ThinkProtection+

6.3.3 App User Guide

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Forgot Password

Enter your Username and Email
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Introduction

Welcome to Think Protection➕

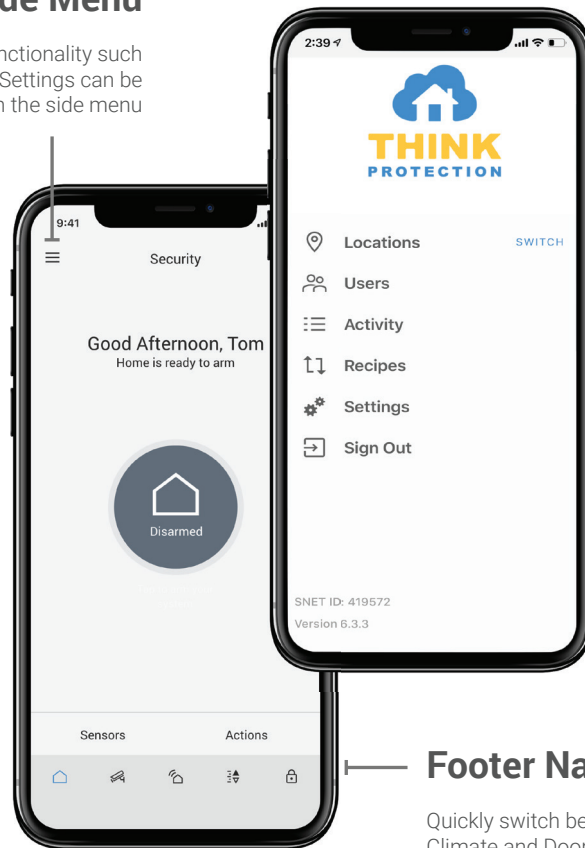This document will guide you through using your Think Protection Security System.

 To begin, download the Think Protection+ app from the App Store or Google Play. Search for "Think Protection+", and select the app with the following icon.

Once you have downloaded and launched the app, enter the **Username** and **Password** you were provided and tap the *Sign In button* to begin using your system.

Your Username and Password are for your interactive account only. These credentials are different to the security PIN code you will enter into your physical security panel or app to disarm your security system. Your security pin code can be added within the User page within the app or web portal.

Side Menu

Additional functionality such as Activity and Settings can be found in the side menu

2:39 🛜 ••• 📶 ≋ 🔋

THINK
PROTECTION

📍 Locations   SWITCH

👥 Users

☰ Activity

↕ Recipes

⚙ Settings

⤓ Sign Out

SNET ID: 419572
Version 6.3.3

9:41 📶
☰   Security

Good Afternoon, Tom
Home is ready to arm

🏠
Disarmed

Sensors   Actions

🏠   ⚡   🌡   ⬆   🔒

Footer Navigation

Quickly switch between Security, Control, Climate and Doors & Locks pages
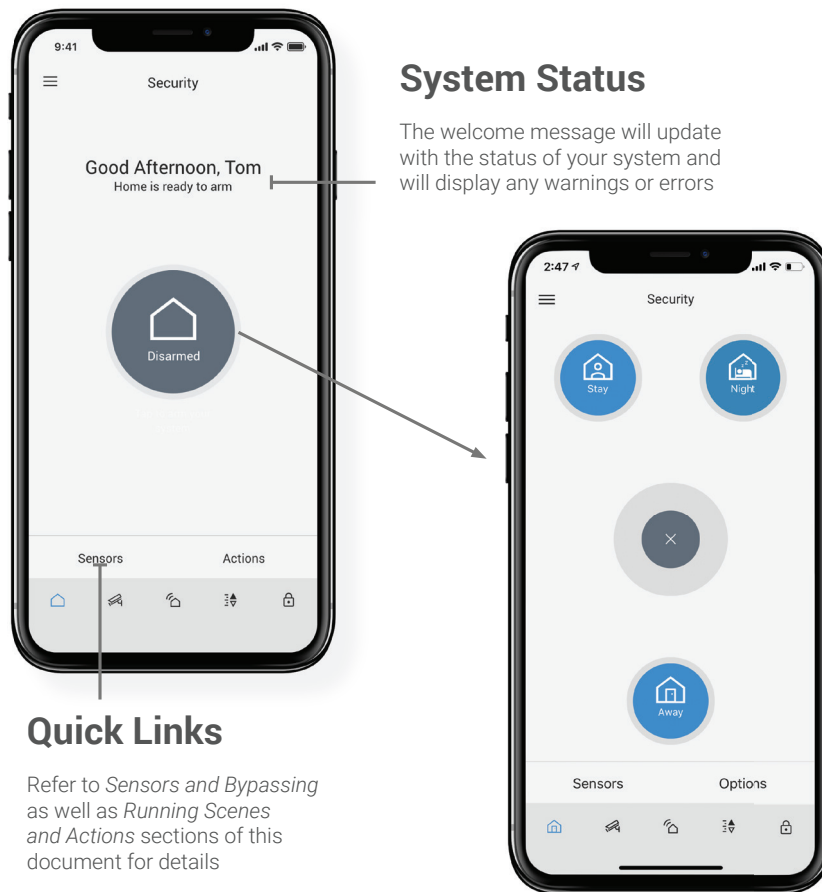

Introduction

Navigating the App

Once signed into the app, you will first see the Security page.

The **Footer Navigation** can be used to switch between the core pages of the app; Security, Control (connected devices such as lights and switches), Climate (thermostats) and Doors & Locks.

The **Side Menu** lists additional functionality available within the app. You can access the Side Menu by tapping the menu icon in the top left corner of the screen, or by sliding right from any of the core pages.

Depending on your service plan and system capabilities, some pages may not be available.

System Status

The welcome message will update with the status of your system and will display any warnings or errors

Quick Links

Refer to *Sensors and Bypassing* as well as *Running Scenes and Actions* sections of this document for details

Security

Arming & Disarming

From the Security page you can monitor and control your security system and sensors. Tap the large circle in the center of the screen to arm or disarm your system. When arming, you will be prompted to choose between Arm Stay, Arm Away and Arm Night.*

Set your system to **Arm Away** mode when nobody is home. This will arm all sensors including internal motion sensors.

Set your system to **Arm Stay** mode when you are home. Arm Stay will arm perimeter doors and windows, but not motion sensors, allowing you to move freely within your home.

Upon pressing an arming option, the alarm system will begin the exit delay. If supported by your security system, the app will countdown, indicating the time left before you must exit.

To **Disarm** your alarm system, tap the circle in the center of the Security page, then enter your 4-digit panel access code (pin) or use Touch/Face ID.

Touch/Face ID is available on supported devices and will use your fingerprint/face to identify you. You can turn on Touch/Face ID to Disarm in the Security page within Settings.

*Some systems have a third arming option called Night Arm. Night Arm allows homes with multiple motion sensors to arm the motion detection in some areas, while allowing occupants to move freely in other areas such as upstairs or bedroom areas. For more information ask your installation specialist about this option.
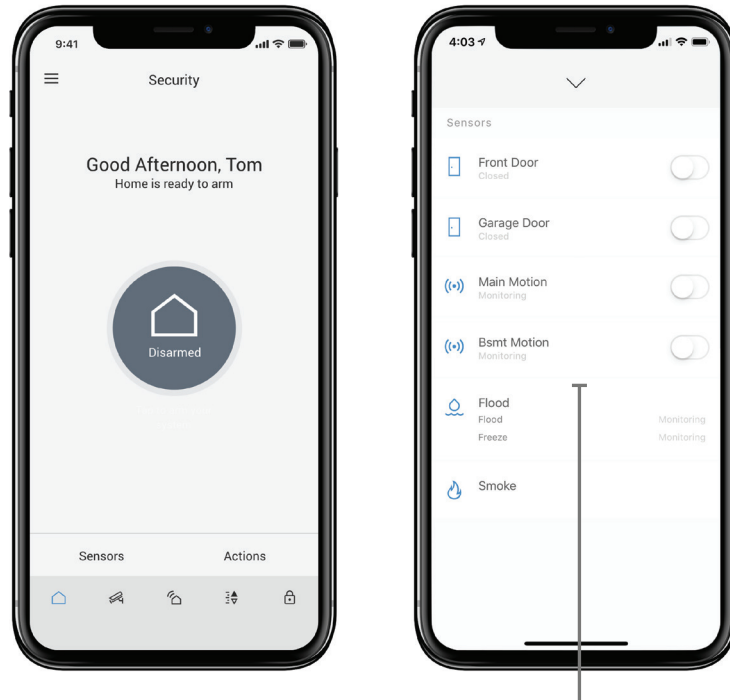
Bypassed Sensor

Bypassed sensors appear gray
and will not be monitored

Security

Sensors and Bypassing

If any sensors are open while arming, you will be prompted to bypass those sensors or cancel arming.

Bypassing a sensor instructs your security system to ignore that sensor and continue arming as normal. This is helpful if you wish to leave a specific window open, however that window sensor will not be monitored.

You can also *Bypass Sensors* by tapping the *Sensors* button at the bottom of the Security page. A modal will slide up with a list of all sensors. From there you can bypass or view the live status of all sensors.

Sensor warnings or errors will display within the sensor list. If you have non-security sensors such as fire or flood, they will be listed below the security sensors.

Filter

Select category types to
filter your activity feed.
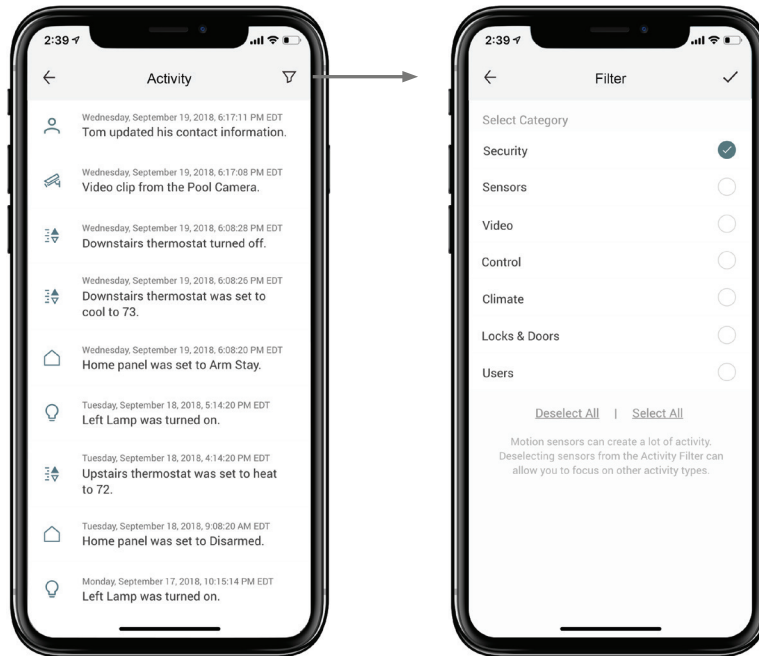
Viewing Activity

The Activity page lists all recent activity with your system.

To filter activity results, tap the **Filter icon** in the top right hand corner of the screen. You can select or deselect categories to display, tapping the checkmark in the top right hand corner of the screen to confirm.

Motion sensors and frequently used door sensors will create a lot of events in the activity list. De-selecting Sensors from the Activity Filter will hide these items from the list, allowing you to focus on other activity types.
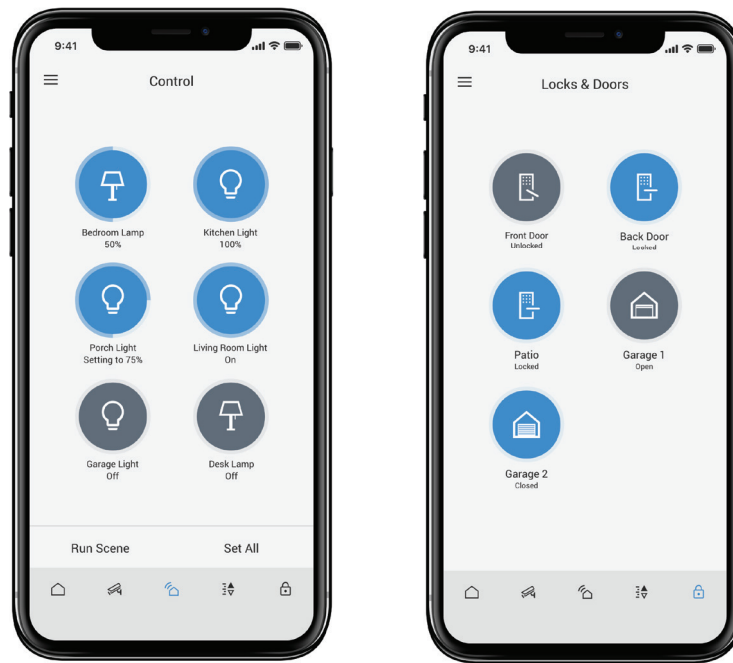
Dimmable Lights

Hold down on the icon to adjust the brightness of dimmable lights.

Tapping the icon will toggle between off and the last set brightness level.

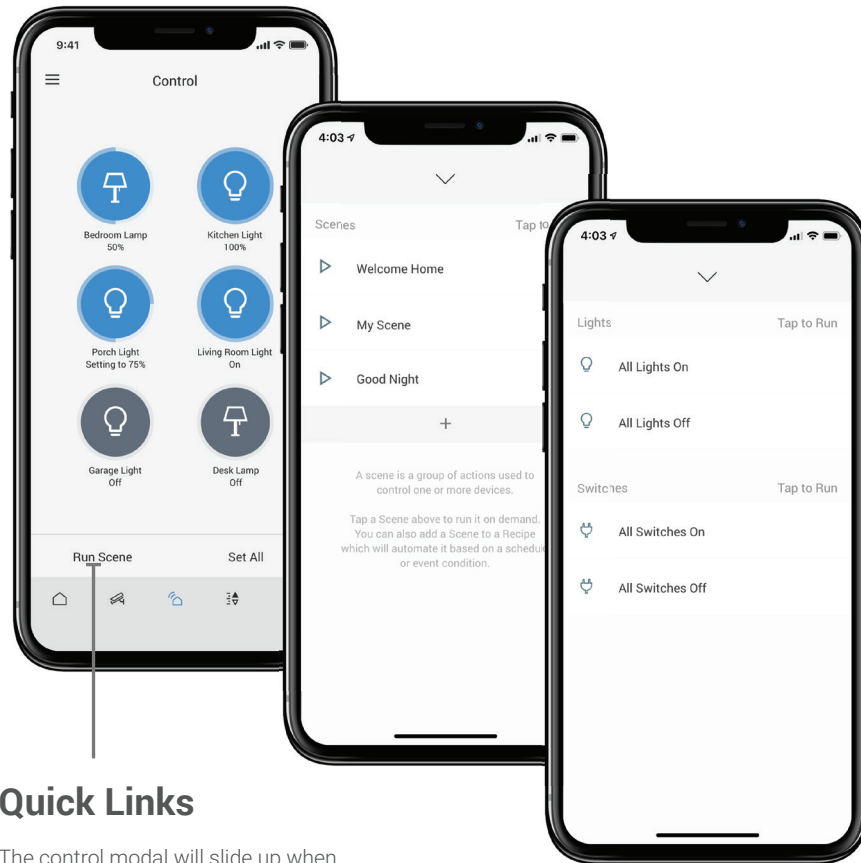Home Control

Controlling Lights, Switches, Locks & Doors

Devices such as lights, switches and appliances are listed on the *Control* page. Locks and doors are listed in the *Locks & Doors* page and have similar functionality.

To turn devices on and off, locked and unlocked or open and closed, tap the device icon. The device status will change while sending the command, then again once the command has been confirmed.

If supported by the light/switch, you can *dim the light/switch* by holding down on the device icon, then adjusting the percentage slider.

By default, all devices with dimmer functionality are considered lights. Devices with basic on and off capability, such as a smart switch are considered switches.

If you use keywords such as "light", "lamp", "fan" or "switch" in the device name, the icon for that device will change to suit. You can rename devices in settings.

Quick Links

The control modal will slide up when pressing *Run Scene* or *Actions*

Home Control

Run Scenes and Actions

A Scene is a group of device actions you can set to run collectively. A Scene can be run on demand by tapping the Scene name in the **Run Scene** slide-up modal.

Similar to scenes, you can collectively set **All Lights** or **All Switches** to on or off from the **Actions** modal.

Scenes and devices can also be automatically triggered by Recipes based on time, security or device events. Recipes can created in the Recipes page within the app. Scenes and Recipes (also known as Event Schedules) can be created in the web portal from the Personalize Scenes and Event Schedules menus.

Switching Thermostats

If you have multiple thermostats, you can switch them by tapping the thermostat name in the page title

Quick Controls

Switch the Mode between *Cool*, *Heat* and *Off* and set Fan between *On* and *Auto*

Home Control

Setting Thermostats

Tap the up or down arrow to adjust the set temperature of your thermostat. The currently set temperature is displayed in the center of the circle, with an icon indicating the mode below it. The current room temperature is displayed on the outside edge of the circle.

The colour will change from red to blue so you can easily see if your thermostat is currently on HEAT or COOL mode.

By default, setting the thermostat higher or lower than the current room temperature will not cause the mode to automatically change. This matches the default functionality of most thermostats. In the Settings Climate page you can turn this functionality on if desired.
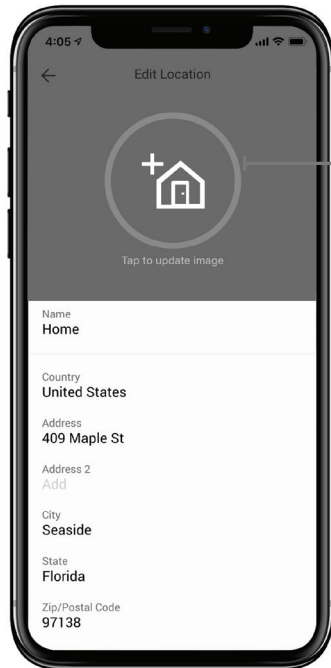
Add a Location Image

Tap the circle to take a photo or upload an image from your device.

Account Management

Manage Locations

The **Locations page** allows you to view the premises information on your account, including the premises name, address and premises phone number.

Edit User

Select user name to edit the user's settings.

Add a Profile Image

Tap the circle to take a photo or upload a profile image from your device.
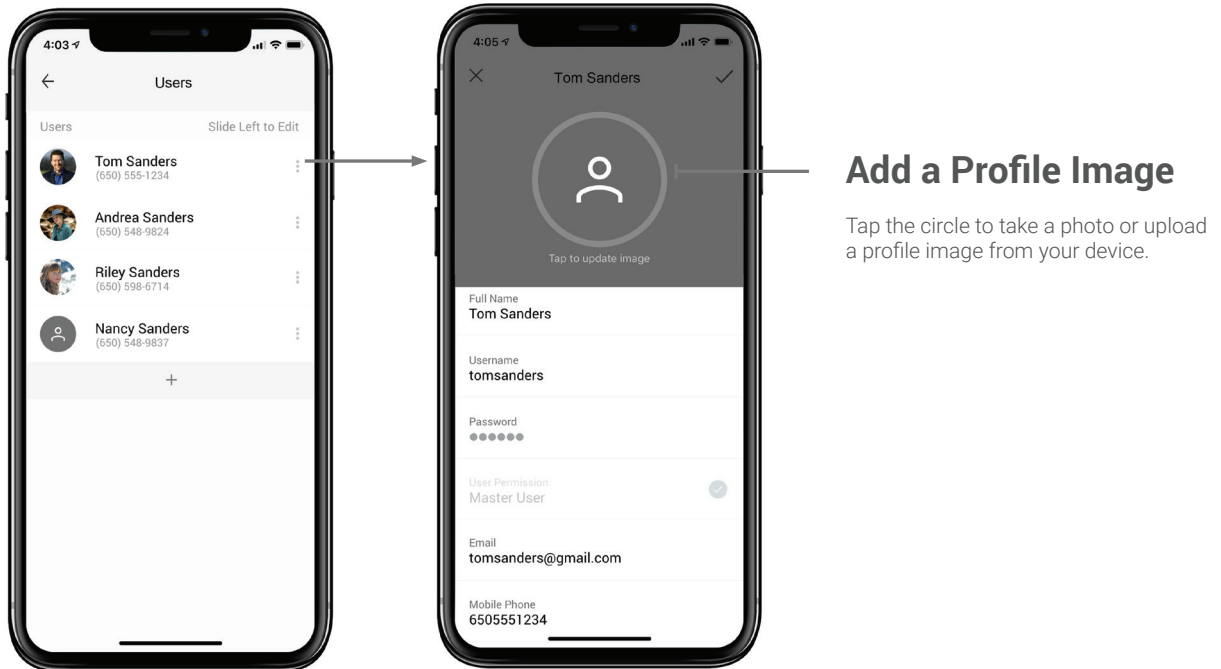
Account Management

Manage Users

The **Users page** allows you to manage the users on your account. Select a user to edit that user's settings.

From the user page, you can set the user's basic information such as **Full Name**, **Phone Number** and **Email Address**.

If you grant a user **Master User** permission they will have access to add, delete and edit users.

The **App User** section allows you to enter a username and password giving the user access to the app and portal.

The **Panel User** section allow you to assign a Pin code that the user will enter when accessing the security panel.

Notification settings can be set below by turning on the **Push Notification**, **Email** or **Text** notification methods. Text and Email notifications will be sent to the Phone Number and Email Address entered for that user.

Save a new user by clicking the checkmark in the top right corner of the page.

Delete Recipe ⊣

Slide from the left edge of
the screen to delete a recipe
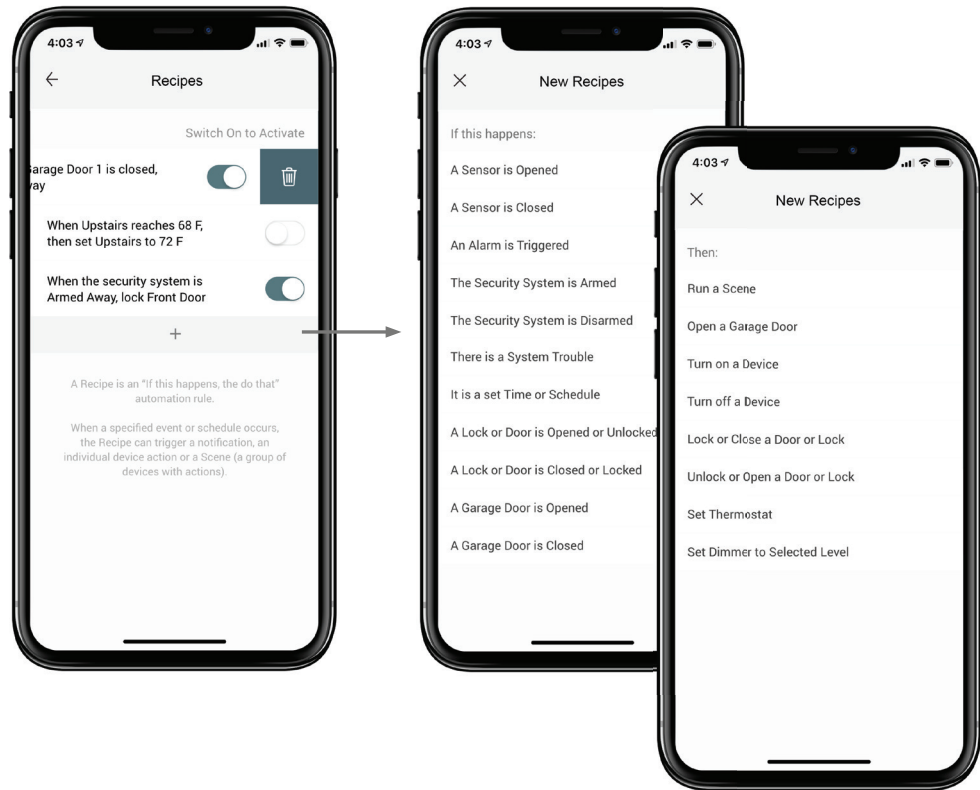
Automations
Creating Recipes

The **Recipes page** allows you to create and manage your "if this happens, then do that" automations.

You can turn on or off your existing recipes using the toggle to the right of the recipe description.

To create a new Recipe, tap the **+** button below the list of existing recipes. In the initial New Recipe page, select a trigger type from the **If This Happens** list. Once selected, select the specific device that your would like to initiate that trigger.

Once you have selected the "If this happens" trigger and device, select a "then do that" action from the **Then** list on the following page. Once you have selected the "then do that" action and specific device, user notification or scene you would like triggered, **save your recipe by tapping the check mark** in the top right corner.
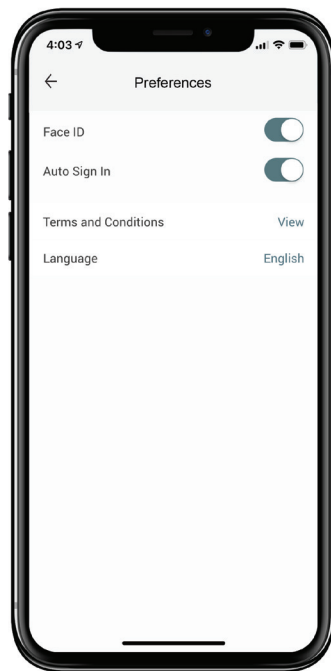
Switch Languages

Tap to switch between supported languages.

Settings

Setting Preferences

From the Settings page, under Preferences, you can manage how you sign into the app or switch which language the app is displayed in.

If Auto Sign In is turned on, the app will not require you to enter your password each time you open it.

If you select Touch/Face ID, the app will allow you to log in using the Touch/Face ID functionality on your device (where supported).

When Auto Sign In is selected, Touch/Face ID is disabled. Touch/ Face ID is recommended as it provides the most security and convenience. You can also use Touch/Face ID for disarming your security system (activate Touch/Face ID for disarming within the Security Settings).
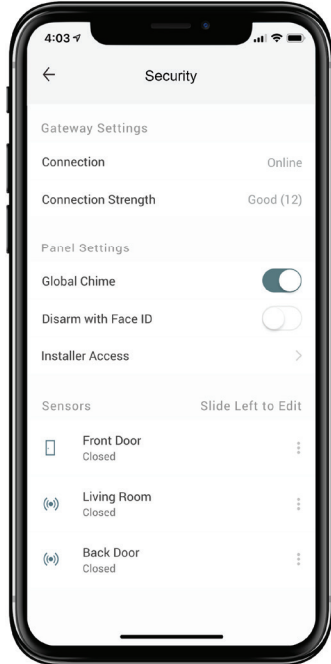
Disarm with Touch/Face ID

Touch/Face ID enables disarming your security
system without having to enter the pin code
(available on Touch/Face ID supported devices)

Settings

Security Settings

From the **Security** page in **Settings** you can view your security system, gateway/radio and sensors. The available
options will vary depending on your security system.

In the **Gateway Settings** section you can view the connection status of your Security System. It will display as Online
if connected to the interactive server. If using cellular connection, the signal strength will be displayed.

A list of your installed sensors will appear under the **Sensors** section.

The Gateway (called a Radio in some security systems) is the IP/Ethernet or Cellular communication device built into
your security system. The Gateway is what enables your security system and connected devices to communicate to the
interactive cloud and monitoring service.

Some options on this page will vary based on the security system installed.

Edit Device

Swipe from the right edge of the screen to reveal the edit and delete buttons.
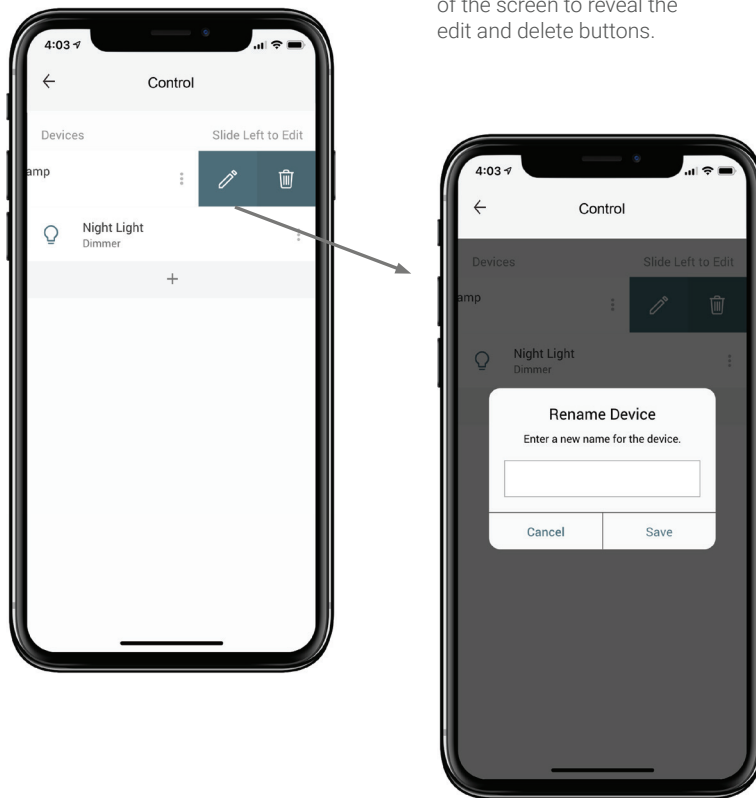
Settings

Control and Locks & Doors Settings

From Settings, the **Control** page lets you manage your connected devices such as lights and switches, while the **Locks & Doors** page allows you to manage connected door locks and garage doors.

From either page, swipe left from the right edge of any listed device to edit it. All devices have options to rename and delete the device.

Tap the **+** button below the device list to launch the add device wizard.

You can also add or remove Z-Wave devices from the Tools page in Settings. See Adding Devices for more information.

Temperature Scale

Switch between Fahrenheit and Celsius
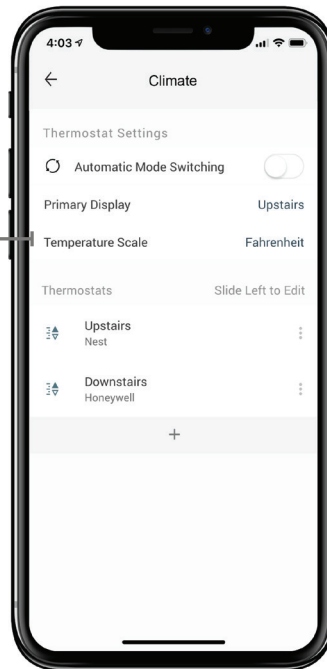
Settings
Climate Settings

From the *Climate* page in *Settings* you can manage your thermostats.

Automatic Mode Switching sets your thermostats to automatically switch between heat and cool when you adjust the temperature above or below the current room temperature.

If you have multiple thermostats, *Primary Display* allows you to choose which thermostat will display first when opening the app Climate page.

Swipe left from the right edge of any listed thermostat to rename or delete it, or tap the *+* button below the device list to launch the add device wizard where you can learn in a new thermostat.

Add Device

While Learn Mode is initiated
press the Bind Button on
your Z-Wave device
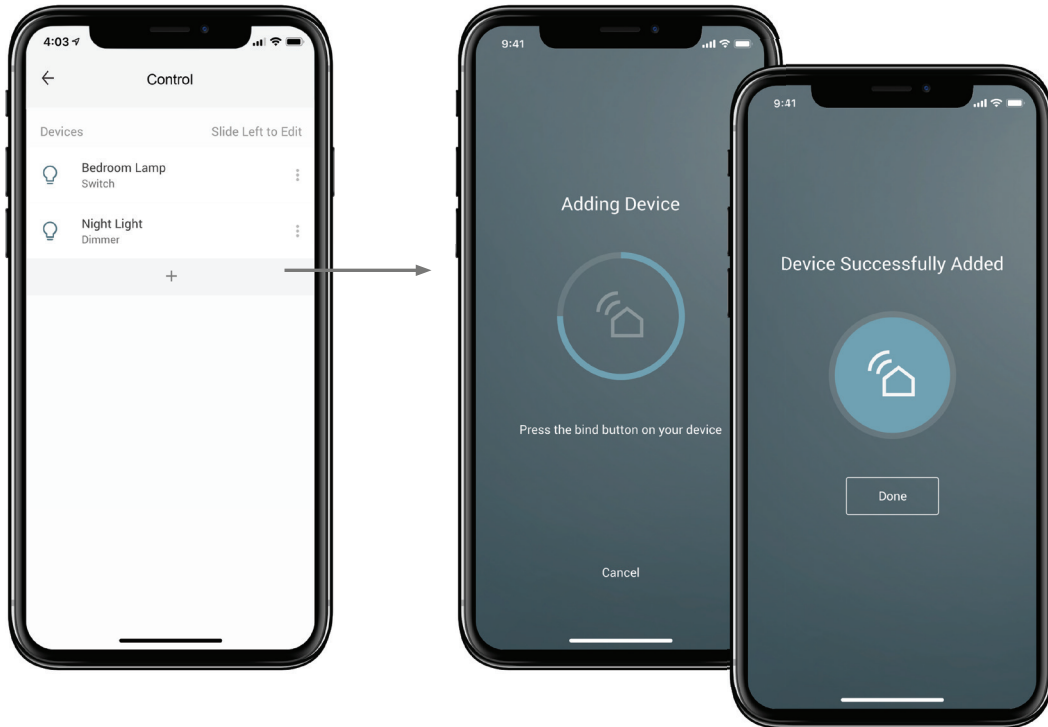
Settings

Adding and Removing Devices

The **Add Device** wizard can be launched from the Control, Locks & Doors, Climate or Tools page in Settings. The process is similar for all Z-Wave connected devices.

After the wizard initiates, it will go into **Learn Mode**. While in Learn Mode, make sure the device you are connecting is powered up, then locate and press the **Bind Button** (see manufacturer instructions if needed). Once pressed, the device will learn into your system automatically.

Once learned in, you can name your device to complete the process. Depending on the type of device, it will appear in the corresponding Settings and main app pages.

The **Delete or Remove Device** wizard is similar and will prompt you to press the Bind Button on your device to remove it.

If using a Z-Wave switch, simply plug in a lamp or appliance such as a fan to control remotely via the app. If your switch has a dimmer functionality, be sure to use this only on a supported appliance to prevent damage.

Sometimes devices may be physically lost, malfunctioning or already belonging to another Z-Wave network. In this case, use the Remove Device option under Tools in Settings, which will forcefully remove an erroneous device.