WHAT HAPPENS NEXT

for ADT *Interactive Security* Customers

Below you will find information about your installation and what you can expect to happen next. There are also some important steps to follow to ensure your registration for ADT *Interactive Security* goes smoothly prior to your installation.

BEFORE INSTALLATION

Step 1. Our Installation Planners will call you to arrange the earliest convenient date for your installation.

Step 2. Your installation date will be confirmed via text. You will receive a reminder text prior to the installation. We will then dispatch your ADT *Interactive Security* Alarm equipment to your home, to arrive one to two days prior to the installation.

Step 3. You must register for ADT *Interactive Security* prior to the installation date. You will receive a text message from us with your unique Username and your First and Last name, followed by an email that provides you with your registration web link.

Step 4. To successfully complete your registration, click on the registration web link and enter your unique Username, First and Last name precisely as per your text message.

Important Information: Once you have clicked on the registration web link and entered the provided Username and your chosen Password, this link will be invalid. If for any reason you are unable to complete your registration, please contact ADT *Interactive Security* Customer Service Team on 0344 800 1999 to request a new registration web link.

If you fail to register for the ADT Interactive Security prior to the day of the installation, our Engineer will not be able to install and activate this service. A follow up Engineer visit would be required to complete the installation, which will attract an additional one-off charge.

User Registration - Important Information:

It is advisable to ensure you are using a larger screen size device to ensure legible rendering of the web portal registration screens. A typical PC or Laptop, notebook computer or large screen tablet (7+ inch) should be used.
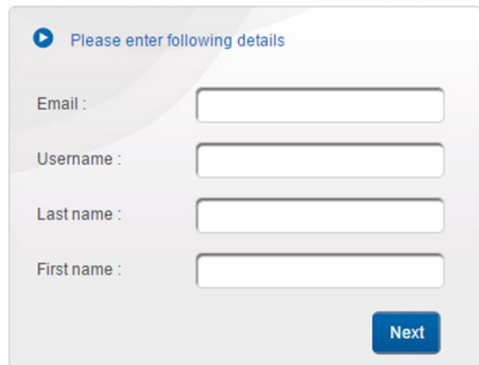
Using a smart phone device application browser or small screen device may not allow proper registration screen rendering.

Please ensure that you are always using one of the latest versions of Chrome, Safari, Firefox or Internet Explorer 10 or 11 internet browsers to register and use the ADT Interactive Security services. Older versions of Internet Explorer are not supported and should not be used.

User Registration Part 1: User details verification

a) After receiving and clicking on the registration link, your browser will open the following page:

- Email

- Username
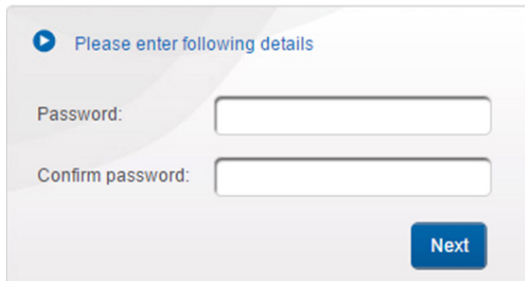
- Last Name

- First Name

These four fields: must be entered exactly as they are recorded on the Contract and as stated on the ADT *Interactive Security* registration email and text messages you have received. It is good practice to have your registration email and text message available during this process and verify the information you are entering is correct.

If you experience issues with registration field values then it is likely that you are not entering values as they were captured and agreed with you on the Contract or entering them precisely as per the email and text message received.

User Registration Part 2: Set up your password

b) When the Email, Username, Last Name, and First Name match the ADT *Interactive Security* **registration email and text message details you received, a new page is displayed, to enable you to create your personal password.**
This password will be required for using both the ADT *Interactive Security* **App and web portal.**

Your password should comply with the following requirements:

- Upper case and lower case letters are considered as different characters so "hello" is not the same as "Hello".

- Password length: 8 characters or more

- Password must contain only the following alphanumeric characters: A – Z, a – z, 0 – 9, _ (underscore), - (dash)

- Password must contain at least one UPPER CASE character

- Password must contain at least one lower case character

- Password must contain at least one number

- 3 or more identical characters, next to one another, are forbidden at the beginning of a password

- 5 consecutive characters, orderly sequenced from alphabet (ABCDE) or number orders (12345), are forbidden, anywhere in the password
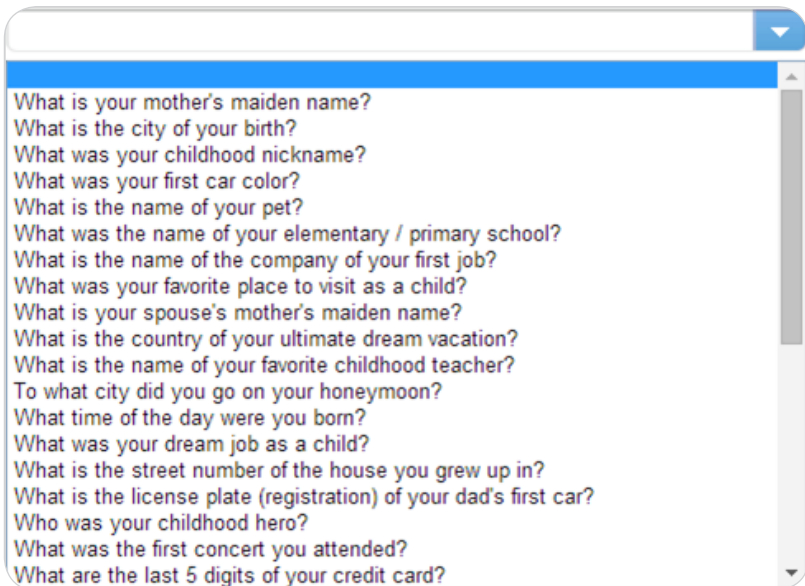
- Password cannot be identical to the username

There are character constraints on the password to avoid users from choosing credentials that can easily be guessed (like "123456", "password", "qwerty").

User Registration Part 3: Set security questions

c) The system requests that you select and provide answers to a set of four personal security questions. These security questions will be necessary in case a user forgets their password and needs to recover it.

You should select four questions based on the following criteria:

• You know the answers

• These answers are not available on social networks (Facebook, Twitter, etc)

• Or, at least, are not easily available

What is your mother's maiden name?
What is the city of your birth?
What was your childhood nickname?
What was your first car color?
What is the name of your pet?
What was the name of your elementary / primary school?
What is the name of the company of your first job?
What was your favorite place to visit as a child?
What is your spouse's mother's maiden name?
What is the country of your ultimate dream vacation?
What is the name of your favorite childhood teacher?
To what city did you go on your honeymoon?
What time of the day were you born?
What was your dream job as a child?
What is the street number of the house you grew up in?
What is the license plate (registration) of your dad's first car?
Who was your childhood hero?
What was the first concert you attended?
What are the last 5 digits of your credit card?

Answers will be case sensitive so take care with answers containing names of a pet or person.

It is recommended that short or single word answers be provided that only you would know and can be easily remembered.

When answering questions to retrieve a new password once using your System your answers must match exactly the answers you provide here.

User Registration Part 4: Successful completion

d) Once you have successfully completed all steps correctly your account is ready for use and you will receive this success message:

Home Box Activation

Congratulations!

Your account has now been created.

An email with your account details will be sent to the address provided, following the successful activation of your home box.

An ADT service installer will contact you soon for proceeding with the System installation and activation.

For the full ADT *Interactive Security* Consumer Registration Guide please **visit www.adt.co.uk/interactive-security**

BEFORE INSTALLATION Cont.

Download the ADT *Interactive Security* App

Step 5. After your registration is complete, download the ADT *Interactive Security* App from the Apple App Store or Google Play.

Get ready for your ADT *Interactive Security* System Installation

Step 6. In preparation for the installation, please have the following ready:
• 1 x available electric socket close to the proposed location of the panel
• 1 x available open router port close to the proposed location of the panel
• Live broadband service (min. speed 1Mb/s)
• PC / Mac with internet access

We will not be able to install and activate ADT *Interactive Security* services if the above are not available but your Intruder Alarm System will still be fully functional.

Important information: ADT *Interactive Security* is not compatible with smart devices that use a Windows operating system. IOS and Android devices are compatible.

ON THE DAY OF YOUR INSTALLATION

Step 7. One of our Engineers will install your ADT *Interactive Security* Alarm System and activate your monitoring service with the ADT Alarm Monitoring Centre. You will also be shown how to use your System.

Step 8. A System user must be present on the day of installation and will need to have access to a PC or Laptop and a smart phone or tablet on the day.

Step 9. Your System Panel (and Gateway - for ADT *Interactive Security* Police Response Systems) will need to be positioned at close proximity to your internet router and will require a plug socket, please consider the most suitable place for the Installation Engineer to install your panel and gateway (if applicable).

Step 10. Once installed, our Engineer will activate your ADT *Interactive Security* System.

Step 11. On set up, you will be able to use your smart mobile phone and tablet device to connect and communicate with your System. You can now start using the ADT *Interactive Security* App and web portal to manage your System remotely.

AFTER YOUR INSTALLATION

Step 12. Your Direct Debit to ADT for your monthly fee is now activated.

Step 13. We will check your System regularly to ensure it is in full working order. Your System will undergo routine service inspections - alternating between remote inspections and Engineer service visits.

Step 14. You are now ready to start using your System and ADT *Interactive Security* service. You can begin to set up scenarios using your PC, Laptop or Mac and once set up continue to use your smart phone and tablet device to connect and communicate with your System.

Important Note: Broadband connection should meet a minimum speed of 1Mb/s at all times for ADT *Interactive Security* to work. Should your broadband be switched off, not working or does not meet the required minimum speed, you will be unable to connect to your ADT *Interactive Security* services. Your Intruder Alarm System will still be fully functional and you can manually operate your System via the panel and/or keypad.

For helpful tips and an easy steps guide on how to set up ADT Interactive Security key scenarios, please refer to the Quick Reference Guide, which can be downloaded from www.adt.co.uk/interactive-security.

Using ADT *Interactive Security* - CONTROL
• Remotely connect to your System via a smart phone, tablet, PC or Laptop, with wi-fi or mobile connection (IOS or Android smart devices only).
• Remotely set/unset or part set the alarm panel via the *Interactive Security* App or web portal.
• Set up schedules and scenarios and receive alerts via email when schedules and scenarios are activated.
• View the status of your alarm System, monitored zones, devices and see a history/ log of all your events.

Using ADT Light Plug Sockets - AUTOMATE
• Remotely automate your light plug sockets using a plug-in wireless module, switch lights on and off, on demand any time of the day via the *Interactive Security* App or web portal.
• Set up schedules for lights to switch on/off at certain times of the day or automate to come on with a defined scenario.

Using ADT Motion Camera(s) - LATCHKEY USER
• Receive alerts when the camera is activated and view images of your home to see who is coming and going i.e. child home from school, nanny or childminder, dog walker.
• Consider the positioning of the motion camera prior to installation and during the life of the System, levels of light within the range of the motion camera will impact the quality of the images you receive. Also exposure to heat sources, drafts and direct sunlight can create false alarms from your motion camera.
• The availability of images from your motion camera to ADT *Interactive Security* App or web portal will vary depending on the speed of your internet connection.

Using ADT Internal Video Camera(s) - VIEW
• Remotely view your home using the Internal Video Camera via the *Interactive Security* App or web portal.
• Set up your Internal Video Camera to record video footage upon a defined security or safety event. View recordings via the *Interactive Security* App or web portal.
• Accessing your Internal Video Camera and recordings will vary dependent on your internet connection.

ADT *Interactive Security* has been developed with state of the art security technologies to ensure that your **Privacy** is well protected. ADT *Interactive Security* services are not monitored by ADT and we do not have access to your account to set, change, update or monitor your ADT *Interactive Security* automated home functions, including remote system set/unset, light management and viewing internal cameras.

ADT External Decoy Siren Box does not sound outside the property when the Alarm is activated. The Internal Siren sounds inside the property.

Movement Detectors are considered as Pet Tolerant. Your pets can move freely around your property providing that:
• they cannot climb/jump/fly in front of the Movement Detectors, within 1.8 metres,
• do not have combined weight of 36 kg or over.

Positioning of furniture must be considered prior to the installation and during the life of the System to allow Detectors to function properly.

Additional devices can be added to your System, subject to an additional charge. All necessary devices should be purchased when placing your order, our Installation Engineers will not be able to supply devices that are not a part of your order.

Health and Safety Points

• To help us comply with ADT's no smoking at work policy; please kindly refrain from smoking when our Engineer is working at your property.
• Our Engineers are unable to install or remove any external sirens and bell boxes above flat or pitched roofs.
• Please keep pets in a separate area whilst our Engineer is on site.
• To provide a safe working environment for our Engineers, it is important for us to know if there are any known traces of asbestos in your property or should there be any hazards that could affect our Engineer (e.g. animals, ponds).

Moving Home?

Contact ADT directly on 0800 169 0612 to let us know you are moving and for details of our moving offers. Movers offers only apply to paying customers who have been with ADT for a minimum of 12 months.

CONTACT DETAILS

Residential Installation Planning Team (all installation queries): 0344 263 0715 **www.adt.co.uk**	**Purchase Additional Devices/New Sales Enquiries** 0800 144 4499	**ADT *Interactive Security* Customer Service Team** 0344 800 1999