

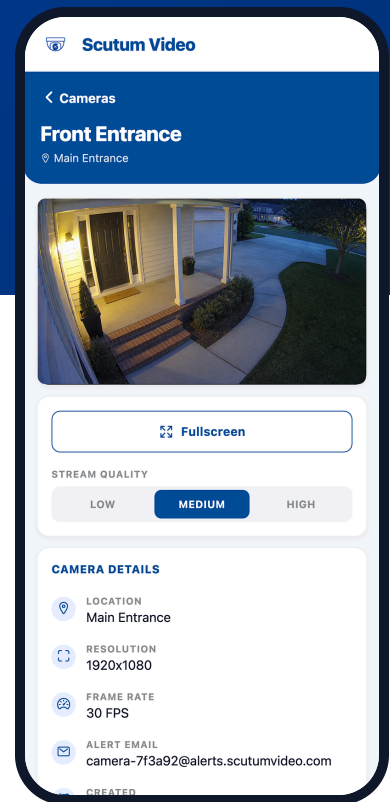
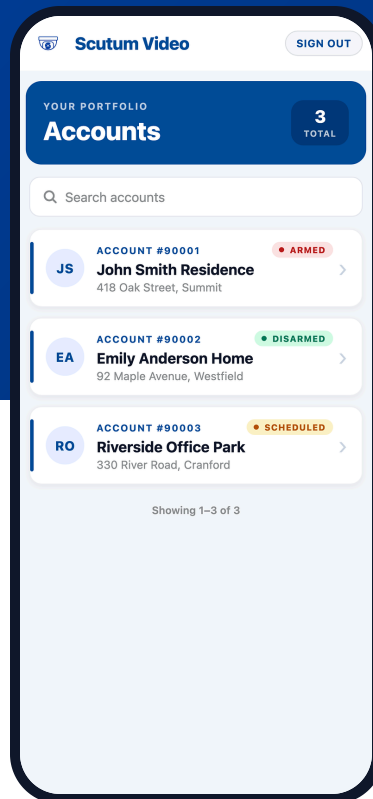


DEALER ONBOARDING

SCUTUM VIDEO APP

USER MANUAL

Your accounts, your cameras, all
in your pocket.



DOWNLOAD

[App Store & Google Play](#)

SUPPORT

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

EMAIL

info@scutum-digital.com

WELCOME

Your cameras, anywhere

The Scutum Video app is the mobile companion to scutumvideo.com. Watch live cameras, arm and disarm a site, look back at every alarm, and respond to a security alert in seconds, from your phone or tablet.

Get the app

Search **Scutum Video** 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 SIGN-IN DETAILS**ACCOUNT NAME****USERNAME**

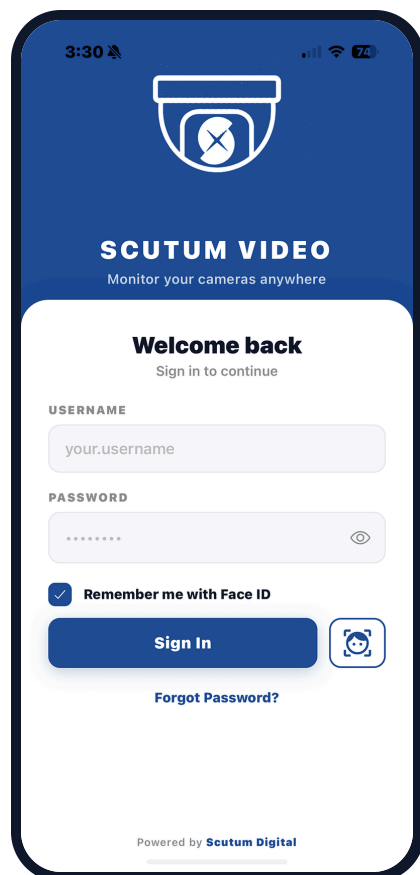
Your password is given to you separately. Keep it private and never write it on this page.

- ◆ **Same login as scutumvideo.com.** One username and password for the website and the app.
- ◆ **Turn on notifications** when the app asks. That is how alarms and security alerts reach you.

SECTION 1

Signing in

Your username and password are set up for you by Scutum Digital or your security dealer.



The sign-in screen.

Sign in

- 1 Open **Scutum Video**.
- 2 Enter your **Username** and **Password**. Tap the eye icon to check what you typed.
- 3 Tap **Sign In**.
- 4 If your account uses two-step verification, we email a **6-digit code** to the address on file. Enter it to finish signing in.

Sign in with Face ID

Tick **Remember me with Face ID** before you sign in. Next time, tap the Face ID button and you're straight in, with no typing. On Android this uses your fingerprint or face unlock.

Forgot your password?

Tap **Forgot Password?**, fill in your name, email and username, and tap send. Our team will get back to you to reset it.

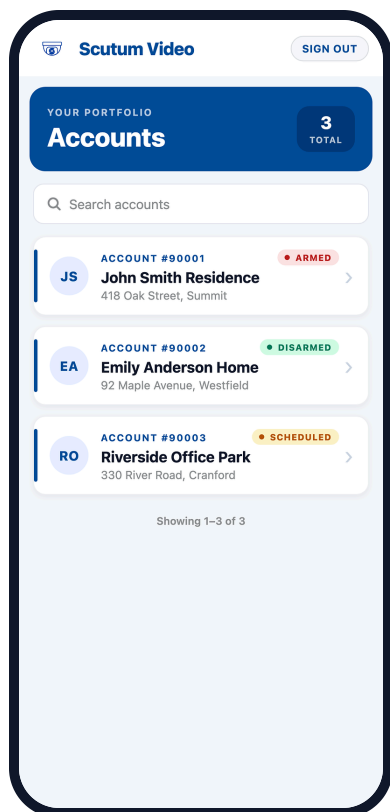
Stay signed in

The app keeps you signed in securely, so you won't need a code every time you open it. If you share the device, tap **Sign Out** at the top of the Accounts screen when you're done.

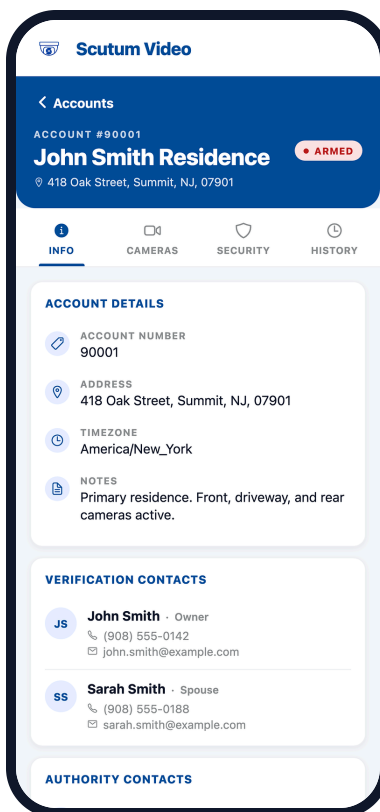
SECTION 2

Your accounts

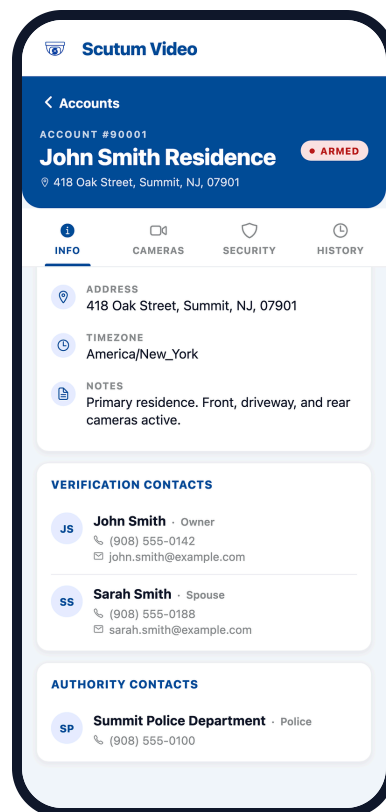
After you sign in you land on **Accounts**: every site you look after, with its arm state at a glance.



Accounts.



The Info tab.



Contacts.

The Accounts screen

- ◆ Each site shows its account number, name and address.
- ◆ The label on the right is its state: **ARMED**, **DISARMED** or **SCHEDULED**.
- ◆ Use **Search accounts** at the top when the list gets long.
- ◆ Tap any account to open it.

Inside an account

Four tabs run across the top: **Info**, **Cameras**, **Security** and **History**.

Info holds the address, time zone and site notes, then the contacts:

Verification contacts

The people the monitoring centre calls first.

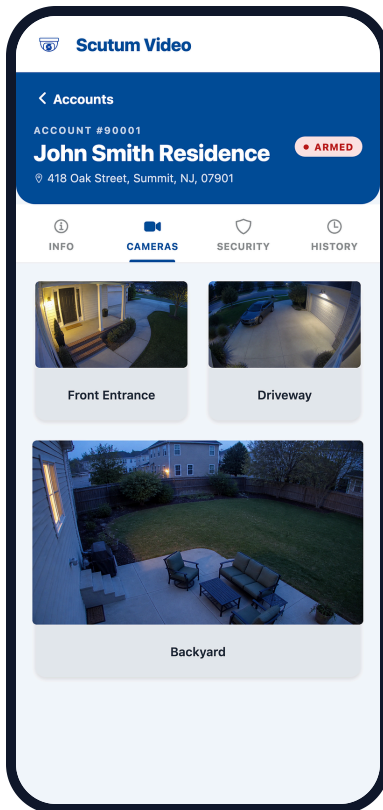
Authority contacts

The police or fire department for that address.

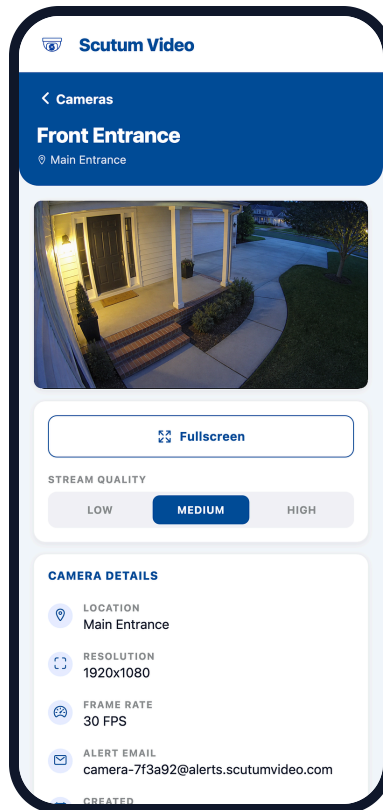
SECTION 3

Cameras and live view

See what's happening at any site, right now.



The Cameras tab.



Live view.

Watch a camera live

- 1 Open an account and tap **Cameras**.
- 2 Every camera on the site is shown with a snapshot. Tap one.
- 3 The live stream starts at the top of the screen.

While you watch

- ◆ **Fullscreen** for a closer look.
- ◆ **Stream Quality**: Low, Medium or High. Choose Low on a weak signal.
- ◆ **Camera Details** show the location, resolution, frame rate and the camera's alert email.

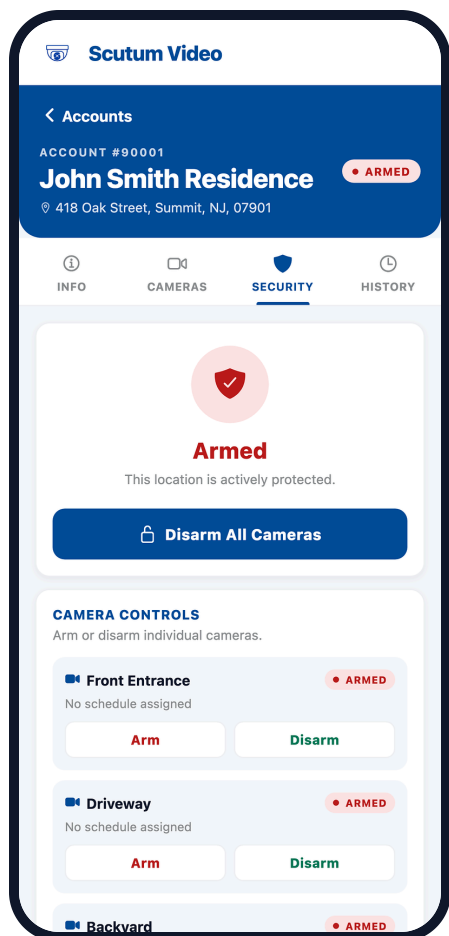
Video won't load?

Check your connection and drop the Stream Quality to **Low**. If a camera still won't play, it may be offline at the site. Call us and we'll check it.

SECTION 4

Arming and disarming

The **Security** tab is where you arm and disarm a site: all of it at once, or camera by camera.



The Security tab.

The whole site

The large button at the top arms or disarms every camera on the location in one tap. The shield above it shows the current state:

Armed means the location is actively protected.

One camera at a time

Under **Camera Controls**, every camera has its own **Arm** and **Disarm** buttons. Leave the driveway armed overnight and stand the rest down, for example.

Schedules

Each camera shows whether it follows a schedule. A site on a schedule arms and disarms itself at set times, and shows **SCHEDULED** on the Accounts screen.

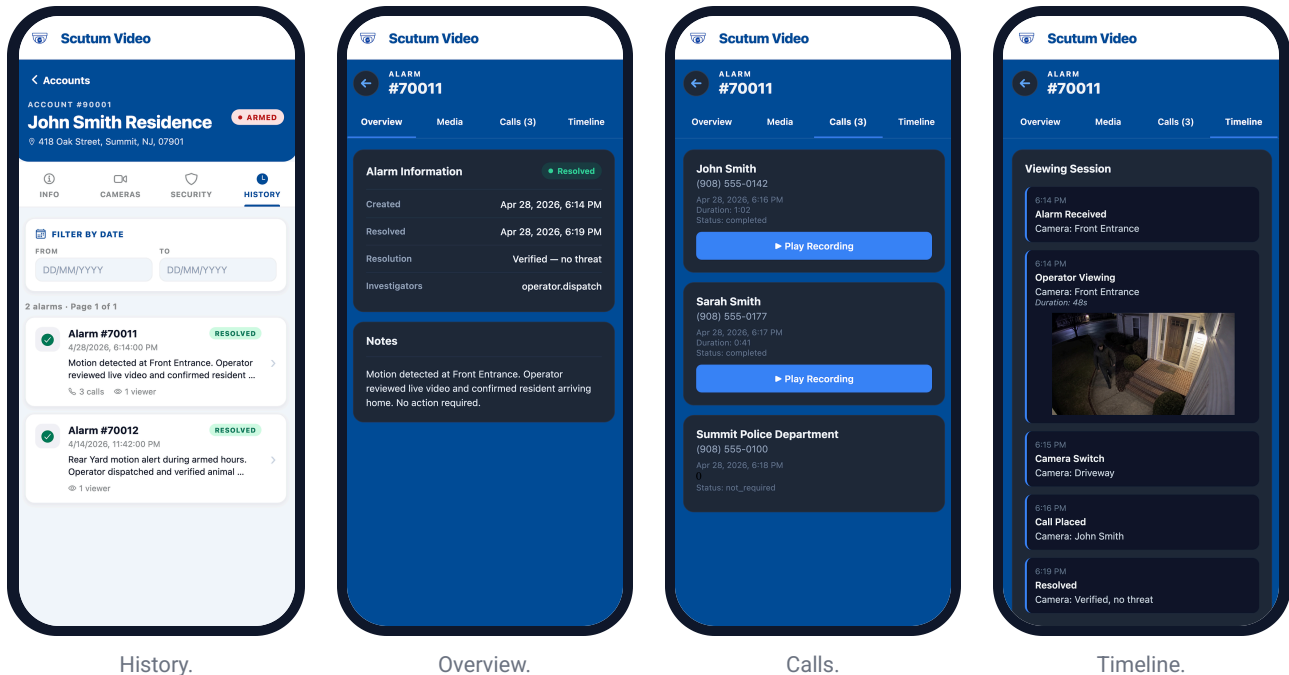
! A disarmed camera is not monitored

While a camera is disarmed, its motion won't raise an alarm. Remember to arm it again when you're done, or set a schedule.

SECTION 5

Alarm history

The **History** tab lists every alarm on the account, newest first. Filter by date, then tap an alarm for the whole record.



Each alarm has four tabs

Overview

When the alarm was created and resolved, how it was resolved, who handled it, and the operator's notes.

Media

The clip the camera captured the moment the alarm triggered.

Calls

Every contact the monitoring centre called, in order. Tap **Play Recording** to hear the call.

Timeline

Step by step: alarm received, which camera the operator watched, calls placed, and when it was resolved.

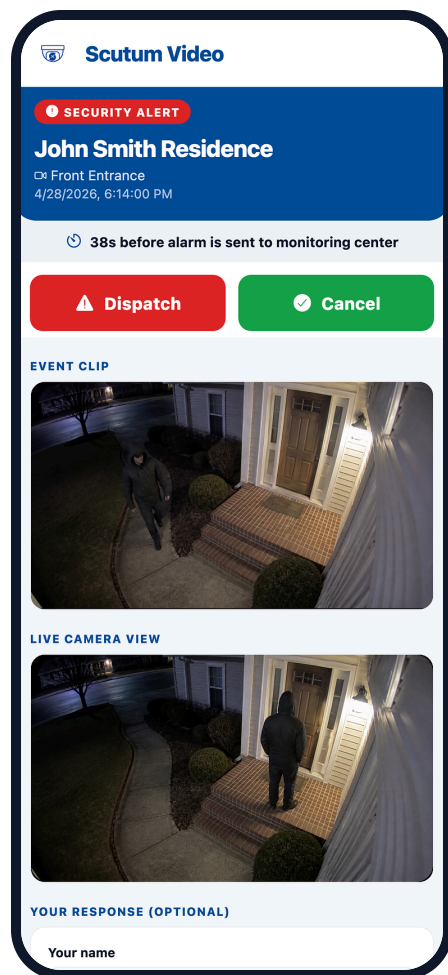
In the list

- Each alarm shows its number, date and time, and a short summary of what happened.
- The status label shows whether it's been **RESOLVED**.
- Underneath: how many calls were made and how many operators viewed it.
- Use **Filter by date** with a From and To date to find an older alarm.

SECTION 6

Security alerts: Dispatch or Cancel

When an alarm fires, you can be the first to see it. A security alert arrives as a notification, and one tap shows you exactly what the camera saw.



A security alert.

When an alert arrives

- 1 Tap the **Security Alert** notification. No sign-in needed: the alert is tied to the notification itself.
- 2 Watch the **Event Clip** of what triggered the alarm, and the **Live Camera View** of what's happening now.
- 3 Decide:

DISPATCH

Something is wrong. Sends the alarm straight through to the monitoring centre.

CANCEL

It's a false alarm, such as a family member or a delivery. Stands the alarm down.

The countdown

The bar at the top counts down the seconds left to decide. If you don't respond in time, the alarm goes to the monitoring centre automatically, so nothing is missed.

Add a note

Under **Your Response** you can add your name and a short note, such as "That's my son", before you tap Cancel.

SECTION 7

Notifications and questions

Turn on notifications

Alarms and security alerts reach you as push notifications. When the app first asks, tap **Allow**.

Said no by mistake? Open your phone's **Settings**, find **Scutum Video**, and turn **Notifications** on. Allow sounds and banners too, so an alert can't slip past you.

Questions

I'm not getting alerts.

Make sure notifications for Scutum Video are allowed in your phone's Settings. Make sure Do Not Disturb isn't silencing them.

I didn't get my 6-digit code.

The code goes to the email address on your account. Check your spam or junk folder, then try signing in again.

An alert came in but I missed it.

If you don't respond before the countdown ends, the alarm goes to the monitoring centre automatically. You'll find it afterwards in the account's History tab.

Signing out

Tap **Sign Out** at the top right of the Accounts screen. Do this if you hand the phone to someone else or share a tablet.

Keep the app up to date

When a new version is ready the app will prompt you. Updates bring fixes and new features.

I can't sign in.

Usernames and passwords are case sensitive. Use the same login as scutumvideo.com. Still stuck? Tap Forgot Password? or call us.

Can I use it on a tablet or computer?

Yes. Scutum Video runs on iPad and Android tablets, and on a computer you can sign in at scutumvideo.com with the same login.

I got a new phone.

Download Scutum Video again and sign in. Turn Face ID back on and allow notifications when asked.

SECTION 8

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

ON THE WEB

scutumvideo.com

EMAIL

info@scutum-digital.com

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.

ShieldTech

The installer app. Put accounts on test and check signals from the job site.

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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