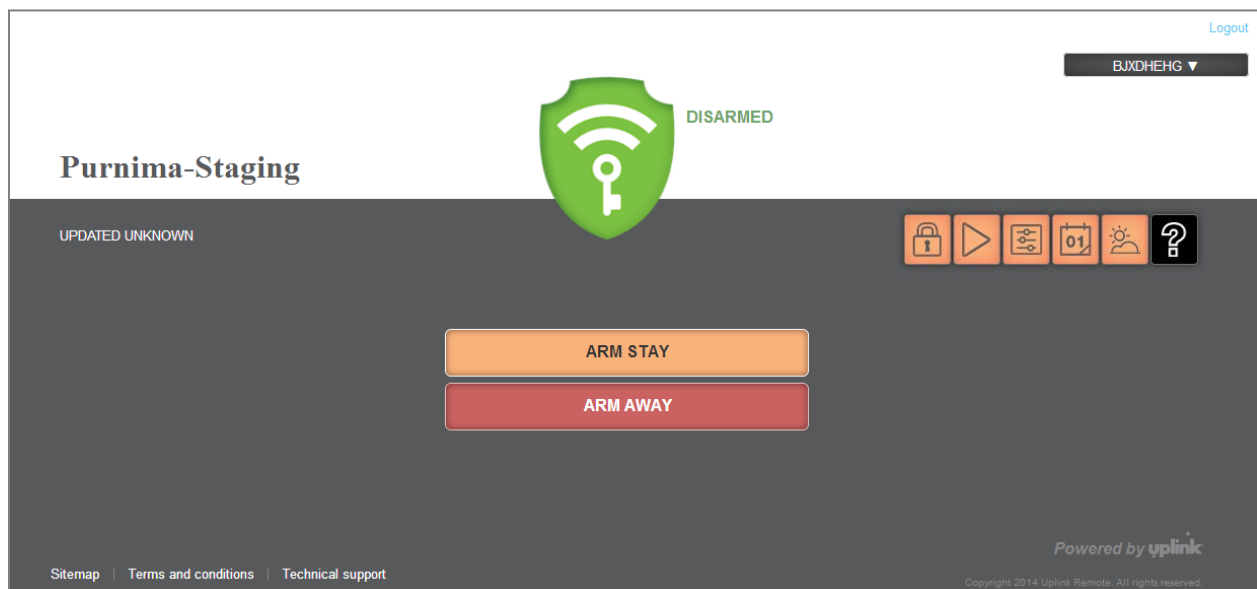


Figure 4 – Home Screen

Cameras Page

The Cameras Page allows you to view a live video view, you can view the history of your recordings, or you can start a recording manually. An automatic recording is triggered when the cameras detect motion.

Videos are saved for a specific period of time, depending upon the service plan you have. There are three service plans available. These are:

- Gold - This plan saves 2GB of video. This amount is equivalent to approximately 30 days with typical use
- Silver - This plan saves up to 500MB of video. This amount is equivalent to approximately 7 days with typical use.

- Bronze - This plan does not save video. You can only view your videos “live.”

Note: Once video is deleted from the system, it cannot be recovered. If you need to preserve your video, download it to a local system.

When you click on the **Cameras** button, you will see a screen similar to the following:

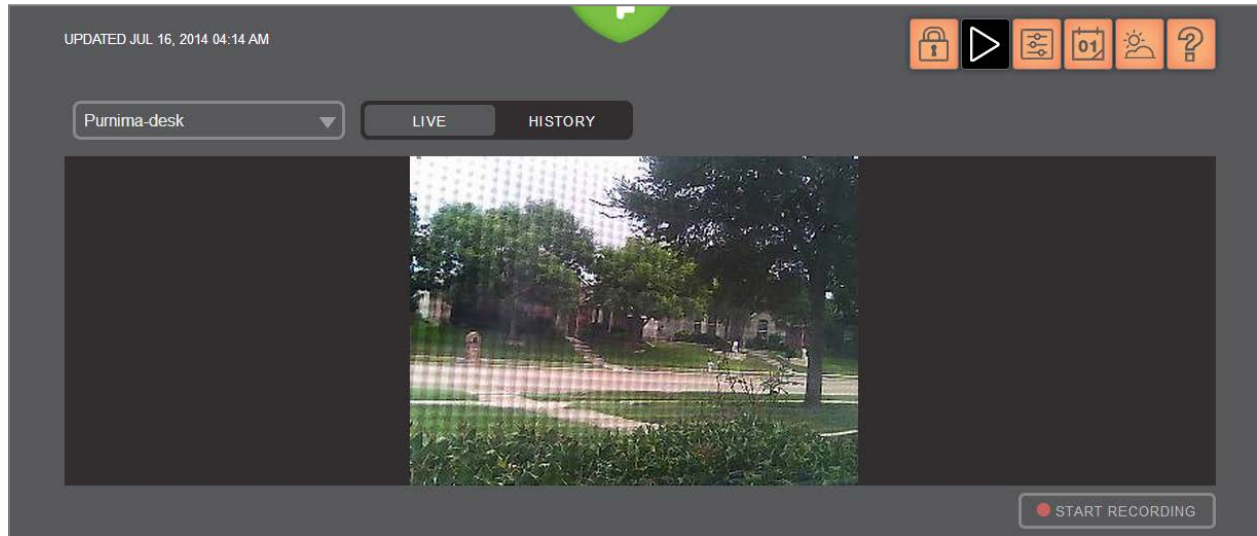


Figure 5 – Live View of Video Cameras

The above image shows the current live view of the video cameras. The camera is not constantly recording; when the camera detects motion, it is triggered to start recording.

If you want to manually record, click the button that says Start Recording at the bottom-right of your screen.



Figure 6 – Start Recording Button

To view the videos that have already been recorded (if you have the appropriate service plan) click the History link. You will see a screen similar to the following that displays the recorded video:

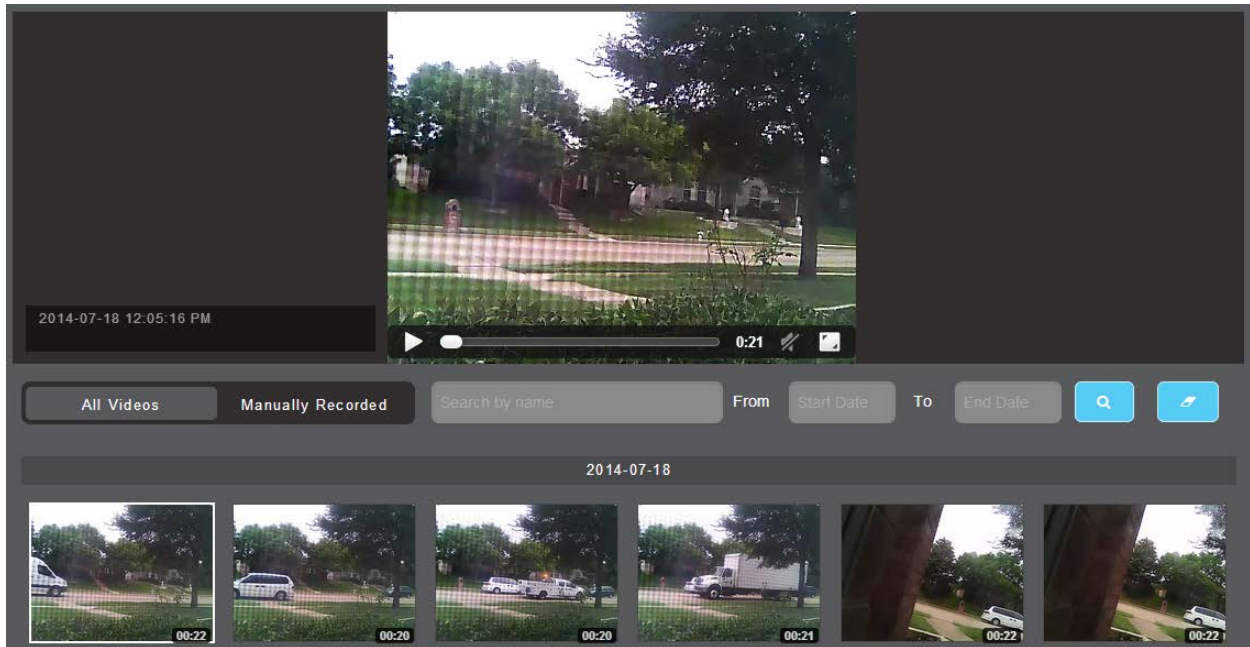


Figure 7 – Video History

Scroll down to see all video that has been recorded.

Below each clip is the option to download that clip.

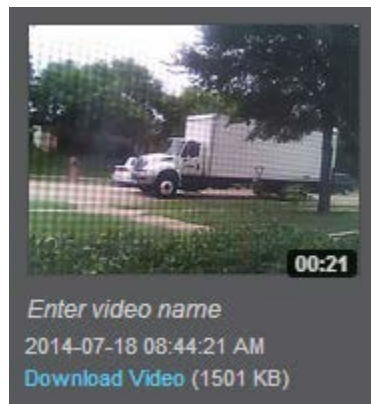


Figure 8 – Video Clip with Download Option

The file will be downloaded in MP4 format.

Controls Button

Click the Controls button to manage the sensors and other controls that make up your security and home automation system. Depending upon how your system is configured, and which components are installed, you will see a screen similar to the following:

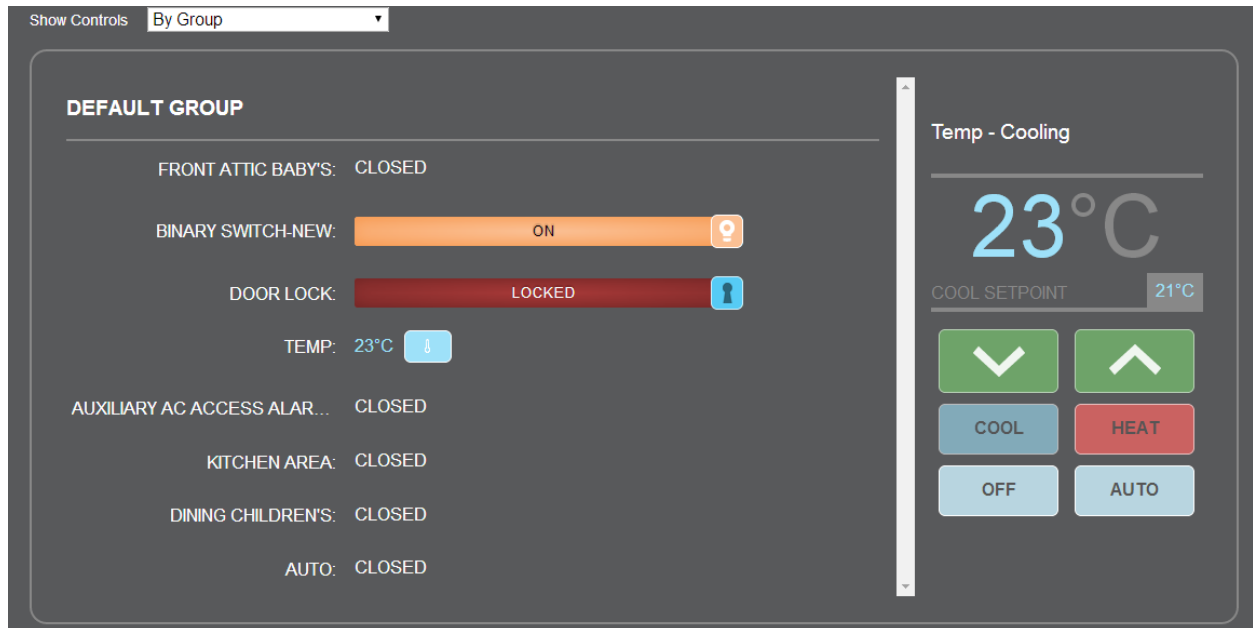


Figure 9 – Controls Screen

You can choose to display the sensors by group, by category, or by type.

Make your selection by clicking the dropdown menu:

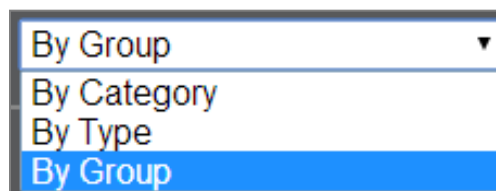


Figure 10 – Display Dropdown Menu

Events History

Click the Events History button to view a list of events that occurred during a specified time period. You will see a screen similar to the following:

Select Date Range

List of Events

From to

| DATE/TIME | DESCRIPTION | SENSOR/DEVICE | USER | EVENT TYPE |
|-----------------------|---|---------------|---------------|---------------|
| Jul 18, 2014 02:52 PM | Email sent to Purnima G regarding 'Air Quality Alert' | | Purnima G | Notification |
| Jul 18, 2014 02:52 PM | Air Quality Alert | | | Weather Alert |
| Jul 18, 2014 10:00 AM | Email sent to Purnima G regarding 'REMINDER - Alarm system is currently disarmed' | | Purnima G | Notification |
| Jul 17, 2014 05:00 PM | Email sent to Purnima G regarding 'NOSHOW - Alarm system was not disarmed' | | Purnima G | Notification |
| Jul 17, 2014 10:00 AM | Email sent to Purnima G regarding 'REMINDER - Alarm system is currently disarmed' | | Purnima G | Notification |
| Jul 16, 2014 05:00 PM | Email sent to Purnima G regarding 'NOSHOW - Alarm system was not disarmed' | | Purnima G | Notification |
| Jul 16, 2014 02:40 PM | Timeout - Remote door lock change | Door Lock | | Timeout |
| Jul 16, 2014 02:38 PM | Remote door lock change | Door Lock | Diane Windsor | Command |
| Jul 16, 2014 10:00 AM | Email sent to Purnima G regarding 'REMINDER - Alarm system is currently disarmed' | | Purnima G | Notification |
| Jul 16, 2014 04:09 AM | Email sent to Purnima G regarding 'Flash Flood Watch' | | Purnima G | Notification |

Show entries per page. « 1 2 3 4 5 6 7 8 9 ... 480 481 »

Export to CSV

Show Number of Entries per Page

Figure 11 – Event History Page

All alarm system events are listed on this page. Enter the date range of the events you'd like to view. If you'd like to display more entries per page, edit the value at the bottom.

You can export the data from this page to a CSV spreadsheet. Simply click the **Export to CSV** button.

Weather

Local weather conditions are displayed based on the zip code that is entered in a customer’s account information. If the zip code needs to be updated, you need to ask your dealer to make that change.

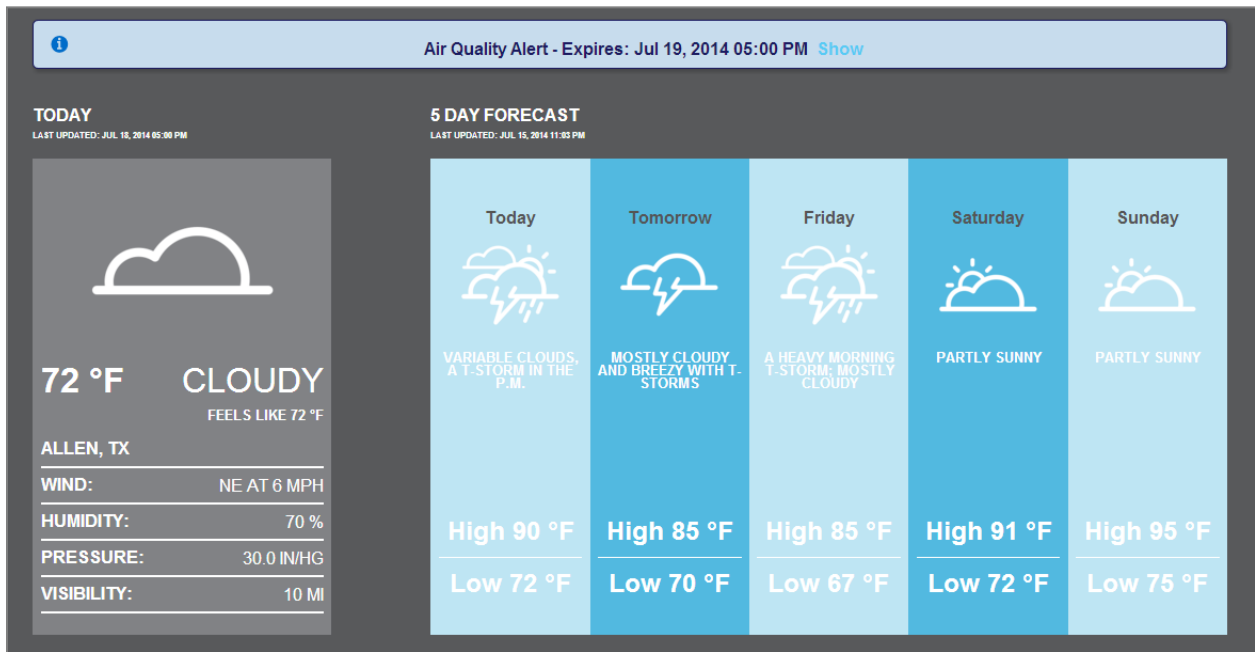


Figure 12 – Weather Information

Accounts

The **Accounts** button displays account information for the user. This includes the following sub-menu selections:

- My Account
- Manage Users
- Manage Cameras
- Notification Schedule
- Alarm System Information
- Mobile Application
- FAQs

My Account

The **My Account** page contains your contact information. On this screen, you can also change your password.

UPDATED NOV 07, 2014 02:03 PM

MY ACCOUNT

- MANAGE USERS
- MANAGE CAMERAS
- NOTIFICATION SCHEDULES
- PANEL INFORMATION
- MOBILE APPLICATIONS
- FAQS

| | |
|-------------------|---|
| Tracking # | |
| System Name | Purnima-Desk |
| Serial # | 013518000064093 |
| Customer Name | Purnima-Staging |
| Customer Address | 20127 Courtside Hill Allen, TX 75013 |
| Contact Phone | 555-888-9909 |
| Contact Email | [REDACTED] |
| Time Zone | (GMT-06:00) Central Time (US & Canada) |
| Temperature Units | Fahrenheit |

CHANGE MY PASSWORD

Old *

New *

Strong passwords must be at least 7 characters in length and should include lowercase letters, uppercase letters, symbols and numbers.

Confirm *

Fields indicated with * are required.

[Change Password](#)

Figure 13 – My Account

Manage Users

Manage Users allows you to add and remove users who can manage security system and home automation controls.

The screenshot shows a web interface for managing users. On the left is a sidebar with navigation options: MY ACCOUNT, MANAGE USERS (highlighted), MANAGE CAMERAS, NOTIFICATION SCHEDULES, PANEL INFORMATION, MOBILE APPLICATIONS, and FAQs. The main content area displays a table of users with the following data:

| | Name | Phone | Email/Login | Manage Users | Arm/Disarm | Status |
|---|-----------|-------|-----------------------|-------------------------------------|-------------------------------------|-----------|
| Edit Delete | Customer | | [REDACTED] | <input type="checkbox"/> | <input type="checkbox"/> | Suspended |
| Edit Delete | Fernanda | | [REDACTED] | <input type="checkbox"/> | <input type="checkbox"/> | Suspended |
| Edit Delete | Fernanda | | [REDACTED] | <input type="checkbox"/> | <input type="checkbox"/> | Suspended |
| Edit Delete | french | | french@numerex.com | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Edit Delete | Joe | | joetester@numerex.com | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Edit Delete | Purnima G | | [REDACTED] | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Edit Delete | spanish | | spanish@numerex.com | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |

At the bottom of the table area, there is a blue button labeled "New User +" with a plus sign.

Figure 14 – Manage Users

To add a new user to your security system, click the **New User** button. You will see the following screen:

PERSONAL DATA

First Name *

Last Name

Phone

Email/Login *

Verify Email/Login *

Cellphone

Carrier

Password *

Verify Password *

Temperature Units

Language

PERMISSIONS

Manage Users

Arm/Disarm

NOTIFICATIONS

| | <input checked="" type="checkbox"/> Email | <input checked="" type="checkbox"/> Text |
|---------------|---|--|
| Emergency | <input type="checkbox"/> | <input type="checkbox"/> |
| Arm/Disarm | <input type="checkbox"/> | <input type="checkbox"/> |
| Open/Close | <input type="checkbox"/> | <input type="checkbox"/> |
| Restoral | <input type="checkbox"/> | <input type="checkbox"/> |
| Weather Alert | <input type="checkbox"/> | <input type="checkbox"/> |
| Sensor Values | <input type="checkbox"/> | <input type="checkbox"/> |

Fields indicated with * are required.

Figure 15 – Add New User

Enter all relevant information into the relevant fields. Under the **Notifications** section, choose which notifications you'd like to have sent to the user, and whether they'll be sent via email or text message. Click the **Add** button when the form is complete.

To edit a user’s settings, click the **Edit** button next to their name. The screen to edit a user’s information is the same as the **New User** screen.

To suspend a user’s ability to control the security system, click the **Suspended** check box, located in the Personal Data section.

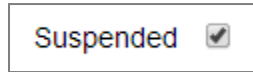


Figure 16 – Suspend User

Manage Cameras

The **Manage Cameras** screen displays the cameras that are part of your security system. Your dealer will add new cameras to the system, and you can view or edit the properties.

| | Camera Name | MAC Address | Associated Alarm System | Service Plan |
|-------------|--------------|--------------|--------------------------------|--------------|
| Edit | Purnima-desk | 000E8FEF0E14 | 013518000064093 - Purnima-Desk | Gold |

Figure 17 – List of Cameras

Click the **Edit** button to view or edit the properties:

Edit Camera

GENERAL CAMERA SETTINGS

MAC Address: 000E8FEE2977
 Service Plan: Bronze
 Name:

Associated Alarm System:

Hide Video From Dealer:

Update **Cancel**

WIRELESS SETTINGS

Network: AVID2
 Security Type: WPA2-PSK
 Status: OK (Last tested at: Oct 28, 2014 04:24 PM)
 Using Wireless: True

Refresh **Configure Wireless**

Figure 18 – Edit Camera

On the previous screen, you can change the name of the camera, and choose the associated alarm system. The **Hide Video From Dealer** check box allows you to not allow your security system provider to view the video that your cameras record. You can also configure the wireless network that the camera should connect to. Click the **Configure Wireless** button. You will see the following screen:

Figure 19 – Configure Wireless Settings

Enter all of the necessary information regarding your wireless network, so your camera can connect to it.

Notification Schedules

The Notification Schedules page allows you to receive notifications when the alarm system is armed and disarmed. You can configure a specific schedule to include start times and end times, and specific days of the week.

| | Name | Arm/Disarm Notifications |
|-------------------------------------|-----------|--|
| <input checked="" type="checkbox"/> | Purnima G | ✉ <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | spanish | ✉ <input type="checkbox"/> |
| <input type="checkbox"/> | Customer | ✉ <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> |
| <input type="checkbox"/> | Fernanda | ✉ <input type="checkbox"/> |
| <input type="checkbox"/> | Joe | ✉ <input type="checkbox"/> |
| <input type="checkbox"/> | Fernanda | ✉ <input type="checkbox"/> |
| <input type="checkbox"/> | french | ✉ <input type="checkbox"/> |

Figure 20 – Edit Notification Schedule

Panel Information

The **Panel Information** screen allows you to view the sensors and devices that make up your security system. The following view displays the Security and Safety Sensors, and the Automation Devices that make up your system:

| Tracking # | 000EBFEE2975 | | | | | | | | |
|--------------------------------------|---|----------|--------------------------|----------------|---------------|-------------------------------------|-----------|-----------------------|------------------------|
| System Name | Purnima-Radio+BB | | | | | | | | |
| Serial # | 013518000065165 | | | | | | | | |
| Model | 2GIG | | | | | | | | |
| Central Station Account # | 9902 | | | | | | | | |
| Central Station Receiver # | | | | | | | | | |
| Remote Services Plan | Advanced/Broadband with Cellular Backup | | | | | | | | |
| Send Weather Alerts to Panel? | Emergency Only ▼ | | | | | | | | |
| SECURITY & SAFETY SENSORS | | | | | | | | | |
| Remote ID | Description | Group | Type | Current Status | Current Value | Notify on change? | Battery % | Last Report | |
| 1-001 | Baby's Deck AC | Beta t ▼ | Door / Window | Active | Closed | N/A | | Oct 13, 2014 09:58 AM | |
| 1-002 | Living Room Motion | Beta t ▼ | Door / Window | Active | Closed | N/A | | Oct 14, 2014 10:35 AM | |
| 1-003 | Courtyard Image Sensor Refrigerator | Beta t ▼ | Door / Window | Active | Closed | N/A | | Oct 08, 2014 01:52 PM | |
| 1-004 | Foyer Girl's Theater | Beta t ▼ | Door / Window | Active | Closed | N/A | | Sep 02, 2014 11:46 AM | |
| 1-005 | Carbon Monoxide Alarm | Defau ▼ | Carbon Monoxide Detector | Active | Idle | N/A | | Not Yet Reported | |
| 1-006 | Balcony | Beta t ▼ | Door / Window | Active | Closed | N/A | | Oct 10, 2014 01:59 PM | |
| 1-007 | Glass Break | Defau ▼ | Door / Window | Active | Closed | N/A | | Not Yet Reported | |
| 1-008 | Storage | Defau ▼ | Motion Detector | Active | N/A | N/A | | Not Yet Reported | |
| 1-009 | Panic | Beta t ▼ | Door / Window | Active | Closed | N/A | | Not Yet Reported | |
| 1-010 | Bell Children's | Defau ▼ | Door / Window | Active | N/A | N/A | | Not Yet Reported | |
| AUTOMATION DEVICES | | | | | | | | | |
| Remote ID | Description | Group | Type | Current Status | Current Value | Notify on change? | Battery % | Last Report | |
| 2-015 | schlage | Defau ▼ | Door Lock | Active | Locked | <input checked="" type="checkbox"/> | 79% | Oct 13, 2014 02:00 PM | Unlock |
| 2-019 | Kwikset | Defau ▼ | Door Lock | Active | Locked | <input type="checkbox"/> | 50% | Oct 13, 2014 02:00 PM | Unlock |
| 2-022 | light's test 30 | Beta t ▼ | On / Off Switch | Active | Off | <input checked="" type="checkbox"/> | | Oct 09, 2014 03:17 PM | On |

Figure 21 – Sensors and Automation Devices

Mobile Applications

A mobile version of Uplink Remote is available for iPhone and Android phones. The operating system versions supported are iOS v. 6 and higher, and Android v. 4.1 and above.

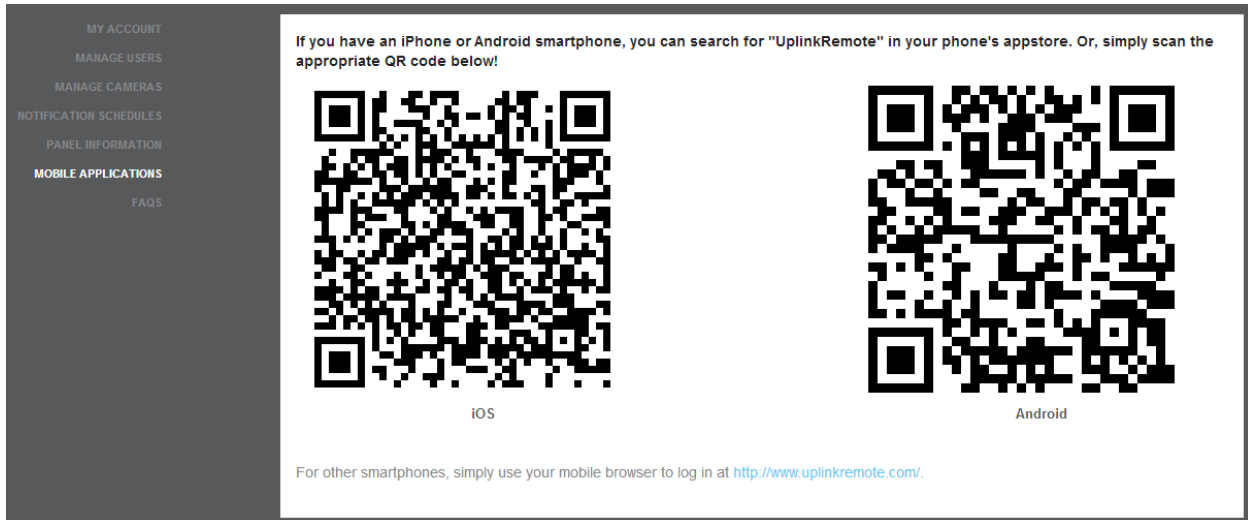


Figure 24 – Mobile App QR Codes

FAQs

The FAQ page lists frequently asked questions and their answers.

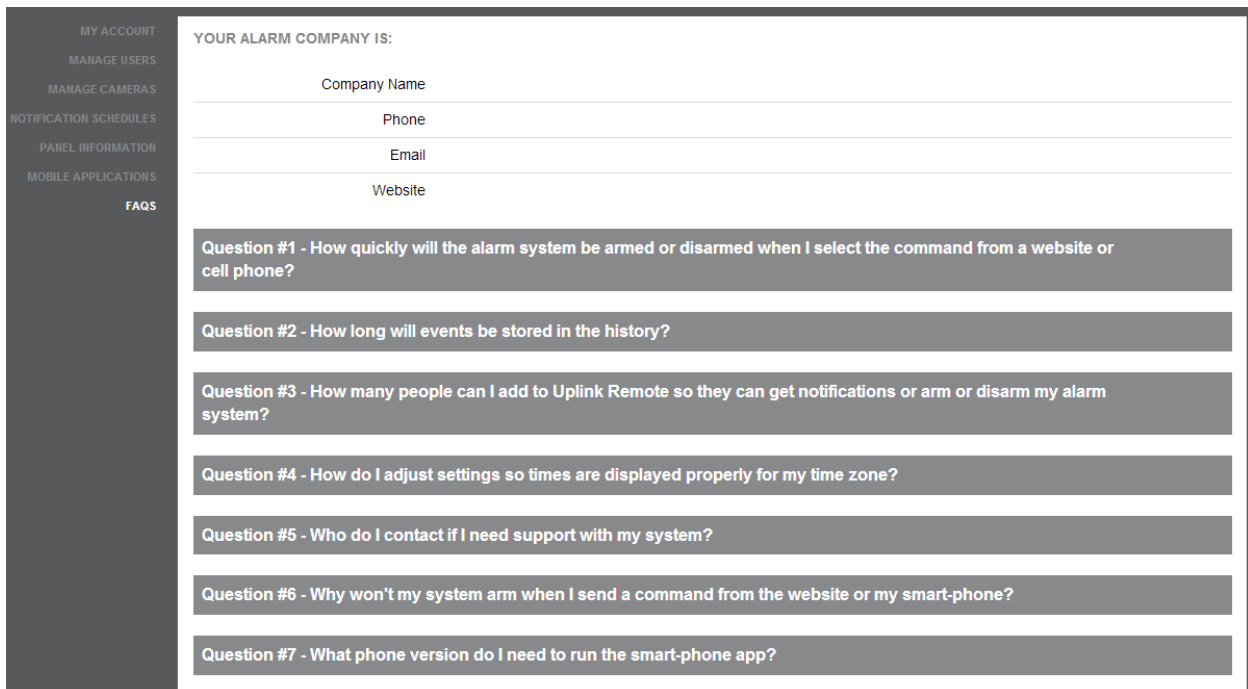


Figure 25 – FAQ Page

Revision History

| Rev. # | Change Made | Date | Editor |
|---------------|---|-------------|---------------|
| Rev 3 | Made updates for web app update. | 9/25/2015 | DWindsor |
| Rev 2 | Updated title page; updated video service plans | 2/17/2015 | DWindsor |
| Rev 1 | Initial Release | 11/07/2014 | DWindsor |
| Draft | Initial Draft | 10/14/2014 | DWindsor |