# APP OPERATION

Upon selecting the gateway you will enter **'Status'** section. In this section you can have an overview of all the cameras/sensors connected to the system and the real-time status of each, also you can carry out many important functions, such as arm/part-arm/disarm system, add/edit devices, view live-feed from cameras, control power switches, activate sirens. You can also navigate to other sections of the app by using the navigation bar.
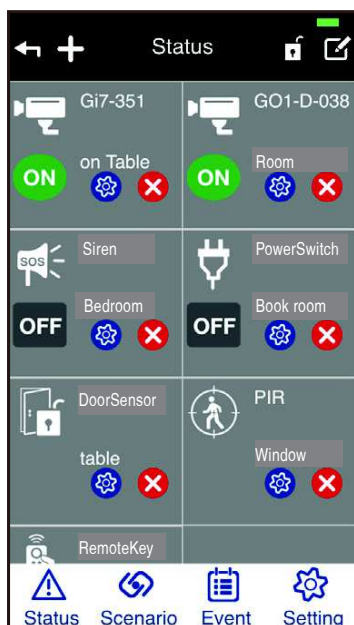
Status Page Diagram

Gateway Selection Section
Tap on the gateway preferred to enter
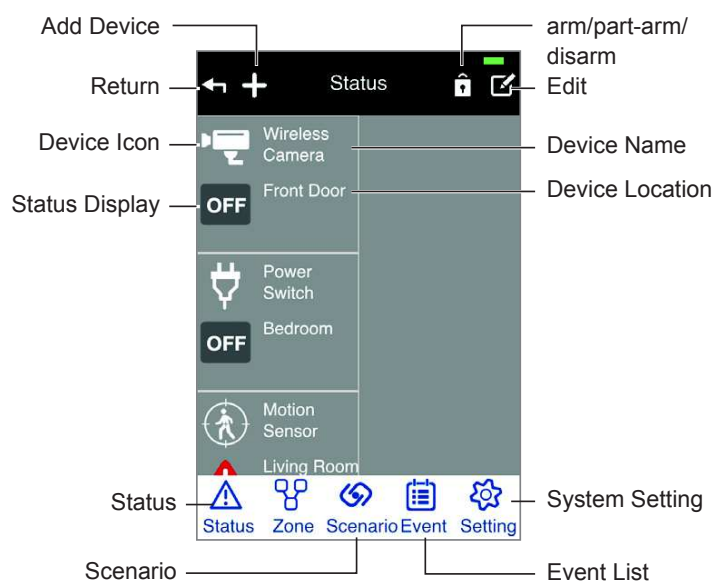
1. Status Indicator / Edit

The app displays device status using sharp contrast icons so you can clearly interpret and react to the situation/event.


Status Indicator		
	🔒	Door/Window Close
	🔓	Door/Window Open
	ON	Sensor On
	OFF	Sensor Off
	⚠️	Sensor Triggered
	🔋	Power Low
	❗	Tamper Alert
Edit Icon	❌	Delete
	⚙️	Edit Mode

Tap 'Edit' to enter Edit Mode and select the device. You can alter the name and location information, besides, for Power Switch you can setup Auto OFF timer (only effective for Scenario) and for Contact Sensor you can setup Entry Delay Time so after system armed the contact will not set off the system for 30 seconds. The user will then have 30 seconds to disarm the system.
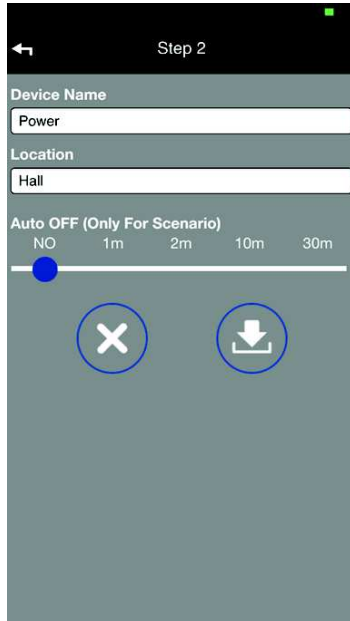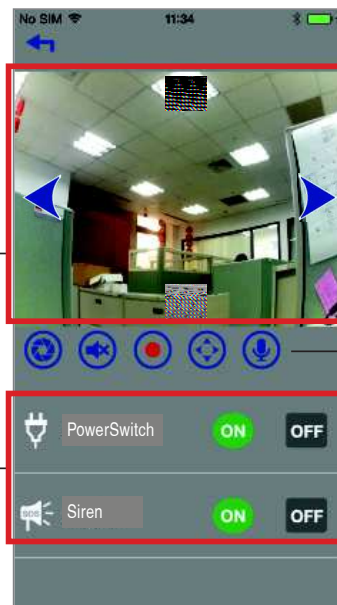

Control Camera

Tap on camera icon for live-view and control camera/sensor(s)
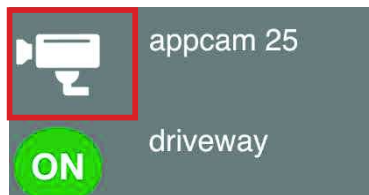
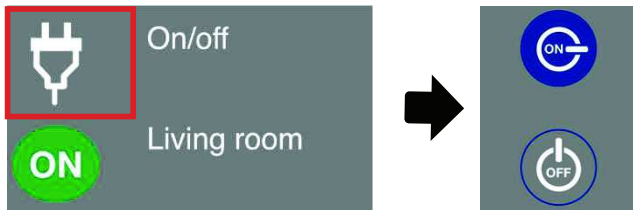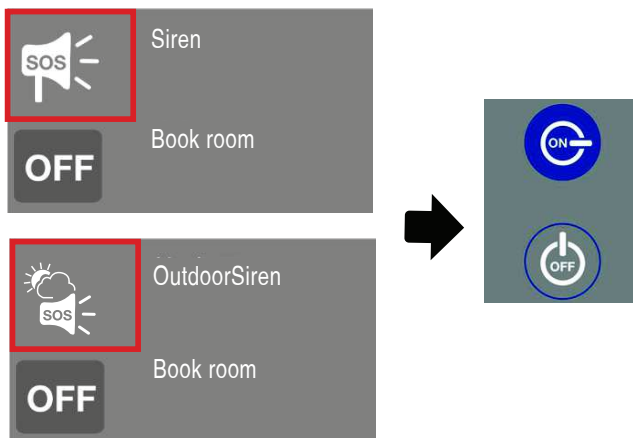|	
Snapshot	
Speaker	
Record	
Preset View-Points	
Microphone	

Control Smart Plug

1. Tap on Smart Plug icon to control selected Smart Plug

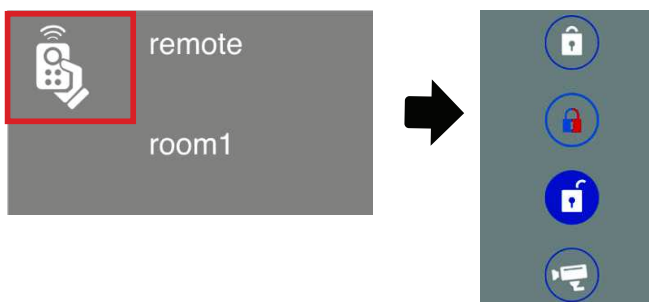2. Tap on **'On'** or **'Off'** to turn Smart Plug on or off

Control Indoor/Outdoor Siren

1. Tap on Siren Icon to control selected siren

2. Tap on **'On'** or **'Off'** to turn siren's alert sound on or off
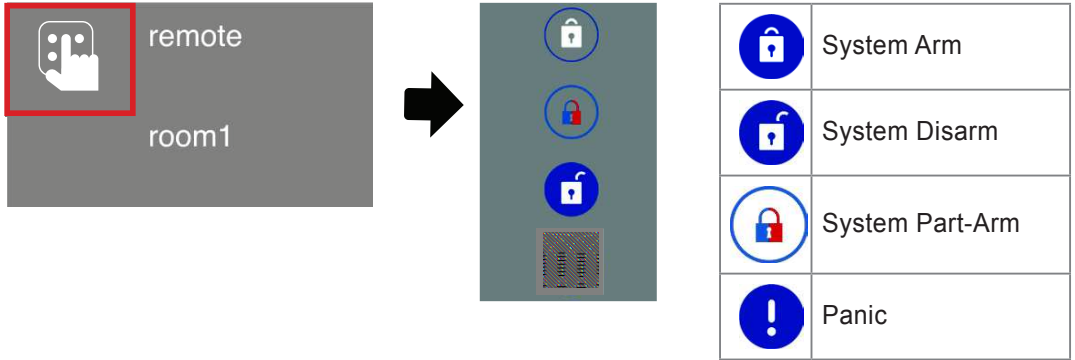
Control Remote

Tap on Remote Icon to activate in-app remote

	System Arm
	System Disarm
	System Part-Arm
	Camera Record
	Panic

See **'Scenario'** section for more details

Control RF Keypad

Tap on RF Keypad Icon to activate in-app control

Icon	
🔒	System Arm
🔓	System Disarm
🔐	System Part-Arm
❗	Panic

2. Scenario

Scenario

One-touch scenario

Sequence scenario

Both the **'One-touch Scenario'** and the **'Sequence Scenario'** are designed for system to carry out customized security functions after setup, such as activate single/multiple cameras and sensors for recording and alert. You can configure your own but just be reminded to "save" the settings.

One-touch Scenario

Allowing you to conveniently activate the preset security scenario functions with a single touch when required.
The one-touch scenario section has three default controls and they corelate with the control buttons on the remote controller. You can customize the content of each to fit your needs. After setup, the control buttons on the remote will carry out the same commands as the one-touch scenarios in the app.
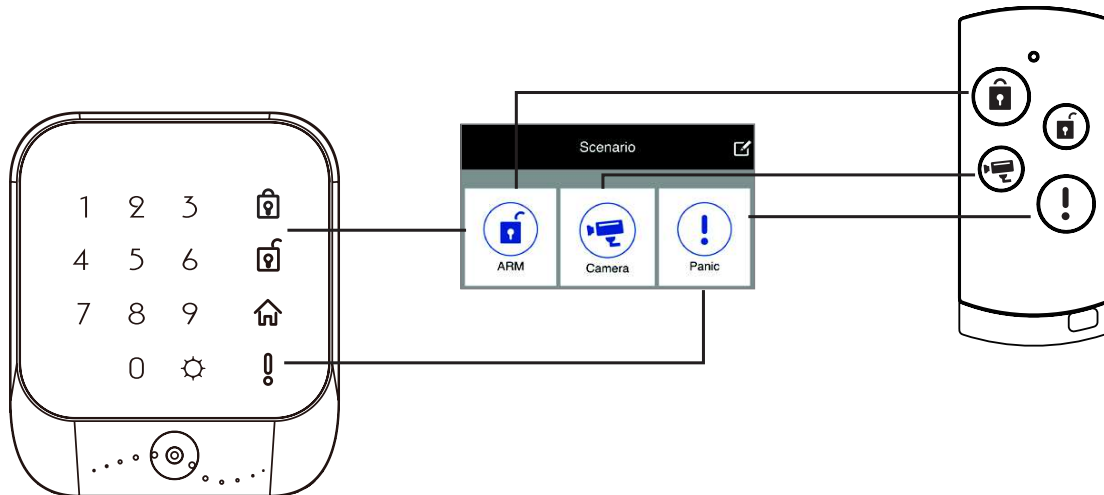
(A) ARM/PART-ARM/DISARM: Arm or Part-Arm preselected camera(s) and sensor(s). Select Disarm to disable system's Arm or Part-Arm status. Only after you have armed or part-armed the system, you will be able to receive Email/Push Notification (see System Setting/ for Notifications Setup details).

You will have 30 seconds to exit the premises after initiating the Arm or Part-Arm function.

(B) CAMERA: Activate selected camera(s) for sudden recording needs (apply to all and remote only).

(C) PANIC: Activate selected camera(s), siren(s) and smart plug(s) for emergency recording, alarm sound and/or lighting needs.

By default, the kit sensors will appear in the control group list AFTER you paired the sensors to the gateway box. Please follow the steps below to edit sensor list.

Additional Note on RF Keypad
You can control Arm/Part-Arm/Disarm Using RF Keypad to do so please follow instructions below to setup the RF Keypad.

1. First change the default RF Keypad password, to do so, tap ✿ and enter default password "1234" (The RF Keypad will beep twice indicating password correct and re-enter default password if incorrect password entered).

2. Enter "1" following with your new four digits password (The RF Keypad will beep twice confirming input).

3. Tap ✿ to save password setting.

Once the RF Keypad has been set, to ARM the system simply tap ARM or PART-ARM. To DISARM the system, tap DISARM once and enter the four digits password (The RF Keypad will beep twice indicating password correct and re-enter default password if incorrect password entered).

You can also use RF Tag(s) to disarm the system. Follow the instructions below to register RF Tag(s) with Keypad (it is recommend to first setup new password for the RF Keypad before attempting register RF Tag(s) with Keypad).

1. Tap ✿ and enter the password (The RF Keypad will beep twice indicating password correct and once for incorrect password - reinter default password if incorrect password entered).

2. Place the RF Tag (one at a time, maximum 8) to the RF detect area (The RF Keypad will beep twice indicating registration complete).

3. Tap ✿ to save RF Tag pairing.
   To unregister RF Tag(s) with Keypad, follow steps 1-3.

Number Area

Program Icon

RF Detect Area
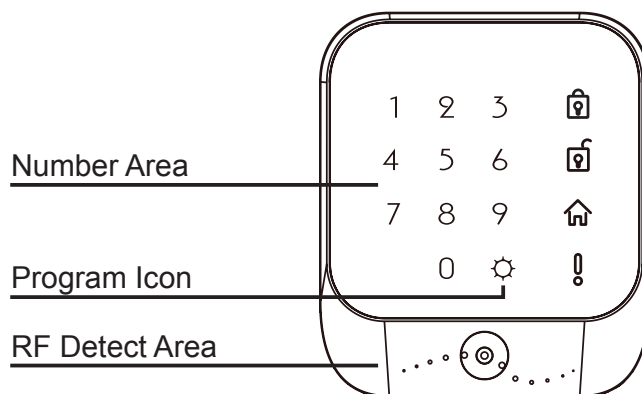
Setup the One-touch Scenario
To setup customized one-touch scenarios (ARM/Camera/Panic), please go to the Scenario section and follow the steps below:

1. Tap 🖉 to activate the edit mode.
2. Tap ✿ with one-touch sceario you wish to edit.
3. Rename the one-touch scenario if you wish to do so. Check and tick mark the items you wish to include for Arm/Part-Arm, Camera and Panic scenario. Only the items selected will be activated.
4. Tap ⊕ to complete setup or ⊗ to exit setup.
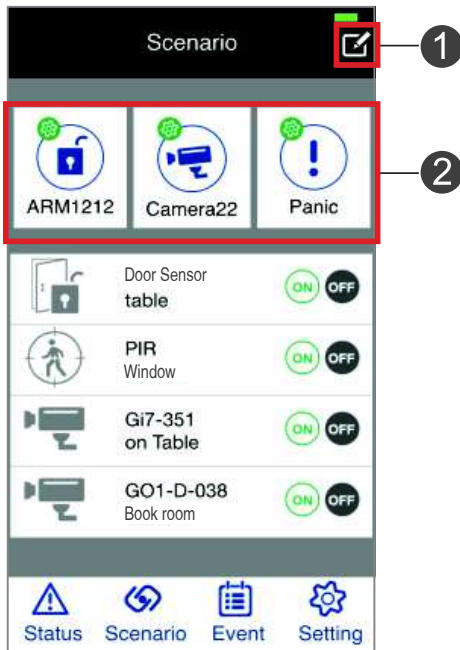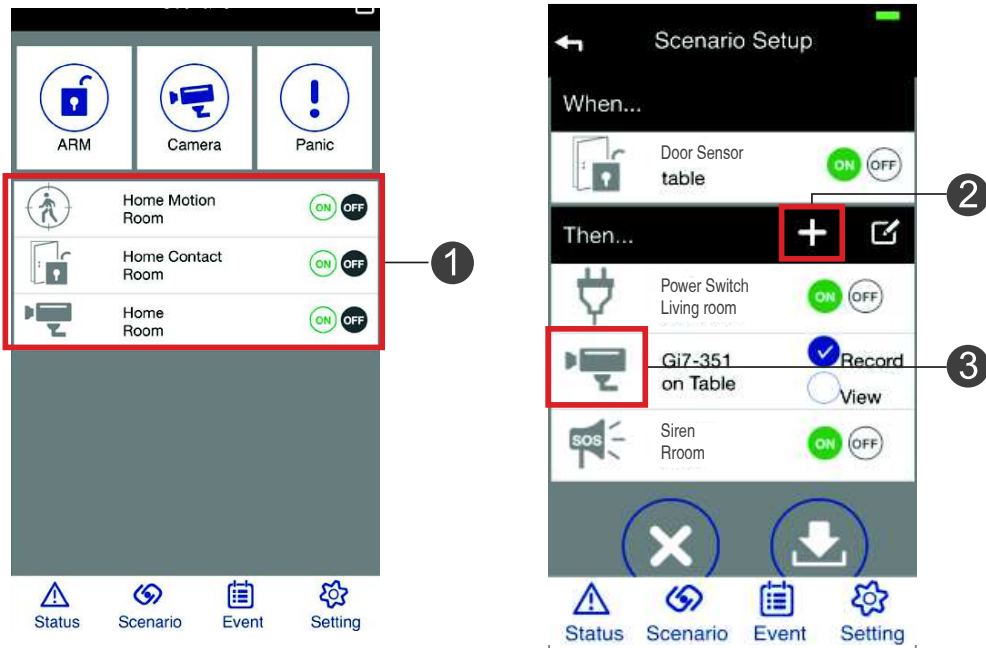
Sequence Scenario

Allowing the system to automatically react to the sudden situation and carry out other pre-defined tasks. For example, once the motion sensor detects motion, the camera will begin recording and the light turns on.

To setup the sequence scenario(s), please go to the Scenario section and follow the steps below:

1. Tap to select one of the **'initiator'** (When...) from the list (example: door/window contact).
2. From the list. tap ✚ to select the **'follow-uper'** (Then..., example: camera).
3. You can continue (tap ✚) to include more **'follow-uper'**. Tap ⊕ to complete the setup or ⊗ to exit setup.

With the example sequence scenario, once the door/window contact (initiator) detects movement, the camera (follow-uper) will automatically begin recording, light turn on and the siren go off.

Enable for scenario to function properly, please make sure the sensor(s) in the list is activated (a). For camera, you would want to check mark the 'Record' so camera will record video and **'View'** for auto video screen popup (b). Without SD card inserted, you can only view but not record the video fooatge.

How to activate/deactivate the scenario:

Go to the Scenaio setup page and tap on **'On'** to activate the selected sequence scenario, or **'Off'** to deactivate the selected sequence scenario.
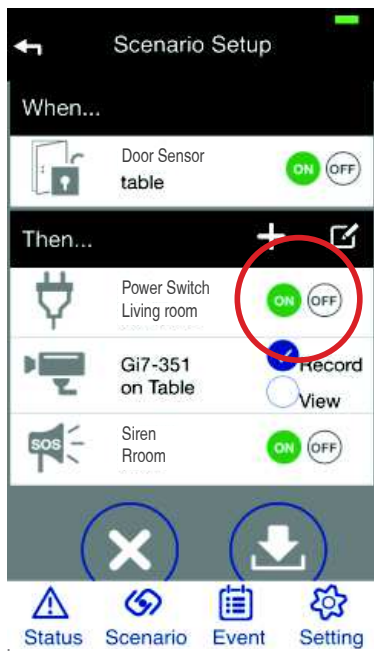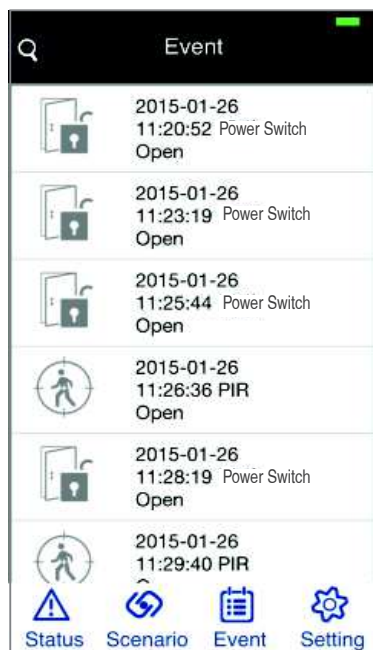

Note: System will take about 10 seconds to be fully ready to deploy the scenario application after activating the scenario.

Note: The system will not send out any Email Alert or Push Notification when Sequence Scenario is in action.

3. Event List

Event

All triggered events are recorded and displayed here in the **'Event'** section. To identify exactly which sensor was triggered, including the time and the date. You can review recorded video file by tapping on the camera triggered event. You can also do in App event download by tapping the edit button on top right. Then tap the event or video you want to download. One download at a time.

4. Setting

The system setting contains various options allowing you to setup/configure the system details. The default admin password is **'123456'**.
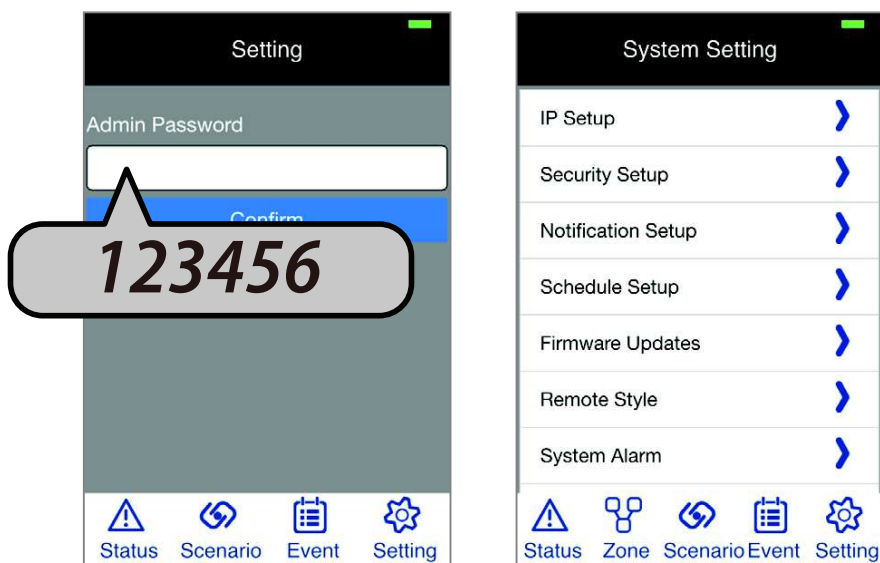
Setting

Note: Only the user who has the admin password can alter the SHC system settings. Please change the default password to your admin password immediately.
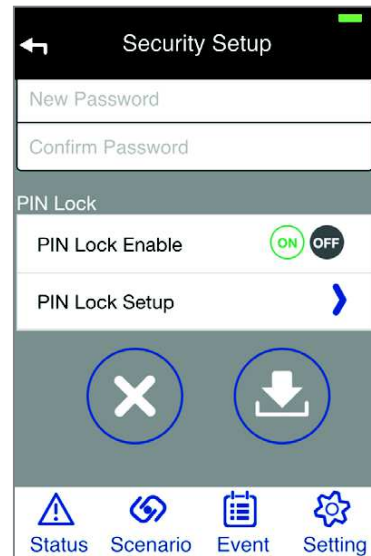
IP Setup

Setup the Internet protocol settings for the system. This tick DHCP and all will be done itself.

Security Setup

Here you can alter the system's default **'Security Code'** and **'Admin Password'**. Also you can enable/disable and setup the PIN Lock for the app. Once setup and enabled, you will need to enter the PIN Lock code everytime to enter the app.

Notification Setup

Here you can turn On/Off the Email Alert and Push Notification. Enable for the Email Alert to function properly you will need to enter an effective email address.

Both Email/Push Notification are available for system Arm, Disarm Part-Arm and trigger events generated from camera, motion sensor and door/window sensor selected in the ARM/PARTARM/DISARM scenario section.
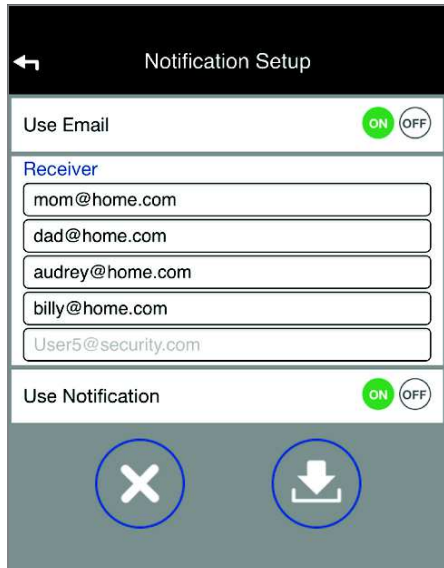

Note: For iOS app, if you turn off the Notification function here, you and others will not be able to receive any puch notification, even you have turned on the notification function in the notification section of the iOS system setting.

Schedule Setup

This is designed specifically for the smart plug. After setup the selected smart plug(s), they can turn on/off accordingly. Please follow the steps below to complete setup:

1. From the list, tap the swtich you wish to setup.
2. Tap ✚ to begin setup.
3. Tick the days.
4. Define **'start'** and **'end'** time.
5. Tap 🔽 to complete setup or ✖ to exit setup.
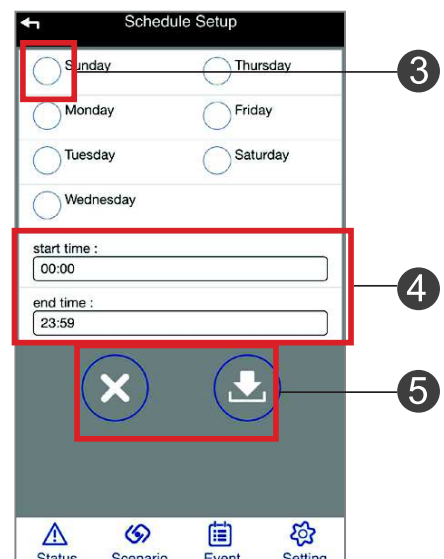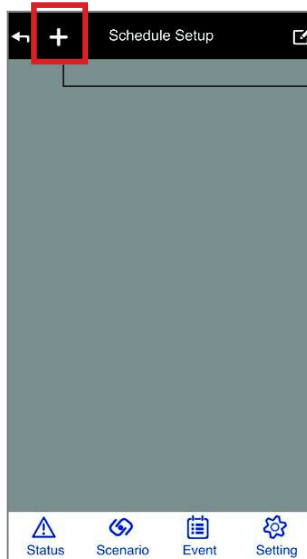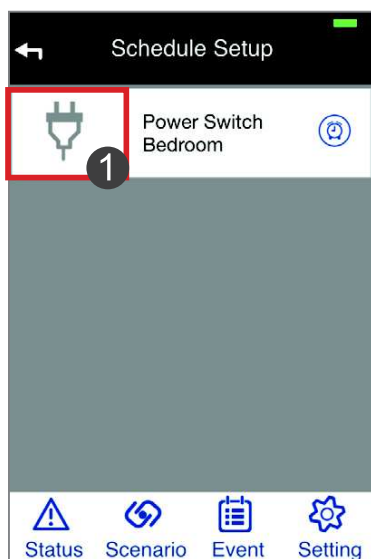
For Smart Plug, you can also select Random On/Off. This is good for creating "someone is home" scenario to deter possible intruders.

Note:
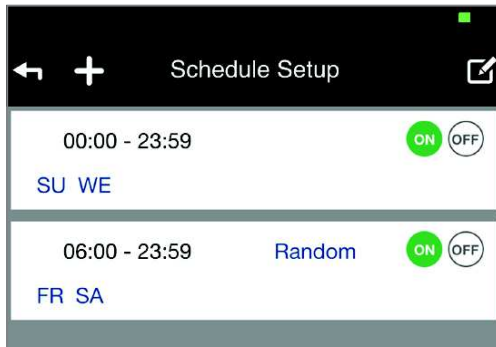Since the system automatically synchronizes its clock with Network Time Protocol (NTP) via internet therefore the SHC schedule setup will not operate normally if the system is not connected to the internet.

Network Time Protocol (NTP) is a networking protocol for clock synchronization between computer systems over packet-switched, variable-latency data networks.

Firmware Updates

Here you can check to see if any new updates are available. To begin, tap on **'Download'** and if new update is available, popup screen will ask you if you wish to proceed, select **'Yes'** and the app will automatically download and install the new update. The gateway will then auto-reboot and beep twice when done.
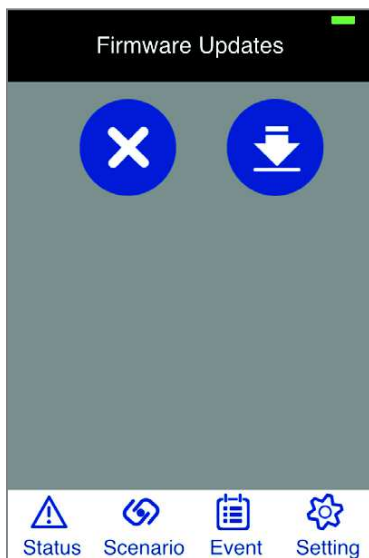

Note: Please do not shut off the gateway or unplug the Ethernet cable connected to the gateway during the update.

Remote Style

The **'Remote Control'** mode is designed for easy operation. The control functions are the same as the **'One-touch Scenario'** and the remote controller.

Once you activate the function, next time you launch the app the screen will only display the **'Remote Control'**. To deactivate, go to system setting and deactivate the function in the **'Remote Style'** section.
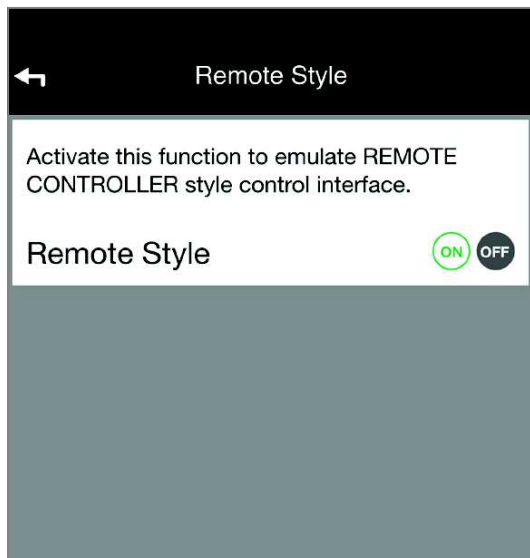
Advance Control

Here you can turn on the **'Zone'** function. This function is for advanced user only. The **'Zone'** function can control camera(s), smart plug(s) and can be activated/deactivated with one sigle touch. You can have up to 9 Zone controls, with each customized to fit your needs. To activate the **'Zone'** function, please follow the steps below:

1. Go to System Setting, in the **'Advance Control'** section, turn on the **'Advance Control'**.
2. The **'Zone'** control function will appear at the bottom navigation section after exiting System Setting.
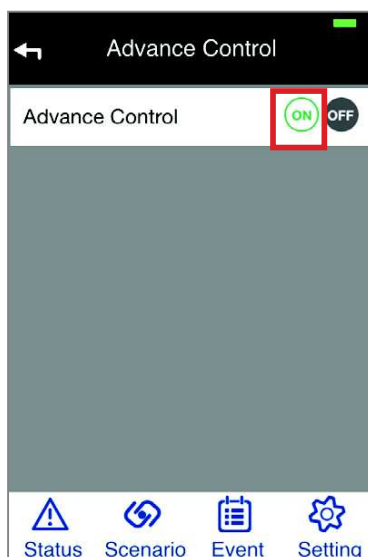
To setup the **'Zone'** control, please go to **'Zone'** section follow the steps below to complete the setup.

1. Tap ➕ to begin.
2. You can personalize the Zone name.
3. Tick the camera(s) and/or smart plug(s) you wish to include for control.
4. Tap ⊕ to complete the setup or ✖ to exit setup.
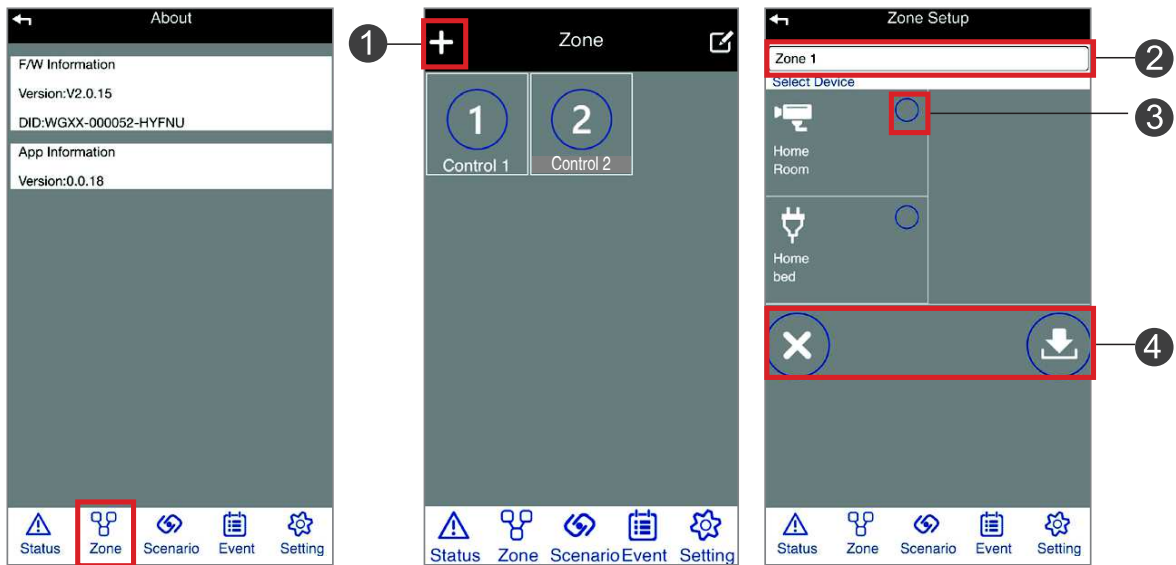
About
You can find here the system ID (DID), firmware and APP information. You will need these info for technical support.

ADDITIONAL USEFUL FEATURE

Using the Smart Plug as Repeater - Repeater Setup

To Activate the Repeater Function of your Smart Plug

First make sure the Smart Plug and the end Sensor has been successfully paired/connected to the system gateway. See "Sensor Pairing" section for more details.

Step 1
Press/hold the button located on the front of the smart plug until the LED begins to flash in blue and orange.

Step 2
While the LED on smart plug is flashing blue and orange, activate the pairing mechanism on the end Sensor. The LED on smart plug will turn steady orange indicating the repeater pairing process has complete.

> **Note:**
> You will not be able to control the end Sensor if the smart plug(repeater) is unplugged. Reinstate the Smart Plug to regain the control and communication between gateway and end Sensor.
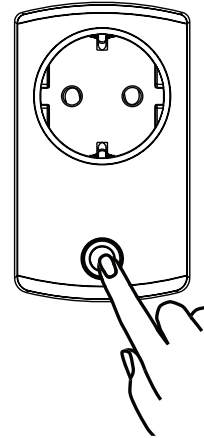
To Deactivate the Repeater Mode

1. Unplug the repeater Smart Plug.
2. Press and hold the button in front of the Smart Plug and plug the Smart Plug back to the outlet with the button pressed, do not let go of the button until the LED begins to flash (blue).

The LED indicator on the original repeater Smart Plug now should light up in blue, indicating the repeater function has been deactivated.

Both Smart Plug and the end sensor will require re-pairing with Gateway to resume their normal operation. Please see 'Sensor Pairing' section for more details.

TROUBLESHOOTING

Problem	Possible Cause / Possible Solution
The gateway box is not working	- Check the AC power adapter. Make sure it is correctly plugged. - Check the Ethernet cable. Make sure the connector is plugged in the Ethernet socket and the other end plugged into the router.
The sensor is not functioning	- Check the battery polarity and make sure the battery has enough power to function correctly. Replace the batteries if necessary. - Make sure the gateway box is powered on. As a control center of the system, it should be left powered on all the time. - Sensor malfunction. Pair the sensor to gateway again.
Low Battery	- The batteries that power the sensor is in low-power status. Replace the batteries for the sesnor(s).
Cannot remotely connect to the system from mobile device	- Check the Internet status LED above the Ethernet cable. The orange LED indicates the network socket is powered on. The green LED indicates the network status. If the Green LED becomes STEADY GREEN instead of flashing, it means the network fails. Please make sure the router is functioning well, re-connect the Ethernet cable and power on the gateway box again.
What should I don if I forget the password or network configuration setting?	- Press the Reset button (located beside the power socket).