

**Customer Internet Access
User Guide**

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1 Introduction and Overview

Welcome to Customer Internet Access (CIA). Now you can access all aspects of your security system 24 hours a day using secure, real-time access to your account. This reference guide will provide you with step-by-step instructions on navigating within CIA.

In addition to having real-time access to your alarm information, CIA allows you to manage passwords and call lists, generate reports, view alarm history, place your alarm panel into “TEST” mode, and much more!

When your dealer sets up your CIA authorization, a unique user ID and password will be created for you. Your dealer can also create other login users and assign their level of access authority per your instructions. Contact your dealer for establishing additional users.

CIA allows two levels of user access authority: Full Access or History View Only access. The table below summarizes the functions allowed for each level of access authority:

Full Access Authority	History View Only Access Authority
<ul style="list-style-type: none"> • View history data 	<ul style="list-style-type: none"> • View data history
<ul style="list-style-type: none"> • Place your systems on test for one hour 	
<ul style="list-style-type: none"> • View test events 	
<ul style="list-style-type: none"> • Manage your Emergency Contact list, Open/Close list and Authorized User list 	
<ul style="list-style-type: none"> • Manage names and passwords on your Internet access 	
<ul style="list-style-type: none"> • View/Print History Reports 	
<ul style="list-style-type: none"> • Track last access date and time by user 	<ul style="list-style-type: none"> • Track last access date and time by user

2 Accessing CIA

2.1 Logging In

You should have received your unique user ID and password and your login location site from your dealer. If you do not know your dealer’s web address you will need to contact them directly to obtain this information. Below is an example of what your login screen may look like.

At the login page enter your User ID and Password and click the OK this will take you to your home page.

2.2 CIA Homepage

The screenshot shows the CIA Homepage interface. At the top is a navigation bar with tabs: HOME, MY SECURITY SYSTEM, REPORTS, MY WEB ACCESS, and LOGOUT. Below the navigation bar, the account information is displayed: Account Number: 90055748 | Account Status: OFF TEST. On the right side, there is a link labeled 'Place Account ON Test'. On the left side, the account owner's name and address are listed: BARNEY'S MARKET, 8200 BLUEBELL WAY, GROVE, OK 74344, 918-555-5059. A table displays the login history for 'customer service user account' with columns for User Name, LogOn Date, and Access. The table contains seven rows of login records, with the fourth row showing a failed login attempt (indicated by a red 'X' in the Access column). Annotations A, B, C, and D are placed on the page: A points to the navigation bar, B points to the account information, C points to the account owner's name and address, and D points to the 'Place Account ON Test' link.

User Name	LogOn Date	Access
customer service user account	8/12/2004 2:18:29 PM	<input checked="" type="checkbox"/>
customer service user account	8/11/2004 11:46:50 AM	<input checked="" type="checkbox"/>
customer service user account	8/11/2004 10:11:16 AM	<input checked="" type="checkbox"/>
customer service user account	8/11/2004 10:02:59 AM	<input type="checkbox"/>
customer service user account	8/11/2004 8:40:28 AM	<input checked="" type="checkbox"/>
customer service user account	8/6/2004 4:02:00 PM	<input checked="" type="checkbox"/>
customer service user account	8/3/2004 9:56:53 AM	<input checked="" type="checkbox"/>

The homepage is divided into several sections:

- Along the top of the homepage is the Tool Bar. Clicking on an item on the Tool Bar will display the Selection Bar.
- The home page displays the log in history. It reports who logged into the system and the login time. It will also display time and date of any user that attempted to login and failed.
- On the left side of your homepage, the account number is displayed, followed by the account owner's name and the address and telephone number of the monitored property.
- In the far right hand corner is the link to placing your account On/Off test.

3 My Security System

Clicking on the **MY SECURITY SYSTEM** tab in the Tool Bar and clicking '**Responsible Parties**' in the Selection Bar gives you access to your Responsible Parties list. This information is used by the Monitoring Center when responding to alarm activity. All changes are automatically updated in real-time and sent to your Monitoring Center.

The screenshot shows the CIA Homepage interface with the navigation bar and Selection Bar. The navigation bar has tabs: HOME, MY SECURITY SYSTEM, REPORTS, MY WEB ACCESS, and LOGOUT. The Selection Bar is visible below the navigation bar, showing the text 'Responsible Parties'. The account information is displayed below the Selection Bar: Account Number: 90055748 | Account Status: OFF TEST. On the right side, there is a link labeled 'Place Account ON Test'. Annotations A and B are placed on the page: A points to the 'MY SECURITY SYSTEM' tab in the navigation bar, and B points to the 'Responsible Parties' link in the Selection Bar.

3.1 Responsible Parties

Responsible Parties are your emergency contacts, authorized users, or open/close users. If you have Full Access Authority you can make changes to your responsible parties.

Emergency Contacts: Are those individuals that you have requested the Monitoring Center to notify if there is an Alarm event at the protected property.

Authorized Users: These are individuals that you have listed with the Monitoring Center to have pass codes (passwords) and the authority to terminate an alarm event.

Open/Close Users: These are individuals that have the access codes used to arm and disarm the alarm panel. Mainly used for commercial properties.

You can allow an individual to be on any or all levels of the Responsible Parties list.

The screenshot shows a web application interface for 'Responsible Parties'. At the top, there is a navigation bar with tabs: HOME, MY SECURITY SYSTEM (selected), REPORTS, MY WEB ACCESS, and LOGOUT. Below the navigation bar, the page title is 'Responsible Parties'. Account information is displayed: 'Account Number: 90055748 | Account Status: OFF TEST' and 'Put Account ON Test'. A section titled 'Add a Responsible Party Contact (check All that Apply)' contains three checkboxes: 'Authorized User', 'Emergency Contacts', and 'Open/Close User'. Below this are three tables, each with a red arrow pointing to its title:

Authorized Users			
Password	Name		Status
LUCKY	FULL GLOBAL AUTH		ACTIVE Edit Delete
JOHN	JOHN DOE		ACTIVE Edit Delete
12345	JIM GERMAN		ACTIVE Edit Delete

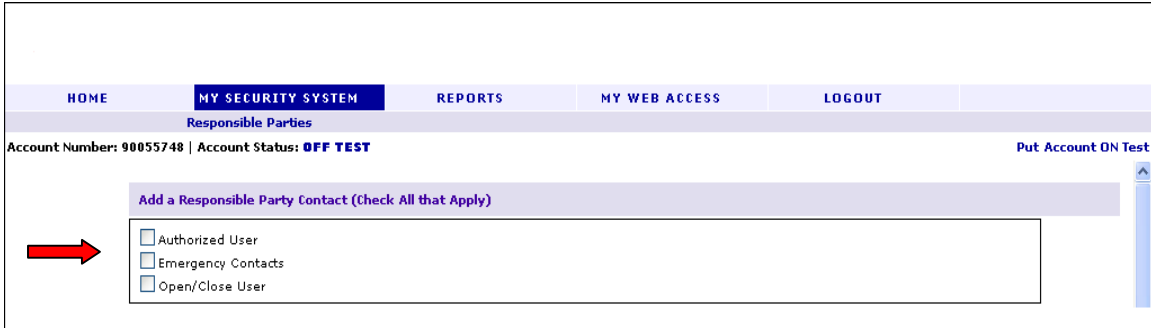
Emergency Contact List					
Order	Name	Phone	Ext	Notes	Status
1	JASON SHUEY	918-555-6117			ACTIVE Edit Delete
2	CAROLYN SHUEY	918-555-7201			ACTIVE Edit Delete
3	NEW TEST	444-444-4444			ACTIVE Edit Delete
4	TEST GUY	123-456-0987			ACTIVE Edit Delete

Open/Close Users				
Password	Name	User ID	Status	
JUICE	TEST GUY III	11	ACTIVE	Edit Delete
1234	JIM GERMAN	1	ACTIVE	Edit Delete
JOHN	JOHN DOE	1	ACTIVE	Edit Delete
JANE	JANE DOE	2	ACTIVE	Edit Delete
JOE	JOEY DOE	3	ACTIVE	Edit Delete
TESTPASS	TEST USER	444	ACTIVE	Edit Delete

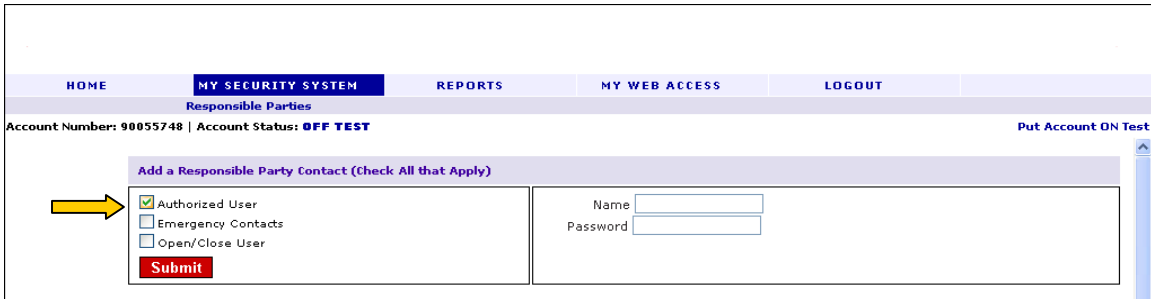
4 Adding Responsible Parties

To add Responsible Parties click on **MY SECURITY SYSTEM** in the tool bar and then click **Responsible Parties** in the selection bar. From the Responsible Parties tab you can

add Authorized Users, Emergency Contacts, and Open/Close Users along with their passwords (if necessary). See Section 3 for the differences between responsible parties. When adding your responsible parties simply click the boxes that apply and fill in the appropriate information for that responsible party.

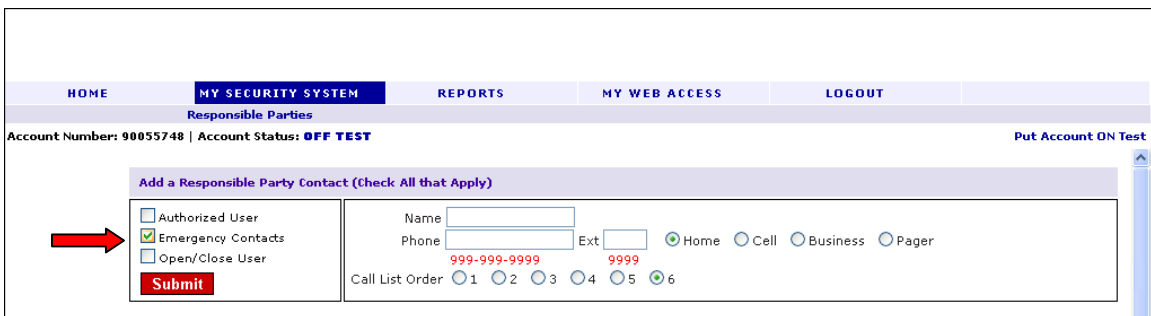


4.1 Adding an Authorized User



An Authorized User is someone who authorized to cancel an alarm event with the Monitoring Center operator using the assigned alarm password. If you are adding an authorized user, click the authorized user box and simply fill in the Name and Password for the person you are adding then click Submit to save.

4.2 Adding Emergency Contacts



Emergency Contacts are individuals that will be contacted by the Monitoring Center upon an alarm event. If you are adding an emergency contact, click the emergency contact box, fill in the appropriated boxes and choose a number for what order in the call list you want this person to be notified. (For example do you want him called 1st, 2nd, 3rd, etc.)

