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## Install Quick Guide

### Pre-install and customer setup

#### Pre-install tips

- Obtain CS account number before creating customer
- Create customer's account before going on-site
- Utilize Remote Toolkit downloader templates
- Print or email the Welcome Letter to give to the customer
- Gather as much knowledge as you can about the home and account (e.g. wireless credentials, sensor locations, Z-Wave locations, etc.)
- Know the products and services before going on-site to make installations easier
- Be prepared for upsell opportunities by carrying equipment with you
- Set up the customer's account, verify their email address, and log the customer into the website and mobile app
  - The panel must be signaling before logging into the Customer Website or app
- Leverage support tools such as the MobileTech app and Knowledge Base
  - To download the MobileTech app:
    1. Open the mobile device's app store.
    2. In the app store's search, enter **Mobiletech**.
    3. Tap to install the *Partner MobileTech* app. The following is the logo for the MobileTech app:



#### Customer setup tips

- Provide customer with Welcome Letter and Getting Started Guide
- Set up user codes from the website
- Create non-alarm notifications and rules
- Configure Geo-Services
- Download the *Alarm.com* app on the customer's phone
  - To download the Alarm.com Customer app:



1. Open the mobile device's app store.
2. In the app store's search, enter **Alarm.com**.
3. Tap to install the *Alarm.com* app. The following is the logo for the Alarm.com Customer app:



- Enable Push Notifications on the customer's app
- Help your customer setup additional logins, notifications and name push devices

## General system

- Ensure at least two bars of signal at panel or module's final location
- Learn in all sensors
- Run a communication/cell phone test
- Perform test on all sensors and confirm receipt of signals at the monitoring station
- Check that all sensors appear on customer site/mobile app and are named correctly
- Test remote arming commands

## Image Sensor

### Image Sensor install tips

- Follow the installation instructions
- Leave Image Sensor undisturbed next to the panel during enrollment
- Verify rules have confirmed
- Check that all Image Sensor devices appear on the website or mobile app
- Test Image Sensor from final location
- Test the Image Sensor through Mobile Tech and/or Dealer Website

### Customer setup tips

- Disable *Auto-zoom* feature
- Showcase Peek-in features to customer
- Configure one rule and notification
- Point out customer's upload limit
- Show the customer how to send a command to the Image Sensor
- Show the customer how to set up an Image Alert notification



## Image Sensor troubleshooting

- Tamper detection:
  - Tamper clears after five minutes of inactivity
- Verify Image Sensor is signaling from its final location:
  - Ensure Image Sensor is still detecting motion
  - Test Image Captures
- Resetting the Image Sensor:
  - Hold the reset button down until the LED turns solid red (~15 seconds)
- Low battery:
  - Use 2AA lithium batteries

## Z-Wave/automation

### Z-Wave/automation install tips

- Learn in all Z-Wave devices within six feet of panel
- Always add locks first
- Adding through the MobileTech app with three or more devices is more efficient
- Perform a Network Rediscovery after all devices are in final locations or after moving any Z-Wave device
- Test devices after installation
- Test remote commands to all devices in their final locations from the mobile app and/or website
- Add lock codes through the customer website (not on the lock) and test them
- Utilize network wide inclusion and LQI

### Customer setup tips

- Set up lock user codes on the Customer Website
- Create an automation rule
- Set up a schedule
- Review thermostat page with customer
- Verify that all Z-Wave devices appear on the website and rename them
- Show the customer how to send commands to Z-Wave devices

### Z-Wave/automation troubleshooting

- Network range:
  - AC powered devices ~30 feet
  - Battery operated device ~15 feet



- Verify compatible equipment:
  - Visit [alarm.com/hardware](http://alarm.com/hardware)
- Secure enrollment:
  - Locks take additional time to enroll
- LQI:
  - Use LQI to test signaling of devices

## LiftMaster troubleshooting

- If installing the 821LM, verify customer has Wi-Fi in the garage
- The 821LM tilt sensor uses Bluetooth, so keep it within 20 feet of the gateway
- Remove gateway from LiftMaster app and delete if customer has it installed

## Video

### Video install tips

- Always learn-in cameras before mounting
- Always obtain customer's wireless network information before install
- When in doubt, power cycle the cameras and router
- Check the connection on other Wi-Fi enabled devices to understand the range of the router
- Test viewing live video on the mobile app and website using a device that is not connected to the same network as the cameras

### Customer setup tips

- Reference the Saved Video Clips page
- Set up a recording rule
- Add cameras to the SVR (if applicable)
- Preview Upload Limits bar
- Help the customer configure their VMD windows and test the settings
- Explain that a change in the router network settings which includes the network name or password will cause the camera to loose connection

### Video troubleshooting

- Failed install error message:
  - Try power cycling
- Check wireless settings:



- SSID's and passwords can be case-sensitive
- Verify internet speed:
  - Cameras need 256 kb/s of upload speed per camera
- False VMD triggers:
  - Set up VMD windows on the Customer Website to reduce false recordings
  - Start with a sensitivity of 4/5 and target size of 15%
- Mounting considerations:
  - Don't mount where there isn't power
  - Use Wi-Fi extenders when necessary

