

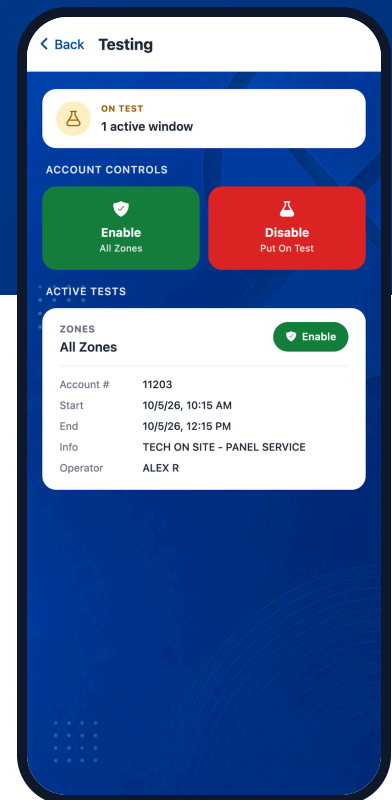
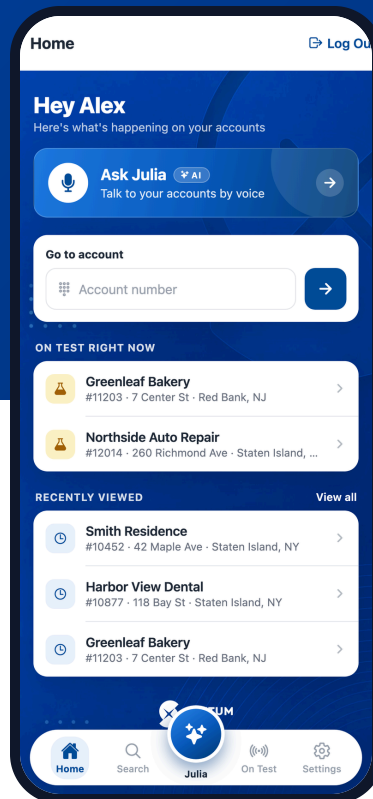


DEALER ONBOARDING

SHIELDTECH INSTALLER APP

USER MANUAL

Your accounts, tests, zones and signal history, right from the job site.



DOWNLOAD

[App Store & Google Play](#)

SUPPORT

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

EMAIL

info@scutum-digital.com

WELCOME

The installer app for Scutum Digital dealers

ShieldTech puts your monitored accounts in your pocket. Put an account on test before you work on a system, add contacts and zones, and check exactly what signals we received, all from the job site.

Get the app

Search **ShieldTech** 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

What's inside

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Your login

Use your existing **Scutum Digital dealer credentials**, the same username and password as the Dealer Portal.



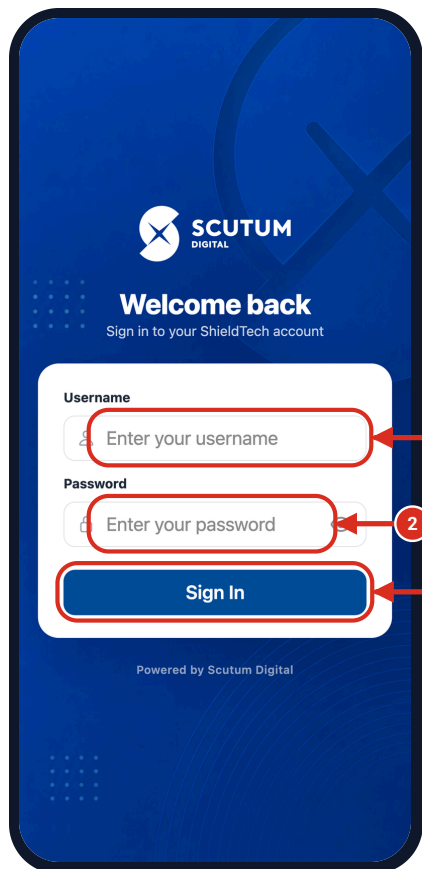
New user?

Scan to apply for a login at scutum-digital.com/dealer-portal-signup. Give our support team a little time to set up your credentials.

SECTION 1

Signing in

One sign-in and you're straight to your dealer's accounts.



The sign-in screen.

Sign in

- 1 Open **ShieldTech**.
- 2 Enter your **Username** and **Password**. Tap the eye icon to check what you typed.
- 3 Tap **Sign In**.

Usernames and passwords are case sensitive.

Face ID and fingerprint

On a phone with Face ID, Touch ID or a fingerprint reader, turn on **Biometric sign-in** in **Settings** and you can open the app without typing your password.

Settings

- ◆ **Forget saved login** clears the username and password stored on the phone.
- ◆ **Clear recent accounts** empties your Recently Viewed list.
- ◆ **Check for updates** and **What's new** keep you on the latest version.
- ◆ **Sign out** is at the bottom of Settings.

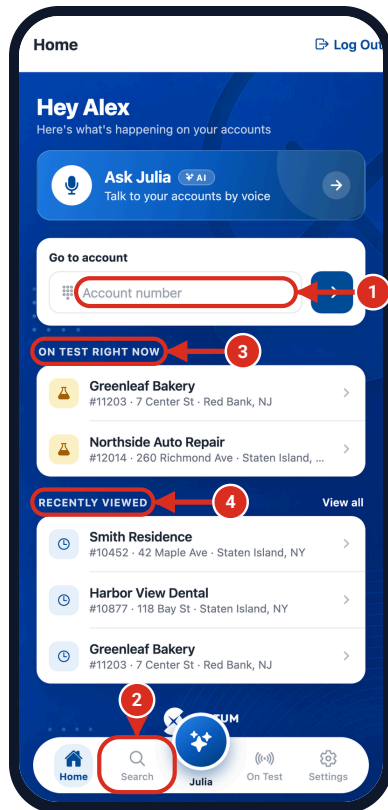
Moving around the app

The bar at the bottom of every screen takes you to **Home**, **Search**, **On Test** and **Settings** in one tap, with **Julia** raised in the middle (see page 10).

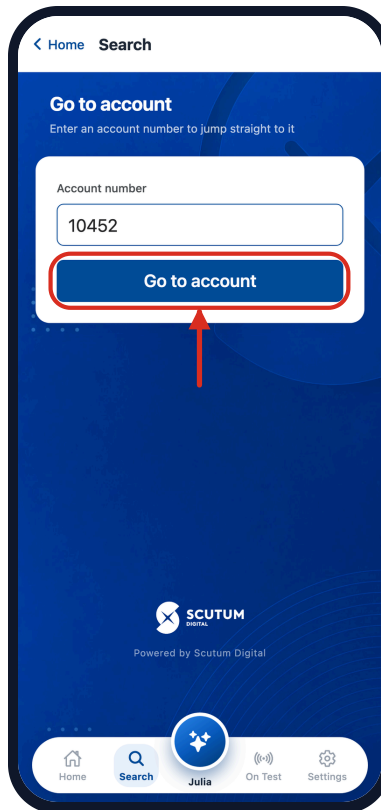
SECTION 2

Finding an account

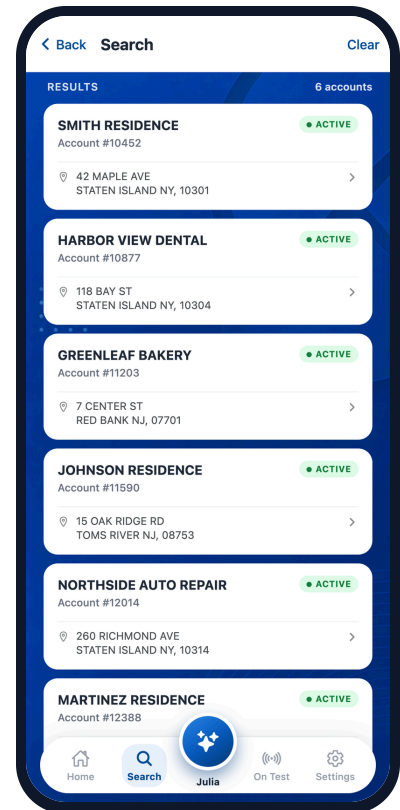
Home is your starting point. Jump to an account by number, search for one, or pick up where you left off.



Home.



Go to account.



Search results.

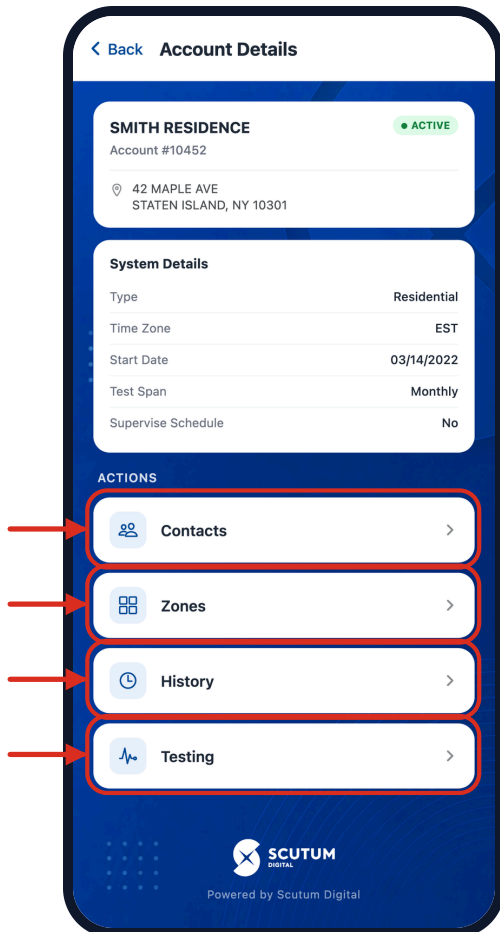
- 1 Go to account** You know the account number. Type it and tap the arrow.
- 2 Search** You don't. **Quick Search** takes a name, address or account number. **Detailed Search** lets you fill in name, street, city, state or zip.
- 3 On test now** Every account under your dealer that is currently on test. The full list is on the **On Test** tab.
- 4 Recently viewed** The accounts you opened last. Tap **View all** for the full list.

Tap any account to open it.

SECTION 3

Inside an account

Open an account and you land on **Account Details**: who it is, where it is, and everything you can do to it.



Account Details.

At the top

The account name, number and address, with its status: **ACTIVE** or **INACTIVE**.

System Details

Residential or commercial, the time zone, the start date, how often the panel sends a timer test (**Test Span**), and whether the account is on a supervised schedule.

Actions

Contacts

Premise numbers and responding parties. See page 7.

Zones

The zone list for the panel. See page 8.

History

Every signal we received and what we did. See page 9.

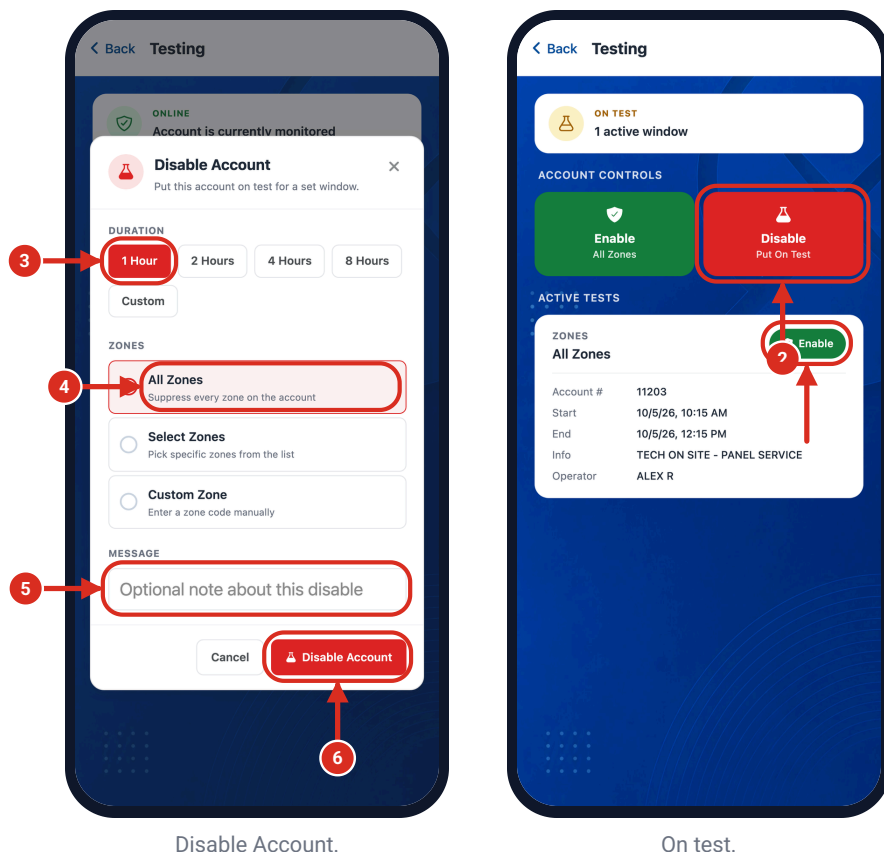
Testing

Put the account on or off test. See page 6.

SECTION 4

Putting an account on test

Working on a system? Put it on test first, so the signals you set off while you work aren't treated as real alarms.



Disable Account.

On test.

Take it off test

The test shows under **Active Tests** with its start, end, zones and operator. Tap **Enable** on that test to put the account back in service, or the green **Enable All Zones** button to end every test on the account at once.

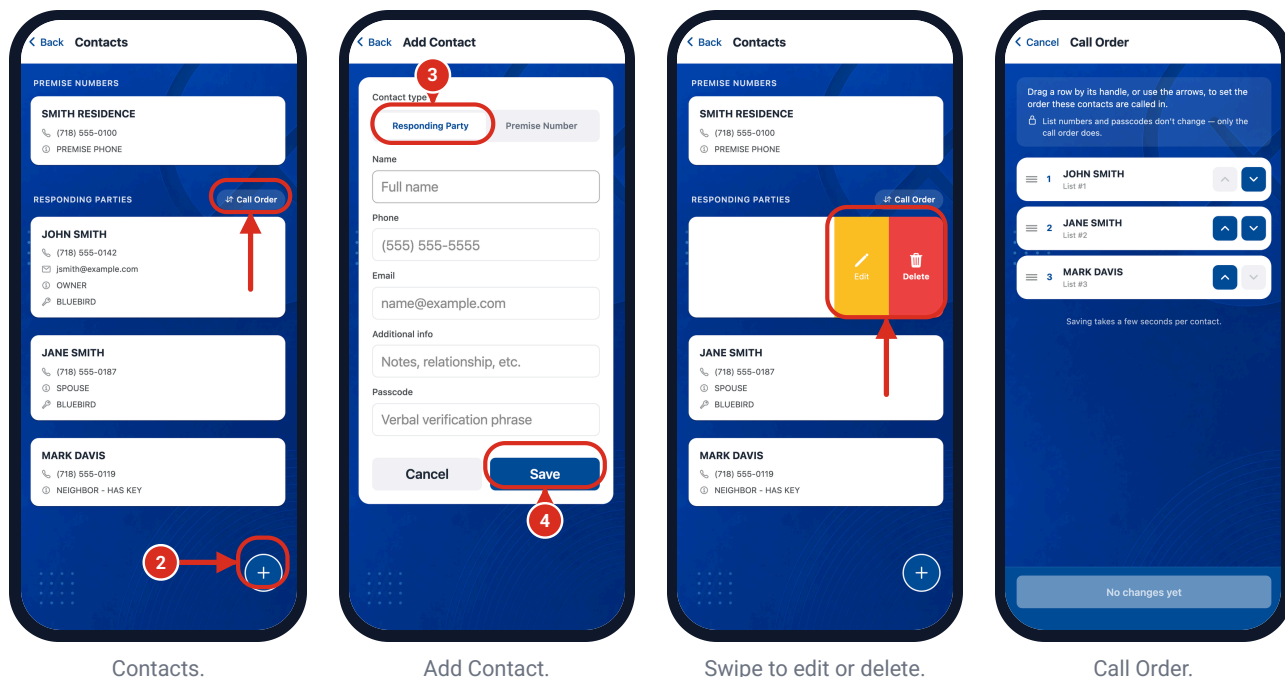
! Always put it back in service

While an account is on test, alarms from those zones are not acted on. Enable it as soon as you're done. A test can run for 8 hours at most, and ends on its own when the time is up.

SECTION 5

Contacts

Who we call when an alarm comes in, and in what order.



Two kinds of contact

Premise Numbers are called **before** the authorities. **Responding Parties** are called **after** the authorities.

Add a contact

- 1 Open the account and tap **Contacts**.
- 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**.

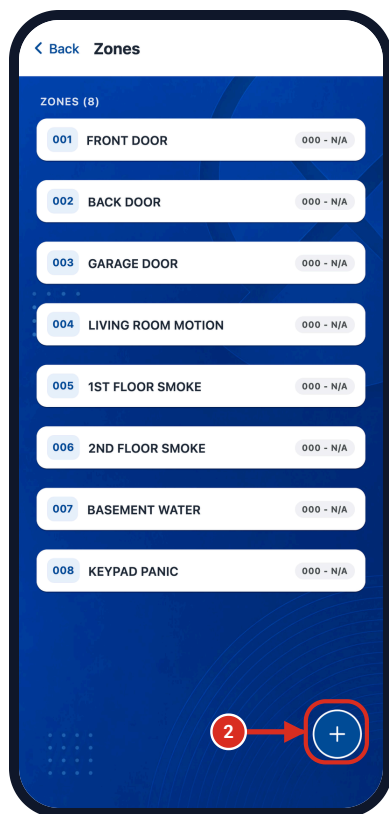
Edit, delete or reorder

- ◆ **Swipe a contact to the left** to show **Edit** and **Delete**.
- ◆ Tap **Call Order** to change the order responding parties are called in. Drag a row by its handle or use the arrows, then save. List numbers and passcodes stay the same; only the order changes.

SECTION 6

Zones

The zone list tells our operators what each zone on the panel is, so they know what tripped.



Zones.



Add Zone.

Add a zone

- 1 Open the account and tap **Zones**.
- 2 Tap the **+** button at the bottom right.
- 3 Enter the **Zone number**, a **Description** and the **Zone type**.
- 4 Tap **Save**.

A zone number can't be changed once it's saved. To change one, delete the zone and add it again.

Edit or delete a zone

Swipe the zone to the left to show **Edit** and **Delete**, the same as contacts.

! Contact ID and SIA panels

Always leave the Zone type as "000 - N/A". The panel's Contact ID or SIA codes already tell us whether a signal is a burglary, fire, trouble, supervisory, AC loss, low battery and so on.

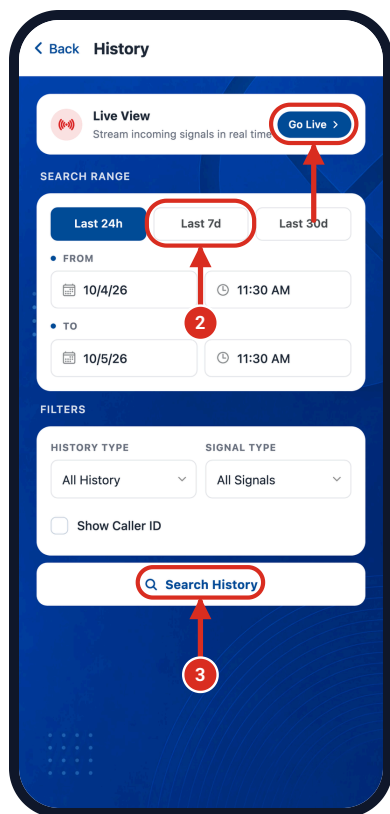
Older formats

For panels using older formats such as **4x2** or **3x1**, set the Zone type to the right type from the list: Fire Alarm, Panic, Burglary, Medical and so on.

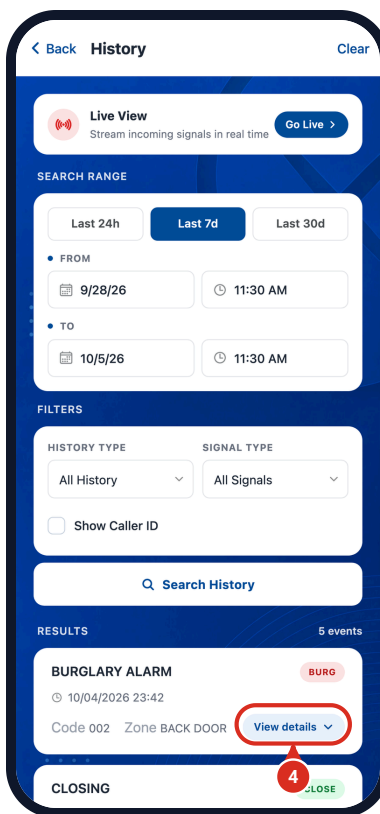
SECTION 7

Signal history

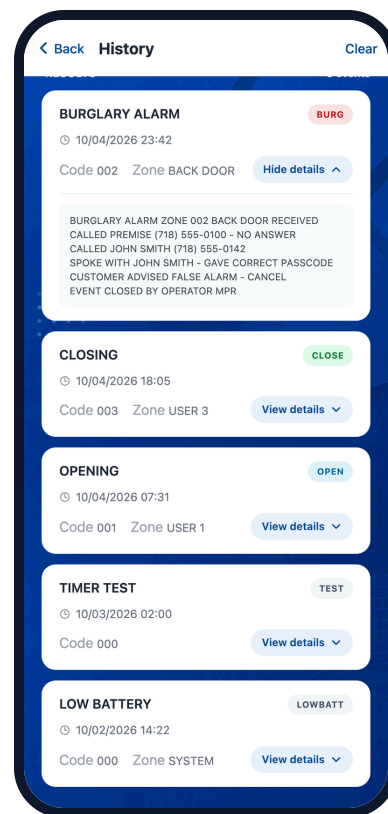
See every signal we received from the account, and exactly what our operators did about it.



Search history.



Results.



Details.

Search the history

- 1 Open the account and tap **History**.
- 2 Pick **Last 24h**, **7d** or **30d**, or set your own From and To 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, passcodes given, police or fire dispatched, and the operator's notes.

History type

Signal type

Live View

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

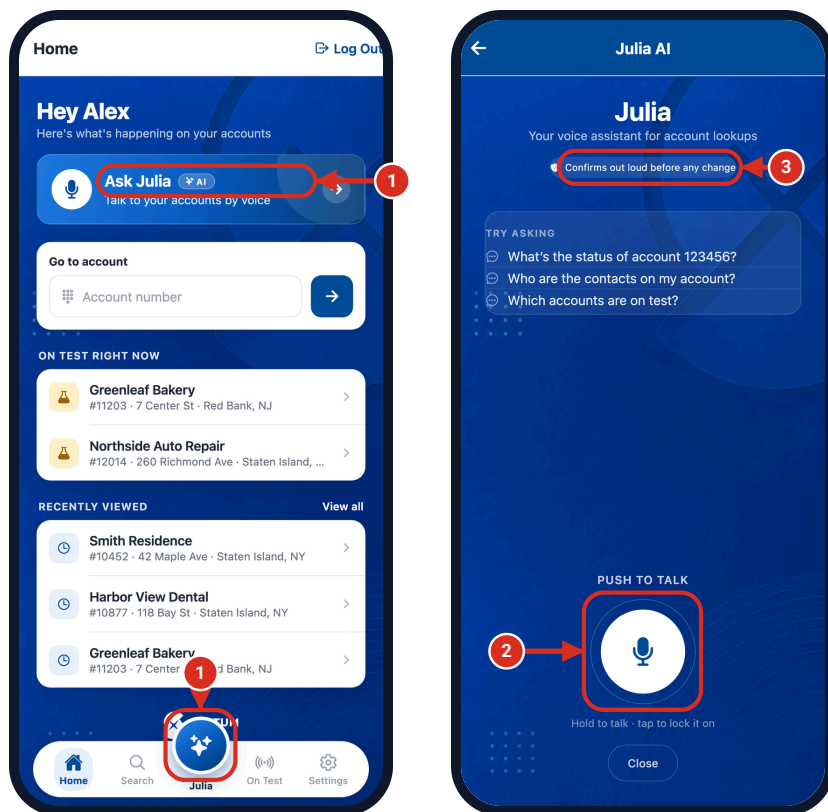
Burglary, Fire, Open, Close, Test, Panic, Supervisory, Trouble, Low Battery, AC Loss and more.

Tap **Go Live** to watch signals arrive in real time while you test the system.

SECTION 8

Julia, your AI assistant

Ask out loud and get the answer. Julia looks up accounts, reads back signal history and contacts, and can put a site on test, hands-free.



Two ways in.

Talking to Julia.

Talk to Julia

- 1 Tap **Julia** in the middle of the bottom bar, or **Ask Julia** on Home.
- 2 **Hold the microphone** and ask. Tap it once to lock it on for a longer conversation.
- 3 Before she changes anything, Julia says what she's about to do and waits for your **yes**.

Allow the microphone the first time the app asks.

Try asking

- ◆ "What's the status of account 10452?"
- ◆ "Who are the contacts on that account?"
- ◆ "Which accounts are on test?"
- ◆ "Show me last night's signals for the Smith residence."
- ◆ "Put account 10452 on test for two hours."

Nothing changes without your OK

Lookups happen straight away. For anything that changes an account, such as putting it on test, Julia reads the action back, for example "Put account 10452 on test for two hours, confirm?", and only acts when you clearly say yes.

SECTION 9

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

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WEBSITE

scutum-digital.com

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More from Scutum Digital

Dealer Portal

Manage accounts, watch live signals and run reports on the web.

Scutum Video

Live cameras, arming and alarm history for video-monitored sites.

Shield Mobile

The customer app for monitored alarm systems.

MyAlarmStatus.com

A simple web page for customers to place their account on or off test.



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