



Dealer: Complete User's Guide for Account Management

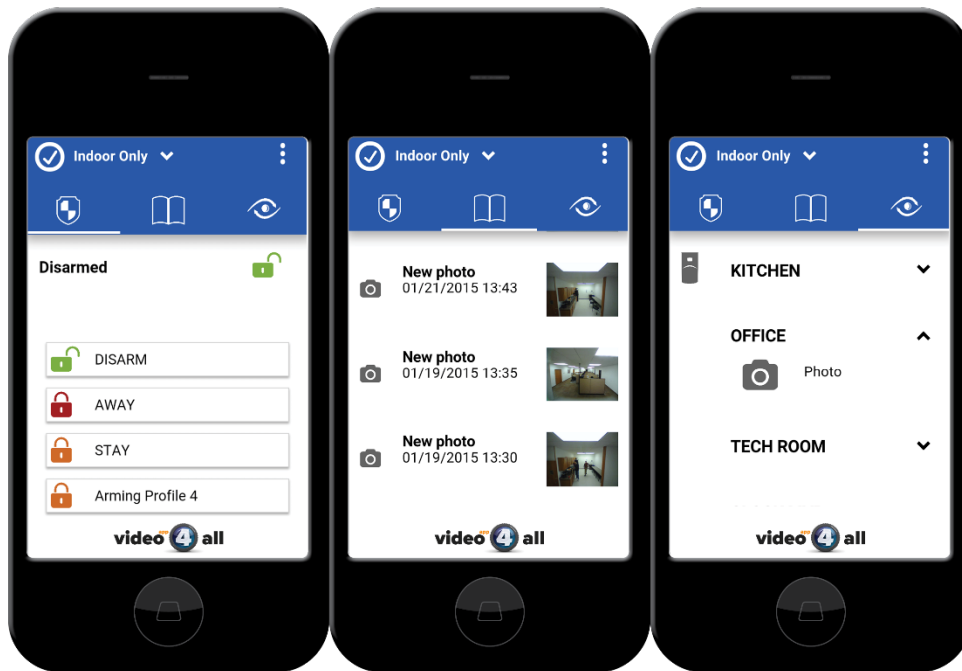
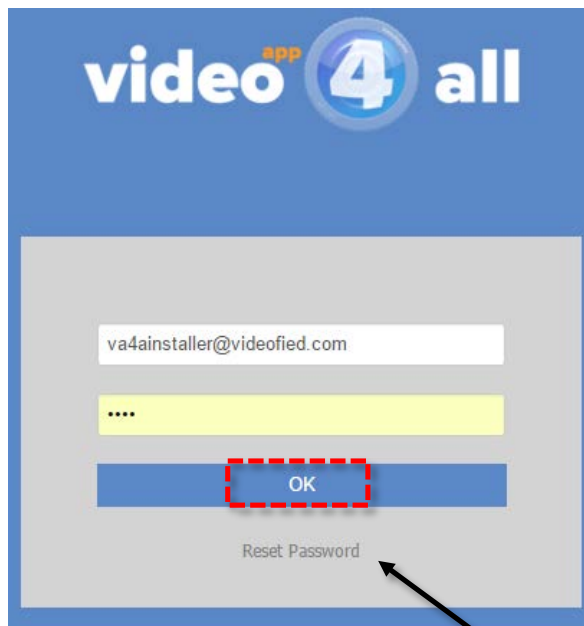


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Section A: End User Account Creation

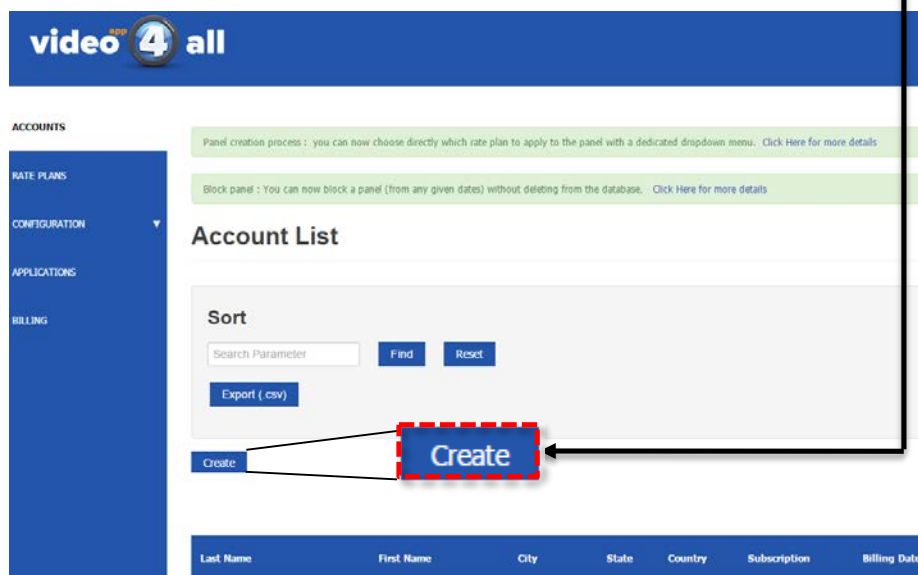
1. Once a dealer account has been established for VideoApp4All, you will be ready to manage accounts, create end users, add panels to existing accounts and modify existing settings found under your dealer account.
2. To begin, logon to manage.videoapp4all.com. Enter your dealer login credentials and press the **OK** button.



The image shows a login form for VideoApp4All. At the top is the logo "video app 4 all". Below it is a text input field containing "va4ainstaller@videofied.com". Underneath is a password input field with four dots. A blue button labeled "OK" is highlighted with a red dashed border. Below the "OK" button is a link labeled "Reset Password". An arrow points from the "Reset Password" link to a note box below.

NOTE: If you have misplaced your password at any time, you can click the **Reset Password** link (shown above) at any time. You will be prompted to enter the Username assigned to the account (this is the email address associated with the account). Once the request has been submitted, you will receive an email with a link which will then allow you to change the password assigned to the account.

3. Once you have logged in successfully, the **Account List** page will be shown. You can now click the **Create** button to begin creation and setup of a new End User account.



The image shows the "Account List" page in the VideoApp4All management interface. On the left is a blue sidebar with navigation links: "ACCOUNTS", "RATE PLANS", "CONFIGURATION", "APPLICATIONS", and "BILLING". The main content area has a blue header with the "video app 4 all" logo. Below the header are two green informational boxes. The "Account List" section includes a "Sort" area with a "Search Parameter" input field, "Find" and "Reset" buttons, and an "Export (.csv)" button. A "Create" button is highlighted with a red dashed border. An arrow points from the "Create" button to a table below. The table has columns: "Last Name", "First Name", "City", "State", "Country", "Subscription", and "Billing Date".

4. Enter a valid Email Address, Company Name or Last Name, and First Name of the end user (as indicated below). To input additional customer account information, click the **Show more fields** link.

IMPORTANT: As a dealer, if you would like to setup an End User account for Demo purposes, you will need to use a different email address for the account than the one associated with your Dealer Account login!

Panel name	SIM Phone Number	Serial number	Rate Plans
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Once the required account information has been entered, a panel can then be assigned to the account by clicking the **New panel** button.

NOTE: If a panel is not assigned to the account during the account creation, it can be added at a later point from the main Accounts page by clicking on the **Panels List** link of the corresponding account.

5. Enter a preferred **Panel Name** and the **Serial Number** of the new panel. Next, select and associate a rate plan with this panel (the 'Unlimited Access' is the only plan available at this time and will be selected by default), and next click the **Add a Rate Plan** button.

IMPORTANT!: Ensure the panel serial # is 100% accurate and entered in all CAPS – failure to do either will result in APP to Panel connection problems!

Example of Panel label:



The SIM Phone Number field is NOT required and should be left blank.

Click the **Save** button.

Master account email 

Company Name / Last name 

First Name 

Contact Email Address

[Show more fields](#)

New panel

Panel name	SIM Phone Number	Serial number	Rate Plans
TEST		F5000612230A2E89	Unlimited Access (One time offer)

New User Account

Contact Email Address

Save Cancel

6. If you plan to add additional users under the End User account at this time, click **New User Account** button. The on-screen prompt (shown below) will allow you to enter a new unique email address. Once entered, click the **Save** button and the email address will populate in the Contact Email Address list. **This process will need to be repeated for each individual email that you would like to add to the end user account.**

IMPORTANT! : Please be aware that if you do NOT create additional users during the end user account creation process, additional users can **ONLY** be added at a later time through the primary End User's account! (See End User –User's VA4A Manual for further instruction.)

New account 

Contact Email Address 

Cancel
Save

- a. Once an email address has been entered into the field above, click **Save**. (An automated email will be sent to each corresponding email containing a randomly generated 4-digit login passcode. The customer will then use this passcode in tandem with the registered email address to login through the app on their smart phone.)

7. Once all of the necessary account information has been entered and confirmed, click the **Save** button at the bottom of the account creation screen.

Master account email 

Company Name / Last name 

First Name 

Contact Email Address

[Show more fields](#)

New panel

Panel name	SIM Phone Number	Serial number	Rate Plans
TEST		F5000612230A2E89	Unlimited Access (One time offer)

New User Account

Contact Email Address

Save
Cancel

8. The Accounts List page will now display the newly created account, and will look like the example shown below. Note the '1' shown under the **Subscription** column – this indicates that there is now one active control panel associated with this account. This # will always reflect the total number of active panels associated with an account.

Last Name	First Name	City	State	Country	Subscription	Billing Date	
RSI	Test				1	31/08/2015	Modify Panels Delete Password Reset

9. Management of the panels associated with the account can be administered by clicking the **Panels** option. The Panels page can be used to perform the following four actions:
- Create:** Assign additional panels to the account (*follow steps demonstrated in Step 5*)
 - Modify:** Change panel information such as the Name or Panel Serial #
 - Block/Unblock Panel:** Enable/Disable the VideoApp4all function of a panel from a specified date
 - For more information, please refer to the 'Block/Unblock Panel option' detailed on **Pg. 6**
 - Delete:** Remove an existing panel from the account
 - For more information, please refer to the 'Delete option' section detailed on **Pg. 7**

Panels

← Back Create

Name	Phone Number	Panel Number	Panel blocked	
W Panel Test		F7000315E20A0007	No	Modify Block/Unblock panel Delete

10. You have now completed the VideoApp4All End User account setup process. Be sure to instruct the End User(s) to check their email to verify they have received the automated e-mail containing a randomly generated 4-digit passcode. As mentioned previously, this passcode will be used in tandem with the email address registered to their account to login and begin using the VideoApp4All app on their smart phone.

Example of email:

VideoApp4All Account Creation



Noreply to me ☺

1. Log in to : <http://manage.videoapp4all.com>

Login : [@gmail.com](#)

Password : 4764

2. Check and complete your personal data

Regards

Do not reply to this automatic Email. For any questions, please contact your dealer: technical@videofied.com

BLOCK PANEL OPTIONS:

1. To block a panel, click the **Block/Unblock panel** option and select the specific date from which this panel will be blocked from the pull-down calendar.
2. Click **OK** to complete.

Block panel from :

December 2015

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Cancel OK

Example):

Panel blocked

2015-12-14

Once a panel has been blocked or a future block date has been selected, the 'Panel blocked' column will revert to reflect the date from which it will be blocked, as shown in the example on the left.

UNBLOCK PANEL OPTIONS:

1. To unblock a panel, click the **Block/Unblock panel** option and click **OK** to confirm.

Block/Unblock panel

Do you really want to unblock this panel ?

Cancel OK

Example):

Panel blocked

No

Confirmation that the specific panel is no longer blocked.

DELETE OPTION:

1. To permanently remove a panel from an account, you **must** first Block the panel as demonstrated in the previous section.

NOTE: If deletion of the panel is attempted prior to completing the block is initiated, the resulting error will be shown to indicate an active rate plan is link to the panel.

Cancel



An active subscription is linked to this account

Cancel

2. Once the panel has been blocked, click **Delete** and click **OK** when prompted.

Cancel



Do you really want to delete this panel ?

Cancel

OK

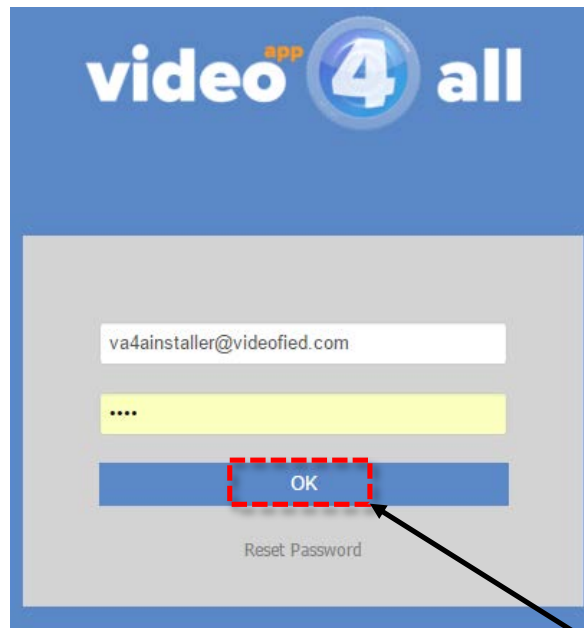
And look for this confirmation at the top of the Accounts List page:

Account List

Panel Deleted

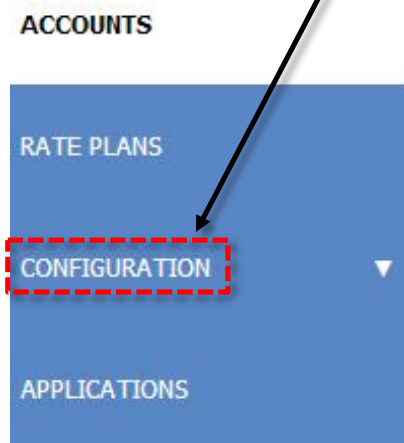
Section B: Adding Additional Users to the Dealer Account

1. Logon to manage.videoapp4all.com to access the account login page. Enter your login credentials and click the **OK** button.

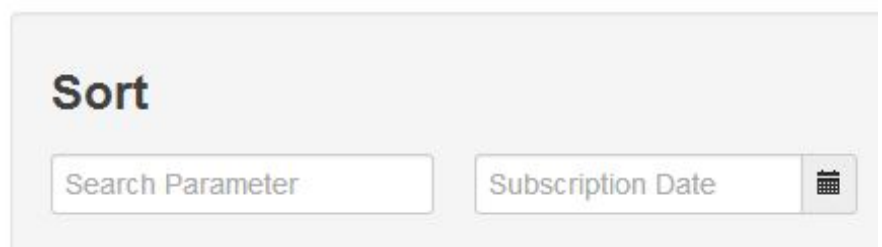


NOTE: If you have misplaced your password at any time, you can click the **Reset Password** link (shown above) at any time. A prompt will require you to enter the email address assigned to the account. Once the request has been submitted, an automated email containing a new 4-digit passcode should arrive shortly. (If for any reason it does not appear that the email has arrived, please check your junk/spam folders or, the 'Updates' box if using Gmail.)

2. Once logged in, click the **Configuration** menu located on the upper left area of the page to expand the options.



Account List



3. Click the **Accounts** selection from the menu options.
4. Click the **Create** button to add an additional user.

ACCOUNTS

RATE PLANS

CONFIGURATION ▼

PROFILE

CHANGE PASSWORD

ACCOUNTS

APPLICATIONS

Accounts

Create

Profile	Email	Name	Parent Record Name
Installateur	va4ainstaller@videofied.com		Videofied USA - Technical Support / Testing

5. Enter a valid email address, assign a Name for the user, and select your language. Click **Save** when complete.

ACCOUNTS

RATE PLANS

CONFIGURATION ▼

PROFILE

CHANGE PASSWORD

ACCOUNTS

APPLICATIONS

Create

Email ⚠

Name

Language

EN ▼

Save Cancel

- Once that process has been completed, you will see the 'Account Created' notification and the new user account will populate in the **Users** list, as shown below.

The screenshot shows the 'Accounts' page in a web application. On the left is a sidebar menu with options: ACCOUNTS, RATE PLANS, CONFIGURATION (expanded), PROFILE, CHANGE PASSWORD, ACCOUNTS (selected), and APPLICATIONS. The main content area is titled 'Accounts' and features a green notification bar that says 'Account Created'. Below this is a blue 'Create' button. A table lists the accounts:

Profile	Email	Name	Parent Record Name
Installateur	va4ainstaller@videofied.com		Videofied USA - Technical Support / Testing
Installateur	training@videofied.com	Test	Videofied USA - Technical Support / Testing

Section C: Modify/Delete Users

- Once logged in, click the **Configuration** menu located on the upper left area of the page to expand the options.

The screenshot shows the 'Account List' page. The sidebar menu on the left has 'ACCOUNTS', 'RATE PLANS', 'CONFIGURATION' (highlighted with a red dashed box and an arrow pointing to it), and 'APPLICATIONS'. The main content area is titled 'Account List' and includes a 'Sort' section with two input fields: 'Search Parameter' and 'Subscription Date' (with a calendar icon).

2. Click the **Accounts** selection from the menu options.

ACCOUNTS

RATE PLANS

CONFIGURATION ▼

PROFILE

CHANGE PASSWORD

ACCOUNTS

APPLICATIONS

Accounts

Create

Profile	Email	Name	Parent Record Name
Installateur	va4ainstaller@videofied.com		Videofied USA - Technical Support / Testing

3. Click **Modify** or **Delete**.

Accounts

Create

Profile	Email	Name	Parent Record Name	Initial Connection Date	Most Recent Connection	
Installateur	va4ainstaller@videofied.com		Videofied USA - Technical Support / Testing	2013-08-08 17:24:01	2014-06-17 17:23:56	
Installateur	training@videofied.com	Test	Videofied USA - Technical Support / Testing			Modify Delete

- a. **Modify:** If you would like modify a user's parameters, simply click the **Modify** link on the corresponding account/user, make the necessary changes, and click **Save**.

Modify

Email 

Name

Language

Save

Cancel

- b. **Delete:** If you would like remove a user, simply click the **Delete** link on the corresponding account/user. The page will refresh and you will see the 'Account deleted' notification highlighted in green (as shown below).

Accounts

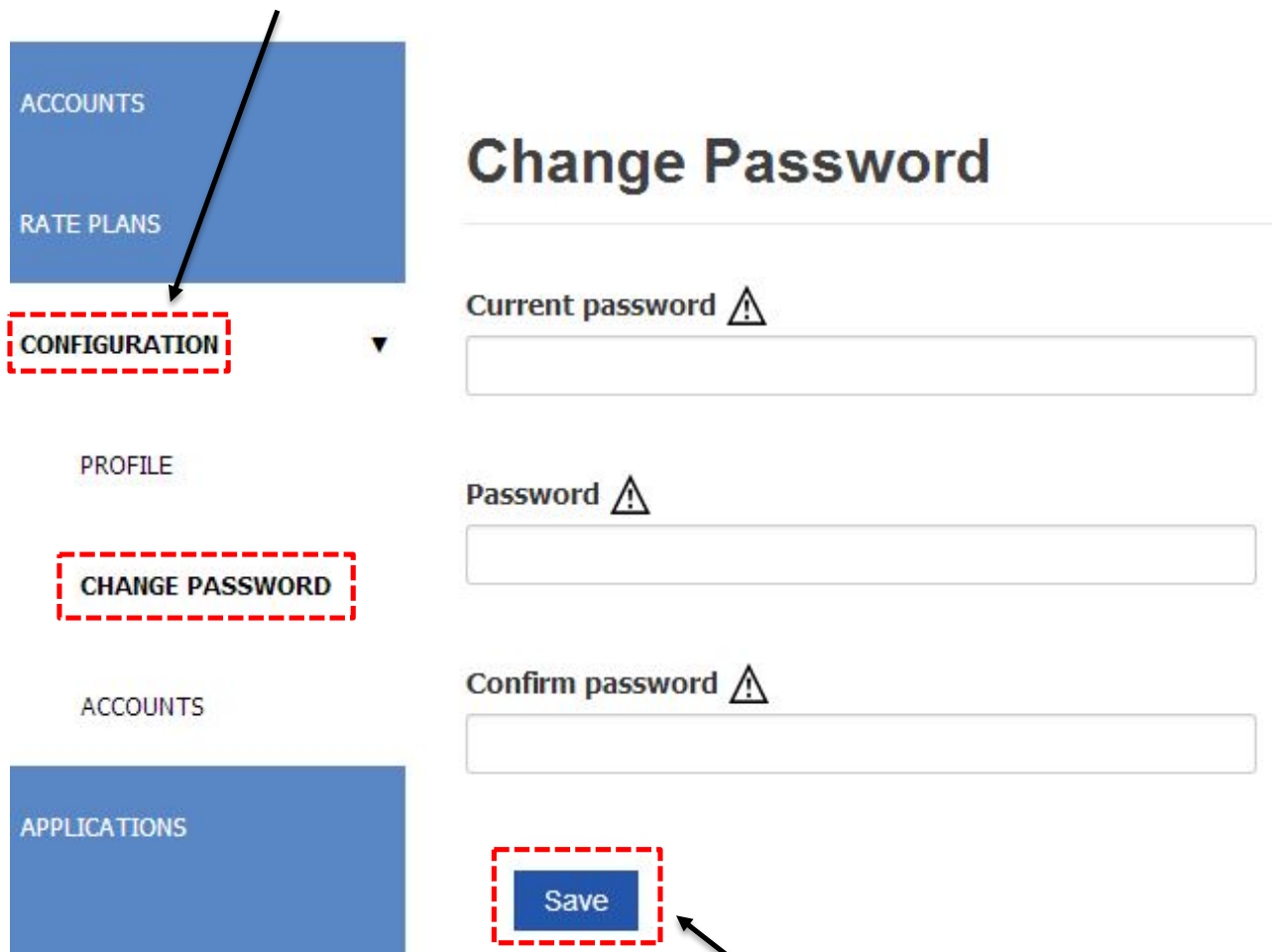
Account deleted

Create

Profile	Email	Name	Parent Record Name
Installateur	va4ainstaller@videofied.com		Videofied USA - Technical Support / Testing

Section D: How to Change the Account Password

1. Click the **Configuration** menu located on the upper left area of the page to expand the options. Click **Change Password** in the menu.



The screenshot shows a web interface for changing a password. On the left is a blue sidebar menu with items: ACCOUNTS, RATE PLANS, CONFIGURATION (highlighted with a red dashed box and an arrow pointing to it), PROFILE, CHANGE PASSWORD (highlighted with a red dashed box), ACCOUNTS, and APPLICATIONS. The main content area is titled 'Change Password' and contains three input fields: 'Current password' (with a warning icon), 'Password' (with a warning icon), and 'Confirm password' (with a warning icon). Below these fields is a 'Save' button (highlighted with a red dashed box and an arrow pointing to it).

2. Enter the required information. Once completed, click **Save** to allow the change to take effect. You will then see the 'Your password was changed' notification to let you know the change has been accepted.

Change Password

Your password was changed

Manual continued on next page.

Section E: Frequently Asked Questions

Q: Does the VideoApp4All support live streaming look in?

A: No, only photo requests. Video requests and streaming are not possible at this time.

Q: Where do I download the app?

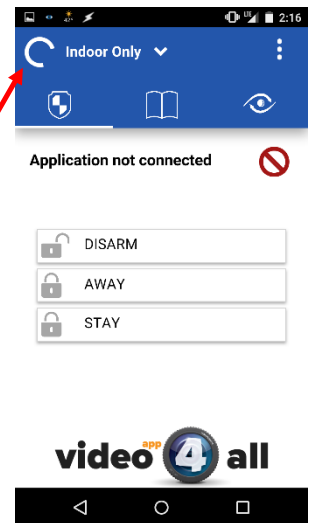
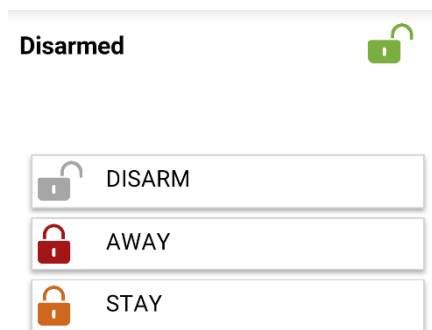
A: Open the “Play Store” for *Android* phones or the “APP store” for *Apple* and search, “VideoApp4All”. Then install the APP.

Q: What is the minimum OS version requirement to run the VideoApp4All?

A: Apple iOS 5 and Android 2.6.

Q: The APP says, “Application not connected”

A: This phrase will be present until the app establishes a connection with the panel. While the application attempts to establish the connection, the  status animation will cycle indicating the connection attempt. The app will continually attempt to establish a connection with the panel (if it does not connect immediately). Once connected, the status animation will change to  and the application will show:



Q: Can I use Special Arming modes with the app?

A: Yes, 1 Special Arming mode can be utilized. The special arming mode must first be enabled in the panel configuration.

Q: Can I see the status of the panel?

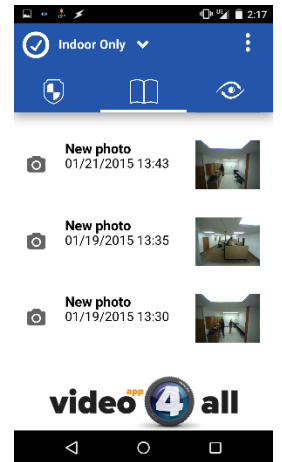
A: Yes, after connection and synchronization are completed, the APP will show the Armed or Disarmed state of the control panel at the top of the home screen.

Q: Can I use the VideoApp4All on my tablet?

A: No. The VideoApp4All is not supported on tablets.

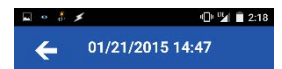
Q: Can I view the full panel event log from the VideoApp4All?

A: No – The event log found in the VideoApp4All will ONLY include events/functions that have been initiated by the VideoApp4All, such as arming/disarming and photo requests. To view the log and photos, press the  on the status screen of the VideoApp4All.



Q: How many users can I have using the VideoApp4All?

A: The amount of users is unlimited. Only one user can function on a panel at a time, however, multiple users can be logged into the same account.



Q: Can I email pictures after taking them?

A: Yes, while viewing the Event Log, press the corresponding photo and then press the **SEND MAIL** link. Next, choose the method by which to send the selected photo.

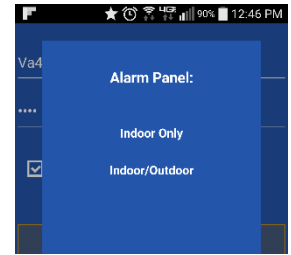


[SEND MAIL](#)



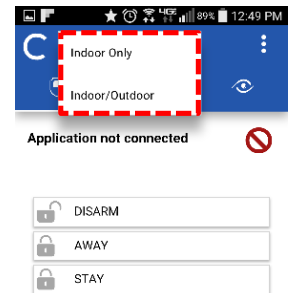
Q: If I have multiple panels, how do I choose which panel I am controlling?

A: Once logged in, the app will prompt the user with the 'Alarm Panel' selection screen where the appropriate panel can be selected (*as shown in the example to the right*).



To enter the panel selection screen from the home screen of the app, press

the  pulldown at the top of the home screen, and then select the corresponding panel (*as shown in the example to the right*).

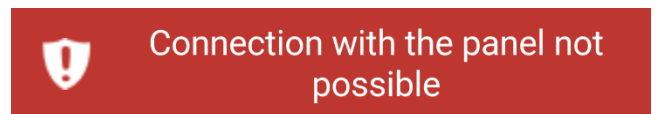


Q: How to add new users?

A: The primary end user account is the **ONLY** user account allowed to create new users through the VideoApp4All management portal found at: <http://manage.videoapp4all.com> (Reference pages 2-4 of the *VideoApp4All User's Manual* for user setup instructions.)

Section F: Troubleshooting

Q: After logging into the APP, the following error displays:



A: This error can mean one of two things: a) the panel is not connecting to the APP server or b) the corresponding panel serial number contains a typographical error (or was not entered in all CAPS) when the panel information was entered during the account creation process. (Assuming both *PCM Comfort* and *Frontel Comfort* are enabled and the panel is powered via 12VDC power supply)

1. Use the command from the keypad: **999986+OK** on the Disarmed/Ready to Arm screen. This will display a status to indicate whether or not the panel is connecting to the Comfort server. If the connection is successfully established, the keypad will display: **COMFORT:**
PCM: 3 E or 3 G. If the connection is unsuccessful, the keypad will display **COMFORT:** and the rest will be blank.
2. If the **PCM: 3 E or 3 G** is displayed, check the settings on the web portal, such as the Panel Serial # and/or toggle the Rate Plan setting from *on* to *off* to *on* again and then refresh the

web page. Exit the smartphone APP, relaunch it, and then sign back in to initiate a brand new connection with the panel.

3. If the PCM:3 E or 3 G is NOT showing:

- i. Double check both the *Frontel Comfort* and *PCM Comfort* parameters are enabled and configured properly.
- ii. Use the command **999993+OK** (on the Disarmed/Ready to Arm screen) to force a PCM connection.
- iii. Relaunch the APP on the smartphone and attempt the connection again. The subsequent connection's attempt to the panel should then be successful.

Q: Special Arming modes do not show up under the Arming options.

A: For this option, Special Arming must be configured in panel programming (**Access LVL4 > Configuration > Special Arming Modes > Alarm SP2**). Once configured, sign back into the APP and it should be now be displayed under the arming profile list on the home screen.

Q: *Maximum Number of Requests Reached* error when requesting photos.

A: Log out of APP, login to the dealer account via the web portal and toggle the rate plan and refresh the webpage. Next, sign back into the smartphone APP and try again.