

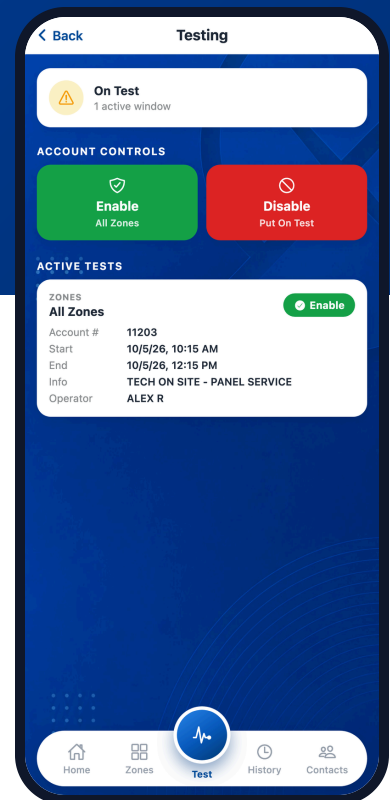
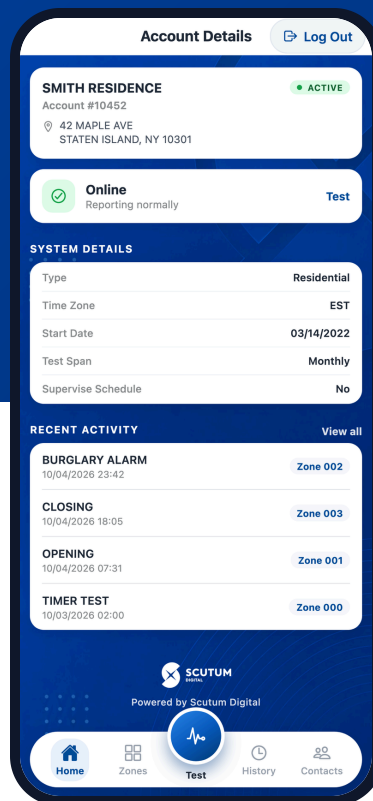


CUSTOMER APP

SHIELD MOBILE

USER MANUAL

Take control. Anytime. Anywhere.



DOWNLOAD

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SUPPORT

[\(866\) 494-6414](#)

EMAIL

info@scutum-digital.com

WELCOME

Your alarm system, in your pocket

ShieldMobile connects you to your monitored alarm account. No phone call, no time on hold: do it yourself, any time of day.

What you can do

- ◆ Put your system **on or off test**.
- ◆ **Add and edit** your contacts and zones.
- ◆ Review your **alarm signal history**, and what we did about each one.
- ◆ Get **push notifications**.
- ◆ **No time on hold**.

YOUR SIGN-IN DETAILS

ACCOUNT
NUMBER

ACCOUNT
PASSWORD

Your security company gives you these. Keep this page somewhere private.

Get the app

Search **ShieldMobile** in your app store, or scan a code with your phone's camera.



iPhone and iPad

Download on the App Store



Android

Get it on Google Play

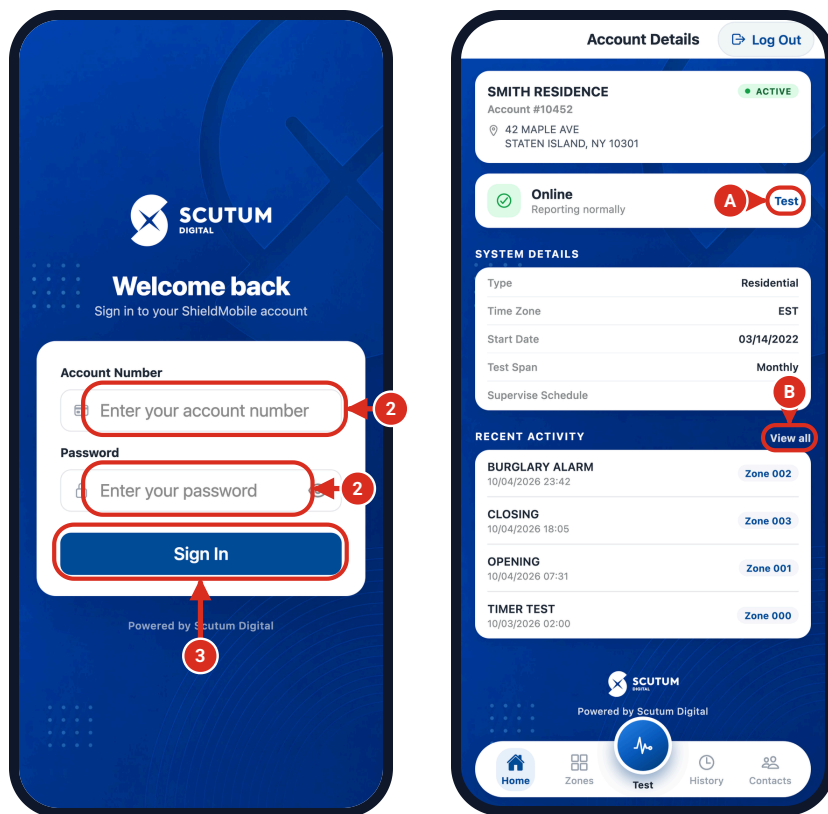
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SECTION 1

Signing in and Home

Sign in with your account number and you land on your account's Home screen.



Sign in.

Home.

Sign in

- 1 Open **ShieldMobile**.
- 2 Enter your **Account Number** and **Password**.
- 3 Tap **Sign In**.

On a phone with Face ID or a fingerprint reader, tick **Remember me** before you sign in, and next time you're in with a glance.

Home

A Status

Online means your system is being monitored normally. **On Test** means it's on test. Tap **Test** to change it.

B Recent Activity

The last signals we received. Tap **View all** for the full history.

The bar at the bottom

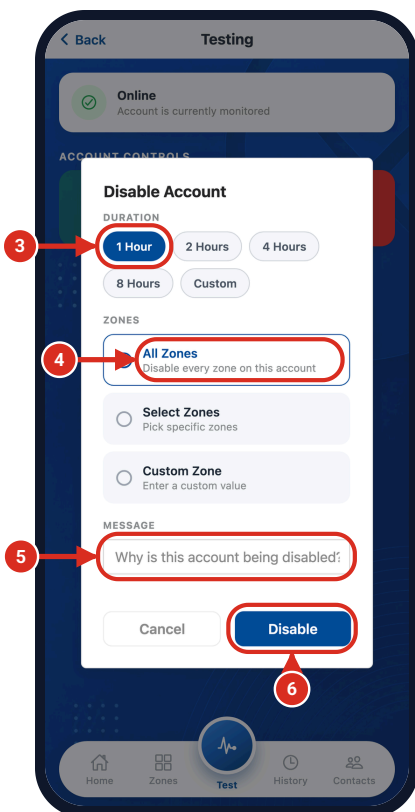
Home, **Zones**, **History** and **Contacts** are always one tap away, with **Test** raised in the middle.

To sign out, tap **Log Out** at the top of Home.

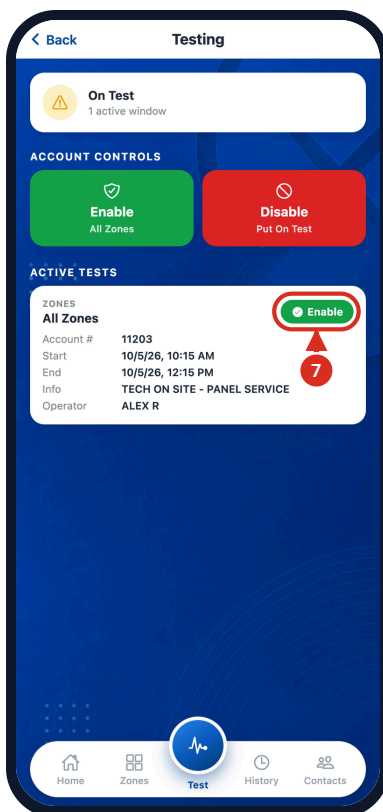
SECTION 2

Putting your system on test

Having work done on your alarm, or testing it yourself? Put it on test first, so we don't treat those signals as a real alarm.



Disable Account.



On test.

Put it on test

- 1 Tap **Test** in the middle of the bottom bar.
- 2 Tap the red **Disable** button.
- 3 Choose how long: 1, 2, 4 or 8 hours, or **Custom**.
- 4 Choose **All Zones**, or pick the zones to put on test.
- 5 Add a short **message**, such as "alarm company working on it".
- 6 Tap **Disable**.

Take it off test

- 7 Tap **Enable** on the test to put your system back in service, or **Enable** at the top to end every test at once.

! Always put it back in service

While your system is on test, alarms from those zones are not acted on. Enable it as soon as you're done. A test lasts up to 8 hours and ends on its own when the time is up.

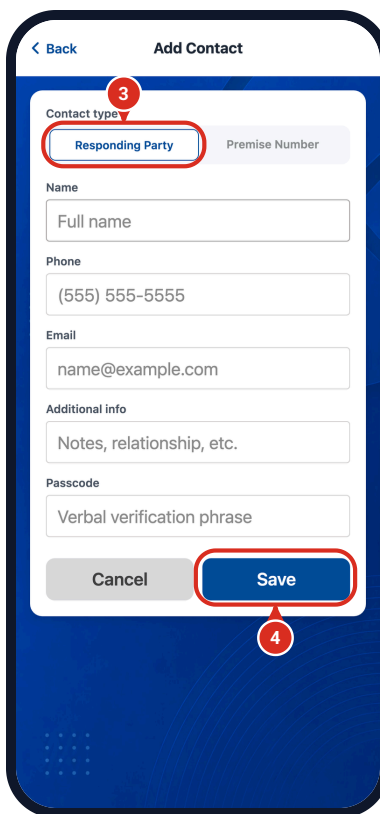
SECTION 3

Contacts

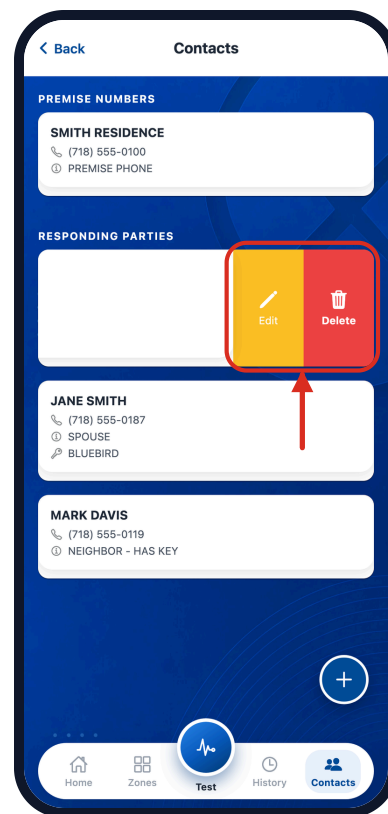
The people we call when your alarm goes off. Keep them up to date.



Contacts.



Add Contact.



Swipe to edit or delete.

Two kinds of contact

Premise Numbers are called **before** the police or fire department. **Responding Parties** are called **after** the authorities.

Add a contact

- 1 Tap **Contacts** in the bottom bar.
- 2 Tap the **+** button at the bottom right.
- 3 Choose **Responding Party** or **Premise Number**.
- 4 Fill in the name, phone, email, any additional info and the passcode, then tap **Save**.

Edit or delete a contact

Swipe the contact to the left to show **Edit** and **Delete**.

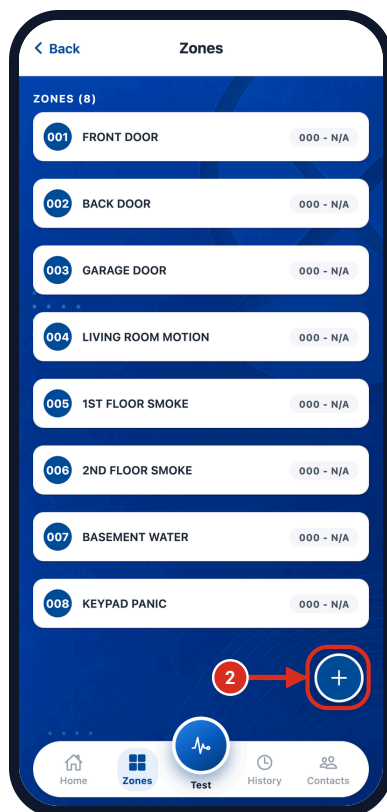
The passcode

This is the word our operators ask for to make sure they're talking to the right person. Keep it something only your contacts know.

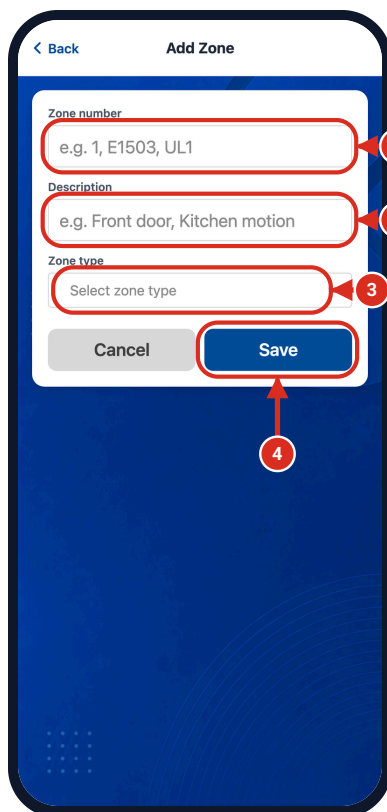
SECTION 4

Zones

Each zone is a door, window, motion sensor or smoke detector on your system. The zone list tells our operators exactly what went off.



Zones.



Add Zone.

Add a zone

- 1 Tap **Zones** in the bottom bar.
- 2 Tap the **+** button at the bottom right.
- 3 Enter the **Zone number**, a **Description** such as "Back door", and the **Zone type**.
- 4 Tap **Save**.

Edit or delete a zone

Swipe the zone to the left to show **Edit** and **Delete**.

! Not sure of the zone type?

For most systems (Contact ID and SIA), **leave the Zone type as "000 - N/A"**. Your panel already tells us whether a signal is a burglary, fire, trouble and so on.

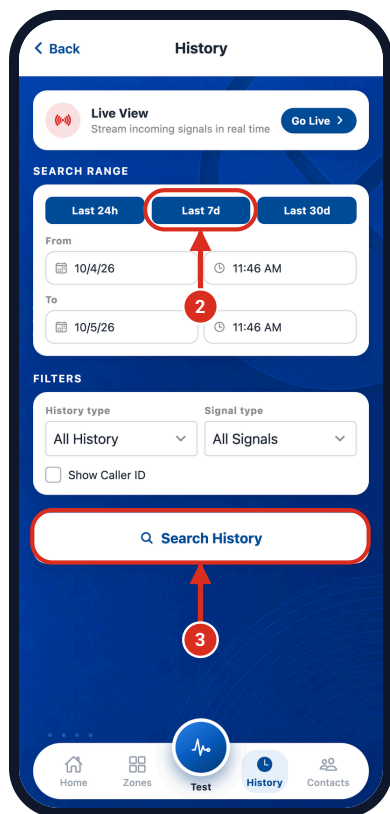
Older systems

If your security company tells you your panel uses an older format such as 4x2 or 3x1, set the Zone type from the list. When in doubt, ask them or call us.

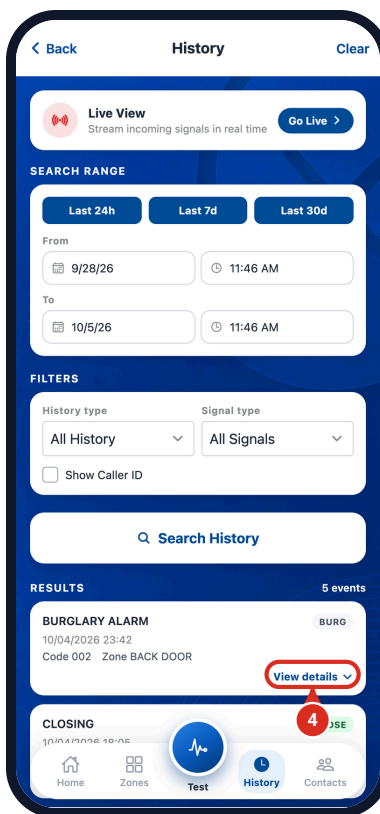
SECTION 5

Signal history

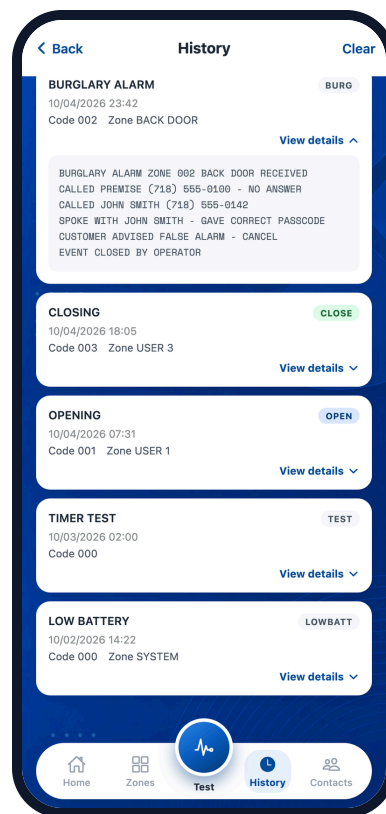
Every signal we received from your system, and exactly what our operators did about it.



Search history.



Results.



Details.

Search your history

- 1 Tap **History** in the bottom bar.
- 2 Pick **Last 24h**, **7d** or **30d**, or set your own dates.
- 3 Narrow it down if you like (see right), then tap **Search History**.
- 4 Tap **View details** on any signal to see what we did: who we called, whether the passcode was given, and whether police or fire were sent.

History type

Signal type

Live View

Operator Handled (we called), **System Handled** (no call needed) or **Disabled Signals** (received while on test).

Burglary, Fire, Open, Close, Test, Panic, Trouble, Low Battery, AC Loss and more.

Tap **Go Live** to watch signals arrive as they happen, handy while you test your system.

SECTION 6

View-only, notifications and questions



View-only.

View-only accounts

Your security company can set your app to **view-only**. You'll see a **View only** note at the top of Contacts and Zones, and the **+**, Edit and Delete buttons are hidden.

You can still put your system **on and off test** and see all your history. To change a contact or zone, contact your security company.

Turn on notifications

When the app asks to send you notifications, tap **Allow**. Said no by mistake? Open your phone's **Settings**, find **ShieldMobile**, and turn **Notifications** on.

Questions

I can't sign in.

Check your account number and password with your security company. Passwords are case sensitive.

I can't add a contact or zone.

Your app may be set to view-only. Contact your security company to make the change.

I forgot to take it off test.

A test ends on its own when its time is up. To end it sooner, tap Test and then Enable.

I got a new phone.

Download ShieldMobile again and sign in with the same account number and password.

SECTION 7

Help and support

We're here around the clock. If anything in the app isn't working the way this guide describes, get in touch.

CALL

(866) 494-6414

EMAIL

info@scutum-digital.com

ON THE WEB

myalarmstatus.com

WEBSITE

scutum-digital.com

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Get it on Google Play

On a computer?

MyAlarmStatus.com

Put your account on or off test and see its history from any web browser.



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