



End User's Guide for Account Management

Table of Contents:

- **Section A**.....Add Additional Users to an Account
- **Section B**.....Modify/Delete Users
- **Section C**.....Change the Account Password
- **Section D**.....Troubleshooting

Section A: Add Additional Users to an Account

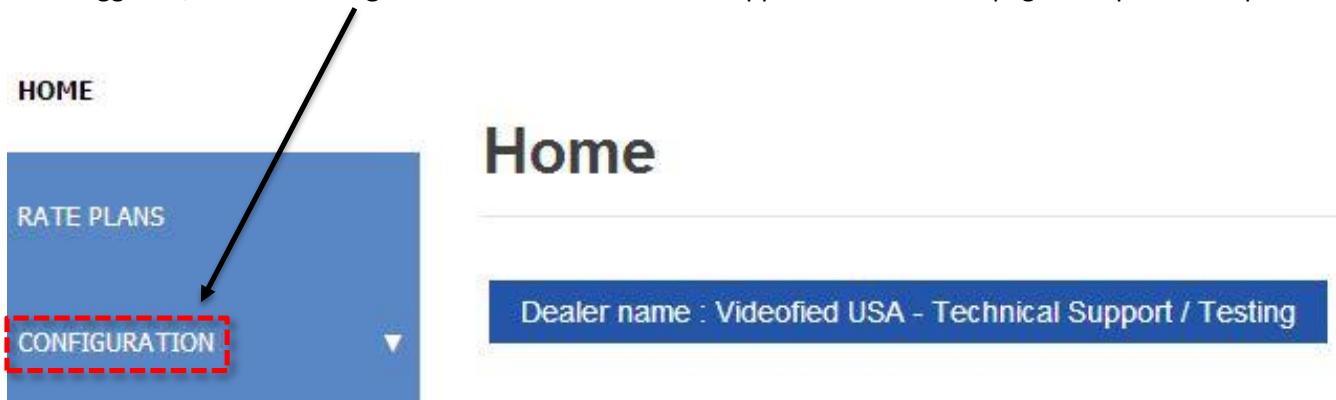
As an End User Administrator (this will be the primary email associated with the user account), you possess the ability to add additional smart phone users from within your account, as needed. If you are unfamiliar with the VideoApp4All web portal, please follow the steps below:

1. From your web browser, logon to manage.videoapp4all.com to access the account login page. Enter your login credentials (these are the same credentials used when accessing the APP) and click the **Connect** button.

A screenshot of the VideoApp4All login page. It features the VideoApp4All logo at the top. Below the logo, there is a login form with two input fields: the first contains the email address "va4ainstaller@videofied.com" and the second contains four asterisks "****". Below these fields is a blue "Connect" button. At the bottom of the form, there is a link that says "Reset Password". An arrow points from the "Reset Password" link to a red-bordered box containing a note.

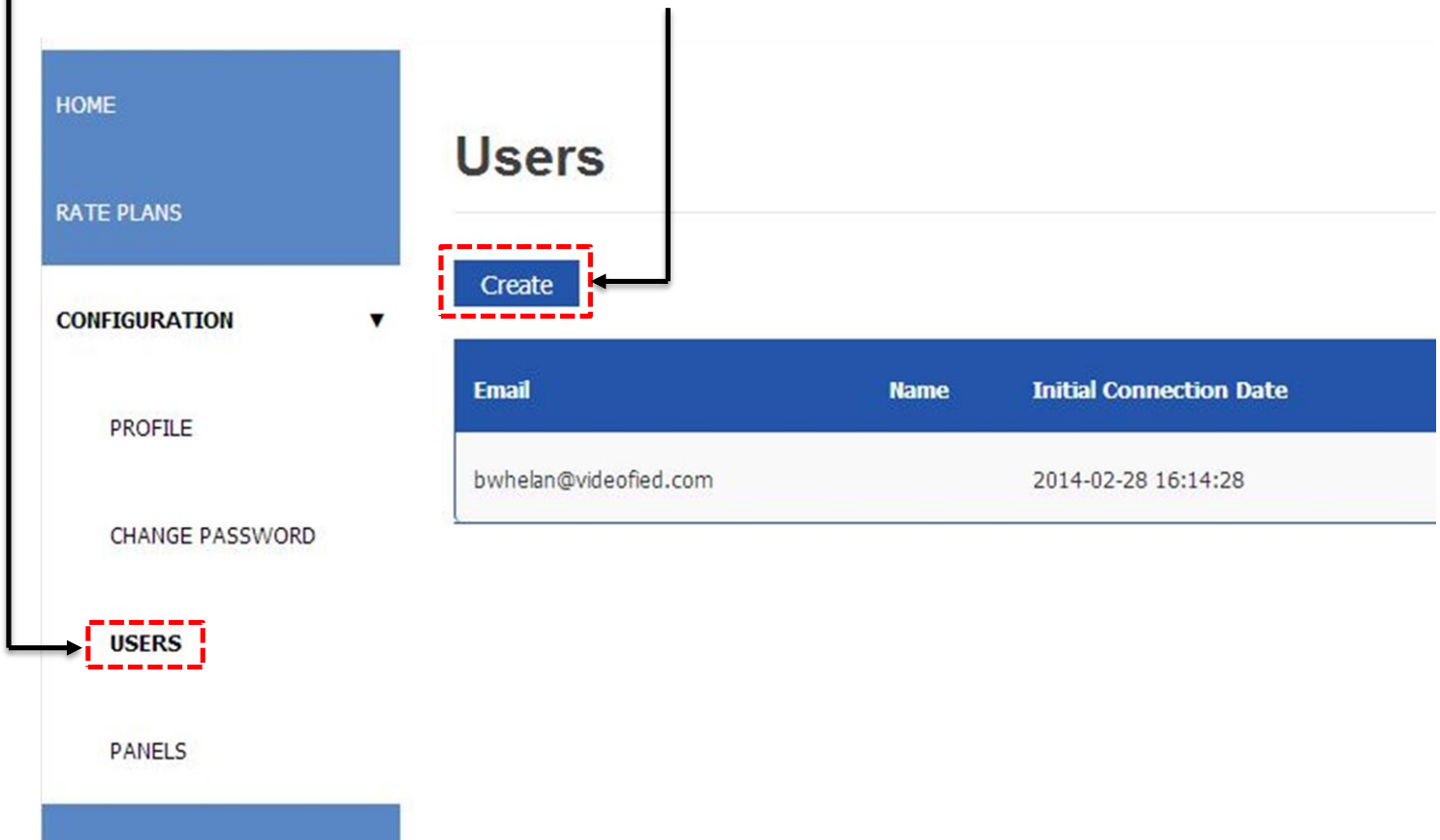
NOTE: If you have misplaced your password at any time, you can click the **Reset Password** link (shown above) at any time. Enter the email assigned to the account in the prompt. Once the request has been submitted, you should receive an automated email shortly containing a hyperlink to adjust your password. (If for any reason it does not appear that the email has arrived, please check your junk/spam folders.)

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



3. Click the **Users** selection from the menu options.

4. Click the **Create** button to add an additional user.



Continued on next page.

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

HOME

RATE PLANS

CONFIGURATION ▼

PROFILE

CHANGE PASSWORD

USERS

PANELS

Create

Email 

Name

Language

EN ▼

Save Cancel

6. Once that process has been completed, the new user account will populate in the **Users** list, as shown below.

HOME

RATE PLANS

CONFIGURATION ▼

PROFILE

CHANGE PASSWORD

USERS

PANELS

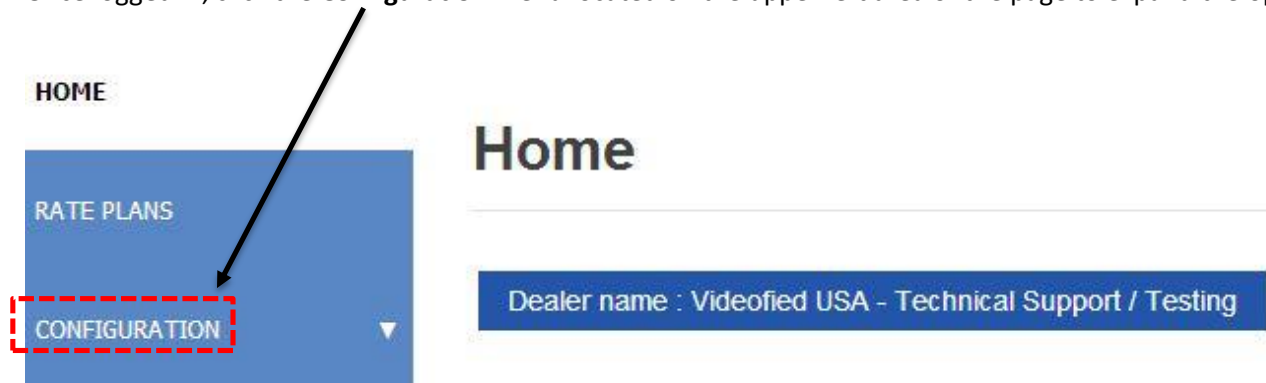
Users

Create

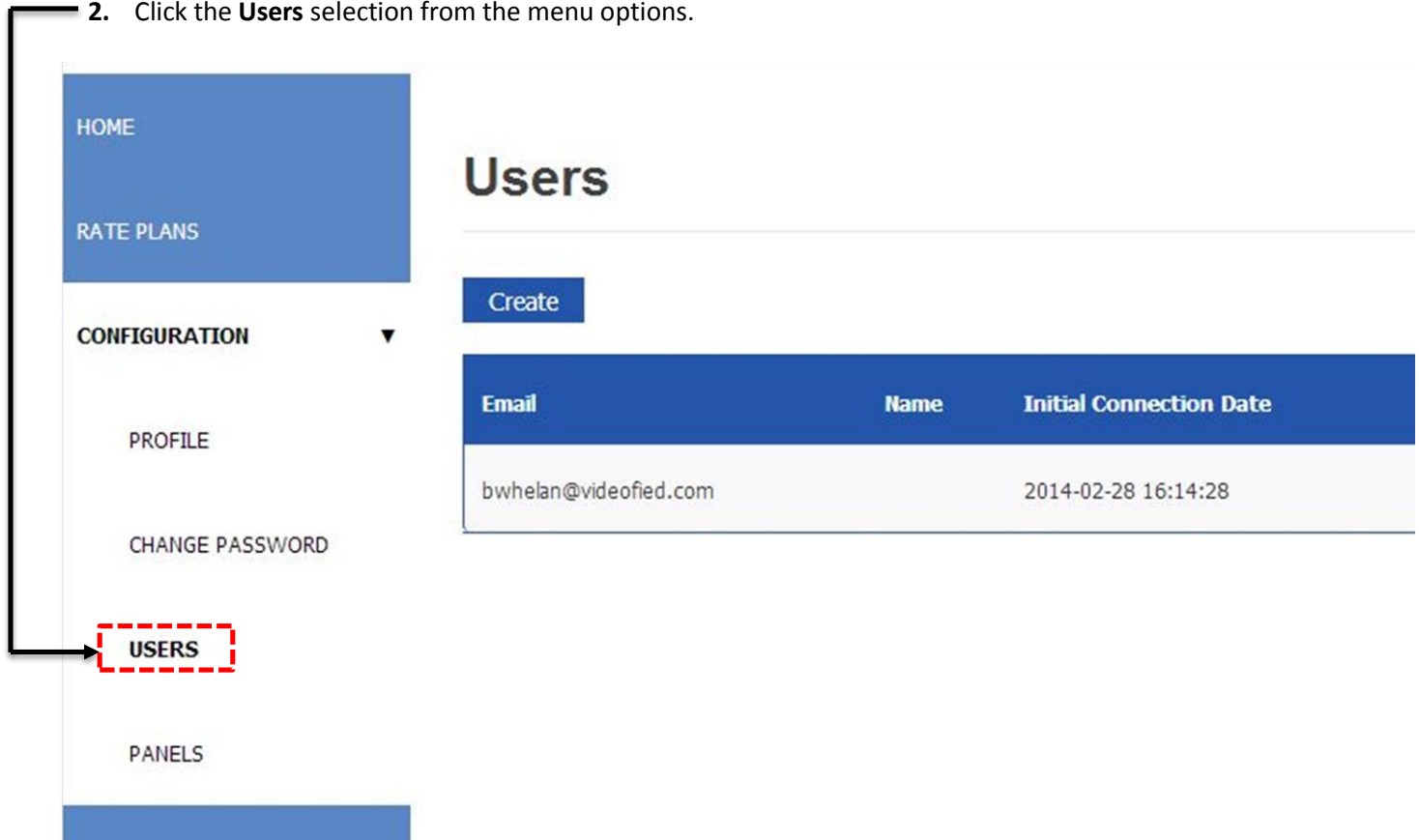
Email	Name	Initial Connection Date
bwhelan@videofied.com		2014-02-28 16:14:28
training@videofied.com	Test	

Section B: How to Modify/Delete Users

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



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



Continued on next page.

3. Hover your mouse cursor over the user which you would like to **modify** or **delete**, and click the corresponding link.

Users

Create

Email	Name	Initial Connection Date	Most Recent Connection
bwhelan@videofied.com		2014-02-28 16:14:28	2014-06-18 23:39:17
training@videofied.com	Test		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

- 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).

Users

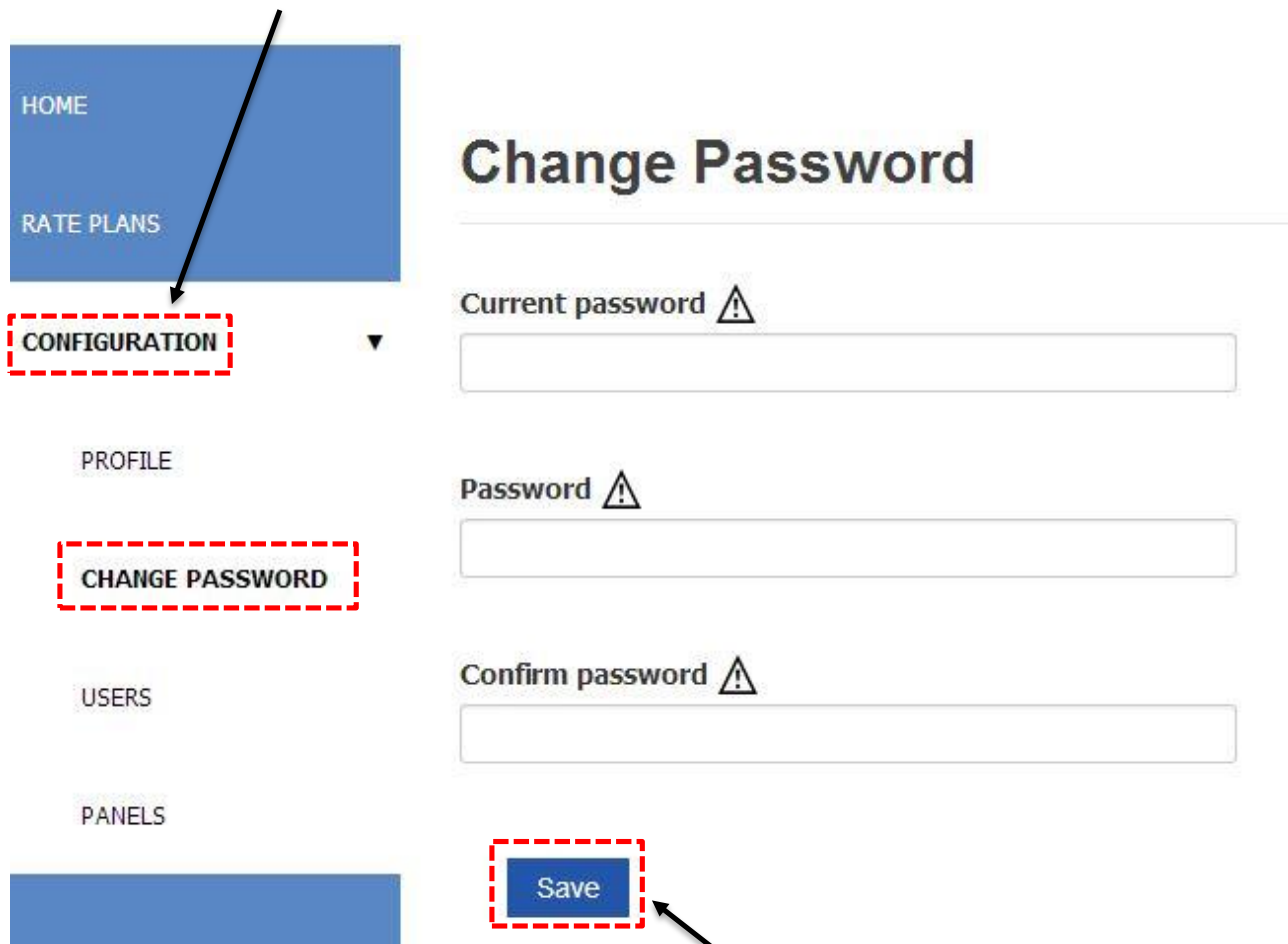
Account deleted

Create

Email	Name	Initial Connection Date
bwhelan@videofied.com		2014-02-28 16:14:28

Section C: 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 options: HOME, RATE PLANS, CONFIGURATION (highlighted with a red dashed box and an arrow pointing to it), PROFILE, CHANGE PASSWORD (highlighted with a red dashed box), USERS, and PANELS. 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 blue 'Save' button (highlighted with a red dashed box and an arrow pointing to it). The form is set against a light gray background.

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 D: Frequently Asked Questions

Q: Does the VideoApp4All support live streaming look in?

A: No, only 7-10 second video clips and still pictures. Video streaming is not possible.

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, “(Panel name) Disconnected.”

A: Press the power button icon  on the top right of the screen, the app will then sync with the panel.



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.

Q: Can I use the VideoApp4All on my tablet?

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

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

A: The event log found in the VideoApp4All will ONLY include events/functions that have been initiated by the VideoApp4All, such as arming/disarming, video requests, and still picture requests. To view the log, 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 Gallery, press the **Send Email** option on the bottom of the screen. Then choose the method by which to send the selected media.

Q: Where do you view pictures/videos?

A: When viewing the home screen of the VideoApp4All, swipe the screen to the left or hit the  button in the bottom right hand corner for camera options. Click the Gallery button at the bottom to view the pictures and videos taken.

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

A: After the login screen it will ask you which panel to initially connect to. When viewing the home screen of the app, press the Settings icon  followed by the  button.

Q: How to add new users?

A: The end user can ONLY add users through the VideoApp4All management portal <http://manage.videoapp4all.com> (See page 1 of the user's manual and follow the steps listed.) A Dealer can add users for the customer by using their dealer login on the app. Once logged in through the app, the dealer can select the necessary account from the list and add additional users by pressing the Settings button  followed by the **Account Users** menu option.