

# WHAT HAPPENS NEXT



## for ADT *Smart Services* Customers

Below you will find information about your installation and what you can expect to happen next.

### BEFORE INSTALLATION

**Step 1.** Our Installation Planners will call you to arrange the earliest convenient date for your installation.

**Step 2.** Your installation date will be confirmed via text. You will receive a reminder text prior to the installation. We will then dispatch your ADT Smart Security equipment to your property, to arrive one to two days prior to the installation.

**Step 3.** Download the free ADT *Smart Services* App from the Apple App Store or Google Play Store. You will need this on the day of installation.

**NOTE:** Do NOT try to login or use the App until the ADT *Smart Services* hardware has been installed at your property. The installation Engineer will advise you what to do during the installation process. You (or someone with access to the primary email account) will need to be present on the day of installation to register and connect the App.

**Important Information:** Things you will need:

- A broadband Internet connection and router with at least one 'spare' Ethernet port
  - If you have subscribed to a Video service package and are having IP cameras installed, you must have the WiFi password for the router available for the Install Engineer on the day of installation.
- A smartphone, tablet, or computer (laptop or desktop pc) to create and access your ADT *Smart Services* Account: [smartservice.adt.co.uk](https://smartservice.adt.co.uk)
- Access to the primary account holder's email. This is the email address taken at the time you signed the contract with ADT
- Minimum requirements:
  - For Cameras: Upload speed of 1.5Mbps
  - For Doorbell Camera: Upload speed of 2Mbps

## ON THE DAY OF INSTALLATION

### User Registration - Important Information:

The ADT Installation Engineer will fit your Panel, sensors and other devices as per your contract.

During this process, the ADT Installation Engineer will create your ADT *Smart Services* Account, and a **Welcome Email** will be created and sent to the primary account holders email address.

**NOTE:** You **MUST** be able to access the primary account holder's email in order to activate the on-line account.

### User Registration Part 1: Welcome Email

Toward the end of the installation process, the Engineer will ask you to open the Welcome Email

At this point, please Click the "Get Started" link in the Welcome E-mail.

Complete the setup wizard as follows:

Click on the **"Get Started"** button, which will take you to the on-line account service subscription Agreement page.




*You will be asked to read and sign the T&C's of service, so that ADT and its partners can provide the monitoring and notification services and enable the App and web portal for you. If you are using the video doorbell you will be asked to agree to a second set of T&C's relating the two way audio functionality.*

## User Registration Part 2: Set up your password

Once you click Agree to the T&C's, you will be asked to create a new Password for the primary login to your ADT *Smart Services* Account:

Insert a password of your choice and press **"Save."**  
Your password must be 7 characters long and include at least one letter and one number.



*Next you will then be able to set up a Security Question.*

## User Registration Part 3: Set security questions

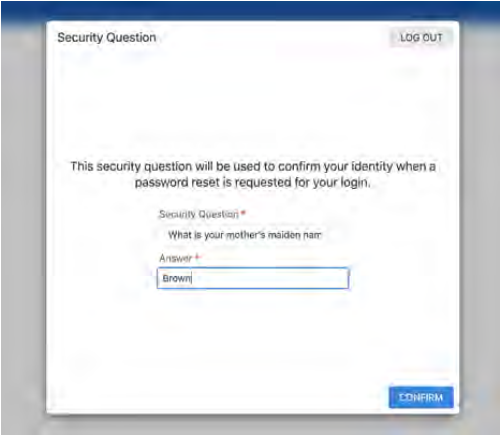
You will be asked to set up a security question so that we can confirm your identity if you ever need to contact us to reset your password.



Select from the series of pre-created questions, input your answer and click **"Confirm"**

Helpful hints: Ensure you pick a security question that;

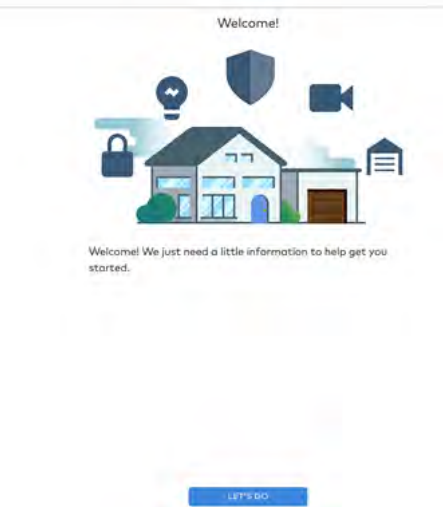
- You will be able to easily remember the answer to
- That the answers are not available on social networks (Facebook, Twitter, etc)
- Or, at least, are not easily available anywhere else.



Your account has now been created.

## User Registration Part 4: Successful completion

Your account has now been created but before you can use these services and the App, you need to name your account and set up some basic notifications and alerts:



Click **“Let’s Go”** to start this process.

## User Registration Part 5: Naming and customising notifications

Give your ADT Smart system a name – If you have multiple systems (second home, second business premises etc..) each system name would need to be different. The name(s) you assign will be used when we notify you of any events, and as you can manged and control multiple systems via the one ADT *Smart Service* App and web portal you instantly know which system the notification messages are referring to.

We also ask for some details about the property and the number of residents/ employees, to help customise notifications based on activity.

The image displays two screenshots of a mobile application's registration process. The left screenshot is titled "System Name" and prompts the user to "Please give your system a name. You can always choose a different name later. E.g. My Home, Vacation Home, Office, Rental". A text input field contains "Home Alarm" and a blue "Next" button is visible at the bottom. The right screenshot is titled "Property Information" and prompts the user to "Tell us a little bit about your property so we can provide a customized experience and feature suggestions in the future." It includes several dropdown menus: "How would you describe your property?" (Single Family House), "Is this your primary residence?" (Yes), "Who lives here?" (2 Adults, 2 Children, 1 Pet), and "Property Area" (93,140 square meters). At the bottom, there are "Back" and "Next" buttons.

Click "Next" when you are happy with the information and name.

**Important information:** ADT *Smart Services* is not compatible with smart devices that use a Windows operating system. IOS and Android devices are compatible.

You'll now be asked to create some Reminders and Notifications, to help get your new system protecting your property and notifying you of events. We have pre-created some of the most useful and important security-based notifications for you:

The Arming Reminder notification will tell your system is not Set at a certain time each day:

- You can select the days, and times, and select who should receive the notifications.
- You can add a new User to receive these notifications now, or at any time later.
- You can also change the name of the reminder to something of your choice if you would prefer the notification not to display 'System not Set'



*If you do NOT want Arming Reminder notifications yet, simply toggle the slider-switch to OFF.*

**Next:** You can now choose to receive notification messages based on events at your property/premises:

We have pre-selected some key security alerts, but if you do NOT want to receive a notification, simply toggle the slider-switch to OFF.

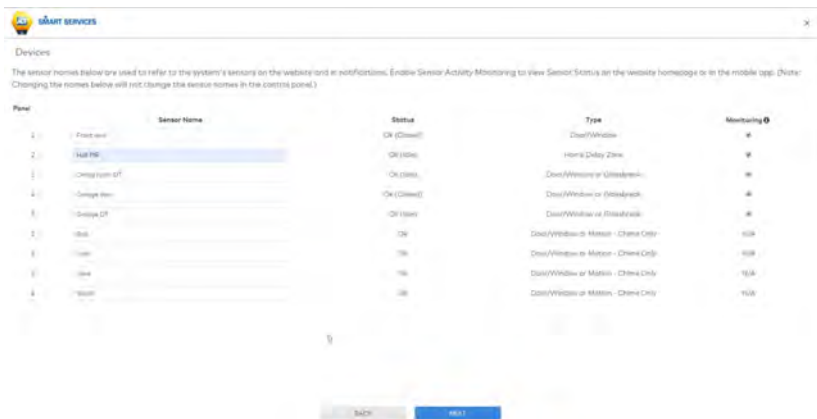
You can edit the details for each notification by clicking the Pen/Edit icon for each one.



Click **"Next"** when you are happy with the information entered.

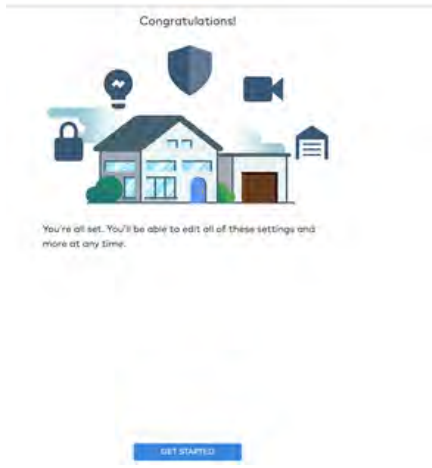
Finally, all of the devices installed and connected to your ADT Smart System will be listed for your confirmation. The engineer on the day of installation will go through these with you and you can edit or change any of the names to make it more appropriate/understandable to you.

Click **"Next"** once you have finished



## Congratulations you are now up and running

Congratulations, your *Smart System* is now up-and-running.



*Click “Get Started” to open your account User Interface, and begin using the service.*

To help you find your way around your system we have created a few short guides to help you find your way around the service.

- Quick Start Up Guide
- How to set up Rules & Scenes
- General FAQ's on your system

These can be found and downloaded from [www.adt.co.uk/help](http://www.adt.co.uk/help)

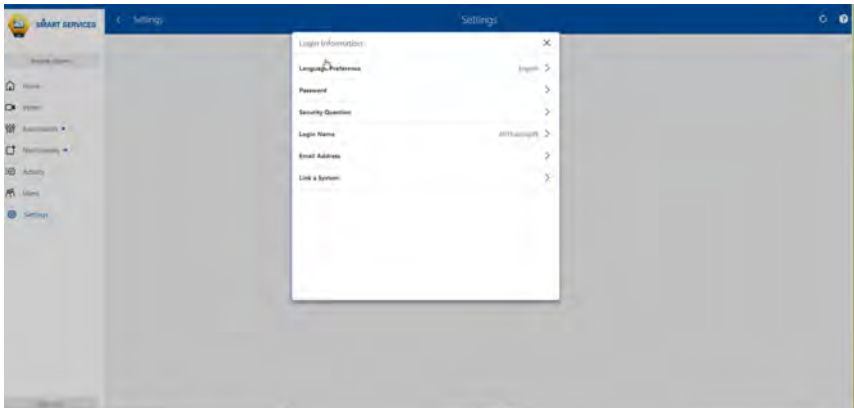
Login at any time to your on-line portal to manage your account:  
[smartservices.adt.co.uk](http://smartservices.adt.co.uk)



## Linking Multiple ADT Smart Systems

If you have more than one ADT Smart System e.g. a second home, holiday let etc.. Or if you are a business owner and have a second smart system at another premises or site then you can link both accounts and manage them via the one ADT *Smart Services* web portal: [smartservices.adt.co.uk](https://smartservices.adt.co.uk)

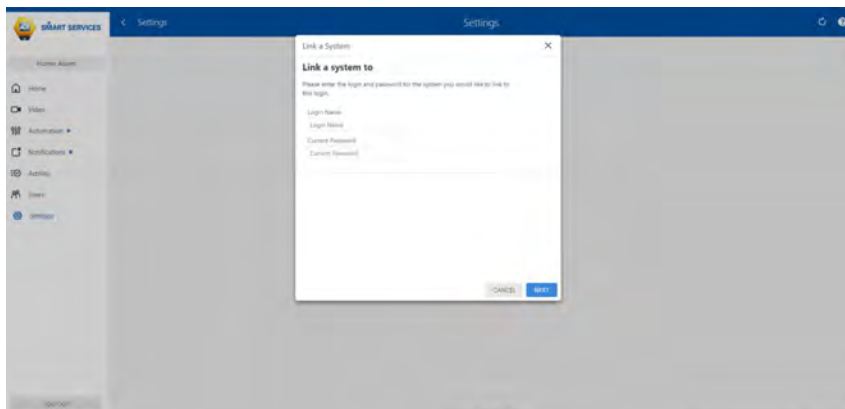
Go to the **Settings** in the main menu and click on **"Login information"** at the bottom of the list and click on **"Link a System"**.



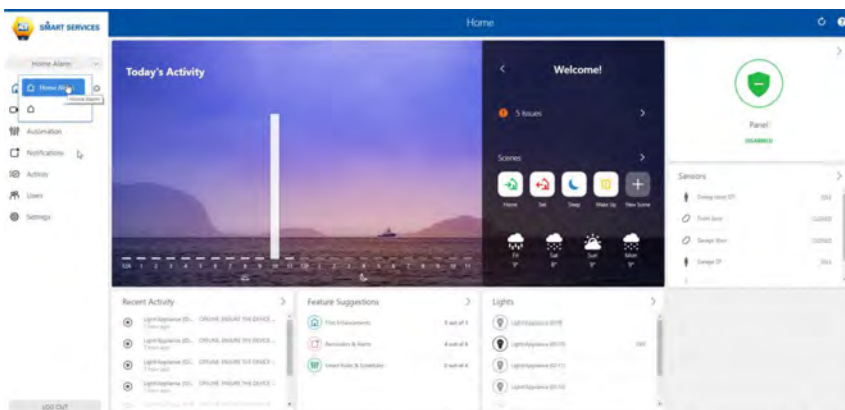
Enter the details of the secondary account you want to link in the search box and then click **"+ADD"**



Enter the login in details for that account and click "Next"



Once the accounts are successfully linked you will be able to select between the two to view and manage by clicking on the drop down underneath the ADT *Smart Services* logo.



There will be two accounts/systems to select between - these will be your accounts as per your naming convention.

## AFTER YOUR INSTALLATION

- Your Direct Debit to ADT for your monthly fee is now activated.
- We will check your System regularly to ensure it is in full working order. Your System will undergo routine service inspections - alternating between remote inspections and Engineer service visits.
- You are now ready to start using your System, you can begin to set up rules and scenes using your PC, Laptop or Mac and once set up continue to use your smart phone and tablet device to connect and communicate with your System.

**Important Note:** Broadband connection should meet a minimum speed of 1Mb/s at all times for ADT *Smart Services* to work. Should your broadband be switched off, not working or does not meet the required minimum speed, you will be unable to connect to your smart system via app or web portal. Your Intruder Alarm System will still be fully functional and you can manually operate your System via the panel and/or keypad.

For helpful tips and an easy steps guide on how to set up rules, scenes and notifications please refer to the Quick Start Guide, which can be downloaded from [www.adt.co.uk/help](http://www.adt.co.uk/help). To log into your ADT Smart Services on-line portal please go to [smartservices.adt.co.uk](http://smartservices.adt.co.uk)

## MAKING THE MOST OF ADT SMART SYSTEM

### Using ADT Smart System - Control

- Remotely connect to your System via a smart phone, tablet, PC or Laptop, with wi-fi or mobile connection (IOS or Android smart devices only).
- Remotely set/unset or part set the alarm panel via the ADT *Smart Services* App or web portal.
- View the status of your alarm System, monitored zones, devices and see a history/ log of all your events.
- Set up Rules and Scenes to receive email and Push Notifications related to activity outside and inside your property.

## Using ADT Light Plug Sockets - Automate

- Remotely automate your light plug sockets using a plug-in wireless module, switch lights on and off, on demand any time of the day via the ADT *Smart Services* App or web portal.
- Set up schedules for lights to switch on/off at certain times of the day or automate to come on with a defined scenario.

## Using ADT Video Doorbell Motion Alert Camera

- Access the doorbell camera via the ADT *Smart Services* app and use two-way audio to let your visitor know you can see and hear them. And with night vision you'll always know who's there.
- Receive immediate alerts when someone's at the front door using the inbuilt motion sensor and not just when they ring doorbell.
- No matter where you are, you can access the doorbell camera via the app and with the two way audio let visitors know you can see and hear them, without even having to open the door.

## Using ADT External & Internal Video Camera(s) & Motion Detection

- External & Internal Motion Triggered & Video Camera's with outside focusing on unexpected/perimeter activity and inside on checking in on loved ones or employee activity.
- Set up your External & Internal Video Camera to record video footage upon a defined security or safety event. View recordings via the ADT *Smart Services* App or web portal.

## Using Voice Commands and Geo-Services

- Set up Voice Commands for Siri (Apple), to arm/disarm your system, this can be done with an iOS 12 device via the ADT *Smart Services* App. To perform these secure actions, the iOS device must have an unlock mechanism (e.g., passcode, Touch ID, etc.) setup and the device must be unlocked when performing the command via Siri shortcuts. Currently unavailable for Google & Amazon.
- Geo-Services uses the location of your smart-phone to detect when you're leaving or approaching your property. You must first enable location services in the Mobile App before configuring Geo-Services on the ADT *Smart Service web* portal.
- Once enabled set up rules and alerts based on your phone's location e.g. be alerted if you've left the property without setting your system, pause video recordings for privacy, or have the lights on when you're approaching.

## USEFUL INFORMATION

ADT *Smart Services* has been developed with state of the art security technology to ensure that your Privacy is well protected. At ADT we take data protection extremely seriously so do not have access to your app or web portal account to manage any of your services such as being able to set,unset the alarm, manage your home automation lights and/or view any camera's.

**ADT External Decoy Siren Box** does not sound outside the property when the Alarm is activated. The Internal Siren sounds inside the property.

**Movement Detectors** are considered as Pet Tolerant. Your pets can move freely around your property providing that:

- They cannot climb/jump/fly in front of the Movement Detectors, within 1.8 metres,
- Do not have combined weight of 36 kg or over.

Positioning of furniture must be considered prior to the installation and during the life of the System to allow Detectors to function properly.

**Additional devices** can be added to your System, subject to an additional charge. All necessary devices should be purchased when placing your order, our Installation Engineers will not be able to supply devices that are not part of your order.

**Video Doorbell:** Please be aware that the WiFi Video Doorbell will activate a chime notification on mobile devices that have the ADT *Smart Services* App when someone calls at your door. It **does not** have an internal chime device and in the majority of cases, due to stringent technical requirements, cannot be configured to operate existing doorbell chimes. However during installation, our technician will determine if your current doorbell has the required power supply and internal chime to work with the video doorbell. If this is the case, with your permission, the video doorbell will be integrated to work with your existing doorbell chime and power supply.

## Health & Safety

- To help us comply with ADT's no smoking at work policy; please kindly refrain from smoking when our Engineer is working at your property.
- Our Engineers are unable to install or remove any external sirens and bell boxes above flat or pitched roofs.
- Please keep pets in a separate area whilst our Engineer is on site.
- To provide a safe working environment for our Engineers, it is important for us to know if there are any known traces of asbestos in your property or should there be any hazards that could affect our Engineer (e.g. animals, ponds).

## CONTACT DETAILS

<b>Residential Installation Planning Team</b> (all installation queries): 0344 263 0715 <a href="http://www.adt.co.uk/help">www.adt.co.uk/help</a>	<b>Purchase Additional Devices/New Sales Enquiries</b> 0800 144 4499	<b>ADT Customer Service Team</b> 0344 800 1999
---	---	---