ELDES SECURITY APP

QUICK GUIDE

EN

Contents

1. INSTALLATION

To begin using new Eldes Security app, you will have to:
- visit Google Play store (Android) or App Store (iOS) and download the application
- After you download it, please install the applcation on your smartphone
- When the installation process is completed launch the app


2. REGISTRATION

You will be brought to the login screen and there you'll have to sign up (first time registration) or log in (if you have registered before).
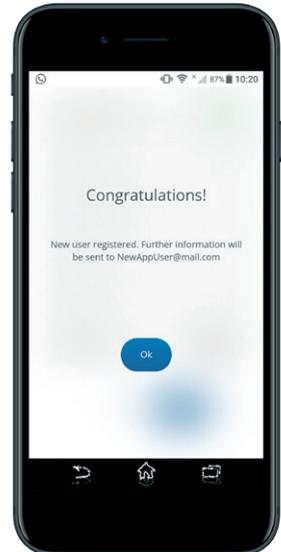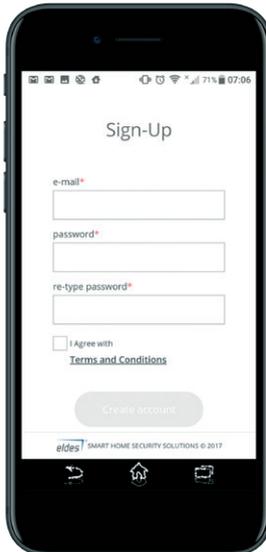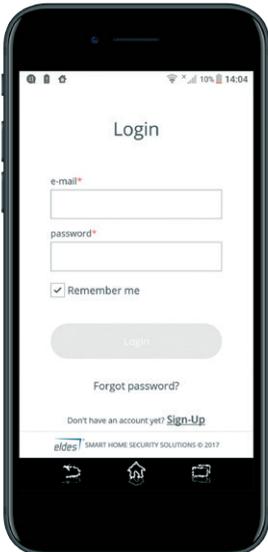
After you sign up, go to your email (which has been indicated in the registration form), where you'll find the account confirmation link to confirm the registration (if you can't see the link, please check **SPAM** or **JUNK** folders!). After confirmation process is done (you've followed the link), a message on the confirmation page will appear.
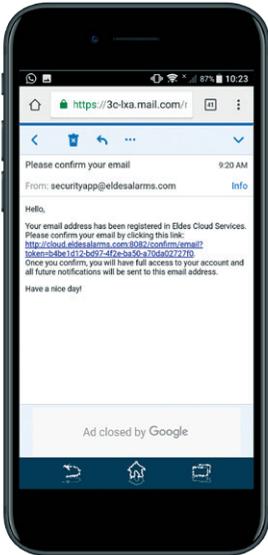
Configure everything with a help of our Eldes Utility programming software.

3. ENABLING ELDES SECURITY APP ON ALARM PANEL

In order to configure everything correctly, download Eldes Utility software from the link below and install it:
https://eldesalarms.com/product/eldes-utility-tool/

After installation is completed, launch Eldes Utility software and proceed with the following configuration:

- Enable Eldes Cloud services option (switch the option ON). It may be done via Eldes Utility software: go to Cloud Services and enable Eldes Cloud Services option; alternative method is to send an SMS command **XXXX SMART:ON** (substitute **XXXX** with your SMS password, eg. 1111 SMART:ON).
- Choose the preferred communication method (select GPRS or LAN). **! ATTENTION !** It is must to use SIM card for the first time registration to App. After registration is complete, you can change it to LAN or leave it on GPRS.
- Enter APN details if required by your mobile operator.

| **!** | **PLEASE NOTE** that Eldes Security app work/response delay time will be affected if SMS Notifications and CMS (ARC) section are be turned ON. |

| **!** | Remember to save your changes by clicking on the option **Write settings.** |

4. LAUNCHING THE APP

When everything is done, open your application and sign in. In the Login page, please enter your email and password details, which you have inscribed during the registration process.

You may also enable **Remember me** option to stay permanently logged in (until you opt to log out manually).

4.1. HOW TO RESET YOUR PASSWORD (IN CASE YOU'VE FORGOTTEN IT)

In case you forgot your password, please click on the option **Forgot password?** to get a password reset link.
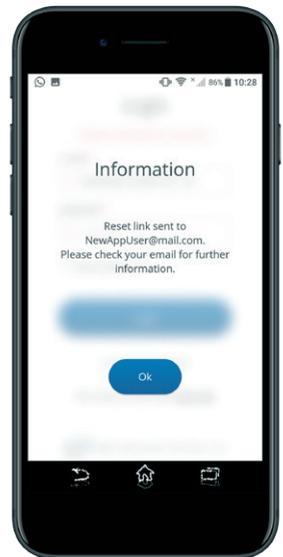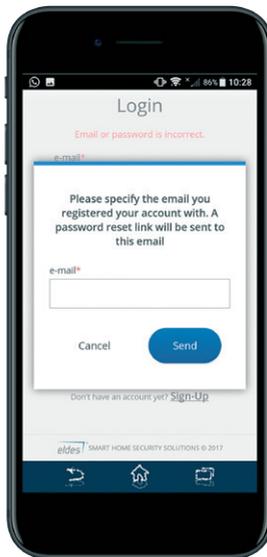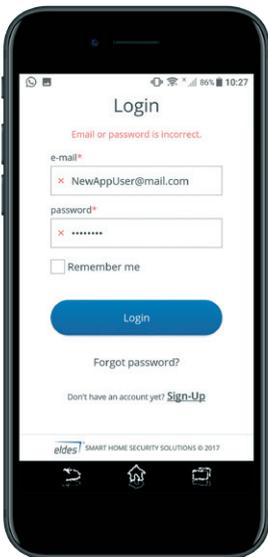
After you've requested password reset link, go to your email and click on the password change link (if you can't see the link, please check **SPAM** or **JUNK** folders!). After the password change process is done (i.e. you've followed the link), a message on the confirmation page will appear.
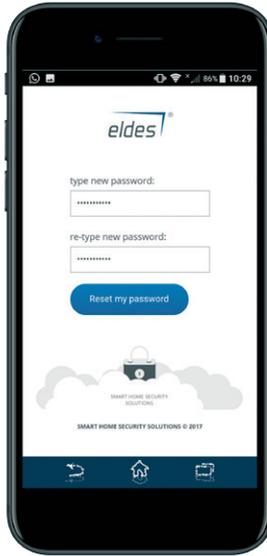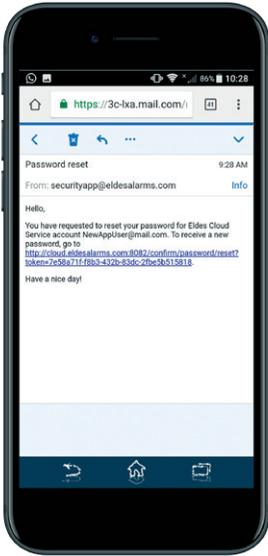
5. ADDING DEVICE TO THE APP

! Eldes Security app supports only these devices: ESIM384 (**all versions**) and Pitbull Alarm PRO (**all versions**); ESIM364 with firmware version higher than **V02.10.00**; Pitbull Alarm (EPIR3) with firmware version higher than **V01.02.00**. We **highly recommend** you to update any possessed device to the newest firmware version, in order to avoid any unexpected inconvenience.
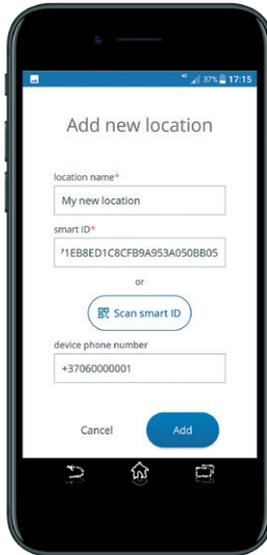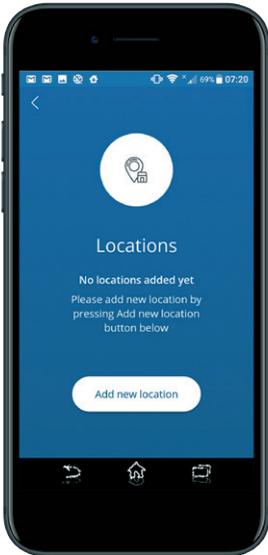
Upon the first login, you will see the screen option saying **Add locations**. Click on the option **Add locations** and you will be offered to add a new device by filling in required details:

- **Location name** - enter any name that you prefer.
- **Smart ID** - enter smart ID of the device exactly as it is, **WITHOUT** any gaps in between symbols. Smart ID consists of 24 symbols and it can be obtained from Eldes Utility software's menu section **Cloud Services**.
- **Scan smart ID** - You may also choose to scan your smart ID.

> **!** In order to see and scan the smart ID QR code, first you must enable Cloud Services option in Eldes Utility software's configuration

- **Device phone number–** number of SIM card, inserted into device. The number is optional,thus it may be useful.

> **!** When you fill in all the required fields, click on Add and you will be notified by a message of successfully completed action. Then wait for a couple of minutes, until the data between your newly added device and the app synchronizes.
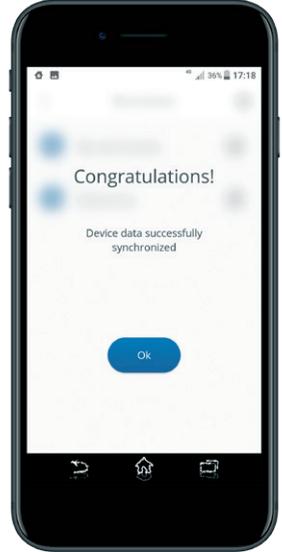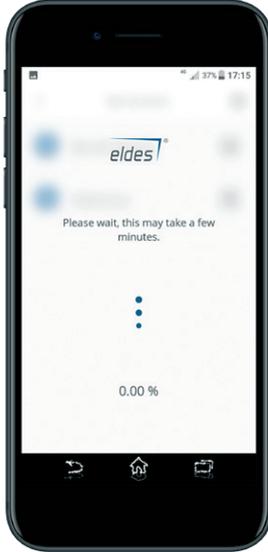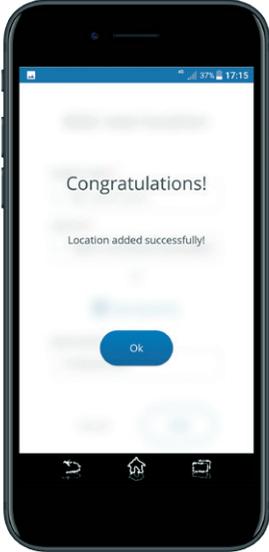>
> **IN CASE OF UNSUCCESSFUL ATTEMPT TO ADD DEVICE, please check the following:**
> - The Cloud Services option is disabled on your Eldes device;
> - The adding process was interrupted and not all data was uploaded to server;
> - Eldes device does not have access to mobile data network;
> - Mobile data services are not ordered on the SIM card, inserted into device;
> - The GPRS settings are wrong (APN, Username, Password);
> - The GSM antenna is not connected or connected improperly;
> - 3G Sim card is used while device only supports 2G network;
> - The PIN code requirement is enabled on the SIM card;
> - The device is in place with low GSM signal.

After the location is added, you will be prompted for the correct User PIN code – this request will allow you to access configuration of the device (to enter the Main menu's screen) and configure it according to your needs.

NOTE about User code: the system supports numeric codes, identified as User code, allowing to carry out system arming/ disarming as well as minor system configuration and control. User code partition determines which system partition (-s) can be armed/disarm using a certain user code. Also, user code must be assigned to the same partition as the keypad (if wired/wireless keypad is used) in order to arm/ disarm the system by keypad.

6. INSIDE THE MAIN MENU (Overview)

On the Main menu's screen you will find the following sections and information:
Home - device control.

Location - manage locations (add new devices (**up to 10**) or remove any unnecessary device).

Users - manage users (add new users (**up to 10**) or remove any of them).

My Profile - view or edit your profile (change email or password; delete account).

Settings - manage additional settings (select the device you wish to control; change your language; enable or disable push notifications; select or unselect those events you'd like to receive via push notifications (if these events occur)).

Logout – log out from the app (ends user's session).

Information (above all sections):

Current user's account status (Master user or simple user) and **user's email address** (account holder's email).

Information (below all sections):

My new location - clicking on the drop-down menu let you choose which location's notifications you will see.

View all - allows you to see all available notifications from every added device in one place. **Pay attention** that when you enter the notification mode View all, the layout of Main screen's sections will differ (you will see a thin line with small icons in the upper part of your smartpone's screen; check images below):
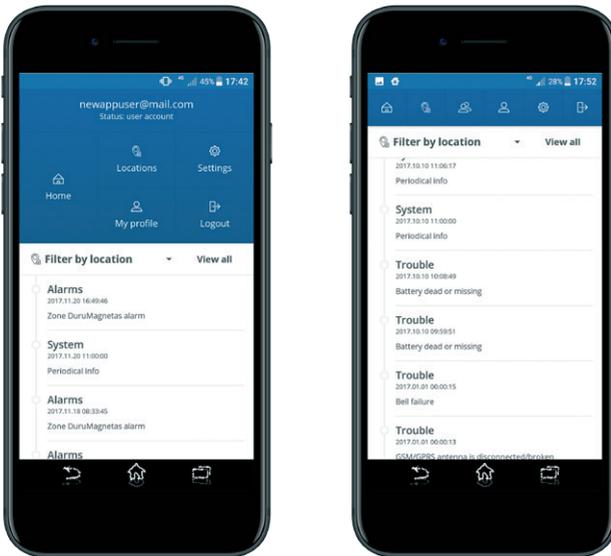
6.1. HOME section

Device control section, named Home, is divided into 4 parts: **Areas, Temperature, Automation** and **Notifications** (please find the description below images).
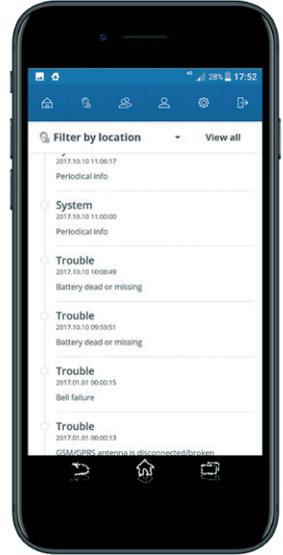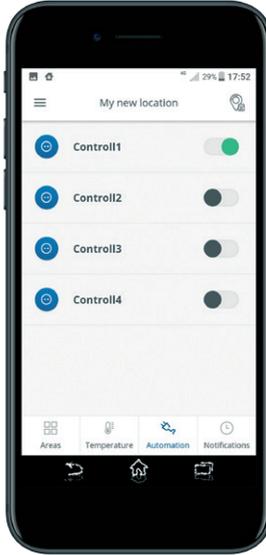
Areas - allows user to arm, stay arm, disarm system's partitions and bypass violated zones;

Temperature - allows user to check the current temperature value of the selected temperature sensor(s);

Automation - allows user to control all available PGM outputs (turn them ON or OFF);

Notifications - allows user to check the system log of the currently selected location and all various notifications concerning this location. These notifications may also be chosen from the list and the users menu. Additionally, user may go directly to the list of all locations to control another device (the location's icon is in the upper right corner).

> **!** Starting from version v2.1.0, when entering Home menu, you will see Video section instead of Notifications section (the later will still be available on the main screen of your application).

LOCATIONS section

Under **Locations** section you will find the list of all added devices. Please look at the image below:
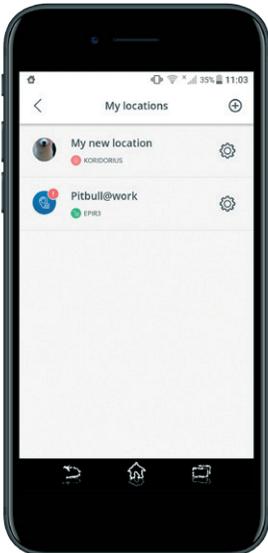
In this section you will see the following information:

Location name - the name of the selected device (i.e. location);

Partitions list - the listing of all available partitions (1 in Pitbull Alarm/Pitbull Alarm PRO, up to 4 in ESIM364/ESIM384);

The actual status of these partitions – armed (red padlock icon) or disarmed (green padlock icon);

Image - a predefined image or an uploaded photo from your smartphone's gallery, that will help to recognize the location or make it colourful);

The exclamation mark icon on top of the location's image place - indicates that some issues have occurred (or the system has caused an alarm);

The plus option (+ sign) in the upper right corner - if you wish to add more devices (up to 10), you'll need to click on **the plus (+)** button/option to add a new location (i.e. a new device). Then enter all required details of your new device (keep in mind that you can encounter all the necessary information in our software Eldes Utility).

Settings icon ⚙ - if you wish to adjust settings of a certain location, you need to click on the settings icon right to the name of that location. When you do that, an additional settings menu will open, where you will see and be able to change the following:

Device IMEI - 15-digit IMEI number;

Device model – ESIM364, ESIM384, Pitbull Alarm or Pitbull Alarm PRO;

Device firmware version - the current firmware version;

Status indicates whether device is online or offline;

GSM signal strength - a scale indicating whether the signal is good or low;

Battery status – OK or Bad;
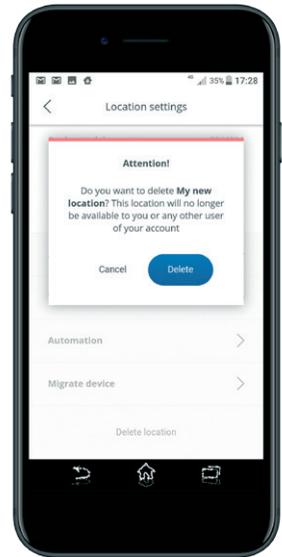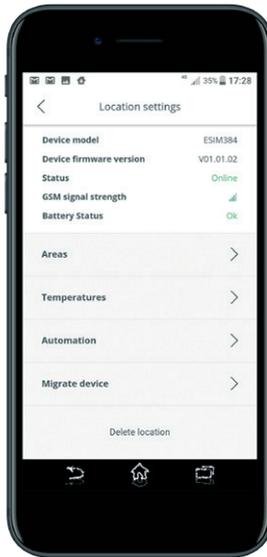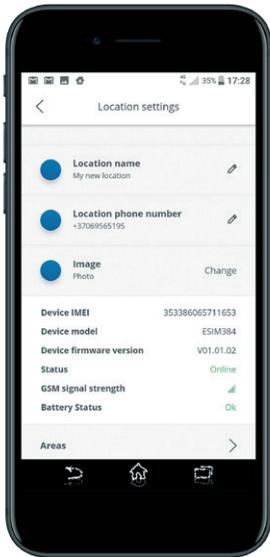
Location name - you may change it;

Location phone number - you may change it as well;

Image - choose the preferred image;

Areas - see names of all active areas (i.e. Partitions), and select a preferred individual image for each of those areas;

Temperatures - view the current temperature value of the predetermined temperature sensor(s));

Automation - view the list of all available PGM outputs;

Delete location – an option to remove the current device from your application's list of controlled devices;

Migrate device (see explanation below):

Migrate device offers an opportunity to transfer device to different account. In order to make it happen, you simply have to enter an existing email address (mandatory) and a short text message (optional). Then click on **Migrate** button and you will see a warning message. If you haven't changed your mind – tap on the **Migrate** button again and the action will be completed (to cancel migration process, click on **Cancel** option). Take a look at some visual examples below:

6.2. USERS section

In the **Users** section, you will find the following information:

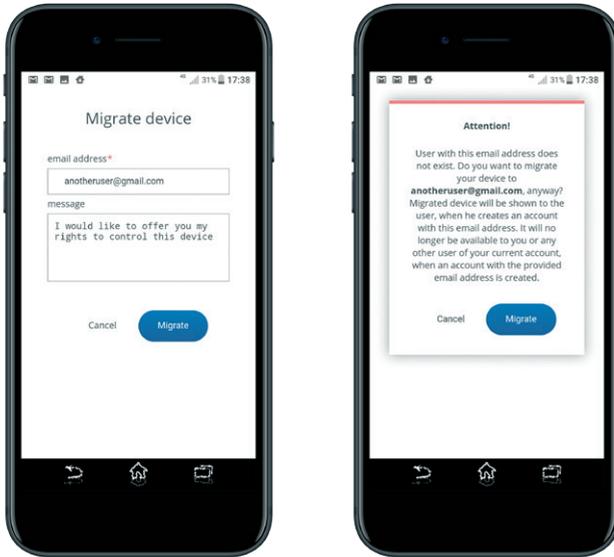**Account users** – shows the list of users that are allowed to control the alarm system.

Status – status of individual user's account (Active/Inactive).

Add new user – allows to add new users (up to 10) or remove any of them.

The latter option will be explained with more details.

To add a new user, click on the option **Add new user** and fill all the mandatory details:

Username; email address; password; re-type password.

Also, you will have to choose the initial **User status** (by default - active) and **Assign location**, which will be available for this user's control (by default – disabled). After all fields are filled in and options selected, click on **Add** button to continue or **Cancel** (in case if you have changed your decision to add a new user).

Take a look at some visual examples below:
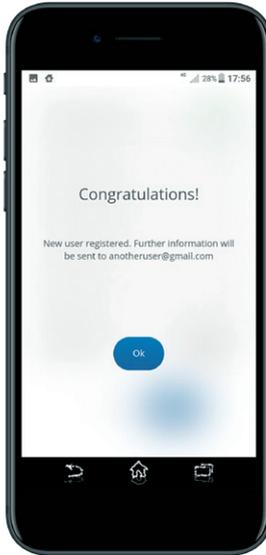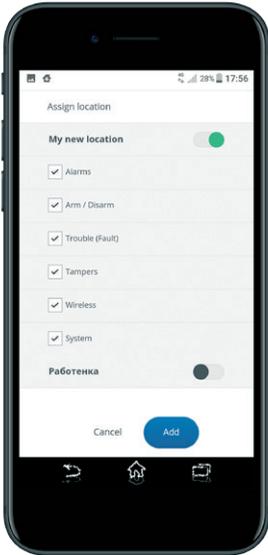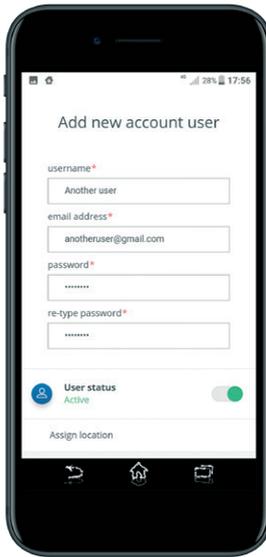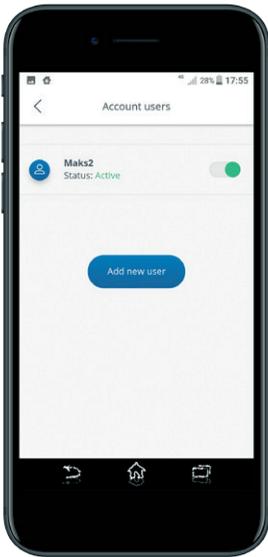
> **!** Please keep in mind that **ONLY** Master user (j.e. Main account's Administrator) is able to manage users: add new users (up to 10) and permit them to use a certain active Location (i.e. Device). Note that newly created Users are **NOT** able to add new Locations themselves.

To delete an existing user, click on his username and scroll to the bottom of the screen, where you will find an option **Delete user** – click on it and you'll see a warning message. To confirm the action, click on the **Delete user** button again (to cancel the process, click on **Cancel** option). Take a look at some visual examples below:
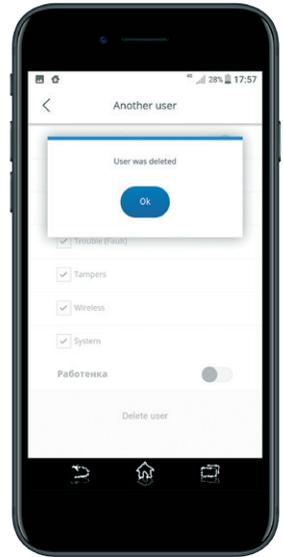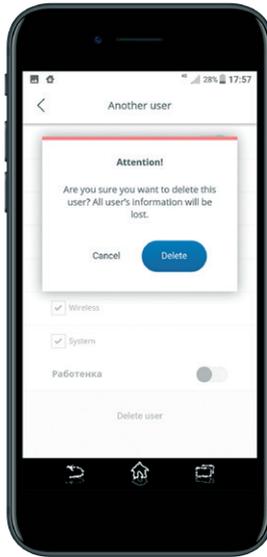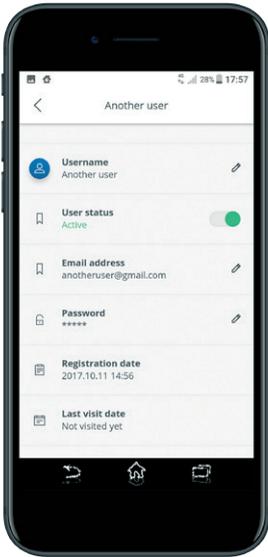
6.3. MY PROFILE section

When you enter **My Profile** section, the following information will appear:

Account status – shows whether you are a Master user (Administrator) or a simple user.

Email address – account holder's email address (can be changed by pressing on the pencils icon).

Password – account holder's email address (can be changed by pressing on the pencils icon).

Last visit date - indicates the latest date when the account holder has logged into the application.

Registration date - indicates the date when the account holder started using the application.

Delete account - an option to completely remove the current device.

The latter option will be explained with more details:

In case if you wish to delete your account, please click on option **Delete account** (at the bottom of the screen) and you will see a warning message. If you haven't changed your mind – tap on the **Delete account** button again and the action will be completed (to cancel the process, click on **Cancel** option).

> **!** THE "DELETE ACCOUNT" OPERATION IS NON-REVERSIBLE!

Take a look at some visual examples below:
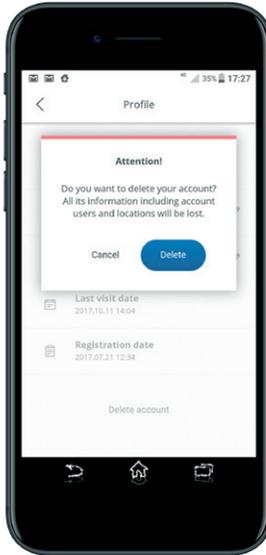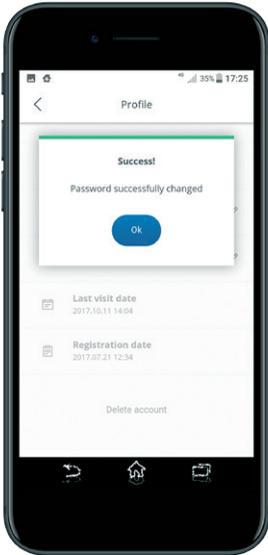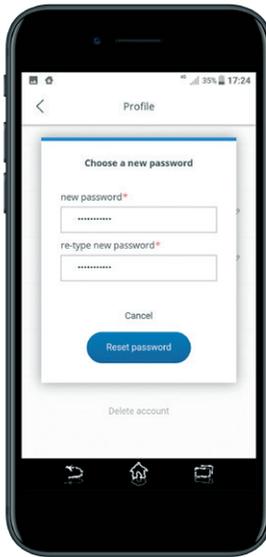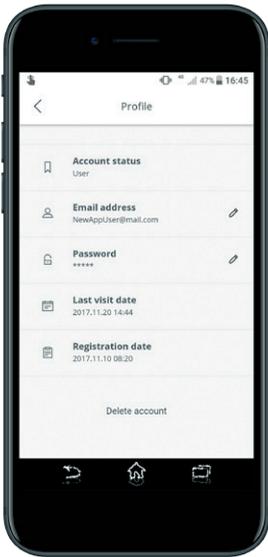
6.4. SETTINGS section

When you enter **Settings** section, the following information will appear:

Language – allows to change the default language (English) to your preferred language.

Home screen – offers to select which device will be available for control, i.e. when you enter the **Home** section.

Push notifications – allows you to enable/disable push notifications; when this option is ON, you may choose (tick) those separate notifications which you want or don't want to be aware of. Please pay attention – if you make any changes concerning this **Push notifications** option, then you **MUST** click on the **Apply** button – otherwise you changes will not be saved. Take a look at some visual examples on the following page:
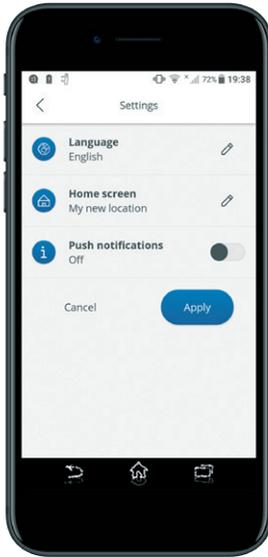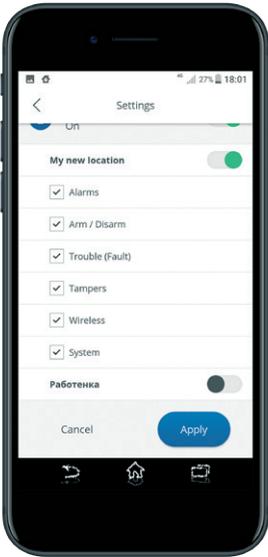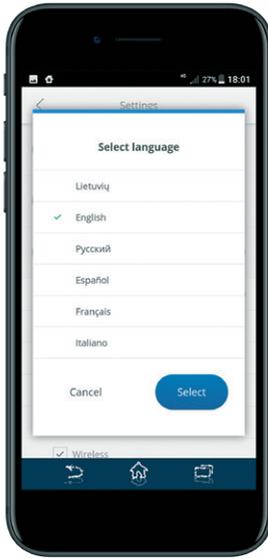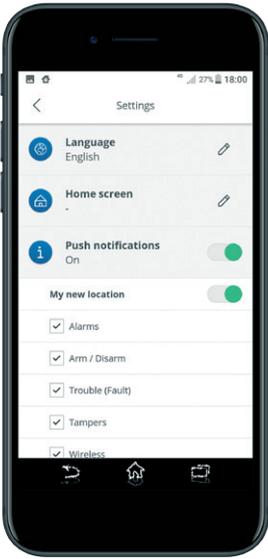
6.5. LOGOUT section

Whenever you wish to end your session and completely exit the application – click on that section's **Logout** icon and you will see a warning message. If you haven't changed your mind – tap on the **Logout** button again and the action will be completed (to cancel the process, click on **Cancel** option).

7. VIDEO

7.1. Adding new camera

This chapter introduces new Video solution, and briefly describes all necessary configuration and usage steps. When you log in and enter Home from the main menu, there you'll find Video section. At first, there will be no added cameras - so please add one. In order to do so:

Click on the **„+"** button to add new camera at the top of the screen (located in the upper right corner). Registration form will open. Fill in all required fields (enter camera name, identification number (or scan QR code), password and a list of linked zones (optional)).

Note: user is allowed to add up to 4 cameras to one location; if there are 4 cameras in the list, a button to add new camera will be hidden.

If preferred, click on **"+"** circled button to add zones, that should be linked to the camera. Mobile app opens a form to add zones, that should be linked to the camera. Data elements in the form:

- **List of zones** of the location (zone names from the device) with checkboxes (by default, none is selected). Zones, that are already added to another camera of that location will be disabled in the list;
- **Add button** (disabled while no checkboxes are selected);
- **Cancel** button.

Take a look at some visual examples below (see pictures 1-3):
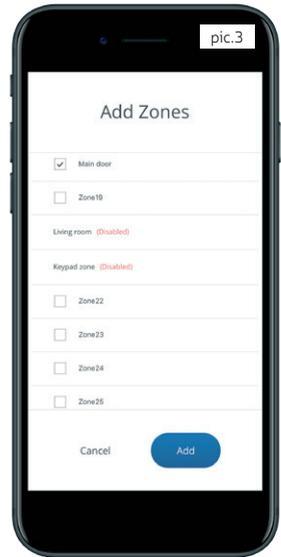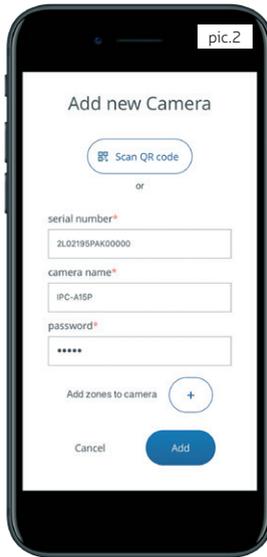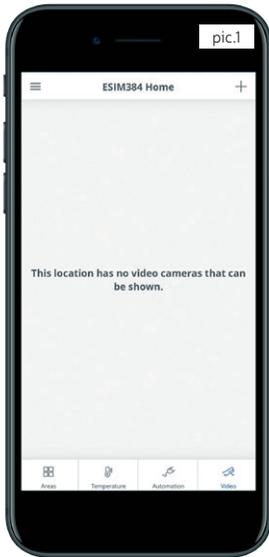
After you fill all required fields, click **Add** button - Mobile app tries to add camera with the provided data to system (see picture – 4). If camera is not initialized/offline, mobile app returns a dialog message: **„Camera is offline and cannot be added"** (see picture – 5). If camera is added successfully, mobile app saves camera's information and opens a window with a message: **„New camera was added successfully"** (see picture – 6). After clicking **OK**, mobile app redirects user to the cameras list (see picture - 7).

Take a look at some visual examples below (pictures 4-7):

pic.4

Add new Camera

Scan QR code

or

serial number*

3K03E22PA000000

camera name*

IPC-C46

password*

•••••

4 zones added +

Cancel

pic.5

Add new Camera

Scan QR code

or

Attention!

Camera is offline and cannot be added

Ok

•••••

4 zones added +

Cancel   Add

pic.6

Congratulations!

New camera was added successfully!

Ok

pic.7

☰   ESIM384 Home   +

IPC-A15P

IPC-C46

Areas   Temperature   Automation   Video
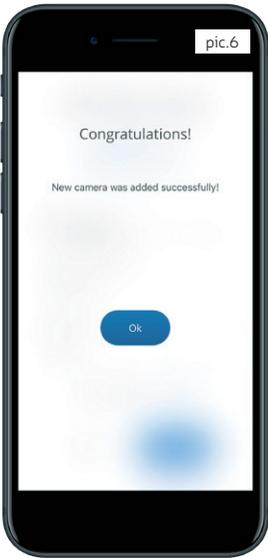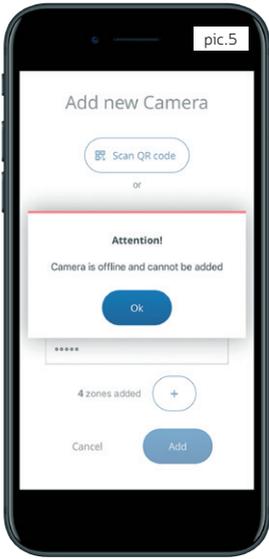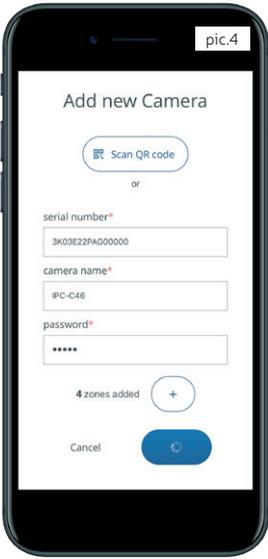
7.2. Using camera (main functionality)

View video livestream - User clicks on a selected camera (screenshot) in the **Video** page. Mobile app tries to connect to the selected video camera. If connection is successful, mobile app opens **Video livestream** window. Data elements in the window:

• **Name of the camera;**

• **Shortcut (icon) to the camera's settings –** shown ONLY for the master user;

• **Video screen.** If camera is online, livestream from the camera is auto-played on the screen. When the window is opened, info. text: **For better quality rotate your phone**, also appears (and fades) on the screen (see picture - 9);
Camera controls with the following options (if available for the selected camera):

• **Sound** – to turn on/ off camera's sound (by default, turned off). Note: if sound is not available for the selected camera, this control is shown strikethrough;

- **Snapshot** – to take screenshot of the current view from the camera;
- **Rec** – to record livestream from the camera;
- **SD/ HD** – to select main/ substream quality (by default, SD quality is selected);
- **Link to view history**
- **Settings icon** ⚙ - if you wish to adjust settings of a certain camera, you need to click on the settings icon right to the name of that camera.

User rotates his mobile device - Mobile app shows video livestream in full-screen mode with the following options (if available for the selected camera):

- **Sound** – to turn on/ off camera's sound (by default, turned off). **Note:** if sound is not available for the selected camera, this control is shown strikethrough;
- **SD/ HD** – to select main/ substream quality (by default, SD quality is selected);
- **Snapshot** – to take screenshot of the current view from the camera;
- **Rec** – to record livestream from the camera;
- **Pan-tilt** – to turn on/ off possibility to turn the camera (if available for the selected camera);
- **Arrow back** – to close the full-screen mode.

User selects one of the camera's controls, mobile app invokes selected action with the camera:

- if **sound control** is chosen, sound from the camera is turned on or off. When sound is turned on, sound control is marked differently;
- if **SD/HD control** is chosen, livestream quality is changed. When HD quality is chosen, "SD" appears on the control and vice versa;
- if **snapshot control** is chosen, screenshot of the current view from the camera is made. **Note:** screenshots are saved locally in the user's mobile device gallery from landscape screen;
- if **recording control** is chosen, mobile app starts/ stops recording livestream from the camera. **Note:** recorded videos are saved locally in the user's mobile device gallery;
- if **user zooms in/ out** the screen using his fingers, current camera view is zoomed in/ out;
- if **pan-tilt control** is chosen, zoom for the camera is disabled and user can turn the view around using his fingers. When the pan-tilt is turned on, this control is marked differently (see prototypes for the Full-screen video livestream below).

Take a look at some visual examples below (pictures 8-9):
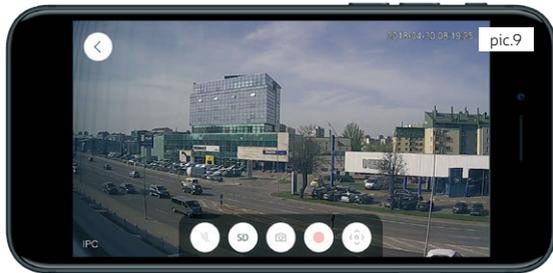
7.3. Camera settings (main functionality)

Camera settings window (see picture – 10) - when you open up the additional camera settings menu, there you will see and be able to change the following:

- **Name,** that can be changed (see picture – 11);
- **Serial number;**
- **Password,** that can be changed (see picture – 12);
- **Number of zones,** that are linked to the camera;
- **Delete camera** button to delete the camera (see picture – 13).

Take a look at some visual examples below (pictures 10-13):

pic.10

pic.11

pic.12

pic.13
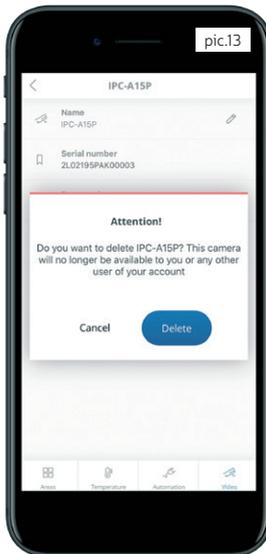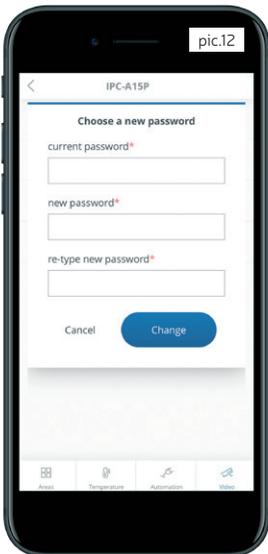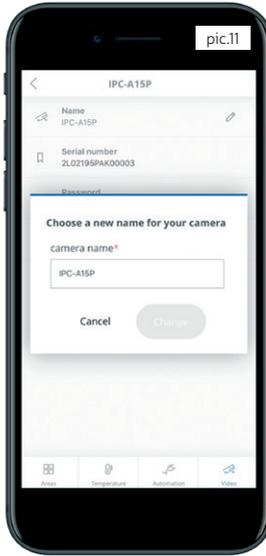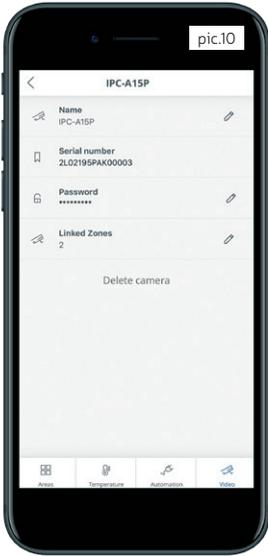
7.4. History (camera's recordings)

User clicks **Show history** (see picture 8) - mobile app opens history of the selected camera with the following information:

- **Selected date** (by default, today's date is selected) with a possibility to change it;
- **A list of video records** from the camera's SD card for the selected date;
- **Hide history** to return to the camera's livestream.

Information/ data elements shown for each record:

- **Date/ time** of the record;
- **Link** to the record from the camera.

All the records in the list are shown from the newest at the top to the oldest at the bottom. Video records that are not viewed by the user are marked with an indication.

User clicks on the **selected date** - Mobile app opens a calendar.

Take a look at some visual examples below (see pictures 14-15):
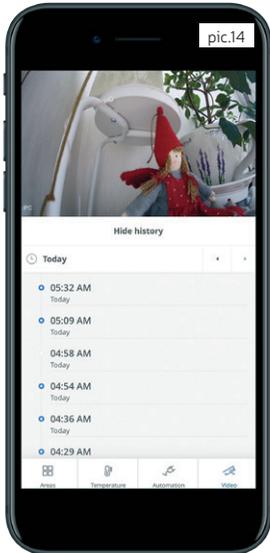
7.5. Camera alarm notifications

Default camera icon, if an event is of Alarm type and shows alarm in the zone, that is linked to a camera. On click open a window of the liveview (see picture – 16).

7.6. Camera access settings

Cameras (switch to turn on/ off video cameras for the user, by default turned on). If the switch is turned on, all video cameras of the assigned locations become visible to the user (see picture – 17).

> **!** Please keep in mind that **ONLY** Master user (j.e. Main account's Administrator) is able to manage cameras for other users: permit/ forbid them to use a certain active Location (i.e. Device) and it's camera.

NOTE: this does not apply, if a camera belongs to the zone, that cannot be shown to the user according to his PIN code (see picture – 17).

Cameras of the location (see pictures 18-19) - allows to enter **Cameras** section from a selected **Location settings** menu.

pic.16

eldesalarms@eldesalarms.com
Status: master

Home Locations Users
My profile Settings Logout

ESIM384 Home ▾   View all

Disarm
2018.04.30 09:40:06
User Dimitrij disarmed Apartament partition via smartsecurity

❗ Alarm   ⬚
2018.04.30 09:39:56
Zone Living room alarm

❗ Alarm   ⬚
2018.04.30 09:38:16
Zone Living room alarm

❗ Alarm   ⬚
2018.04.30 09:37:49
Zone Living room alarm

Arm
2018.04.30 09:27:37
User Dimitrij armed Apartament partition via

---

pic.17

Pitbull Alarm PRO Home   ○
Pitbull PRO ELDES   ○
ESIM384 ELDES   ○
ESIM384 Home   ●

☑ Alarms
☑ Arm / Disarm
☑ Trouble (Fault)
☑ Tampers
☑ Wireless
☑ System

Show cameras
Status: On   ●

Cancel   Add

---

pic.18

‹   Location settings

Image
Photo   Change

Device IMEI   358636082393181
Device model   ESIM384
Device firmware version   V01.02.00
Status   Online
GSM signal strength   ◢
Battery Status   Ok

Areas   >
Temperatures   >
Automation   >
Cameras   >
Migrate device   >

Delete location

---

pic.19

‹   Video settings   +

IPC-A15P
2 Zones   >

IPC-C46
4 Zones   >

7.7. Troubleshooting

Please find the list of all possible errors and alternative solutions below:

Possible error	Reason of occurrance	Possible solution
Camera with this ID is already added to another location	This error might occur when you try to add camera that has already been added to another location.	Please check if you are using that same camera in another location/account.
Camera limit exceeded	This error might occur in case when you try to add a fifth camera (while the limit is 4 units).	Remove one or more unnecessary/less used cameras from the current locations.
Unknown camera model	This error might occur while attempting to add an incompatible camera model.	Check all the details of your camera model, and if there were no mistakes made while adding a camera - try one more time to add different camera.
This location has no video cameras that can be shown	This error might occur in case when no camera has been added yet.	Try to add a new camera by entering all the required details carefully.
Password is incorrect	This error might occur when a wrong password is provided while attempting to add a new camera.	Repeat the procedure, try entering your current password again.
Wrong password	This error might occur while trying to change an old password.	Repeat the procedure, enter your old password again.
Camera is offline and cannot be added	This error might occur when there is no Internet connection while attempting to add a new camera.	Check your Internet connection, try restarting the app and add the camera again.
Something went wrong while loading camera information	This error might occur when livestream video can not be shown.	Check camera power supply ; check network connection where camera is located; check your remote device (etc. smartphone, tablet...) network connection. If steps described above didn't helped solving issue, please contact your network IP camera distributor.
Insufficient storage	This error might occur when there is no free space left in the phone or SD card memory.	Create sufficient free storage space to avoid such error in the future.

7.8. FAQ (Frequently asked questions)

We have prepared the most frequently asked questions for the application with Dahua IP network cameras integration. We think that this information will be useful for you in case of any unexpected inconvenience. Please find these Q&A below:

1. How many cameras can be added to one location?
    Up to 4 cameras.

2. What camera models does the Eldes Security application support?
    Full functionality of camera control is supported by Dahua Consumer series cameras (except video doorbell). More information about the model range can be found here: http://www.dahuaconsumer.com/product
    Older consumer series Dahua IP network camera list below - https://www.dahuasecurity.com/products/allProducts/1/499
    Other Dahua IP cameras which have P2P function will support only live view and playback functions. List of other Dahua IP cameras - https://www.dahuasecurity.com/products/allProducts/1

3. Will it support new models coming in future?
    Yes, this solution is future proof and any new IP models from Dahua will be supported.

4. Does the application support Network video recorders (NVR)?
    Yes, but only first camera will be shown, because it does not support multiple camera window. We are planning to support it in near future. The maximum number of NVR's will be 1 per location/system

5. How do I reset the camera if I have lost the password?
    Please refer to the user manual of this IP camera model.

6. What is the minimum Internet speed recommended to use Wi-Fi cameras?
    Although the cameras will work with slower speeds, it is recommended to have speeds of at least 1.5Mbps upload for a clear smooth picture.

7. Why does the picture look slow on my phone?
    There could be a few factors involved. The download speed available to your phone, and the upload speed of the Internet that is attached to your IPC. Because of the amount of bandwidth used to show the video streams, it is recommended that you have a good upload speed at the location, and good download speed for your remote device. For this particular reason, if it feels slow on your remote device, you may want to

switch back to the SD quality

8. Does Eldes Security application support camera configuration?
No, only basic settings such as camera name, password and Wi-Fi set-up. To access full configuration of each camera please refer to it's configuration manual.

9. What are the minimum smart device operating systems?
Android (from 4.4) and iOS (from 8.0)

10. Which devices support Eldes Security app with Dahua integration?
ESIM384, Pitbull Alarm PRO, Pitbull Alarm (from v01.02.00), ESIM364 (from v02.10.00)

That's it for now. Hope you find this explanatory quick user guide useful. Remember that we are always willing to help you and wish to enchance your and every other user's experience.

We highly appreciate that you choose our products and expect to continue growing together all the way!

Best regards!

eldes

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