

Advisor™ Sync Mobile Install & User Guide

Version 5.5.7 or later

EN

English: Installation Guide

Description

Advisor is a family of life-safety protection and comfort management systems used to detect, control, and provide information for homes and businesses.

This is the Installation Sheet for the AdvisorSync Mobile user interface, version 5.5.7 or later. This document provides instructions on how to install and use the AdvisorSync Mobile user interface to interoperate with an Advisor system.

AdvisorSync mobile can be a functional replacement for a physical Key fob used to control the system. It supports ARM/DISARM, Emergency, and Light control. AdvisorSync Mobile uses Bluetooth and/or local Wi-Fi technology to communicate with the Advisor panel. Note that it is possible for a mobile device to be “paired” with a Bluetooth equipped Advisor system and other devices such as headset or an automobile, all at the same time. Local operation is within a relatively close physical distance to the Advisor panel (~90 feet or less). At further distances, AdvisorSync Mobile can operate over cellular technology to perform the same capabilities (except emergency operation).

Installation Preparation and Prerequisites

The following are required for this installation:

- Mobile device with an active internet connection.
- Mobile device with Bluetooth connection on and visible. Note that for Bluetooth pairing, the phone and the panel must be in the same physical location and near each other. For Android 5+, the user must be in the Bluetooth settings screen to pair with another device.
- Mobile device access to online app store (Google Play, iTunes, etc.) with the ability to download and install an application.
- Advisor Panel with Wi-Fi / Bluetooth communication module installed.
- Advisor panel with active connection to a home network (wired or wireless).


Installation Steps

Step 1: Mobile Device Setup

- 1.1 Download and install the Interlogix AdvisorSync Mobile app from the device's app store (iTunes for Apple devices or Google Play Store for Android devices) onto the target mobile device.
- 1.2 Launch AdvisorSync Mobile; an overview screen is displayed. Wait there for now.

Note: If more than one mobile device is being installed, repeat the process above for each mobile device.

Step 2: Panel Setup - Add a Mobile Device

- 2.1 At the Advisor panel main screen, press  at the lower left corner.
- 2.2. Press **CONFIGURATION** to enter programming. Enter a valid Pin code (installer/dealer or master).
- 2.3 Press **DEVICES**, then select **MOBILE DEVICES**, and press **EDIT**.
- 2.4 Press **ADD** to add a mobile device (located at the top middle of screen).
- 2.5 Information (serial number and passcode) will be presented on the Advisor panel screen to enter on the mobile device. Note that five minutes are provided to complete this action. If completion doesn't occur simply, return to the beginning of step 2 to start again.

Step 3: Connecting the Mobile Device and Panel

- 3.1 On the mobile device, enter the last four digits of the panel serial number shown on the Advisor display. Press the check mark once completed.
- 3.2 Next, on the mobile device enter the 8 digit passcode that is displayed on the AdvisorOne panel. This one time operation will be used to register and bind the two products. Note that if it does not complete quickly, observe the error messages and refer to the troubleshooting section of this install guide.
- 3.3 If successful, a message indicating that the device is registered will appear. The option to add Bluetooth connectivity if it's supported by the device will be displayed on the panel. If displayed, proceed to step 4 to add Bluetooth connection (recommended). Otherwise, press close on the panel to complete.

Step 4: Bluetooth Pair the Panel with the Mobile Device

- 4.1 On the Advisor panel, select **BLUETOOTH** pair and then select **SCAN**. Ensure that the Bluetooth capability on the mobile phone is turned on and visible for devices to discover.
- 4.2. On the panel, select the mobile device from the list of discovered devices.
- 4.3 Press the pair button on the Panel and accept it on the mobile device to ensure the correct device is being paired.

Step 5: All Done. Use AdvisorSync Mobile with Panel

- 5.1 The mobile device is now set up. Instruct the device owner to close, re-launch and comply with legal disclaimers that are displayed before registration. Enter a valid MASTER code from the panel to begin using the device.
- 5.2 On the panel press **CLOSE** to return; exit programming mode to the main screen.

Installation Troubleshooting

Cannot download or obtain the AdvisorSync Mobile from the Google Play Store or the Apple Store

- Check the spelling: "AdvisorSync" Enter it as a single word.
- Verify that it's possible that other apps can be accessed and downloaded to the mobile device.

Cannot locate AdvisorSync Mobile on the application store, but another app called Advisor is shown

- Be sure to search on the term AdvisorSync. There are other Interlogix applications that may use the word Advisor. Do not use those. Use only the AdvisorSync Mobile download.

Bluetooth scanning on the panel does not find the mobile device

- Verify that Bluetooth is turned on in the mobile device. Verify that Bluetooth is visible in the mobile device. Some devices limit the time of visibility to 30 seconds. Ensure that it is not timing out when the panel scans.
- Be sure the right device name is selected. Many devices have the same device name.

The AdvisorSync Mobile fails to log in with a valid user code

- A MASTER level code is required for entry and operation. A USER code will not work. Check the authority settings in USERS on the panel and ensure the master level is selected for the mobile user in question.

Key fob functionality for AdvisorSync Mobile does not function over Bluetooth

- Verify that Bluetooth is turned on for the mobile device and that Bluetooth is shown as configured in AdvisorOne.

Remote functionality for AdvisorSync Mobile does not function over Cellular

- Ensure that the mobile device has an active cellular data connection. Attempt the cellular connection only out of range of the panel's local Bluetooth and Wi-Fi range. If the mobile device can access Bluetooth or Wi-Fi, it will do so automatically. Cellular connectivity is reserved for greater distances. Ensure the Cellular connection is enabled in the application settings.

English: User Guide

The Advisor Sync mobile user interface is an application which provides control of your AdvisorOne system from your mobile device. This Quick User Guide provides high level information for the AdvisorSync mobile application for Android and Apple devices. For more detail or for information on the Advisor system in general, please refer to the Advisor User Guide.

Opening and Operating the AdvisorSync mobile application

Once the AdvisorSync mobile application has been installed and registered a push notification message will be received on the mobile device. This indicates that alarms and notices will be made even when the app is closed.

Launch the application by depressing the AdvisorSync icon on your mobile device.

The following screen will appear:

Emergency Button (available only within 120ft of panel) →

At-A-Glance Icons provides real only sensor status for all monitored doors, windows, motion, property and asset status within the building. When something is open or active, the icon will change and display the words to that effect.

Shield Button – displays the status and recent events from the Advisor security system.



Thermostats, Locks, Lights, Video

These buttons allow the control (on/off, open close etc.) of home automation devices (if installed). If video cameras are installed, viewing the video will be shown over WiFi or Cellular)

← **Padlock** - controls system arm/disarm.

Disarmed - The opened padlock icon indicates a disarmed state; intrusion sensors are not active. **Note:** All 24-hour intrusion sensors remain active. Press this icon to begin the process of arming the system. Smoke, carbon monoxide detector, panics and environmental sensors are always active.

Armed Stay - The closed padlock icon indicates a partially armed state; only perimeter door and window sensors are active. Interior devices and motion sensors are not observed, allowing people to stay in the premises without setting off an alarm. Press this icon to begin the process of disarming the system.

The AdvisorSync mobile application will automatically connect to the Advisor panel within physical proximity (<120ft) using Bluetooth and/Wi-Fi technology. In this mode, the emergency button will be present in the top left of the screen of the app, and the type of connection will be displayed in the bottom right corner. At distances > 120ft, on devices which are mobile phones, the AdvisorSync Mobile will attempt to connect to the Advisor panel using the cellular connection of your phone. These connections can be overridden (see settings).

Changing Settings, and/or Exiting

To access settings or close the application, select the settings button provided by your mobile device. The settings button can be typically found on Android mobile devices by pressing the icon with three small horizontal lines or an upside down triangle. On Apple devices, the settings for the app can be accessed by pressing the settings button and then scrolling down and selecting AdvisorSync. In addition to the mobile device settings, some of the applications capabilities can also be changed from within the app itself. Specifically on Apple devices, press the dealer logo in the top right, and then the small gear button in bottom left. From there the background color can be changed.

Remember Me. This setting allows the application to not require a pin passcode to enter and startup the application. Note that a valid PIN access code is still required to control the arming or disarming of the panel. It is recommended that a unique PIN access code, different than other family members, be used. See the Advisor panel User guide for more information on PIN access codes.

Bluetooth, Wi-Fi, Cellular. The AdvisorSync Mobile application attempts to use multiple communication technologies to stay connected. By default they are all on for (if present) on Android devices. On Apple devices Wi-Fi and cellular are on (if present). Bluetooth is not supported on Apple devices at this time. To override the use of a communication technology and speed up the connection, deselect the option.

Exit. On Android devices, press Exit to close the application. On Apple devices, press the home button to exit. When the app is closed, commands cannot be sent / received and status not obtained. Alarm notifications will continue to be received if push notification options are enabled on the device for the app, and the notification option in the panel for the specific user has not been disabled (it is on by default).

Select Background. Select to choose the background wallpaper shown in the application.

Phone Number. Optionally enter the telephone number of this mobile device to receive text messages from the Advisor panel (if configured and enabled by your security provider).

Operation Troubleshooting

Cannot control a light, lock or thermostat

- Be sure to search on the automation device is turned on and can be accessed by the panel. If it can be, and the mobile app cannot control it, contact the service provider

No Bluetooth option on Apple Devices

- The Bluetooth connection is not supported on Apple devices at this time.

Keep getting logged off

- If a message that another user has used the same code and your session is being logged off, this is because the same code cannot be used by multiple users at the same time. Use different codes.

Manufacturer Information

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Installation in accordance with this manual, applicable codes, and the instructions of the authority having jurisdiction is mandatory.

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