

Important Information Advisor[™] Sync Mobile Product Key

**Below is your unique AdvisorSync License for Mobile Devices Product Key.
Important, Confidential Information – Retain This Number for Your Records.**



Attention Dealer/Installer: Retain one copy of the key for your records. Provide the second copy to the end user for their records. It is recommended that it be affixed to the End User Manual or apply to back of the panel, etc.

Advisor™ Sync Mobile User Interface Installation Guide

EN

English: Installation Sheet

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 and the AdvisorSync License for Mobile Devices (P/N AV-MOBILE-SYNC). This document provides instructions on how to install and program mobile devices to use the AdvisorSync Mobile user interface to interoperate with an Advisor system.

AdvisorSync for mobile devices 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 distance, 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 Wi-Fi connection to the same network the Advisor panel is connected to.
- Mobile device with Bluetooth connection on and visible.
- 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), which is also accessible to the mobile device.

Installation Steps

Step 1: Mobile Device Setup

- 1.1 Connect the mobile device to the same Wi-Fi network which the AdvisorOne panel is connected to. If the AdvisorOne panel is not yet connected, perform that action first and return. **Note: The mobile device must be on the same Wi-Fi network as the panel. If not, the installation will not complete.**
- 1.2 Instruct the mobile device owner to download and install the Interlogix AdvisorSync Mobile from the device's app store (iTunes for Apple devices or Google Play Store for Android devices) on to the mobile device.
- 1.3 Ask the device owner to launch AdvisorSync Mobile; a screen asking to connect and/or enter data is shown. 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  on the lower left of the home screen.
- 2.2 Press **CONFIGURATION** to enter programming. Enter an installer or dealer code.
- 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 Enter the 16-digit product key from this instruction manual into the Advisor panel. Note that the panel will automatically adjust for case as letters are typed. Note that a Product Key can be registered and active only one time. To reuse a key, see the instructions on how to SWAP a product key to a new mobile device in the advanced section of this installation. Press **SAVE** when done.
- 2.6 Next add a dealer code (or dealer name), as well as a friendly name for the device/panel being added.
- 2.7 Instructions and information will be presented on the Advisor panel screen to now connect to 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, instruct the device owner to select Wi-Fi installation or Bluetooth, depending on how the device will be used. Typical mode is Wi-Fi, as it allows for most flexibility. If unsure, select Wi-Fi. For a Bluetooth only installation, skip to step 4. If the mobile device is not asking installation method, but only showing a box, then only Wi-Fi mode is assumed so proceed to 3.2.
- 3.2 On the mobile device have the device owner enter the IP address of the Panel. This value is displayed on the AdvisorOne screen at the bottom. The IP address will likely be something similar to 192.168.1.3. Note that periods must be entered.
- 3.3 The panel will automatically connect with the Mobile device and will register it with Interlogix. Note that if it does not complete quickly, observe the error messages and refer to the troubleshooting section of this install guide.
- 3.4 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 Enter a passkey (any number) on the Panel and accept it on the mobile device to ensure the correct device is being paired.

Step 5: All Done. Use AdvisorSync with Panel

- 5.1 The mobile device is now set up. Instruct the device owner to close, re-launch and comply with legal disclaimers. 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.

Manual Registration

If the automatic registration process fails, a manual process can be used.

If the Advisor panel is NOT connected to the internet or no electronic connection with the Advisor Mobile license server at Interlogix is possible, then the license registration can be completed by calling Interlogix Customer Service at **855-286-8889, option #5** during business, Pacific Daylight Time, 8AM – 5PM. The operator will ask for and provide information that must be entered into the Advisor panel to complete the mobile device registration process.

Troubleshooting

Cannot connect panel and mobile device over Wi-Fi

- Verify that the IP of the AdvisorOne panel is entered correctly into the mobile device when prompted for IP.
- Ensure that the mobile device is connected to the same Wi-Fi network as the Advisor panel. It may be that the devices are connected to different networks. They both have IP addresses, but it's not the same network.

Bluetooth scanning does identify 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.

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

- Validate that other apps can be obtained and downloaded to the mobile device. If other apps are accessible but Advisor Mobile is not, contact Interlogix support.

The AdvisorSync Mobile fails to register over the Internet or displays Invalid KEY message

- Double check that the AdvisorOne panel is connected to the Internet. Verify this by going to the main screen applications and seeing if Weather or Traffic is available. If the panel is connected and the problem persists, see the Manual Registration process of this manual.

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.

For manual registration, cannot locate the mobile device serial number

- Look up support for the mobile device. In many cases, the ID can be found in the "About" section for the device.

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.

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.

At the time of this writing, Android-based devices (such as the Galaxy from Samsung) utilize the Google Play Store (aka Play Store or formerly "Android Market"). Apple devices (such as iPhone, iPad, etc.) utilize the Apple Store. Note that other stores such as Amazon App store may provide support. Contact Interlogix technical support for the latest on online store support for AdvisorSync.

Worksheet

Advisor Panel Serial Number (settings / general/ about) _____

Advisor IP Address (settings / configuration/ interfaces / WAN) _____

Mobile Device Serial Number

Device 1 _____

Device 2 _____

Device 3 _____

Device 4 _____

Device 5 _____

Device 6 _____

Device 7 _____

Device 8 _____

Device 9 _____

Device 10 _____

Product Key Stickers. Place below a Product Key for safe keeping. Second copy should remain with owner of device.

Manufacturer Information

UTC Fire & Security Americas Corporation, Inc.
1275 Red Fox Road, Arden Hills, MN
55112-6943, USA

Contact information

For general information, see www.interlogix.com. For customer/technical support, see www.interlogix.com/customer-support or call +1 855 286 8889.

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

While every precaution has been taken during the preparation of this manual to ensure the accuracy of its contents, Interlogix assumes no responsibility for errors or omissions.

Note to Dealer / Installer

The following page is information intended for the user of the AdvisorSync application on a mobile device. Remove and separate the following page and leave behind.

AdvisorSync Quick 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 onto your mobile device by your security provider, 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 display the words to that effect.

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



Thermostats, Locks, Lights

These buttons allow the control (on/off, open close etc) of home automation devices (if installed)

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 will attempt to connect to the Advisor panel using the cellular connection of your phone.

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 and an upside down triangle, usually located near the bottom left. On Apple devices, the settings button can be accessed by pressing dealer logo button in the top right.

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/SMS. Enables which technologies the application uses to connect with the Advisor security system. For a device which is a mobile phone, select Cellular/SMS. By deselecting, the technology will not be utilized.

Exit. Press to close the application. When closed, commands cannot be sent / received. Alarm notifications will continue however.

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).