

SECURECOM

Linking alarm systems to the PULOWARE application

Introduction

The SINGULAR product range offers an easy to install and easy to use solution for transmitting any alarm event to the user's mobile application (e.g. alarm, intrusion, open/close, fault, etc.) and for controlling the alarm system from the mobile (arm/disarm).

The communicator is connected to the alarm system from 2 directions: control and monitoring. To control the alarm system, the communicator switch a short (1 sec) pulse with control relays to the selected zone inputs. The alarm system reports are monitored via the (TIP/RING) telephone communicator. For proper operation, the alarm system must be configured with a momentary key switch zone to allow control of the arm/disarm input by an external contact, and must be enabled the Contact ID reporting.

During operation, the communicator behaves like a typical remote monitoring receiver, directly receiving and handling Contact ID communications from the alarm control panel. The report codes received are matched with the corresponding schema messages and then sent to the user's phone in the form of a "push notification". Messages are sent instantly to all user mobile applications in which the communicator is registered, and in the event of an alert, a continuous siren tone is generated on users' phones.

Of course, the schema messages can be rewritten separately per event, according to the end user's needs. This document only describes the functionality of the application and the individual user settings. The communicators settings are described in the user manuals of the products.

Alarm systems are supported by the following devices:

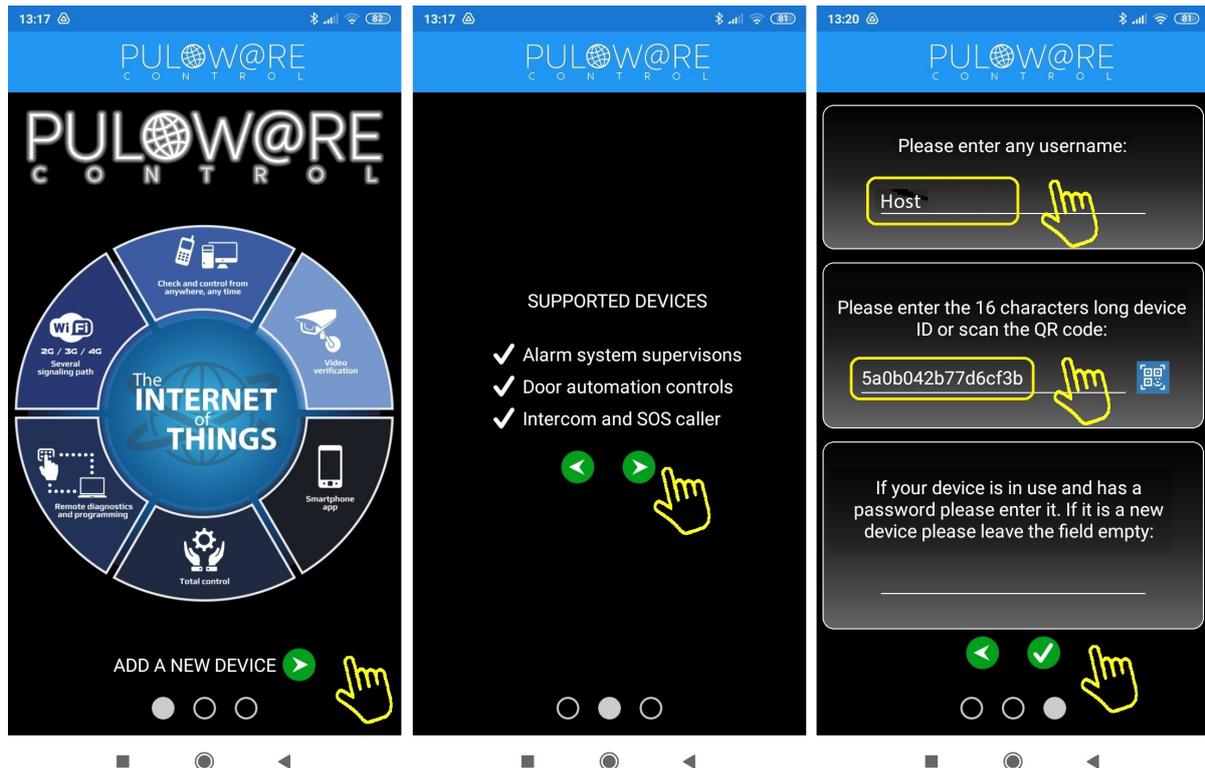
- SINGULAR WIFI
- SINGULAR W2G
- SINGULAR W4G
- LANCOM

1 Install the mobile app



Securecom devices can be accessed and controlled via the PULOWARE mobile app. The communicator connects to the app using the unique **Device ID** code, which is a 16-digit character and can also be found on the device's data panel in the form of a QR code too. The PULOWARE mobile app can be downloaded to the user's device from the Google Play or Apple App Store, depending on the platform. .

After downloading and launching, the basic data can be set via the setup wizard.



The green navigation arrows indicate the direction to proceed. The application needs 2 simple of information, such as **User Name** and **Device ID**. The **Device ID** can also be scanned as a QR code by tapping the blue QR icon or entered manually. No **Password** when adding a new device, this can be set in a separate account on the puloware.com server IoT server interface. However, if the communicator has already been added to the application by another user, and further additions have been restricted by a password, you will need to enter the existing password in the application to add the device. The **Device ID** can usually be found on the data plate on the back of the product:

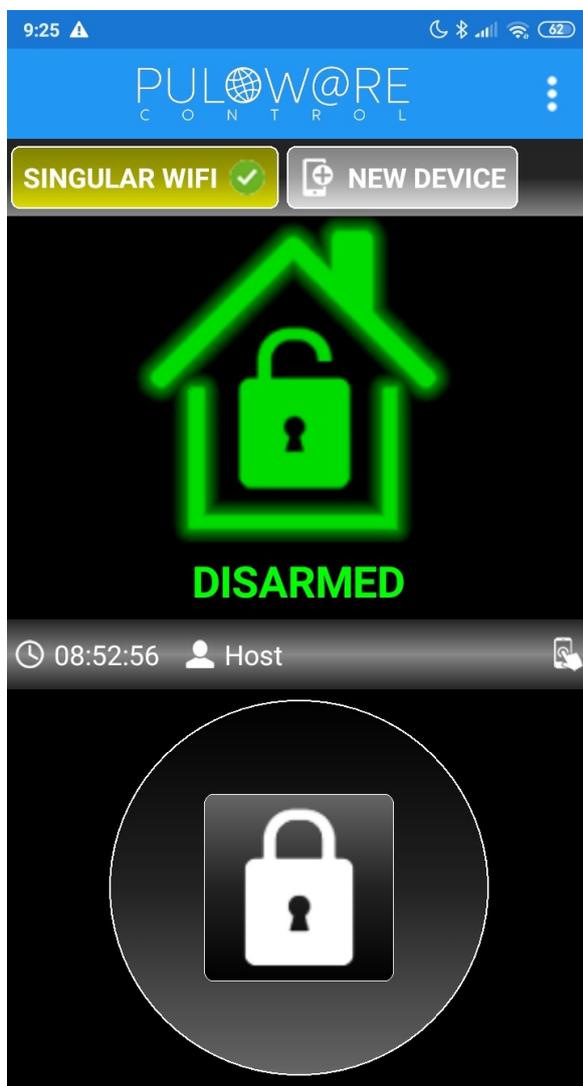


After entering your details, press the green tick to access the app's toolbar.

2 Application structure

The main screen of the application is divided into several areas, each with a unique function, listed from top to bottom:

- **MENU** section contains general settings, event list, other information
- **DEVICES** bar shows the name of the devices attached to the application
- **ALARM STATUS** area shows the last status information sent by the alarm
- **USERS ACTIVITY** bar showing the activity of the persons handling the alarm, time-stamped
- **ARM / DISARM** button to change the alarm system status (arm/disarm)



MENU

DEVICES

ALARM STATUS

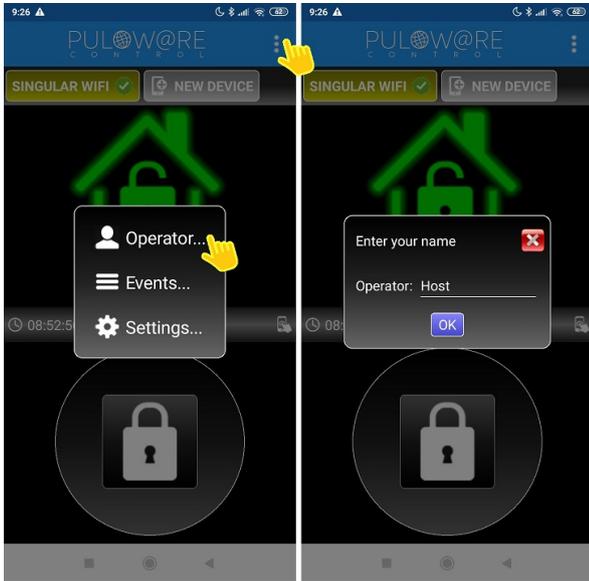
USERS ACTIVITY

ARM / DISARM

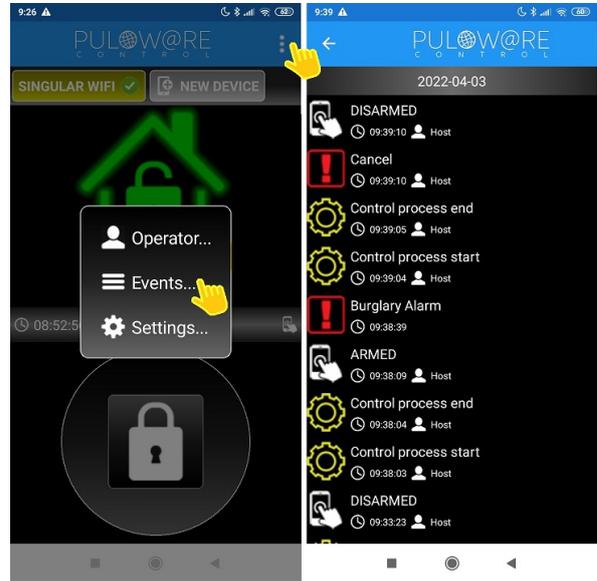
2.1 MENU interface

The menu includes 3 main parts:

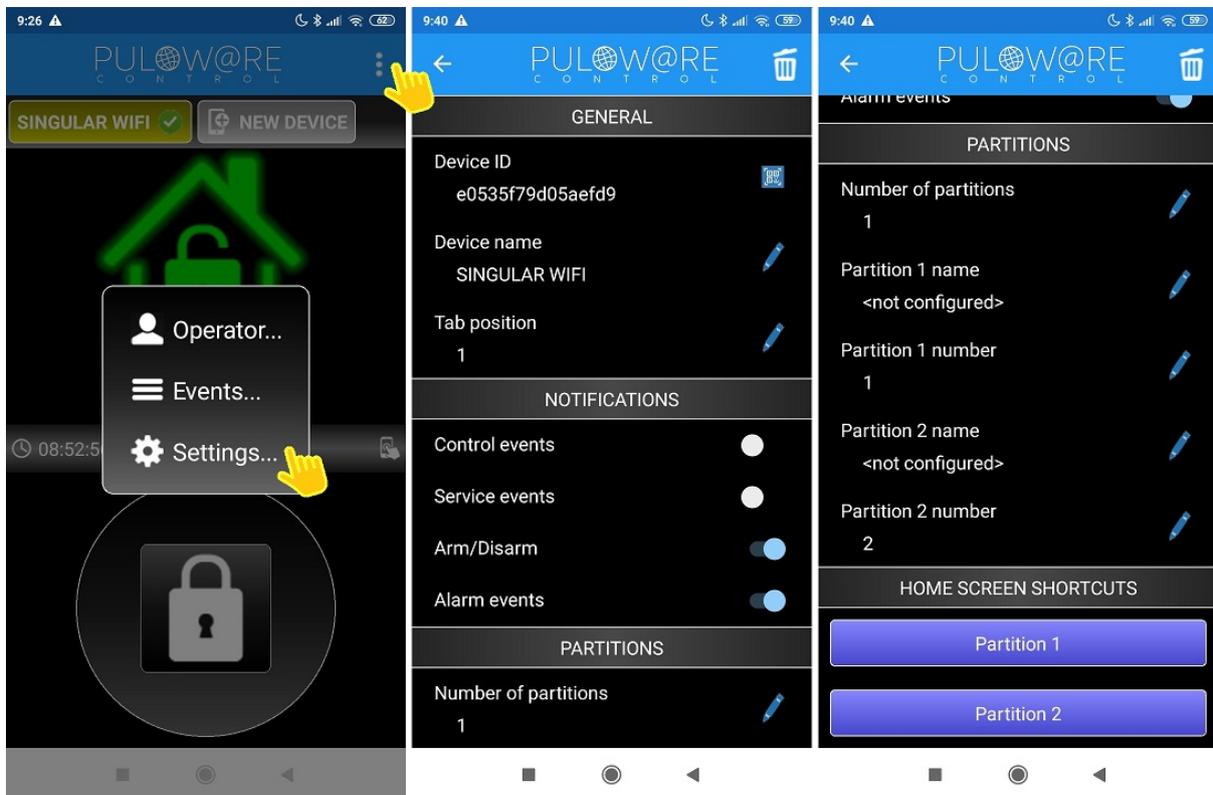
- Change operator name



- Events list



- Settings



Parts of the settings menu:

GENERAL

- **Device ID:** a unique 16 character identifier for the product
- **Device name:** a name that identifies the object (e.g. house, workshop)
- **Tab position:** the position of the DEVICES bar in the row (e.g. 1. gate opener, 2. alarm system)

NOTIFICATIONS

- **Control events:** sends a push notification if the alarm system was controlled by the communicator
- **Service events:** sends a push notifications of alarm failures (battery failure, date failure, etc.)
- **Arm/Disarm:** sends a push notification when arming/disarming occurs
- **Alarm events:** sends a push notification when alarm occurs and signalling by siren on the phone

PARTITIONS

- **Number of partitions:** can handle up to 2 separate alarm units (partitions), in which case it is displayed in a split screen (e.g. garage and house in separate units)
- **1. partition name:** e.g. our House
- **1. partíció száma:** if the partition ID in the CID report code is different from 01, it can be overwritten here
- **2. partition name:** e.g. our Garage
- **2. partíció száma:** if the partition ID in the CID report code is different from 02, it can be overwritten here

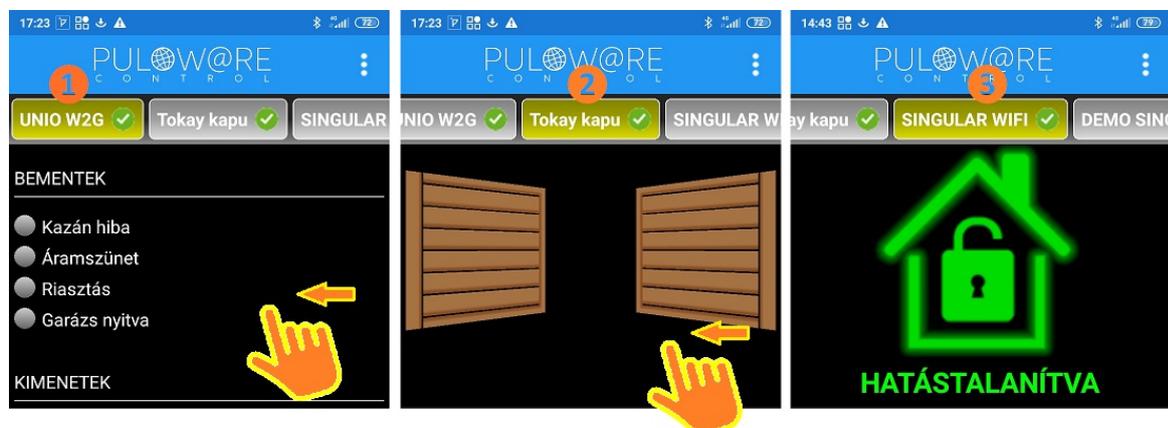
HOME SCREEN SHORTCUTS

- **Partition 1:** shortcut to control Partition 1 immediately without running the App
- **Partition 2:** shortcut to control Partition 2 immediately without running the App

This feature only works on Android as it is not supported by IOS!

2.2 DEVICES bar

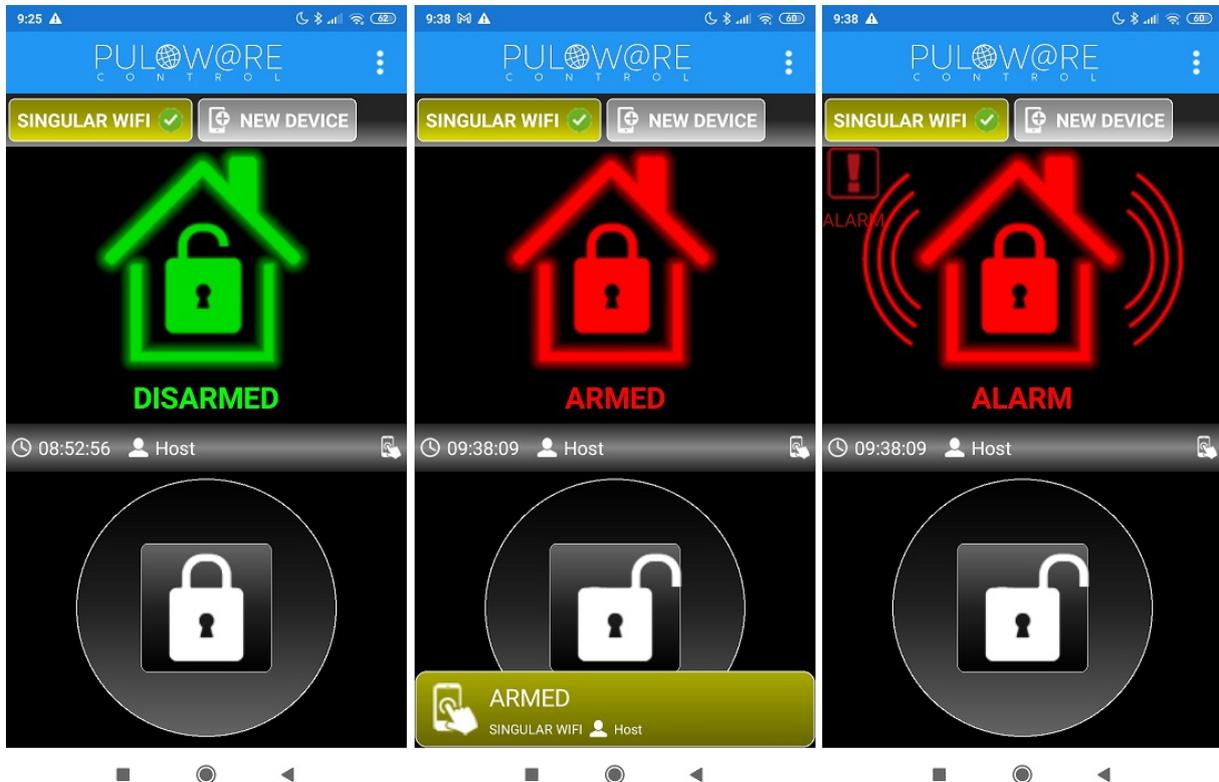
Multiple types of devices can be assigned to the application (door opener, alarm transmitter, thermometer, controller, etc.), or multiple devices of the same type can be added (e.g. house, holiday home, workshop, etc.)



You can scroll between devices by tapping the screen to find the one you want to control or view its status. You can change the order in the **Tab position** submenu.

2.3 ALARM STATUS area and the ARM/DISARM button

After installation and device registration, the application is ready to use. The screen displays 3 different operating states depending on the alarm status information.



1. DISARMED

- The alarm system is deactivated
- Touching the padlock touch button initiates an arming of the alarm system

2. ARMED

- The alarm system is armed
- Touching the padlock touch button initiates an disarming of the alarm system.

3. ALARM

- The alarm system goes into an alert state and a siren sounds on the phone to warn users.
- Touching the padlock touch button initiates an disarming of the alarm system.

To change the alarm status (arm/disarm), touch and hold the lock button for 1 second. If the control from the phone has reached the alarm system, a green tick will appear instead of the padlock, indicating to the user that the alarm system has received the command.

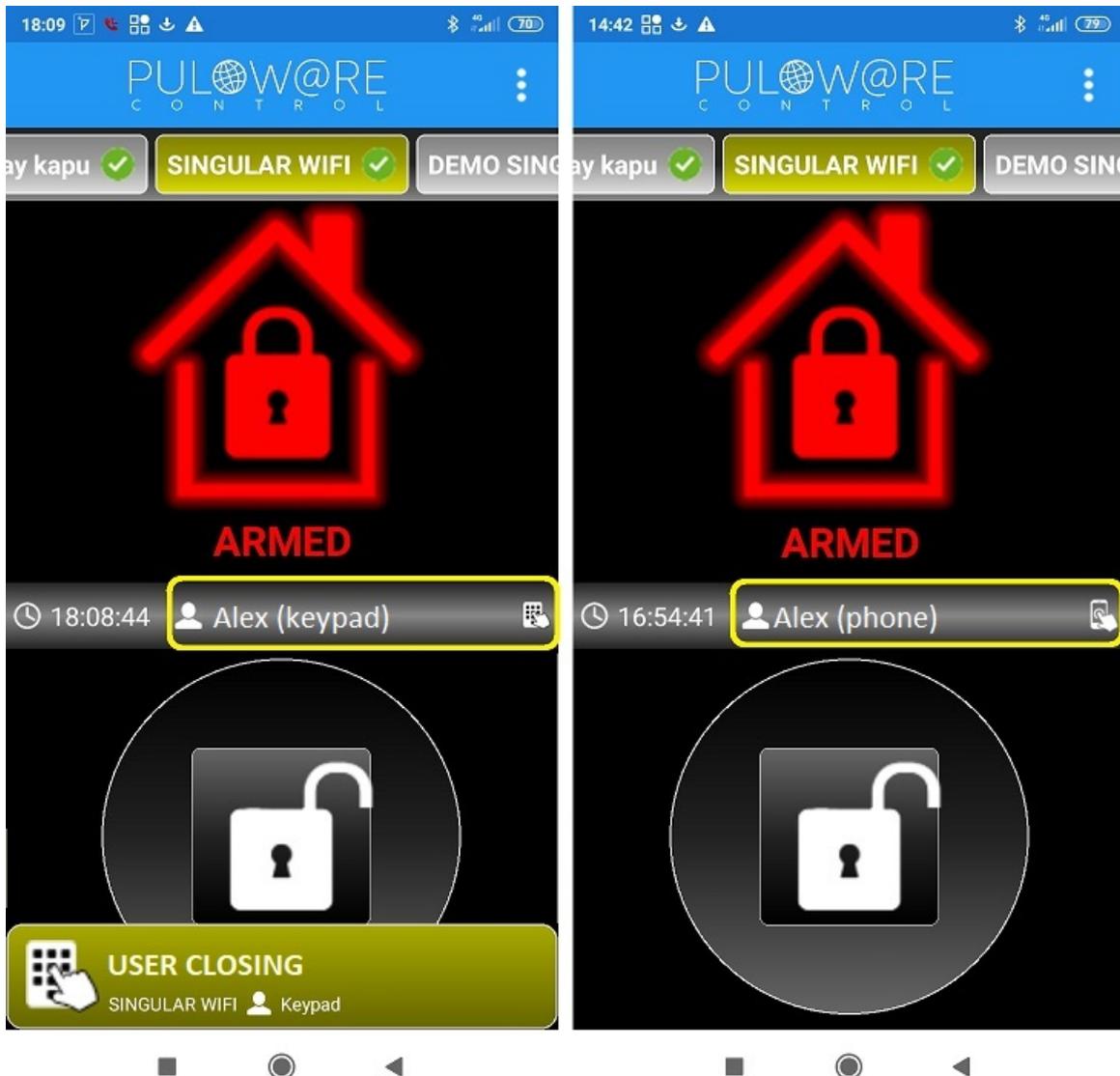


Touching the padlock to change state

The alarm system understood the control request

2.4 USERS ACTIVITY

This bar shows the activity of the end users controlling the alarm system, with a time stamp. Whether it is done from the operator (image 1) or from the phone (image 2), the application displays it in the push notification and on the main screen..



The persons using the alarm keypad locally can also be named in the application, which will be discussed in chapter 3.2.

3 Entering custom settings

The PULOWARE IoT server allows you to rename the schema push messages sent by the alarm system, to uniquely name the zones of the alarm system and to assign user names to local keypad codes. You can do this on the WEB page in the MOBILE SETTINGS section of the device configuration interface. The server's WEB interface can be accessed at puloware.com. Once registered, the installed product must be added to the DEVICES account by entering the unique 16-digit device ID. The password is only required if the product was already in use and someone had previously locked it with a password.

3.1 Rename the push messages with EVENT FILTER

By default, the communicator replaces the event codes sent by the alarm with the event names in the standard Contact ID table and sends them to the mobile application.

The unique naming of messages can be set with the following option:

EVENT LIST				
Date/time	Event	CID	MS1	MS2
2022.04.02 22:26:47	External event - Periodic test report	762518160201000	Success	Ignore
2022.04.01 22:26:46	External event - Periodic test report	762518160201000	Success	Ignore
2022.04.01 06:43:05	External event - Open by user [Keypad]	762518140101005	Success	Ignore
2022.04.01 06:42:51	External event - Cancel	762518140601005	Success	Ignore

MOBILE APP SETTINGS

EVENT FILTER							+ ADD FILTER	SAVE FILTER LIST
Event name	Type	E/R	CID code	Part	Zone	IP camera URL		
<input type="text"/>	External	E	***	**	***	<input type="text"/>		

Parts of event filter:

- **Event name:** the new unique name for the event
- **Type:** external event is the CID report code from alarm system , the rest is the device's own event
- **E/R:** event or restore
- **CID code:** the 3 character event identifier described in the Contact ID code table
- **Part:** partition identifier
- **Zone:** zone identifier
- **IP camera URL:** assign camera to event code (video monitoring station feature, not supported)

In the next screenshot, the event filter is already enabled, so it changes the messages displayed in the event list and in the application

ESEMÉNYLISTA				
Dátum/idő	Esemény	CID	MS1	MS2
2022.01.26 14:42:53	Garázs riasztó kikapcsolás	596918140102001	Nincs IP	Nincs IP
2022.01.26 14:42:50	Lakás riasztó kikapcsolás	596918140101001	Nincs IP	Nincs IP
2022.01.25 19:02:47	External event - Low system battery restoral	596918330200000	Nincs IP	Nincs IP

MOBIL APP BEÁLLÍTÁSOK

ESEMÉNYEK EGYEDI ELNEVEZÉSE							+ SZŰRŐ HOZZÁADÁSA	
Esemény név	Típus	E/R	CID kód	Part	Zóna	IP kamera URL		
Garázs riasztó kikapcsolás	Riasztó Contact ID	E	401	02	***	<input type="text"/>		
Lakás riasztó kikapcsolás	Riasztó Contact ID	E	401	01	***	<input type="text"/>		

The next two chapters offer a simpler way of doing this than the one discussed here in the filter section. Therefore, the filter setting should only be used for specific needs.

3.2 Assigning names to keypad codes

Alarm system keypad codes can be assigned to user names. The following example shows the result of naming in a simple way.

USER CODES		+ ADD CODE	SAVE CODE LIST
Code	User		
001	Tamás		
002			



You can assign a name to each keypad user, so you can see the keypad activity in the application.

3.3 Specific naming of alarm system zones

The zones in the alarm system can be individually named, which improves the user experience of the application. This will show the exact location of the event when an alarm is triggered.

ZONE CODES		+ ADD CODE	SAVE CODE LIST
Zone	Zone name		
001	Kitchen		
002	Bedroom		
003	Back door		
004	Balcony door		

In the example, the alarm in zone 001 is displayed as **Kitchen** in the application interface.

