

**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.

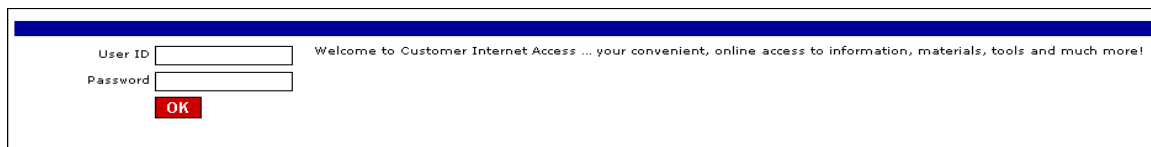
CIA allows two levels of user access authority: Full Access or History View Only access. The table below summarizes the functions allowed for each level of access authority:

| 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.



The screenshot shows a login interface with a blue header bar. Below the header, there are two input fields: 'User ID' and 'Password'. To the right of these fields, there is a welcome message: 'Welcome to Customer Internet Access ... your convenient, online access to information, materials, tools and much more!'. At the bottom of the input fields, there is a red button labeled 'OK'.

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 with columns for User Name, LogOn Date, and Access. The table contains eight rows of data, 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 to highlight specific features.

| 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:

- A. Along the top of the homepage is the Tool Bar. Clicking on an item on the Tool Bar will display the Selection Bar.
- B. 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.
- C. 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.
- D. 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 'My Security System' Selection Bar. The navigation bar at the top has tabs: HOME, MY SECURITY SYSTEM, REPORTS, MY WEB ACCESS, and LOGOUT. The 'MY SECURITY SYSTEM' tab is selected and highlighted in blue. Below the navigation bar, the 'Responsible Parties' link is highlighted in yellow. 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'.

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 |

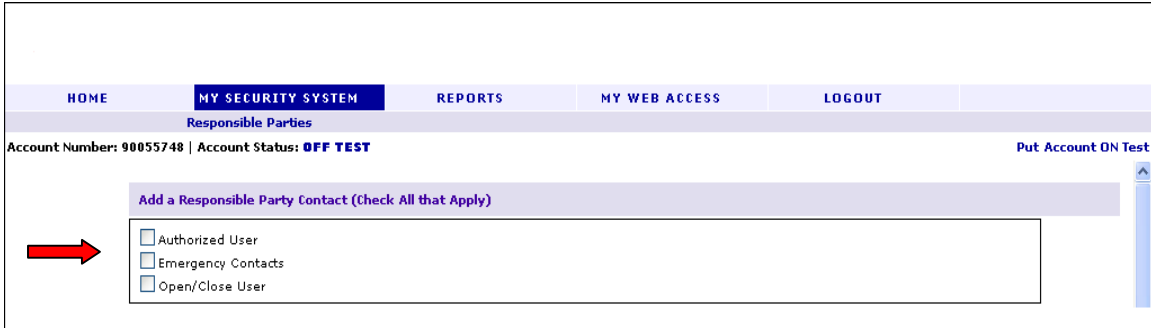
| Emergency Contact List | | | | | |
|------------------------|---------------|--------------|-----|-------|------------------------|
| Order | Name | Phone | Ext | Notes | Status |
| 1 | JASON SHUEY | 918-555-6117 | | | ACTIVE Edit Delete |
| 2 | CAROLYN SHUEY | 918-555-7201 | | | ACTIVE Edit Delete |
| 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 |

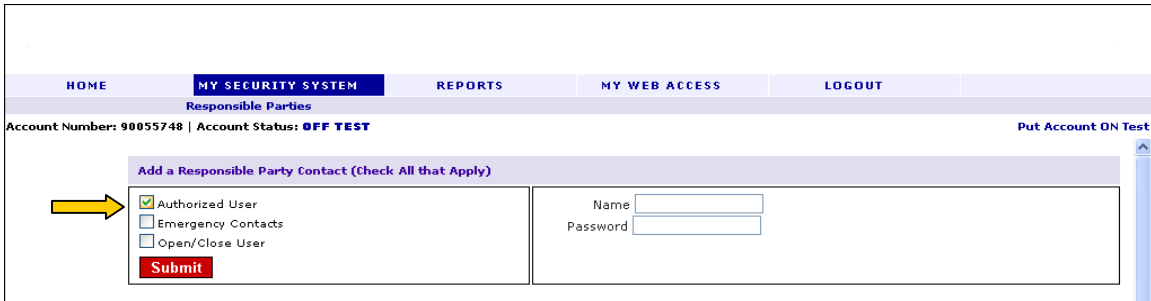
4 Adding Responsible Parties

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.

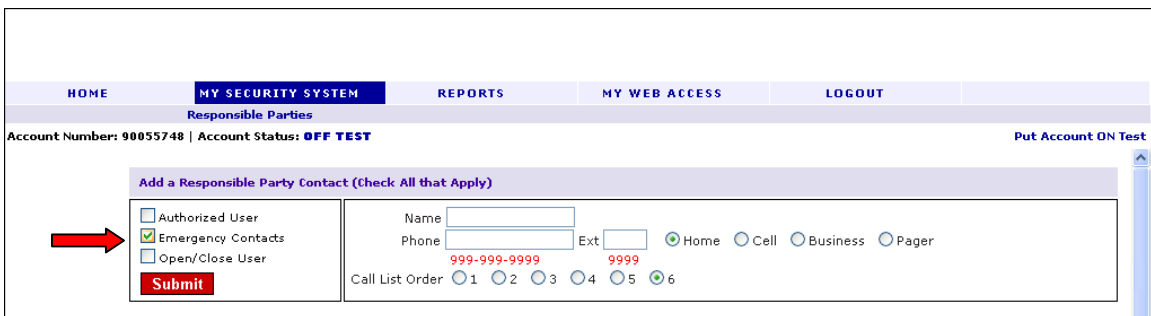


4.1 Adding an Authorized User



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.)

4.3 Adding Open/Close User

Account Number: 90055748 | Account Status: OFF TEST

Put Account ON Test

Add a Responsible Party Contact (Check All that Apply)

Authorized User

Emergency Contacts

Open/Close User

Name

Password

User ID ### (1, 2 or 3 digits)

Open/Close Users are individuals that have access codes to arm and disarm your alarm panel. If you are adding an Open/Close User, click the Open/Close User box and fill in the Name, Password and User number for the person you are adding. Including a User ID number allows you to view the actual name of the Open/Close User in your Open/Close report. Click Submit to save. (See Section 7 for generating reports.)

NOTE: By checking multiple boxes on the Responsible Parties screen, you can assign a Responsible Party to hold more than one designation. For instance, checking the Authorized User and Open/Close User boxes tells our Monitoring Center that this responsible party will be able to terminate alarms and also has permission to open and close the monitored property.

5 Editing/Deleting Responsible Parties

Account Number: 90055748 | Account Status: OFF TEST

Put Account ON Test

Editing Call List Record | 90055748-140

Name: CAROLYN SHUEY

Phone: 918-555-7201 | 123-456-7890

Ext: 1234

Home Cell Business Pager

Call List Order: 1 2 3 4 5 6

| Order | Name | Phone | Ext | Call List Order | Status | Action |
|----------|---------------|-------|-----|-----------------|--------|---------------|
| 1 | JASON SHUEY | | | | ACTIVE | Edit Delete |
| 2 | CAROLYN SHUEY | | | | ACTIVE | Edit Delete |
| 3 | NEW TEST | | | | ACTIVE | Edit Delete |
| 4 | TEST GUY | | | | ACTIVE | Edit Delete |
| 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 |

Editing a Responsible Party is done simply by clicking the 'Edit' button on the Responsible Parties screen, retying the responsible party's information and clicking

Send Changes. If removing a responsible party, simply click the **'Delete'** button. Our Monitoring Center will receive your edits in real-time!

6 Generating Reports

To generate a report select **REPORTS** on the tool bar and click the desired report in the selection bar. If there was any data received, the report will appear on the screen.

| Date | Event Descr. | Zone | Zone Descr. | Comment |
|--------------------|----------------------------------|------|---------------|---------|
| --- | O:PARTIAL CLEAR | | | |
| --- | Event Completed | | | |
| --- | Notified | | | |
| --- | Dialed Contact --9187876117 | | | |
| --- | Operator takes action | | | |
| --- | M:WORK PREV SIGNAL!! | | | |
| --- | Hold for further action | | | |
| --- | Call Answered | | | |
| --- | DIALED POLICE DEPT. --9187866121 | | | |
| --- | Operator takes action | | | |
| Aug 8 2004 7:34AM | Holdup Alarm | 1 | REGISTER | |
| Aug 7 2004 7:07AM | Auto Test Received | RE | | |
| Jul 31 2004 7:07AM | Auto Test Received | RE | | |
| --- | Event Completed | | | |
| --- | No Dispatch Cancelled Received | | | |
| --- | Operator takes action | | | |
| Jul 29 2004 5:05AM | Burglary Alarm | 5 | INTERIOR DOOR | |

Following is a list of the reports available on CIA:

- ❖ **All History:** Information on everything that has been recorded on your account including actions taken by the central station operator, test activity, and data changes.
- ❖ **Alarm History:** Reports **only** alarm signals such as burglar, fire, and medical alarms. Alarm history extends back 90 days.
- ❖ **Account Change History:** All data changes made to your account.
- ❖ **Open/Close:** All signals associated with the arming or disarming of your alarm system. Mainly utilized by commercial properties. There are a variety of Open/Close reports:
 - **All Open/Close Information:** Simply click the circle for 'All Open/Close.'
 - **Open Only/Close Only:** Simply click the appropriate circle

- **Regular/Irregular Open or Close Information:** Simply click the appropriate circle(s). This reports any irregular open or closing entries into the protected property.

Account Number: 90055748 | Account Status: **OFF TEST** Place Account ON Test


Printer Friendly Window All Open and Close

View all signals associated with the arming or disarming of your alarm system. This report signifies that you have established a supervised schedule with our Monitoring Center.

All Open/Close Open Only Close Only All Events Regular Irregular

| Date | Event Descr. | Zone | Zone Descr. | Comment |
|------|--------------|------|-------------|---------|
|------|--------------|------|-------------|---------|

- ❖ **Irregular Status:** All late event signals received. Unscheduled openings, late to open, late to close, etc
- ❖ **Low Battery:** All low battery signals associated with your alarm panels, smoke detectors, and alarm motion sensors.
- ❖ **AC Failure:** Power failure signals that are sent from your alarm panel to our Monitoring Center.
- ❖ **Missing Timer Tests:** Reports any Auto Test Signals that failed to reach our Monitoring Center.
- ❖ **Phone Problems:** Lists any troubles our Monitoring Center Operators encountered when trying to reach a responsible party on your call list (i.e. wrong numbers, disconnected numbers)

NOTE: If you want to print a particular report remember to click the Printer Friendly Window icon  [Printer Friendly Window](#) located directly above the report. The report will appear in a different window. Print *this* screen for best print quality!

6.1 Understanding the Report's Format

HOME MY SECURITY SYSTEM **REPORTS** MY WEB ACCESS LOGOUT

Alarm History Open/Close Irregular Status Irregular Events
 Phone Problems Missing Timer Test Late to Open Late to Close Low Battery AC Failure

Account Number: 90055748 | Account Status: **OFF TEST** Put Account ON Test

A **B** **C** **D**

Printer Friendly Window

View alarm signals recorded by our Monitoring Center such as Burglar, Fire, and Medical Alarms.

| Date | Event Descr. | Zone | Zone Descr. | Comment |
|--------------------|--------------------------------|------|-------------|---------|
| Jul 13 2004 4:53PM | Account Off Test Via The Web | | | |
| Jul 13 2004 4:50PM | Account On Test Via The Web | | | |
| Jul 13 2004 4:36PM | System On Test Time Expired | | | |
| Jul 13 2004 3:35PM | Account On Test Via The Web | | | |
| Jul 10 2004 7:06AM | Auto Test Received | RE | | |
| Jul 8 2004 9:32AM | Account Off Test Via The Web | | | |
| Jul 8 2004 9:26AM | Account On Test Via The Web | | | |
| Jul 3 2004 7:06AM | Auto Test Received | RE | | |
| Jun 26 2004 7:06AM | Auto Test Received | RE | | |
| Jun 19 2004 7:06AM | Auto Test Received | RE | | |
| Jun 12 2004 7:08AM | Auto Test Received | RE | | |
| Jun 5 2004 7:06AM | Auto Test Received | RE | | |
| May 29 2004 7:07AM | Auto Test Received | RE | | |
| --- | Event Completed | | | |
| --- | Call Answered | | | |
| --- | Called Premise --9187865057 | | | |
| --- | Operator takes action | | | |
| May 28 2004 5:08AM | Zone Returned to Normal Status | R2 | | |
| May 28 2004 5:08AM | Zone Returned to Normal Status | | | |
| May 28 2004 5:07AM | Zone Returned to Normal Status | R2 | | |
| May 28 2004 5:07AM | Burglary Alarm | 2 | FRONT DOOR | |
| May 28 2004 5:07AM | Alarm Signal Cancelled | | | |
| May 22 2004 7:07AM | Auto Test Received | RE | | |
| May 15 2004 7:07AM | Auto Test Received | RE | | |

- A. Date:** This is the date including the time to the minute, which the event was recorded at the Monitoring Center.
- B. Event Descr:** This is a short description of the event or action taken.
- C. Zone:** This is the alarm panel zone number or where your security system triggered.
- D. Zone Descr:** This is the description in our database related to the zone number or where the zone is located.

7 My Web Access

7.1 Edit User Profile

Clicking on **MY WEB ACCESS** in the tool bar and then selecting **'Edit User Profile'** from the selection bar will yield the following screen:

Customer Internet Access Administrator Edit - ...

User ID

New Password

Confirm password

Name

Title

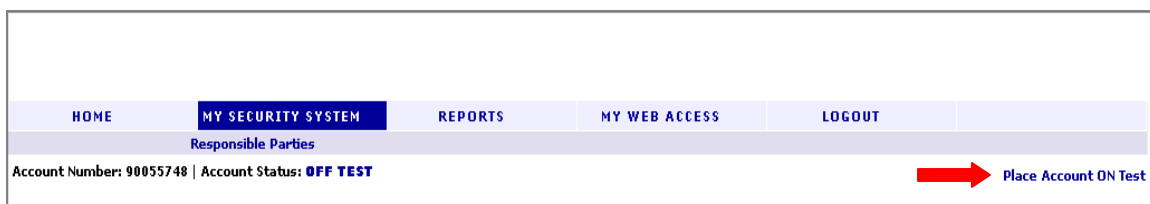
Phone

E-Mail

From here you can change your Customer Internet Access password, name, title, phone number and email address. User ID is not an editable field. You will need to contact your dealer to change your User ID.

8 Placing Your Account On and Off Test

You can place your account on/off test from any screen: HOME, MY SECURITY SYSTEM, REPORTS, OR TOOLS.



8.1 On Test

To place an account on test, click **'Place Account On Test'** and then click **'Ok'** for confirmation. You can put your account into test for a maximum time of 1 hour. If you decide not to put the account on test simply click cancel. The test will expire automatically after 1 hour or you can take it off test any time during that hour.

Welcome BARNEY'S MARKET, you are authorized for Full Access.

| Date | Event Descr. | Zone | Zone Descr. | Comment |
|--------------------|--------------------|------|-------------|---------|
| Jul 12 2004 5:09PM | System | | | |
| Jul 12 2004 4:08PM | Accou | | | |
| Jul 10 2004 7:06AM | Auto | | | |
| Jul 8 2004 9:32AM | Accou | | | |
| Jul 8 2004 9:26AM | Accou | | | |
| Jul 3 2004 7:06AM | Auto | | | |
| Jun 26 2004 7:06AM | Auto | | | |
| Jun 19 2004 7:06AM | Auto Test Received | RE | | |
| Jun 12 2004 7:08AM | Auto Test Received | RE | | |

Microsoft Internet Explorer

Are you sure you want to place your account on test?
The account test will last one hour!

OK Cancel

After clicking 'OK' the following screen will appear informing you that your are in the process of placing your account into test.

HOME MY SECURITY SYSTEM REPORTS MY WEB ACCESS LOGOUT

Account Number: 90055748 | Account Status: **OFF TEST** Put Account ON Test

Placing Account On Test
An On-Test Event may take as long as 2 minutes to be processed.
Please be patient while we confirm your changes!

Progress bar

You will then be routed to your alarm test history. You can monitor your test signals from this screen. Just click on your browser refresh/reload button to monitor your test signals. This view is only available to display test signals while your account is in test.

8.2 Off Test

To take your system off test click '**Put Account Off Test**' and then click '**Ok**' for confirmation. If you want to keep your account in Test mode simply click Cancel. Otherwise click 'Ok.' You will be routed to your alarm history. This will include all history on your alarm system *including* the signals you recently tested.

Welcome BARNEY'S MARKET, you are authorized for Full Access.

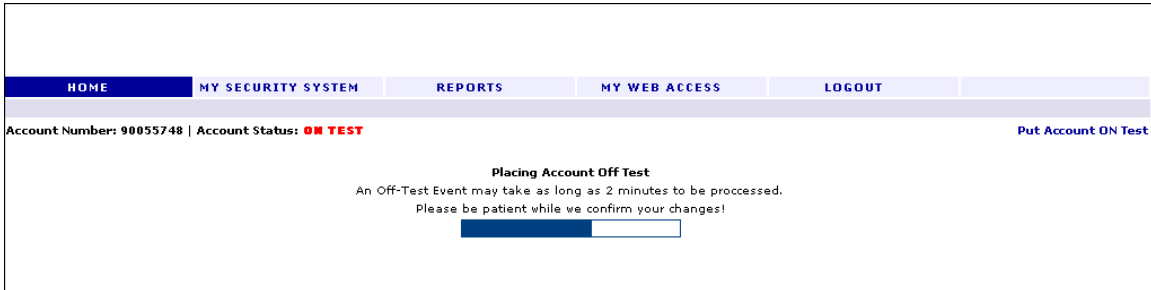
| Date | Event Descr. | Zone | Zone Descr. | Comment |
|--------------------|--------------------|------|-------------|---------|
| Jul 12 2004 5:09PM | System | | | |
| Jul 12 2004 4:08PM | Accou | | | |
| Jul 10 2004 7:06AM | Auto | | | |
| Jul 8 2004 9:32AM | Accou | | | |
| Jul 8 2004 9:26AM | Accou | | | |
| Jul 3 2004 7:06AM | Auto | | | |
| Jun 26 2004 7:06AM | Auto | | | |
| Jun 19 2004 7:06AM | Auto Test Received | RE | | |
| Jun 12 2004 7:08AM | Auto Test Received | RE | | |

Microsoft Internet Explorer

Are you sure you want to place your account off test?

OK Cancel

After clicking 'OK' the following screen will appear informing you that you are in the process of taking your account off of test



9 Changing Your Passwords

CIA allows you to manage your own login and alarm passwords. This information is editable and is automatically updated in real-time at the Monitoring Center!

9.1 Changing Your CIA Login Password

This password will be used when logging into CIA.

Your CIA login password is located under the **MY SECURITY SYSTEM** tab. Click on **'Edit User Profile'** and the following box will appear:

A screenshot of a web form titled "Customer Internet Access Administrator Edit". The form contains several input fields: "User ID" (csUser), "New Password", "Confirm password", "Name" (My Name Here), "Title" (End User), "Phone" (847-847-8477), and "E-Mail" (myaddress@email.com). At the bottom of the form are two red buttons: "Submit" and "Cancel Edit".

The password must conform to the following format:

- It must be at least 6 Characters including
 - 2 ALPHA characters
 - 2 NUMERIC characters
 - 2 SPECIAL characters (for example #, &, @)

Type in desired password and click Submit.

9.2 Changing Your Alarm Password


This password is your alarm password and will be given to the Monitoring Center when calling the protected property to verify an alarm event.

To change this password, click on **MY SECURITY SYSTEM** in the tool bar and then click '**Responsible Parties**' in the selection bar. Your alarm password will be associated with an Authorized User.

| Password | Name | Status | |
|----------|------------------|--------|---------------|
| LUCKY | FULL GLOBAL AUTH | ACTIVE | Edit Delete |
| JOHN | JOHN DOE | ACTIVE | Edit Delete |

From the Responsible Parties tab click on the **Edit** link associated with the Authorized User whose password needs changing. Change the password information and click 'Send Changes' and your Monitoring Center will receive you change in real-time.

10 Logout

The  tab logs you out of the system and redirects you your dealer's homepage.