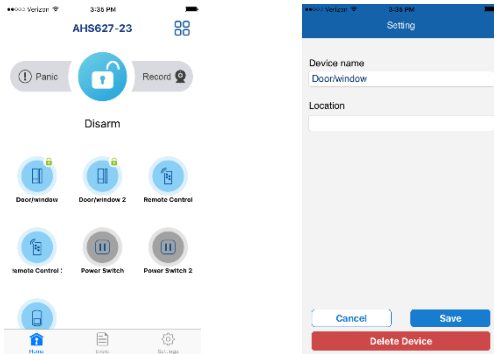


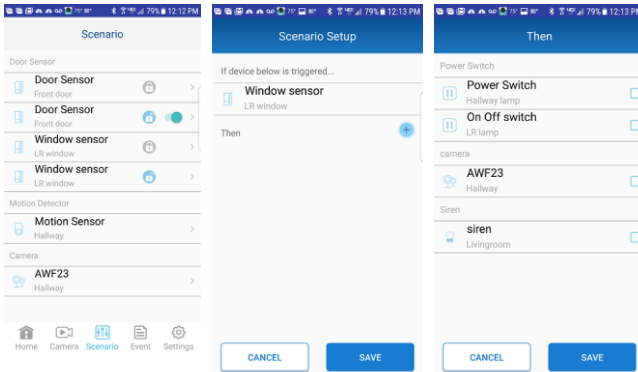
Connect Plus FAQ's

- Reset Gateway
 - Using paper clip, press and hold reset button on back of GW for at least 12 seconds. LED lights on front of GW will turn off and flash
- Reset Camera
 - Using paper clip, press and hold reset button on back of camera for at least 10 seconds. LED light on back of camera will turn off and flash
- Phone does not “find” GW on my network
 - Phone is not connected to WiFi
 - Ensure GW is On and plugged into Wi-Fi router
 - More than one network (router) in the home
- Where can I buy additional sensors?
 - Additional sensors can be purchased on Amazon.com
- What is the default Admin password for the GW and Camera?
 - 123456
- What is the default Security Code for my GW and Camera?
 - 123456
- What can I change my Security Code for my GW to?
 - Must be at least 6 characters
 - Letters and/or numbers
 - You must remember what this Code is
- What can I change my Security Code for my camera to?
 - Must be at least 1 character
 - Letters and/or numbers
 - You must remember what this Code is
- What do I do if I forgot my Security Code for my GW or Camera?
 - You must reset your GW or Camera back to factory defaults and the Security Codes will go back to 123456

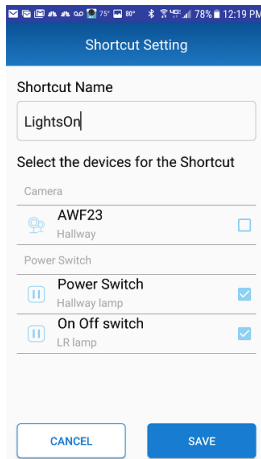
- How do I change the name and location of my sensor?
 - On the Home Status page, tap on the desired sensor and input your new information



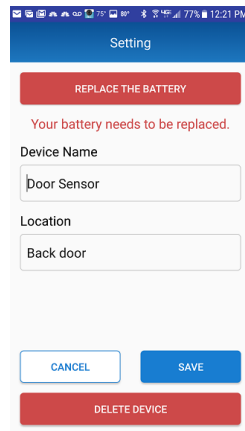
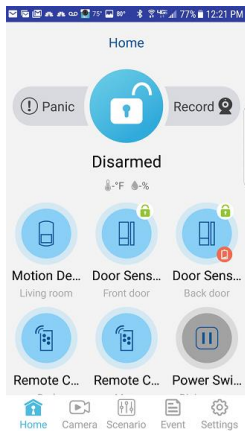
- How do I setup a Scenario?
 - Select the Scenario tab at the bottom of the screen
 - Select the sensor you wish to create the Scenario with
 - Tap on the + sign and select the sensor and/or camera you would like to “trigger”



- What is a Shortcut?
 - A Shortcut is a “grouping” of sensors, such as On/Off Power switches, to turn all On or Off at the same time

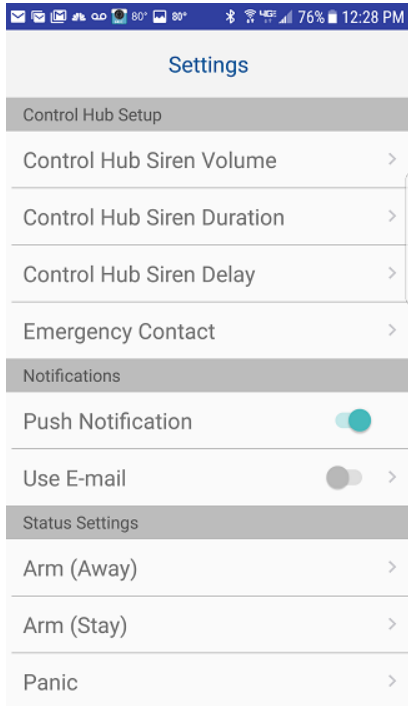


- How will I know if the batteries in my Sensors need replacing?
 - The battery powered sensors will indicate “low battery” on the Home Status screen



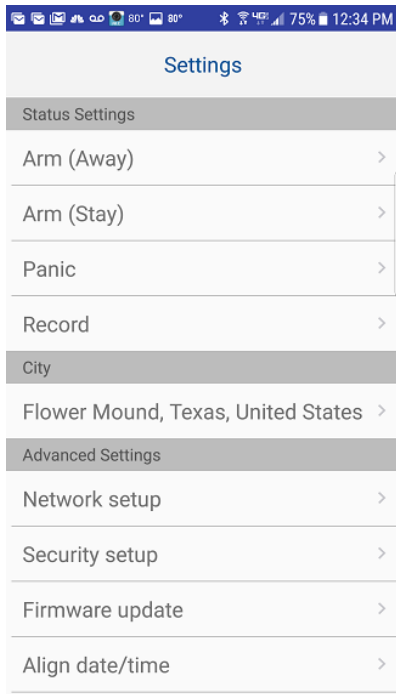
- Settings Menu
 - Admin PW = 123456
 - Control Hub Siren Volume/Duration/Delay
 - Adjust volume, duration and delay of built-in Siren
 - Emergency Contact
 - Default = 911
 - Enter any number you would like to call from your phone when you receive an Alert that your Security System has been triggered
 - Push Notification

- Enable/Disable Push Notifications to your phone
- Use E-mail
 - Enter up to 5 email addresses you would like to send Notification emails to

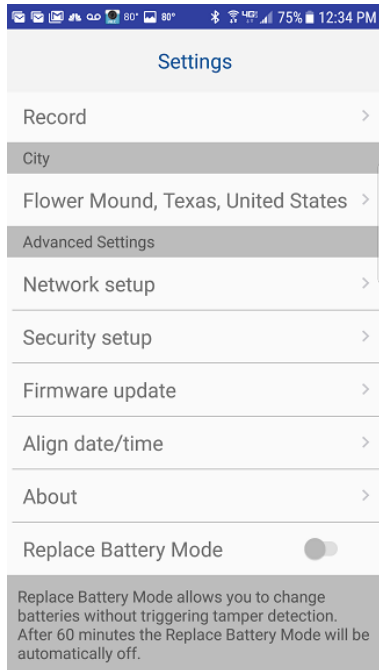


- Settings Menu (cont.)
 - Arm Away/Stay
 - Add or delete sensors you would like to be included when Arming the system
 - Panic
 - Add or delete sensors you would like to be part of the Panic button
 - Record
 - Add or delete cameras you would like to be part of the Record button on Status page
 - City
 - Enter your city and state to have current temperature/humidity displayed on Home screen

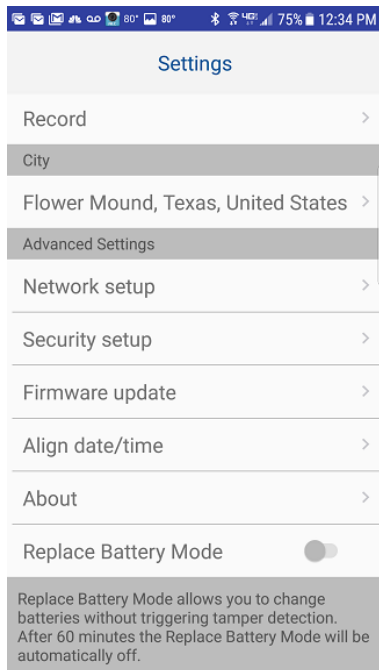
- Information comes from Yahoo Weather



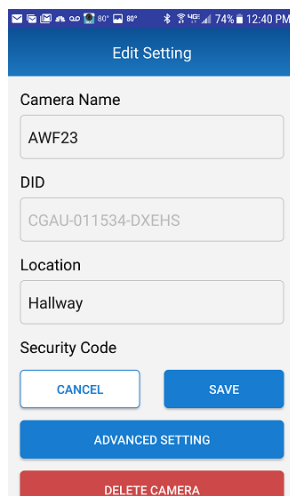
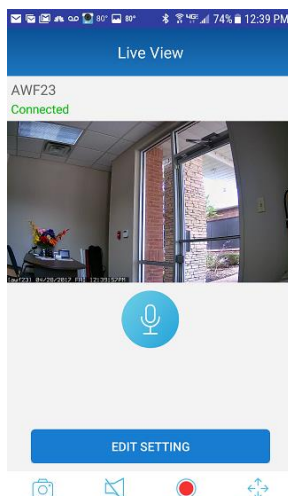
- Settings Menu (cont.)
 - Network Setup
 - DHCP enabled by default
 - If user wants to assign a Static IP address to their GW, uncheck here and enter Static IP information
 - Security Setup
 - Modify the GW Security Code and Admin Password
 - Firmware Update
 - When logging into the GW, it will automatically check our server and “ask” if new Firmware is available for the GW
 - Select FW update to download and install new FW
 - Align Date/Time
 - Provide your phone Time information to the GW for its internal clock

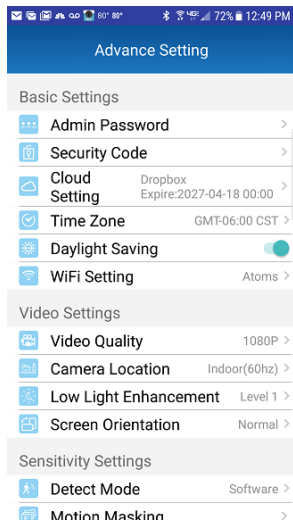


- Settings Menu (cont.)
 - About
 - Displays App and FW version
 - Replace Battery Mode
 - Enable to access/change the batteries on sensors
 - Door/Window, Remote Control, Motion Sensor
 - These sensors have “tamper” protection, will sound Siren when opened

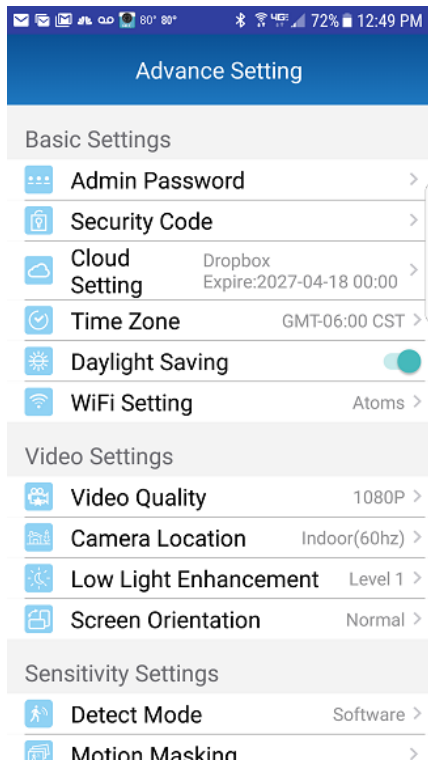


- Camera Advanced Settings
 - Enter the camera Live View and select Edit Setting
 - Tap on Advanced Setting and enter Admin PW
- Admin Password
 - Change Admin password
- Security Code
 - Change Security Code
- Cloud Setting
 - You must already have an established Google Drive or Dropbox account
 - You will need to create an ALC Cloud account, select Create
 - Enter the requested information and Submit

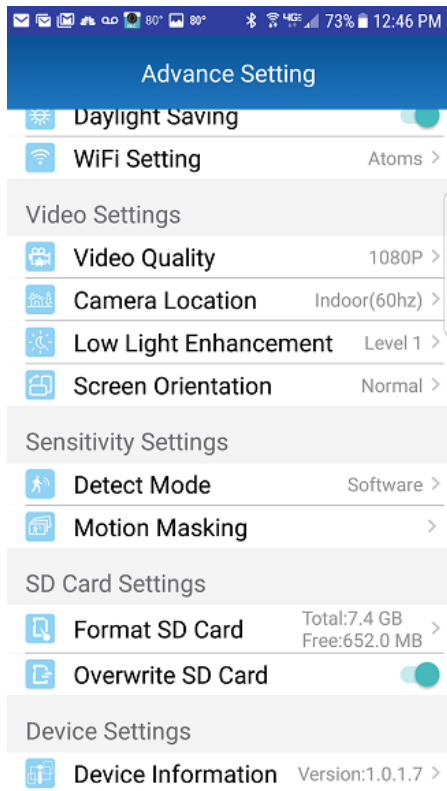




- Time Zone
 - Select your Time Zone and Save
- Daylight Saving
 - On or Off
- WiFi Setting
 - Displays current WiFi connection and available WiFi networks the camera can see
- Video Quality
 - Choose Live streaming video quality
 - Lower for better streaming
- Camera Location
 - Indoor 50hz, 60hz, Outdoor














- Low Light Enhancement
 - Levels 1-5
- Screen Orientation
 - Normal, Flip, Mirror, Flip and Mirror
- Detect Mode (camera motion detection)
 - Off, Software
 - Sensitivity Level
- Motion Masking
 - Select areas to mask from motion detection
- Format SD Card
 - Displays Total/Free Space
 - Format deletes everything on the card



- Overwrite SD Card
 - Overwrite is default
- Device Information
 - Camera FW version, SD card size, available space
- If a Firmware update is available for the camera, it will also display

Advance Setting

-  Daylight Saving
-  WiFi Setting Atoms >
- Video Settings
 -  Video Quality 1080P >
 -  Camera Location Indoor(60hz) >
 -  Low Light Enhancement Level 1 >
 -  Screen Orientation Normal >
- Sensitivity Settings
 -  Detect Mode Software >
 -  Motion Masking >
- SD Card Settings
 -  Format SD Card Total:7.4 GB Free:652.0 MB >
 -  Overwrite SD Card
- Device Settings
 -  Device Information Version:1.0.1.7 >