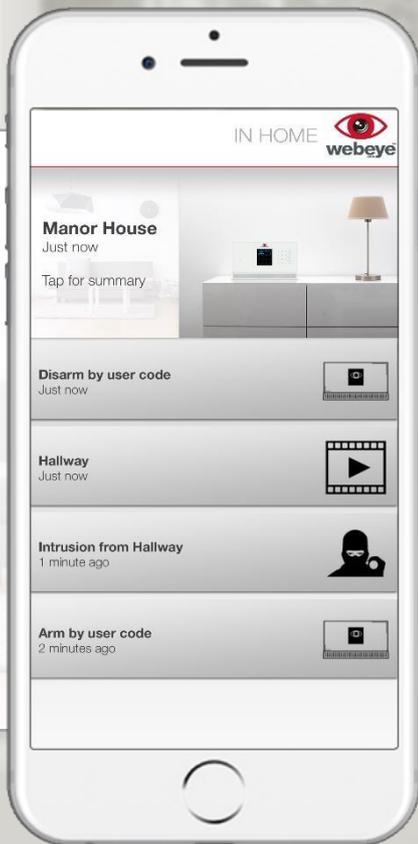




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IN HOME



User Guide

Apple iOS / Android

Introduction

The IN HOME app is intended to receive alarm notifications and help you interact with your alarm system and other connected applications, quickly and efficiently.

After installing the app, you will be able to:

- Receive alarm signals from your alarm system and other connected applications
- View videos (camera systems only)
- Navigate to your alarm systems location using Apple Maps/Google Maps
- Arm & disarm your system (where available)
- Activate & deactivate sirens and outputs
- Take a photo (camera systems only)

Installation and Login

The IN HOME app can be installed on to your mobile phone by following the respective links:

iOS: rapidhomealarm.com/ios-app

Android: rapidhomealarm.com/android-app

Once installed, launch the application. You will be prompted to confirm your notification preferences (Fig1). This setting can be addressed again once logged in.

To log in to the app, you will be required to enter your email address and password (Fig2). Your login details would have been sent to you via email from technical@rapidhomealarm.com.

If you are having issues retrieving your account details, please contact webeye support.

Fig1: Notifications

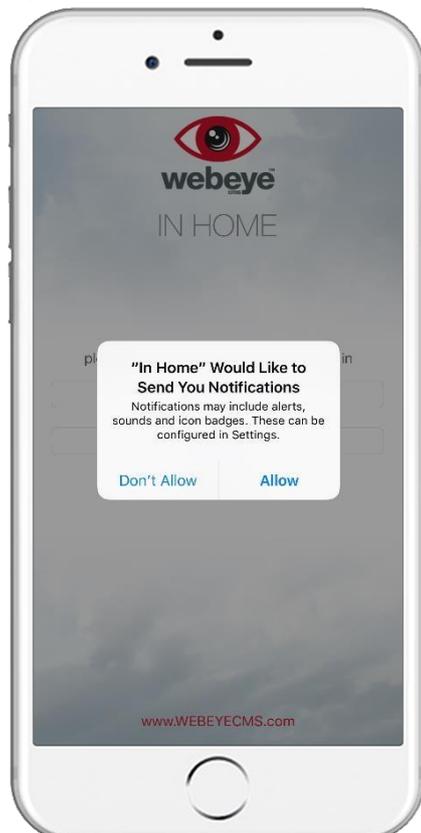
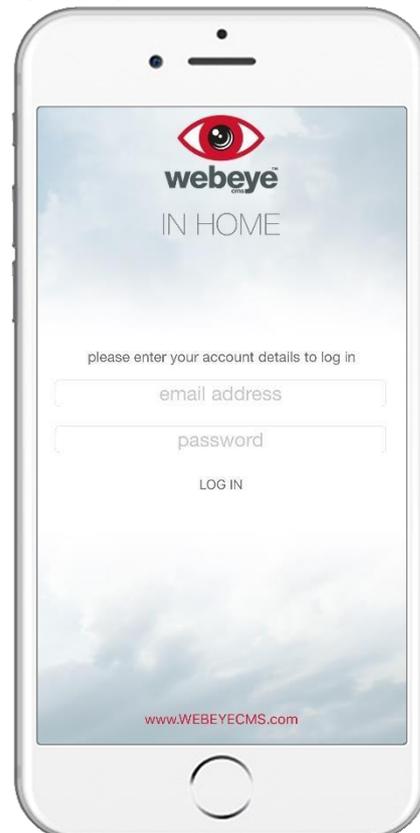


Fig2: App Login



Alarm signals

Upon logging in you will be directed to the alarm signals page (Fig3). Alternatively, if you have multiple properties protected by webeye, you will be first required to select the system you wish to view signals for (Fig4). The name of your system will also be displayed, along with an indicator as to when the last signal was received by the app for each system.

Alarm signals will be displayed in chronological order (Fig3), with the most recent at the top. This area will remain empty until the first signal has been received.

Each signal received will display the signal type and how long ago it was received by the app.

Selecting a signal will further display the signal type, the name of your panel and the exact time and date the signal was received.

If an intrusion signal is generated from a camera device, it will be followed by a video signal. To view the received video footage, select the video signal.

Fig3: Alarm Signals

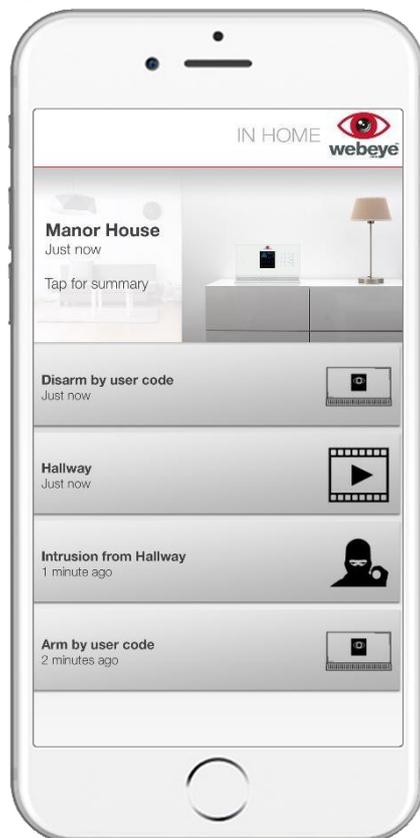
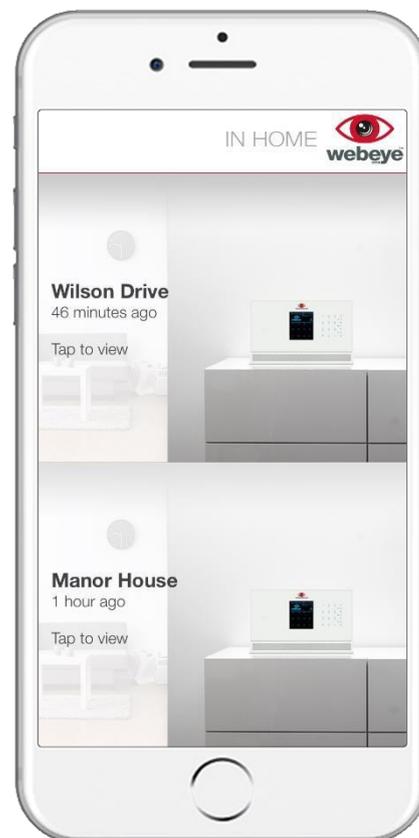


Fig4: Multiple Systems



SOS Panic alarms

An SOS device will display the name of the SOS device and an indicator as to when the last panic alarm was received by the app for that device.

Panic signals will be displayed in chronological order, with the most recent at the top (Fig5). This area will remain empty until the first panic signal has been received. If you are an SOS user we strongly recommend testing the system at least once so that you will fully understand how to use SOS in the event of a genuine panic situation.

Selecting a panic signal will display a map indicating the 'initial SOS trigger point (red bell pin)' and the 'Last update (green person pin)' (Fig6). The app will update every 10 seconds plotting new points until the remaining time expires. The bar at the bottom of the display will move between the incremental updates on the map (blue phone pin).

The tracking period can be extended by a further 10 mins by selecting the remaining time countdown. This request can be performed as many times as the handler deems necessary until the timer expires.

Selecting the speaker icon will play back a 10 second audio clip obtained from the SOS device upon alarm generation. This will help you confirm whether it is a genuine panic or not, so that you can take the most appropriate action.

Fig5: SOS Panic Signals

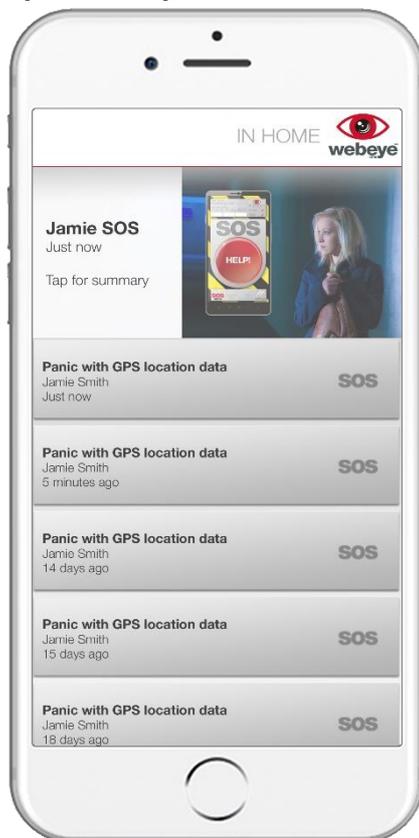
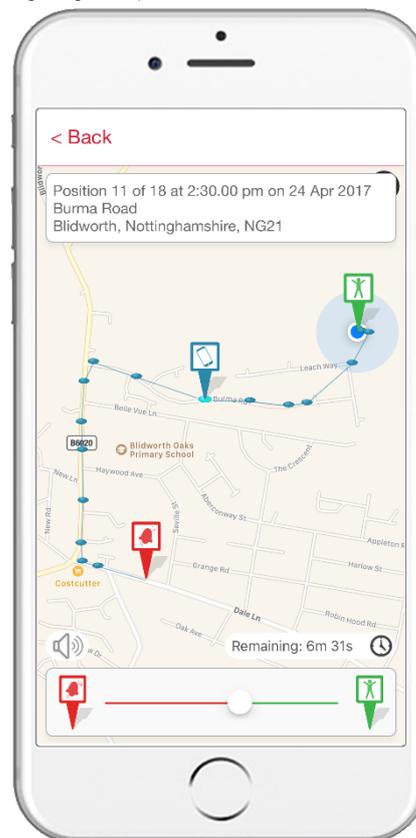


Fig6: Signal Map



Alarm system summary & interactive functions

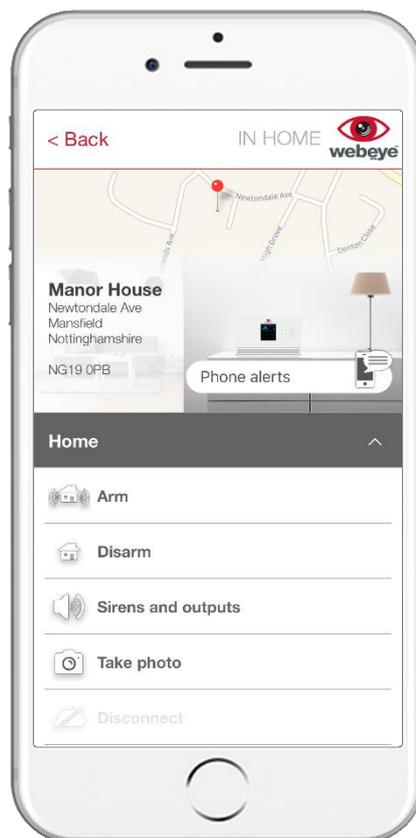
Pressing 'Tap for summary' will display additional details of your system and a map indicating its geographical location (Fig7). Selecting the map will open either Apple Maps or Google Maps dependent on device type. The map will indicate your (the app user's) geographical location and that of your system.

To return to the previous screen, select the back icon located at the top of the page.

Phone alerts

Toggles phone signal alerts on and off. If this is turned off (no speech bubble) the app will not notify you of any signals received from the alarm system. This setting is configurable per alarm system or connected application.

Fig7: System Summary & Remote Functions



The IN HOME app also includes the following interactive remote functions (Fig7).

Connect

Depending on the type of alarm system you have installed, you may be required to make an initial connection to your system before the interactive functions can be accessed.

To connect to a system, select 'Connect' and enter your password (remote code of your alarm system) (Fig8).

The app will then generate a notification informing the handler that an SMS needs to be sent (Fig9). Selecting 'OK' automatically generates an SMS of which the handler will need to send to complete the action and initiate a connection to the system.

Upon a successful connection, the available interactive functions for the system will be displayed.

Fig8: Password

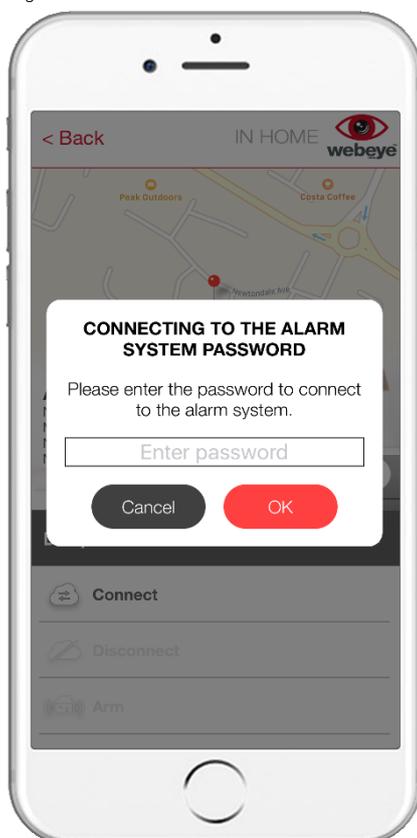
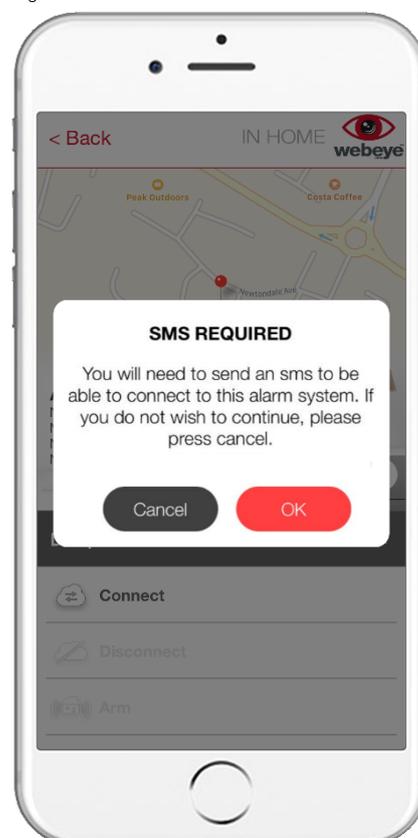


Fig9: SMS Confirmation



Arm & disarm

You can remotely arm or disarm your alarm system by selecting the desired function. Upon selection, you will be prompted to confirm if a full or partial arm of the system is required (Fig10)

You may be required to enter your password (arm/disarm code of your alarm system) (Fig11) to initiate a connection to your system.

Upon connection, the app will determine the current state of your alarm system. The remote functions will then update to display what functions can be carried out.

Fig10: Full or Part Arm

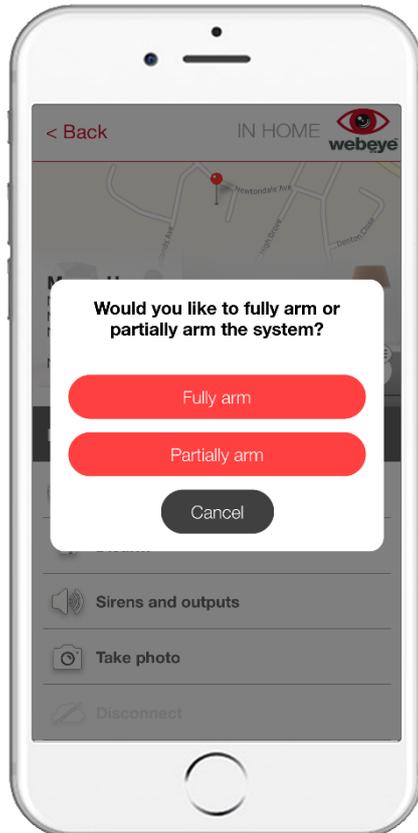
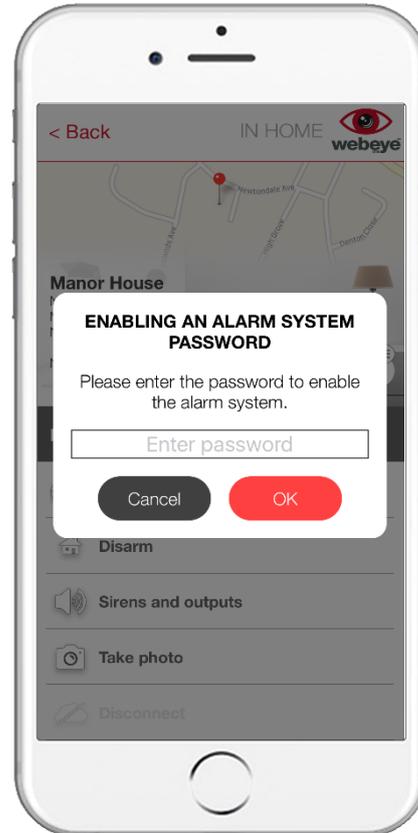


Fig11: Password



Sirens and outputs

You can activate any connected sirens or outputs by selecting 'Sirens and outputs'. You may be required to enter your password (arm/disarm code of your alarm system) (Fig12) to initiate a connection to your system.

Upon connection, the app will determine the available sirens and output devices. To activate, select the respective toggle switch (Fig13). To deactivate, simply press the toggle switch again.

Fig12: Password

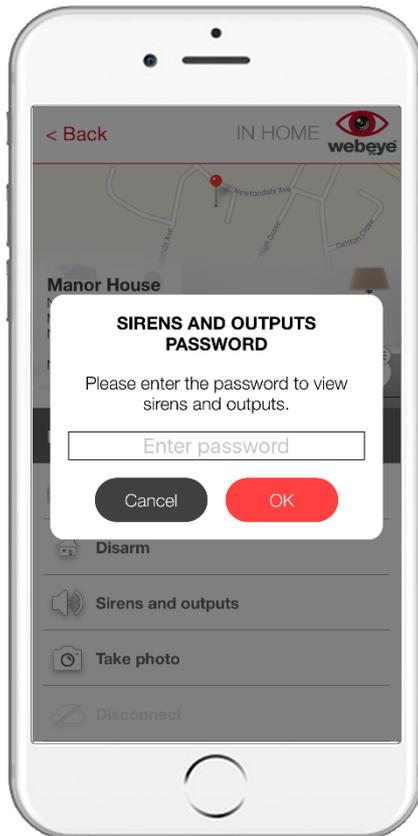
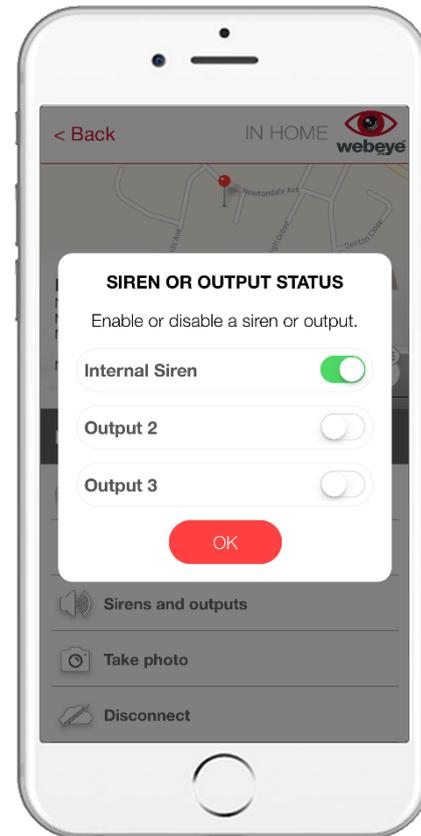


Fig13: Select Siren/Output



Take photo (camera systems only)

Upon selecting 'Take photo' you may be required to enter your password (arm/disarm code of your alarm system) (Fig14) to initiate a connection to your system.

You will then be prompted to select which camera you wish to obtain a photo from (Fig15).

A notification will be displayed indicating the photo you have requested has been downloaded and saved to your gallery.

Upon requesting a photo for the first time, you will be prompted to confirm access to your device gallery from the app.

Fig14: Password

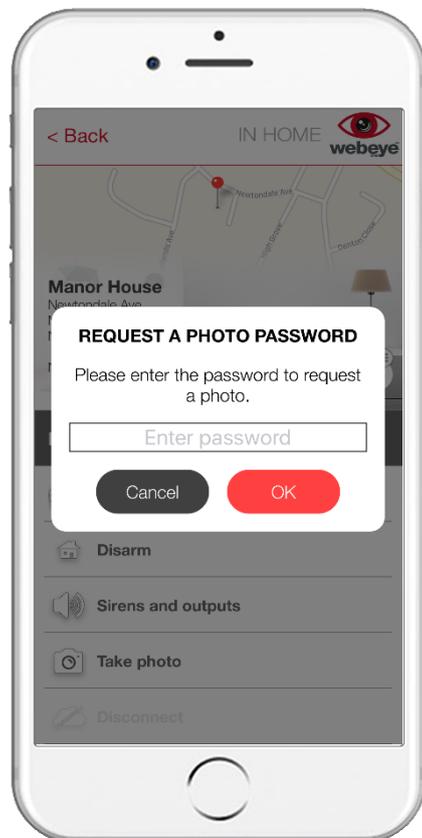
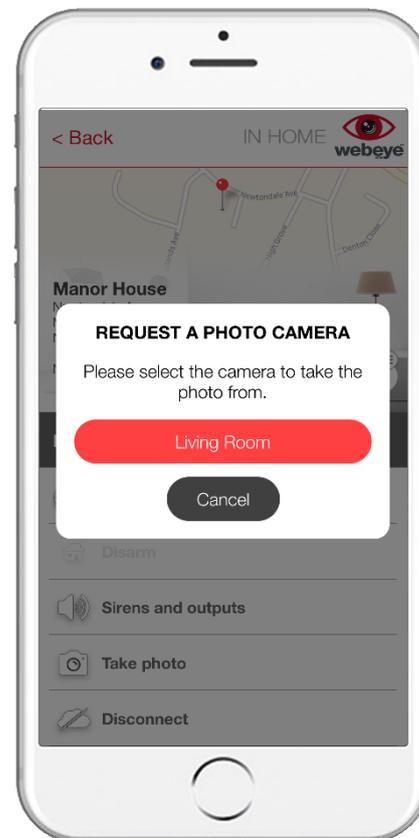


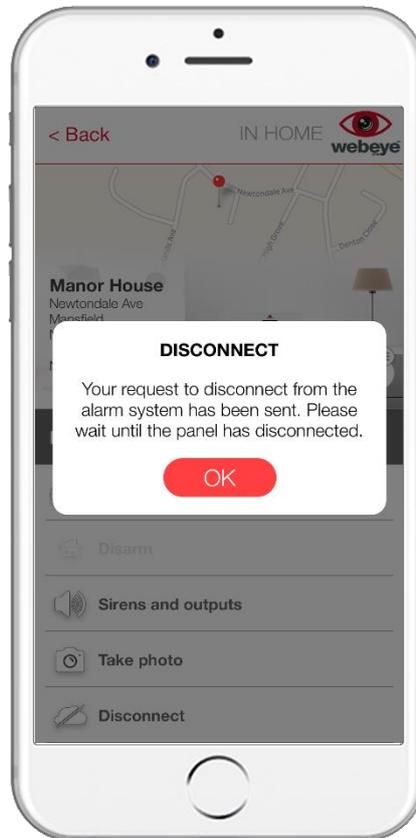
Fig15: Camera Selection



Disconnect

The option to disconnect becomes available once the app has successfully connected to your system (Fig16). Disconnecting is recommended once you have finished using any of the interactive functions.

Fig16: Disconnect



To return to the alarm signals screen, select the back icon located at the top of the page.

App signal notification

How your mobile device alerts you of new signals will be dependent on your notification preferences set in your mobile device settings.

When 'Phone alerts' is turned on, the app will notify you of any new signals received from your alarm system or any connected applications.

Receipt of a new signal will be identified by a siren sound, and a visual alert. The notification will detail the system name and the time and date it was received by the app. Accepting the notification will open the app, allowing you to view your signals.

Questions about the app

For any questions about the IN HOME app, please contact webeye Technical Support:

Tel: +44(0) 115 714 9999

E-mail: technical@rapidhomealarm.com

Web: rapidhomealarm.com/help