**Introduction**  
The Uplink Remote interface allows security system customers to remotely control their security panels from a computer or smart phone that has Internet access. Customers can arm and disarm sensors, view video recordings, control home automation features (such as lighting and temperature), and manage security system users.

This guide provides instructions on how to use Uplink Remote 2.2 to control your home or business security system.

**Scope**  
This guide is intended to instruct customers how to use Uplink Remote to control their home or business security system.
Logging In
To log into Uplink Remote, navigate to the following URL:

http://www.UplinkRemote.com

You will see the following login screen”

![Login Screen](image_url)

Figure 1 – Login Screen

Enter your login credentials and click the **Sign In** button.
User Interface

The following image shows the main user interface. From this screen, you can control your security panel, and view video recordings (if video cameras are part of your security configuration).

Arm or disarm your system.

The main screen allows you to quickly arm or disarm your system. The following image shows that the system is armed:

Figure 2 – User Interface

Figure 3 – Armed Away
The navigation buttons allow you to perform the following functions:

- Home – Return to the Home Page
- Cameras – View video and start recording (if cameras are installed)
- Controls – Manage security and home automation controls
- Event History – View system event history
- Weather – View local weather
- Accounts – View and manage account information

**Home Page**
Click the Home button to return to the Arm/Disarm screen:

![Home Screen](image)

**Figure 4 – Home Screen**

**Cameras Page**
The Cameras Page allows you to view a live video view, you can view the history of your recordings, or you can start a recording manually. An automatic recording is triggered when the cameras detect motion.

Videos are saved for a specific period of time, depending upon the service plan you have. There are three service plans available. These are:

- **Gold** - This plan saves 2GB of video. This amount is equivalent to approximately 30 days with typical use
- **Silver** - This plan saves up to 500MB of video. This amount is equivalent to approximately 7 days with typical use.
• Bronze - This plan does not save video. You can only view your videos “live.”

**Note:** Once video is deleted from the system, it cannot be recovered. If you need to preserve your video, download it to a local system.

When you click on the **Cameras** button, you will see a screen similar to the following:

![Figure 5 – Live View of Video Cameras](image)

The above image shows the current live view of the video cameras. The camera is not constantly recording; when the camera detects motion, it is triggered to start recording.

If you want to manually record, click the button that says **Start Recording** at the bottom-right of your screen.

![Figure 6 – Start Recording Button](image)
To view the videos that have already been recorded (if you have the appropriate service plan) click the History link. You will see a screen similar to the following that displays the recorded video:

![Video History](image)

**Figure 7 – Video History**

Scroll down to see all video that has been recorded.

Below each clip is the option to download that clip.

![Video Clip with Download Option](image)

**Figure 8 – Video Clip with Download Option**

The file will be downloaded in MP4 format.
Controls Button

Click the Controls button to manage the sensors and other controls that make up your security and home automation system. Depending upon how your system is configured, and which components are installed, you will see a screen similar to the following:

![Figure 9 – Controls Screen](image)

You can choose to display the sensors by group, by category, or by type.

Make your selection by clicking the dropdown menu:

![Figure 10 – Display Dropdown Menu](image)
Events History

Click the Events History button to view a list of events that occurred during a specified time period. You will see a screen similar to the following:

All alarm system events are listed on this page. Enter the date range of the events you’d like to view. If you’d like to display more entries per page, edit the value at the bottom.

You can export the data from this page to a CSV spreadsheet. Simply click the Export to CSV button.
Weather
Local weather conditions are displayed based on the zip code that is entered in a customer’s account information. If the zip code needs to be updated, you need to ask your dealer to make that change.

Figure 12 – Weather Information
Accounts

The Accounts button displays account information for the user. This includes the following sub-menu selections:

- My Account
- Manage Users
- Manage Cameras
- Notification Schedule
- Alarm System Information
- Mobile Application
- FAQs

My Account

The My Account page contains your contact information. On this screen, you can also change your password.

Figure 13 – My Account
Manage Users

Manage Users allows you to add and remove users who can manage security system and home automation controls.
To add a new user to your security system, click the **New User** button. You will see the following screen:

![Add New User Screen](image)

**Figure 15 – Add New User**

Enter all relevant information into the relevant fields. Under the **Notifications** section, choose which notifications you’d like to have sent to the user, and whether they’ll be sent via email or text message. Click the **Add** button when the form is complete.
To edit a user’s settings, click the **Edit** button next to their name. The screen to edit a user’s information is the same as the **New User** screen.

To suspend a user’s ability to control the security system, click the **Suspended** check box, located in the Personal Data section.

![Suspended](image)

**Figure 16 – Suspend User**

**Manage Cameras**

The **Manage Cameras** screen displays the cameras that are part of your security system. Your dealer will add new cameras to the system, and you can view or edit the properties.

![List of Cameras](image)

**Figure 17 – List of Cameras**

Click the **Edit** button to view or edit the properties:

![Edit Camera](image)

**Figure 18 – Edit Camera**

On the previous screen, you can change the name of the camera, and choose the associated alarm system. The **Hide Video From Dealer** check box allows you to not allow your security system provider to view the video that your cameras record. You can also configure the wireless network that the camera should connect to. Click the **Configure Wireless** button. You will see the following screen:
Figure 19 – Configure Wireless Settings

Enter all of the necessary information regarding your wireless network, so your camera can connect to it.

Notification Schedules

The Notification Schedules page allows you to receive notifications when the alarm system is armed and disarmed. You can configure a specific schedule to include start times and end times, and specific days of the week.

Figure 20 – Edit Notification Schedule
Panel Information

The **Panel Information** screen allows you to view the sensors and devices that make up your security system. The following view displays the Security and Safety Sensors, and the Automation Devices that make up your system:

![Figure 21 – Sensors and Automation Devices](image)

<table>
<thead>
<tr>
<th>Remote ID</th>
<th>Description</th>
<th>Group</th>
<th>Type</th>
<th>Current Status</th>
<th>Current Value</th>
<th>Notify on change?</th>
<th>Battery %</th>
<th>Last Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-001</td>
<td>Baby's Deck AC</td>
<td>Beta t</td>
<td>Door / Window</td>
<td>Active</td>
<td>Closed</td>
<td>N/A</td>
<td></td>
<td>Oct 13, 2014 09:55 AM</td>
</tr>
<tr>
<td>1-002</td>
<td>Living Room Motion</td>
<td>Beta t</td>
<td>Door / Window</td>
<td>Active</td>
<td>Closed</td>
<td>N/A</td>
<td></td>
<td>Oct 14, 2014 10:35 AM</td>
</tr>
<tr>
<td>1-003</td>
<td>Courtyard Image Sensor Refrig</td>
<td>Beta t</td>
<td>Door / Window</td>
<td>Active</td>
<td>Closed</td>
<td>N/A</td>
<td></td>
<td>Oct 09, 2014 01:52 PM</td>
</tr>
<tr>
<td>1-004</td>
<td>Foyer Girl's Theater</td>
<td>Beta t</td>
<td>Door / Window</td>
<td>Active</td>
<td>Closed</td>
<td>N/A</td>
<td></td>
<td>Sep 02, 2014 11:45 AM</td>
</tr>
<tr>
<td>1-005</td>
<td>Carbon Monoxide Alarm</td>
<td>Default</td>
<td>Carbon Monoxide Detector</td>
<td>Active</td>
<td>Idle</td>
<td>N/A</td>
<td>Not Yet Reported</td>
<td></td>
</tr>
<tr>
<td>1-006</td>
<td>Balcony</td>
<td>Beta t</td>
<td>Door / Window</td>
<td>Active</td>
<td>Closed</td>
<td>N/A</td>
<td></td>
<td>Oct 10, 2014 01:55 PM</td>
</tr>
<tr>
<td>1-007</td>
<td>Glass Break</td>
<td>Default</td>
<td>Door / Window</td>
<td>Active</td>
<td>Closed</td>
<td>N/A</td>
<td></td>
<td>Not Yet Reported</td>
</tr>
<tr>
<td>1-008</td>
<td>Storage</td>
<td>Default</td>
<td>Motion Detector</td>
<td>Active</td>
<td>N/A</td>
<td>N/A</td>
<td>Not Yet Reported</td>
<td></td>
</tr>
<tr>
<td>1-009</td>
<td>Panic</td>
<td>Beta t</td>
<td>Door / Window</td>
<td>Active</td>
<td>Closed</td>
<td>N/A</td>
<td>Not Yet Reported</td>
<td></td>
</tr>
<tr>
<td>1-010</td>
<td>Belt Children's</td>
<td>Default</td>
<td>Door / Window</td>
<td>Active</td>
<td>N/A</td>
<td>N/A</td>
<td>Not Yet Reported</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Remote ID</th>
<th>Description</th>
<th>Group</th>
<th>Type</th>
<th>Current Status</th>
<th>Current Value</th>
<th>Notify on change?</th>
<th>Battery %</th>
<th>Last Report</th>
</tr>
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<tbody>
<tr>
<td>2-015</td>
<td>Deadbolt</td>
<td>Default</td>
<td>Door Lock</td>
<td>Active</td>
<td>Locked</td>
<td>[Unlock]</td>
<td>70%</td>
<td>Oct 13, 2014 02:00 PM</td>
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<tr>
<td>2-019</td>
<td>Kwikset</td>
<td>Default</td>
<td>Door Lock</td>
<td>Active</td>
<td>Locked</td>
<td>[Unlock]</td>
<td>0%</td>
<td>Oct 13, 2014 03:00 PM</td>
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<tr>
<td>2-022</td>
<td>Light's Test 3D</td>
<td>Beta t</td>
<td>On / Off Switch</td>
<td>Active</td>
<td>Off</td>
<td>[On]</td>
<td></td>
<td>Oct 09, 2014 02:17 PM</td>
</tr>
</tbody>
</table>
Please note the selection noted **Send Weather Alerts to Panel**. The following options are part of this menu:

![Send Weather Alerts to Panel Menu](image)

**Figure 22 – Send Weather Alerts to Panel Menu**

The above menu allows you to select the type of weather alerts that are sent to the panel. You will hear an audible alert every time weather updates are sent to the panel. Select the weather alerts that you wish to receive from the menu.

The following view displays groups and keypad users. Groups are useful if you’d like to see certain sensors grouped together. Click the **Add New Group** button to create new groups. Keypad Users are simply “nicknames” that are used to identify users on the panel.

![Sensors and Automation Devices](image)

**Figure 23 – Sensors and Automation Devices**

You can edit the number of keypad users by using the arrow to the right of the field. Click the name of the keypad user to change the name. You can configure up to 64 keypad users.
Mobile Applications
A mobile version of Uplink Remote is available for iPhone and Android phones. The operating system versions supported are iOS v. 6 and higher, and Android v. 4.1 and above.

Figure 24 – Mobile App QR Codes

FAQs
The FAQ page lists frequently asked questions and their answers.

Figure 25 – FAQ Page
### Revision History

<table>
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<th>Rev. #</th>
<th>Change Made</th>
<th>Date</th>
<th>Editor</th>
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<td>Rev 3</td>
<td>Made updates for web app update.</td>
<td>9/25/2015</td>
<td>DWindsor</td>
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<tr>
<td>Rev 2</td>
<td>Updated title page; updated video service plans</td>
<td>2/17/2015</td>
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<td>11/07/2014</td>
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<td>Initial Draft</td>
<td>10/14/2014</td>
<td>DWindsor</td>
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