



Intamac User Guide

V2.3 Issued June 2009

This User Guide is for customers who have subscribed to any combination of the following Intamac services for their home:

- Alarm monitoring
- Camera monitoring
- Safe@Home



Congratulations!

Your home is now monitored by Intamac.

Our award winning monitoring and messaging services protect people and property, keeps you informed, and puts you in control.

Through a unique combination of equipment in your home and Intamac's services, your property can be monitored all year round. Motion is instantly detected, images are securely sent off-site, and you are alerted to the event moments later. You can then review the event, and monitor your property in real-time.

With six contacts each receiving messages by phone, text message and email, you have the best possible chance of someone dealing with your problem.

Please read the rest of this guide carefully as it contains important information regarding the day-to-day use of our monitoring service, and how to get the best out of it.

NB. All information contained within is correct at the date of issue. Information and images within this guide are liable to change from time to time. You are advised to always check the Intamac website at www.intamac.com for latest service information or User Guide updates. Alternatively call Intamac directly on 0870 111 7234 during working hours.

Glossary of Intamac Terms

Property ID: A 4 or 6-digit number which is unique to each property monitored by Intamac.

Member ID: A unique identifying name (e.g. scottc) given to each Account Member. Commonly known elsewhere as a Username.

PIN code: A 4-digit number used to arm or disarm the monitoring service. A PIN code is assigned to each of your Account Members.

Account Member: Someone who has their own Member ID and password for your online account.

Contact: A person you have chosen to receive alert messages from Intamac should anything happen at your home.

NOTE: a Contact does not have to be an Account Member.

Other references

For details on how to initially configure your account and equipment, please refer to the separate Quick Setup Guides, located in the Help section at www.intamac.com.

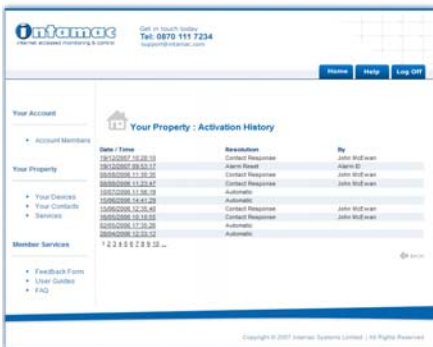
Living with Intamac Monitoring

Monitoring Your Property

Monitoring Online – Alarms

Your online account stores an 'events' log of all the alarm activity that Intamac has detected in your property. You can access it at any time to find out what has happened in your property. There is also a separate 'activation history' log which provides details of all the events where Intamac has taken action and sent out Alert Messages.

(Image shown: **Alarm Activation History Page**)



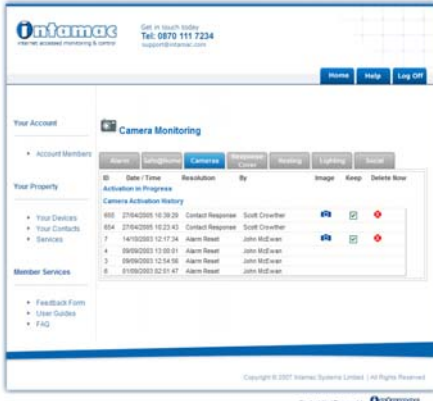
1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Click **Your Property** and select **Devices** located on the left hand navigation menu.
4. Now select the Alarm Tab located at the top of the screen, and your Alarm Monitoring page will appear, showing the full event log.
5. Click the Activation History button located beneath the Alarm Event Log to see detail of specific alarm events.
6. Highlight a row of interest and click the **View Full Activation Details** button – this page

details what alert messages were sent by Intamac, who received them and who responded.



Monitoring Online – Cameras

Your online account stores an activation history of all the camera motion that Intamac has detected in your property. You can access it at any time to find out what has happened in your property, or to see recorded images online.



(Image shown: **Camera Monitor Page**)

1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Click **Your Property** and **select Your Devices** located in the left hand navigation menu.
4. Select the Camera Tab located at the top of the screen and, if you have more than 1 active camera, select the appropriate one to view via the drop-down menu or camera icon.
5. **Click the Show Activation History button to view the activation history for that camera.**
6. Click any row to access the **Full Activation**

Details – this explains what messages were sent by Intamac, who received them and who responded.

Camera Activation History table explanation:

ID	Date/time	Resolution	By	Image	Keep	Delete
Identification number for this activation	Date and time that motion was detected	See table below	Name of Contact who responded (if applicable)	If the camera icon shows, recorded images are available for viewing.	Recorded images are deleted automatically after 28 days. Check this box if you wish to keep the images beyond this default.	Click this image if you wish to delete the recorded images instantly.

The following table details the 3 possible entries you may see in the **Resolution** column.

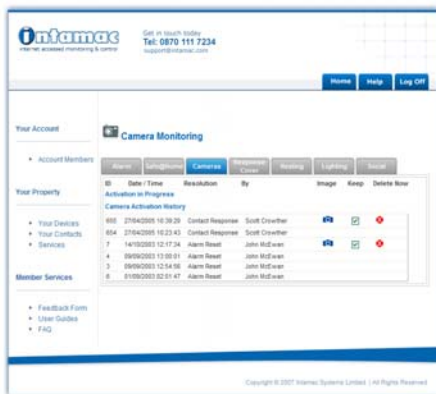
Monitoring Disabled	One of your Account Members disabled your Intamac camera monitoring.
Contact Response	One of your Contacts responded to an alert message.
Automatic	Intamac has automatically closed this activation because no response was received to an alert message within 60 minutes from any Account Holder or Contact.

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Viewing Recorded Images

When your camera detects motion, it sends recorded images to Intamac who store them in your online account for you to view at any time.



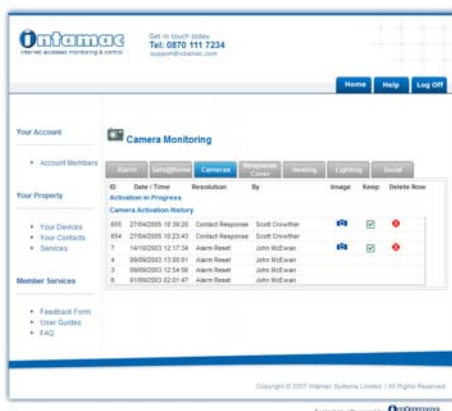
(Image shown: **Camera Monitor Page**)

1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Click **Your Property** and select **Your Devices** in the left hand navigation menu.
4. Select the Camera Tab located at the top of the screen and select the camera for which you want to view the recorded images.
5. Click the Show Activation History button.
6. Click the **camera icon** next to the activation that you wish to see the images for.

7. Images are only stored for 28 days. If you wish to keep them for longer, check the **Keep** box.

Viewing Live Images

You can see live pictures from anywhere in the world through your camera(s) via your Intamac online account. This is particularly useful if you have more than one camera.



(Image shown: Change – Camera Tab Home page, showing image from camera)

Comment [d1]: Change Image!!!!

1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Click **Your Property** and select **Your Devices** in the left hand navigation menu.
4. Select the Camera Tab located at the top of the screen and select the camera for which you want to view the live images. When selecting a camera the live images will automatically load onto your screen.

Monitoring By Telephone

Visit our website at www.intamac.com or call us on +44 (0) 870 111 7234



If you are unable to access your web account, you can still monitor your home by telephoning into the Intamac service platform. When you dial in to the Intamac platform, our automated service will read the last 10 events that have occurred in your property and recorded in your account, irrespective of the type of equipment they came from. To do this:

1. Dial **0845 601 4808**
2. press 3 when prompted
3. Enter your **Property ID** using the telephone keypad.

Enabling and Disabling Monitoring

There are a variety of methods for controlling the monitoring service for your home. Each method depends on the equipment you have installed, and the Intamac services you are subscribed to.

Via your Alarm System

This is the simplest method for you to enable and disable all the Intamac monitoring services for your property.

On exit: When you leave your home and arm your alarm system, Intamac automatically enables all the monitoring for your home. This enables monitoring for both your alarm system and cameras.

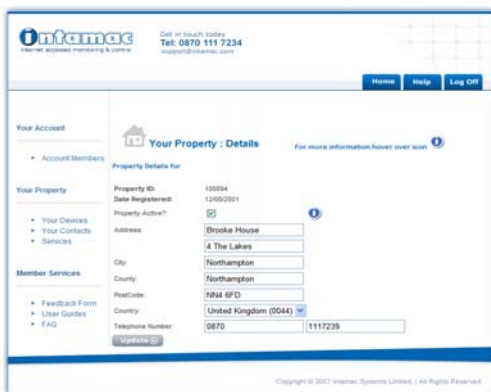
On entry: When you get back home and disarm your alarm system, Intamac automatically disables the monitoring of all the equipment in your home.

Note: When arming via your alarm system, Intamac apply a 120 second 'exit delay' period to the camera monitoring service. During this 120 second period, Intamac will ignore any camera activations that may be received your property - this helps avoid false alarms from your cameras. There is no comparable 'entry delay' period.

Online Method 1

This method disables all the Intamac monitoring for your property. This option is advised only for temporary use, for example, during maintenance of your equipment. You must remember to re-enable your monitoring using this method after any maintenance is completed.

Note: Only Account Members with appropriate permissions can do this.



(Image shown: **Your Property Page**)

1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Click **Your Property** in the left hand navigation menu.
4. Tick or un-tick the **Property Active** checkbox.

Comment [d2]: Add a circle around the Property Active box on the image, to help show which box the customer has to check

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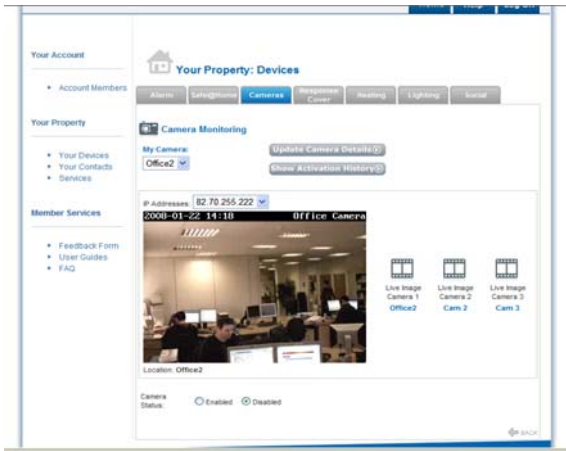
5. Click the **Update** button to save changes

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Online Method 2

Enables or disables the monitoring of individual cameras only.



(Image shown: **Camera Monitor Page**)

1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Select your Property and click **Your Devices** in the left hand navigation menu.
4. Select the Camera tab located at the top of the screen and select the camera for which you want to enable or disable the monitoring.
5. Toggle the camera monitoring option at the bottom of the screen between enabled and disabled as required.

Note: Only Account Members with appropriate permissions can do this.

By Telephone

Enables or disables monitoring of all cameras in your home.

Only Account Members who know your Property ID and have a valid PIN code assigned by you can enable or disable via the telephone.

1. Call **0845 601 4808** and follow the instructions.
2. Input your **Property ID** and camera monitoring **PIN code** when prompted.
3. The prompts will advise you when your monitoring is enabled or disabled.

Note: You can find your Property ID number displayed on the **Your Property** page of your online account.

Note: Refer to the **Account Settings – Account Members** section earlier in this guide for instructions on how to assign PIN codes.

By SMS Text Message

Enables or disables monitoring for all cameras in your building.

Only Account Members can disable or enable monitoring via text message.

Intamac's SMS system recognises their mobile phone numbers when they send the SMS, and only allows mobile phone numbers registered against an Account Member to work.

1. **To Enable monitoring:** Send e123456 (where 123456 represents your 6 digit Property ID) to 07797882755.
2. **To Disable monitoring:** Send d123456 (where 123456 represents your 6 digit Property ID) to 07797882755.

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- You will receive an SMS message in return from Intamac to tell you that your monitoring has been enabled or disabled.

Note: You can find your Property ID number displayed on the **Your Property** page of your online account.

Via your camera

- Option 1:** Switch your camera off at the mains
- Option 2:** Disconnect your camera from your router
- Option 3** (Linksys cameras): Access the Intamac monitoring tab on the camera's web based utility and set the monitoring enabled/disabled option appropriately

How Intamac raises the alarm

Alert Timings

Intamac send out Alert Messages after detecting an incident in your property, using one of two different timing sequences as shown in the table below. These timings differ because life-threatening situations are treated as a priority. Details of each message type are explained below.

	Alert type	Description of Alert	Times after initial detection	
			For Burglary, flood, & Technical alarms.	For Fire & Panic attack.
1	Property Check	Initial call to property (telephone only) to remind occupants to disable monitoring.	60 seconds	immediately
2	Alert message	Contact 1 sent text message, phone call and email	30 secs later	immediately
3	Alert message	Contact 2 sent text message, phone call and email	90 secs later	immediately
4	Alert message	Contact 3 sent text message, phone call and email	90 secs later	immediately
5	Alert message	Contact 4 sent text message, phone call and email	90 secs later	immediately
6	Alert message	Contact 5 sent text message, phone call and email	90 secs later	immediately
7	Alert message	Contact 6 sent text message, phone call and email	90 secs later	immediately

Alert Frequency and Alert Responding

Intamac only send out one set of Alert Messages to your Contacts per incident detected.

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An incident is considered 'active' until one of your Contacts responds to an Alert Message. If no Contacts respond to the Alert Messages, Intamac will keep the incident 'active' for 60 minutes before automatically closing the incident.

If more incidents are detected during an 'active' period, we will not send out further messages – this avoids confusion amongst your Contacts. However, details of new incidents from your alarm system, and any images received from your other cameras will be stored in your online account for later retrieval.

Property Check

Two different property check phone calls are used depending on what type of equipment Intamac detected the initial incident, alarm systems or cameras.:

Equipment	Description	Example written transcript of phone call.
Incident detected on alarm	Occupants of your property are prompted to respond by resetting the alarm panel using a valid PIN code or keyfob. This disables the monitoring for the alarm and any cameras in the building and stops any further messages being sent out. If there is no, or an incorrect, response to this call, messaging to Contact 1 takes place.	<p>"This is the Intamac Home Manager service.</p> <p>The alarm system has notified us of an event at 4 Brooke House.</p> <p>To prevent any further automatic responses being sent from the Home Manager service, please reset your alarm panel now.</p> <p>Thank-you for your assistance.</p> <p>Goodbye."</p>
Incident detected on camera	<p>Account Members in your property are prompted to respond by entering their PIN code on the phone keypad. This disables the camera monitoring for all cameras in the building and stops any further messages being sent out. If there is no, or an incorrect, response to this call, messaging to Contact 1 takes place.</p> <p>Only Account Members who have a valid PIN code assigned by you can enable or disable via the telephone.</p> <p>Refer to the Account Settings – Account Members section earlier in this guide for instructions on how</p>	<p>"This is the Intamac Home Manager service.</p> <p>Your camera monitoring system has notified us of an event at 4 Brooke House.</p> <p>Please enter your 4-digit PIN number to disable camera monitoring.</p> <p>< correct PIN entered ></p> <p>Thank you for responding. Your camera monitoring is now disabled. Please ensure that you enable your camera monitoring when you next</p>



	to assign PIN codes.	leave your property. Goodbye."
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Alert Messages – SMS Text Message

Recommendation: Some SMS Alert messages sent by Intamac are sent from the number 07781486084. So that you recognise this number each time you receive a message from us, we recommend you save this number in your mobile phone's address book as name 'Inta-Alert' - that way you will always know it comes from Intamac.

If you have an MMS (picture) enabled mobile phone and the initial incident has images stored by Intamac, you can request pictures to be sent to your phone by replying using the 'MMS' option in the message (see Example 2 below, and separate 'Receiving Pictures' section).

Example 1: Alarm Monitoring

Example 2: Camera Monitoring

<p>From: Inta-Alert</p> <p>S Crowther 4 Brooke House</p> <p>12:24 BA Lounge 12:25 BA Dining Room 12:25 BA Hall</p> <p>To respond reply using the code 8479</p>	<p>From: Inta-Alert</p> <p>S Crowther 4 Brooke House</p> <p>12:24 Motion Detected Dining Room</p> <p>To respond reply using the code 8479</p> <p>If you require images reply using the code MMS8479</p>
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Alert Messages - Telephone

Written transcript of telephone call:

"This is the Intamac Home Manager service

You are a registered contact for Scott Crowther of 4 Brooke House.

Please enter 1 to confirm that you will respond to this event. Enter 2 to review the recorded events or enter 3 to listen to these options again.

< '1' entered >

Thank-you for your acknowledgement, we have noted that you are responding to this event."

Alert Messages – Email



Email alert messages initiated by cameras have any recorded images sent as an attachment.

From: info@intamac.com
Subject: Intamac Monitoring Service - Alert Message
Attached: recorded_images.asf
This is the Intamac Monitoring Service. You are a nominated contact for : Scott Crowther 4 Brooke House The monitoring system at this location has been activated. The events recorded are : 08/03/2005 12:24:15 Motion Detected Dining Room If you would like to respond to this message, please telephone 08456014808 and enter this code: 8479 Intamac Monitoring Services : www.intamac.com

Response Received Messages

Response Received messages are sent out when a Contact responds to an Alert message. They are only sent to Contacts who were sent the alert message, but did not respond to it. The different responses are shown below:

SMS Text Message:

From: Inta-Alert
08/03 12:28 S Crowther has responded to the alert at 4 Brooke House Contact the owner for further info.

Visit our website at www.intamac.com or call us on +44 (0) 870 111 7234



Telephone:

"This is the Intamac Home Manager service
We have recently notified you of an activation.
This message is to inform you that there has been a response to this event from Scott Crowther.
To listen to this message again, press 1 or to end the call press 2."

Email:

From: info@intamac.com
Subject: Intamac Monitoring Service - Alert Cancellation Message
This is the Intamac Monitoring Service.
We contacted you about a monitoring system activation at:
4 Brooke House
The alert has been responded to by:
Scott Crowther 08/03/2005 12:28:13
Please contact the owner for further information.
Intamac Monitoring Services : www.intamac.com

WARNING: For security reasons, you should make sure that none of your Contacts have your home telephone number listed in their contact details. Doing this could enable an intruder to respond to a telephone call in your property and stop any further alert messaging. Intamac's system has recently been changed to prevent you being able to do this by accident in the future, however you should check the data you already have stored. Please log on to your online account and make sure that your Contacts do not have your home phone number listed. See later in this guide for details on how to edit your Contacts.

Receiving Pictures

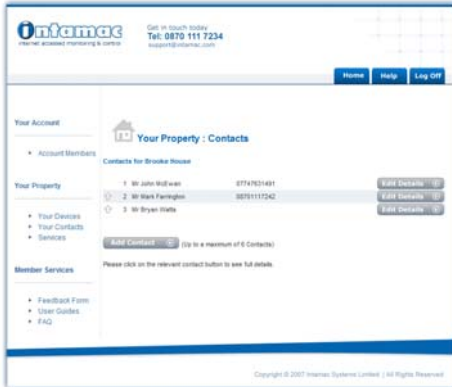
If you have camera monitoring from Intamac and you have marked any of your Contacts as having an MMS enabled phone, you can elect to have them receive pictures from Intamac when they reply to an alert message using the 'mms' option. To allow this your Contact must:

1. Own a picture messaging phone.
2. Check their network can receive pictures from our service (currently Vodaphone, Orange, O2, BT Cellnet, T-mobile, One To One, Virgin, C&W, Tesco mobile).
3. Ensure their network provider has picture messaging switched on.

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You must then identify their phone as 'MMS enabled' in your Intamac secure online account as follows:



(Image shown: **Edit Details (of a Contact in Your Contacts)** – add a circle around the “enable MMS” bit, to help show exactly where the enable MMS button is.)

Comment [d3]: Change this image – to Edit Details screen

1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Select **Your Account** and Click **Your Contacts** in the left hand navigation menu.
4. Click **the Edit Details button** next to the Contact you wish to enable MMS messaging for.
5. Input their number in the Mobile SMS/txt No.

field and check the **MMS Enabled** box.
6. Click **Update**.

Safe@Home Messages

Safe@Home alert messages are sent by text and email only to your Safe@Home Contacts, letting them know who has disarmed your alarm system. Details on setting your Safe@Home Contacts, and how to use this service are described later – see Setting Your Safe@Home Contacts.

SMS Text Message example:

From: Inta-Alert
Tony Burton is 'Safe@Home'. Sarah unset the alarm panel on 08/03 at 17:27. Login to www.intamac.com for info.

Email:

From: info@intamac.com
Subject: Intamac Monitoring Service – Safe@Home Message
This is the Intamac Monitoring Service.

Visit our website at www.intamac.com or call us on +44 (0) 870 111 7234



This message is to inform you that Tony Burton is 'Safe@Home'.

Tony Burton has unset the alarm panel on 08/03/2006 at 17:27:06

Thankyou.

Protect your home and family with Intamac
www.intamac.com



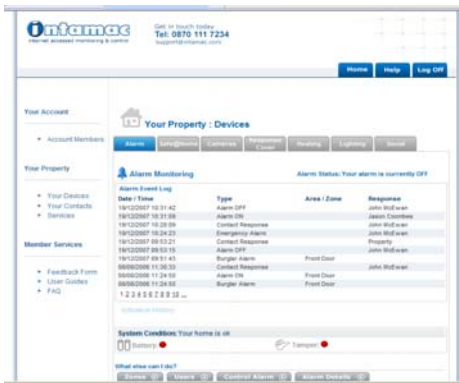
Testing your system

You should run regular tests on the equipment installed in your home to make sure it is communicating with Intamac correctly. As a guide you should test alarm systems every 6 months, and camera systems every 2 weeks. If anything does not appear to operate correctly, please contact Intamac so that we may help you to resolve the problem.

Testing alarm systems – online method

If your alarm panel is programmed to let Intamac know whenever it is armed or disarmed, you can simply check online whether your alarm equipment is communicating properly. Your alarm installation company or the User Guide for your DIY alarm will be able to tell you whether your alarm is programmed in this way, and will usually be referred to as “Open/Close settings = ON”. Please refer to these as Intamac cannot help with this information.

To test your system communications:



(Image shown: Alarm Events Page- to be changed)

1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** and click **Log-in**.
3. Select Your Property and then click **Your Devices** in the left hand navigation menu.
4. **Alarm on** or **Alarm off** should appear in the alarm event log, coinciding with the last time you armed or disarmed your alarm.

Testing alarm systems – by ‘simulating a burglary event’

By simulating a burglary and causing your alarm to ring, you can test whether your equipment is communicating with Intamac properly. To do this, Arm your alarm system then enter a room containing a sensor that will cause your alarm to ring. Let it ring for a minimum of 90 seconds. During this period you should receive a telephone call to your home phone number from Intamac. Now disarm your alarm system as normal.

Note: You should only test your alarm system in this way during sociable hours to avoid noise pollution disturbing your neighbours.

Testing Cameras

Log onto your online account and enable the camera monitoring for the camera you want to test. To do this, follow the **Online Method 2** instructions in the **Enabling and Disabling Monitoring** section of this Guide. Once enabled, wait 90 seconds and then walk in front of the camera. Within the next 90 seconds you should receive a telephone call to your home phone number from Intamac.



Account Settings

Account Members

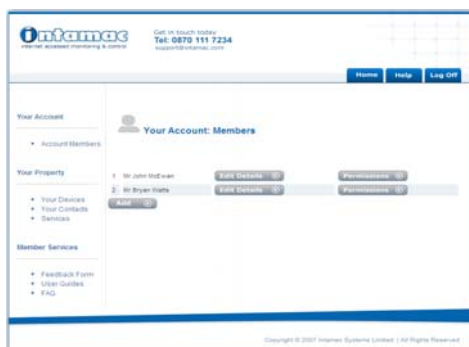
Only the Account Holder can add new Account Members to an account.

Account Members are assigned their own Member ID and password, enabling them to log into your online account. It is your decision whether you let the Account member have this login information.

Note: if you have camera monitoring, everyone who has legitimate access and a set of keys to your building should be added as an Account Member so that you can assign them their own Intamac PIN code. They use this PIN code only to enable or disable your camera monitoring - it is not used to arm or disarm your alarm system.

Note: Account Members are not sent alert messages from Intamac – messages are only sent to the people on your Contacts list (see Your Contacts section).

Adding Account Members



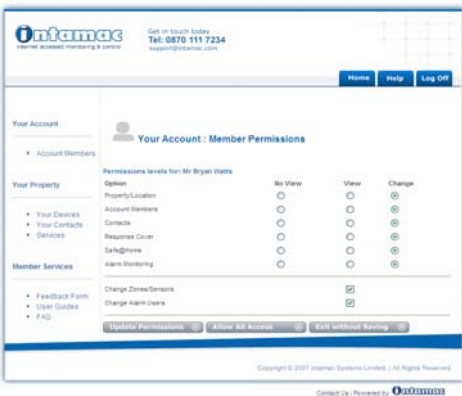
(Image shown: **Account Members Page**)

1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Select Your Account and then click Account Members in the left hand navigation menu.
4. Click **the Add button** and follow the instructions to create a new Member ID and password for that account member
5. You are forced to add a **PIN code** – if you have camera monitoring you must let your Account Member know what this is.

Account Member Permissions Rights

You can restrict the areas of your account that your Account Members can have access to by setting their permission rights. For example you may want an Account holder to be able to see your Contacts List, but not make any changes to it. By default new Account Members have no permissions.

(Image shown: **Account Members Permissions Page**)

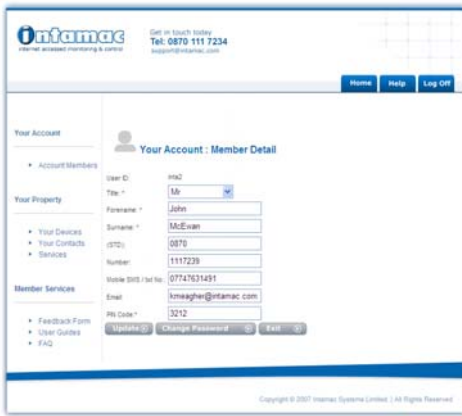


1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Select Your Account and click **Account Members** in the left hand navigation menu.
4. Click **Permissions** next to the Account Member you want to set permissions for.
5. Check the View, Change, Monitor and Control boxes that you wish to give the Account Member rights to access.
6. Click **Update Permissions** to save your



changes.

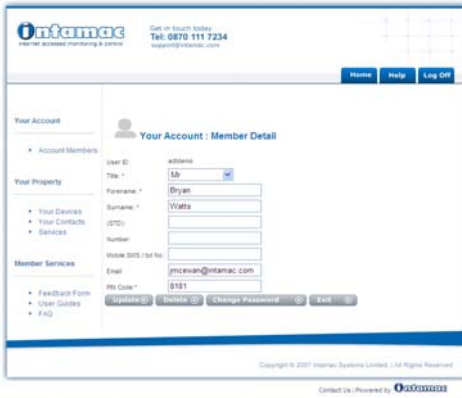
Editing Account Members' Details



(Image shown: Account Members' Details Page)

1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Select **Your Account** and click **Account Members** in the left hand navigation menu.
4. Click **Details** next to the Account Member's name.
5. Edit the details show and click **Update** to save your changes.

Deleting Account Members



(Image shown: Account Members' Details Page)

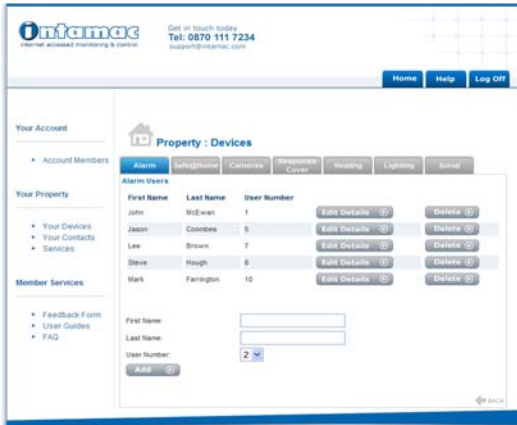
1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Select **Your Account** and Click **Account Members** in the left hand navigation menu.
4. Click Edit **Details** next to the Account Member's name.
5. Click **Delete**.



Alarm Users

The Intamac Home Manager uses the names of your Alarm Users in the messages you receive. Ensuring they are correctly identified allows the Intamac Home Manager service to send you messages that you can easily understand, by using these User names.

Adding an Alarm User

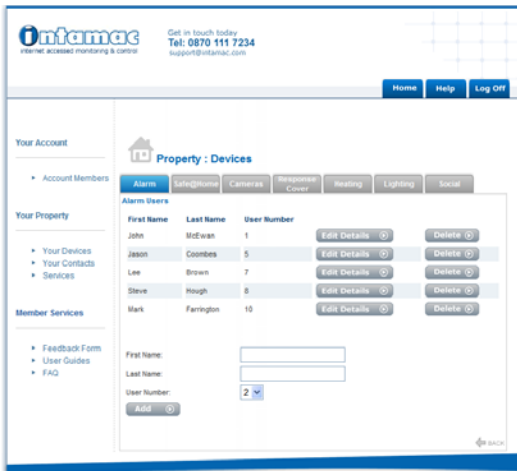


(Image shown: Alarm Users Page)

Comment [d4]: Put a circle around the Add User button, to show where it is

1. Click Log into your account at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Select **Your Property** and click **Your Devices** in the left hand menu.
4. Click the **Users** button located at the bottom of the screen
5. To add a new alarm user input the users **first name** and **last name** into the fields and give the user a number (Please note that you can only have a maximum of 10 alarm users)
6. Select **Add** to save your changes

Editing/Deleting an Alarm User



(Image shown: Alarm Users Page)

Comment [d5]: Change this image (it's the same as above) – and replace with one of the Edit Users page, showing the boxes they need to fill in, and put a circle around the Add/Save button.

1. Click Log into you account at www.intamac.com
2. Input the **Member ID** and **Password** you provided during registration and click **Go**.
3. Select **Your Property** and click **Your Devices** in the left hand menu.
4. Click the **Users** button located at the bottom of the alarm monitoring screen.
5. To edit/delete a alarm user select either the **Edit Details** or **Delete** button next to the contact you wish to amend/remove.
6. If **Editing** an alarm user select **Add** to save your changes. Alternatively, if you are **Deleting** an alarm user select **Yes** when prompted.

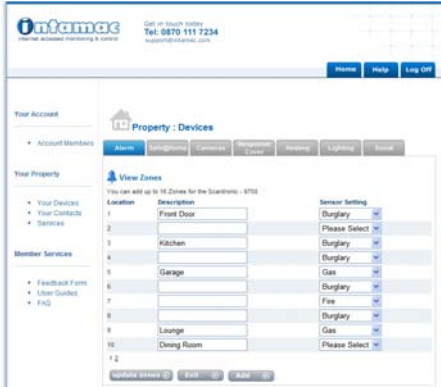


Alarm Zones

The Intamac Home Manager uses the descriptions of your Alarm Zones in the messages that you receive. It is important that the Zones in your online account match those programmed into your security system's control panel.

Viewing/Updating Zones

(Image shown: View Zones page)



1. Click Log into you account at www.intamac.com
2. Input the **Member ID** and **Password** you provided during registration and click **Go**.
3. Select **Your Property** and click **Your Devices** in the left hand menu.
4. Click the **Zones** button located at the bottom of the alarm monitoring screen.
5. To update you're an existing Zone select the zone you want to change and click **Update**.
6. To add a new zone select the **Add** button located at the bottom of the screen and enter the **Description** and **Sensor Type** of the new zone. To save your changes select **Add**.

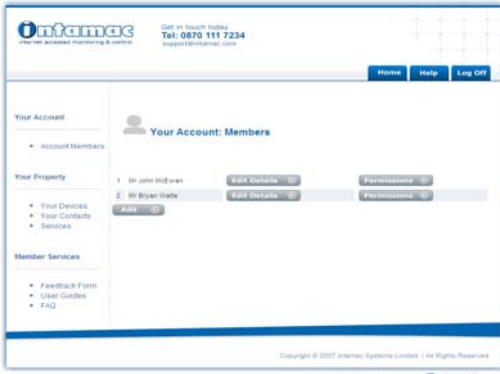


Your Contacts

Your Contacts List is the people who will be sent Alert messages should your camera detect motion.

Adding and deleting Contacts

(Image shown: Your Contacts Page)



1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Select Your Property and click **Your Contacts** in the left hand navigation menu.
4. Click the **Add Contact** button to add a new Contact to your list. Input the appropriate details, including landline telephone number, mobile phone number, and e-mail address for that Contact.
5. To edit or delete a Contact, click Edit

Details:

- a. To edit a Contact, change the details shown, then click **Update** to save the changes.
- b. To delete this Contact, Click **Delete**.

Educating your Contacts

The people you add as Contacts to your account are your most important people.

You should trust these people to take action should anything happen at your home. Think carefully about who is best placed to react to an Intamac alert message should you be unavailable.

Use the 'test' facility provided in the online account to make sure that all landline numbers, mobile numbers and email addresses are regularly up to date. Make sure all Contacts understand what sort of messages they may receive from Intamac, how to respond and what action you would like them to take.

For your convenience, a separate User Guide for Contacts is provided in the Help section at www.intamac.com

Your Safe@Home Contacts

Your Safe@Home Contacts are the people who will be notified by text message and/or e-mail every time your alarm system is disarmed with a valid PIN code or keyfob.



To operate correctly you must be subscribed to the Safe@Home service, and have your alarm system programmed to inform Intamac every time your alarm system is enabled or disabled. Please refer to your alarm system User Guide, to check whether your alarm is programmed in this way; it will usually be referred to as "Open/Close settings = ON".

Adding and deleting Safe@Home Contacts



(Image shown: **Your Contacts Page**)

1. Click **Log in to your account** at www.intamac.com.
2. Input the **Member ID** and **password** you provided during registration and click **Go**.
3. Select **Your Property** and click **Your Devices** in the left hand navigation menu, then select the Safe@Home tab.
4. Every Alarm User that is listed for your alarm system will automatically appear on your Safe@Home page. You can choose to receive a message when any of these Users unsets the alarm system, by selecting a Safe@Home Contact via the drop down menu next to each

User name.

5. You can nominate 2 separate Safe@Home Contacts, to whom SMS text message and e-mail notification messages will be sent: Use the drop down Select Contact menu to choose a Safe@Home Contact directly from the Your Contacts List - their mobile phone number and e-mail address will automatically appear. Click Update to save
6. Alternatively, you can manually input the name, mobile phone number and e-mail address of a specific Safe@Home Contact directly into these fields. Click Update to save.

Equipment Settings

The settings of your equipment can have a large impact on how well your monitoring service operates.

Alarms – false alarms

False alarms from movement detectors (PIRs) on alarm systems can be common, and annoying. If you have a persistent false alarm from one specific sensor (zone) on your alarm system, try isolating it from the rest of your alarm for a few days to see if the false alarms stop. Think carefully about the positioning of sensors, including how any heat sources such as radiators or fires may affect them. Try moving sensors if you have a DIY product. Refer to your installation manual, or speak to your installer.

Cameras - Motion Detection Sensitivity

Most cameras allow you to alter the motion sensitivity settings. As a guide you should start with all visible zones selected, and set the camera to respond at medium sensitivity. However, this may be unsuitable in some applications, resulting in false activations. If this occurs you should try different sensitivity settings. For example, on the Linksys Wireless-G camera's 'Options' page, you can change the sensitivity and deselect some areas of the image, thus reducing motion and light sensitivity. Please refer to the User Guide from your camera manufacturer, or speak to your installer.



Cameras - Positioning

For best results, position your camera indoors, facing the direction of anyone approaching (such as in a stairwell or corridor). Avoid pointing the camera at or through windows, where there will be general activity and sudden light level changes. Light level changes are a regular cause of false alarms. If you have a Linksys Wireless-G camera, please remember it is not designed for external use.

Visit our website at www.intamac.com or call us on +44 (0) 870 111 7234