



- > Remote access to account information
- > Real-time online reporting
- > Alarm activations and event history at your fingertips

## ADT Select

### Commercial User Manual

ADT Select is a product that provides easy access to information that is important to you and your business. This web-based customer service portal allows you to quickly review your monitoring activity online, anytime, remotely.

With ADT Select, you can access personal monitoring and account information through the web. Information such as account details, scheduled exceptions and signal activity are now only a click away.

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# Logging In

## To login to ADT Select Commercial

1. From your web browser, type <http://www.adtsecurity.co.nz/commercial/adt-select> into the address bar. Press enter
2. Click on the “Commercial Customers – Click here to login now” link
3. Review the “Terms and Conditions governing online account access” and select “I Agree” at bottom to proceed
4. Enter your User Name and Password and then click on the Sign In button to login

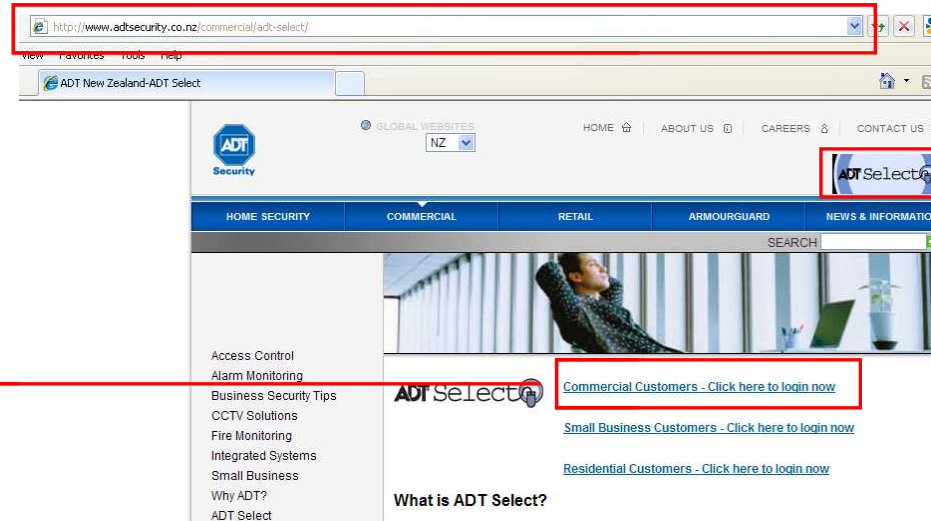


Figure 1.1 Commercial, Small Business and Residential links

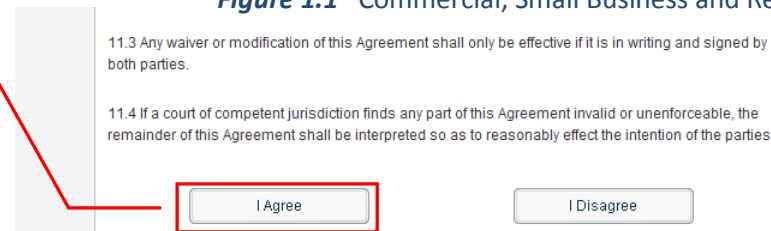


Figure 1.2 Terms and Conditions



Figure 1.3 Login window

**TIP:** This banner links to ADT Select from the ADT NZ website; [www.adtsecurity.co.nz](http://www.adtsecurity.co.nz)

# The Main Banner

The banner across the top of the screen provides access to the key features of ADT Select. Hover over the title links with the mouse for a brief description

The screenshot shows the ADT Select main banner. At the top left is the ADT Select logo with 'Online Customer Service' text. Below the logo is a 'Welcome Dealer' message. The main navigation bar is dark blue with white text links: Home, Search, Alarm Reports, Contact Us, FAQ, Logout, and Change ADT Select Password. A 'Powered By MASweb' logo is in the top right. Below the navigation bar are navigation icons: back, forward, refresh, home, and help. Red boxes highlight the navigation links, and red lines connect them to descriptive text below.

**Home**  
Returns to the Homepage

**Search**  
Search for a specific system

**Alarm Reports**  
Navigates to reporting functionality










**Contact Us**  
Navigates to contact information for ADT New Zealand

**Logout**  
To logout of ADT Select

**Change ADT Select Password**  
Update your password to access ADT Select

Figure 2.1 The Main Banner

## Symbols used in ADT Select

- |   |   |   |   |
|---|---|---|---|
|   | Navigate back and forward through previously viewed pages |   | The system is currently open (disarmed)                         |
|  | Refresh the current page                                  |  | The system is currently closed (armed)                          |
|  | Go to the Homepage  |  | The system is currently Out of Service (not actively monitored) |
|  | Go to the help menu for the currently viewed page         |  | The system is currently On Test                                 |
|  | Logout  |   |   |

# ADT Select Homepage

The ADT Select Homepage provides an overview of recent alarm activity, account access and one-click reporting options

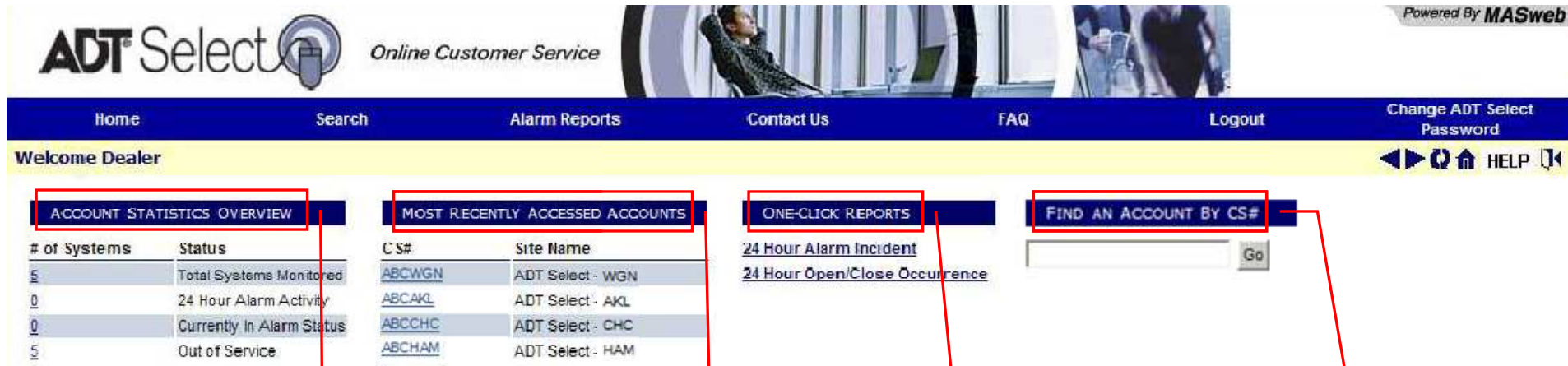


Figure 3.1 The homepage

## Account Statistics Overview

- Total Systems Monitored  
# of monitored alarm systems able to be viewed via your ADT Select account
- 24 Hour Alarm Activity  
# of systems which have had a burglar alarm activation over the past 24 hours
- Currently in Alarm Status  
# of systems which have an alarm event which is currently being responded to
- Out of Service  
# of systems which are no longer actively monitored

## Most Recently Accessed Accounts

Details systems recently accessed via ADT Select

## One-Click Reports

- 24 Hour Alarm Incident  
All alarm events over past 24 hours
- 24 Hour Open/ Close Occurrence  
All Open and Close signals over past 24 hours

## Find an Account by CS#

To locate a specific system, type in the CS reference number then click the Go button

**Note:** CS#'s are used by ADT to identify your Alarm System in our monitoring database.

To view CS#'s in ADT Select, perform a site search (refer to page 6). CS#'s are listed in the Account ID column to the left.

# Searching for Account Information

Use the Search function to locate the account you wish to review

ADT Select Online

Home Search

Find an Account - Advanced Search

SEARCH BY ACCOUNT INFORMATION

CS#

Name

Address

City

State  Postcode

Phone

Alt ID

Panel ID

Sort By (Auto Sort) ▼

Search

Figure 4.1 The Search menu

To search for an account, click on the Search link in the Main Banner and try one of the following:

- 1) a) Click on the Search button with no details entered – this lists all systems accessible via ADT Select  
b) Make a selection from the search results
- 2) a) Enter the CS reference number in the CS# field. Press Enter or Click on the Search button  
b) Click on the listed system
- 3) a) Enter the name, address or phone number for the account in the applicable field. Press Enter or Click on the Search button  
b) Make a selection from the search results

**Notes:**

- The search details entered must be an exact match with the records in the database
- The % symbol can be used as a wildcard if required e.g. Typing "%Brown Street" in the Address field will retrieve all systems on Brown Street without a street number being entered

**Billing & Monitoring Listing - Accounts Matching Your Search Criteria:**

Account ID	Acct. Type	Name	Address	City	State	Postcode	Phone	Pending
<a href="#">ABCWGN</a>	Monitoring	ADT Select - WGN	100 Courtenay Place	WELLINGTON	NZ	6011	02 8765 4321	
<a href="#">ABCAKL</a>	Monitoring	ADT Select - AKL	100 Queen Street	AUCKLAND	NZ	1010	02 1234 5678	
<a href="#">ABCCHC</a>	Monitoring	ADT Select - CHC	100 Cashel Street	CHRISTCHURCH	NZ	8011	07 1234 5678	
<a href="#">ABCHAM</a>	Monitoring	ADT Select - HAM	100 Tristram Street	HAMILTON	NZ	3204	08 1234 5678	

Figure 4.2 Search results

# Site General Information

Once a specific account has been selected, more detailed account information can be reviewed and edited.

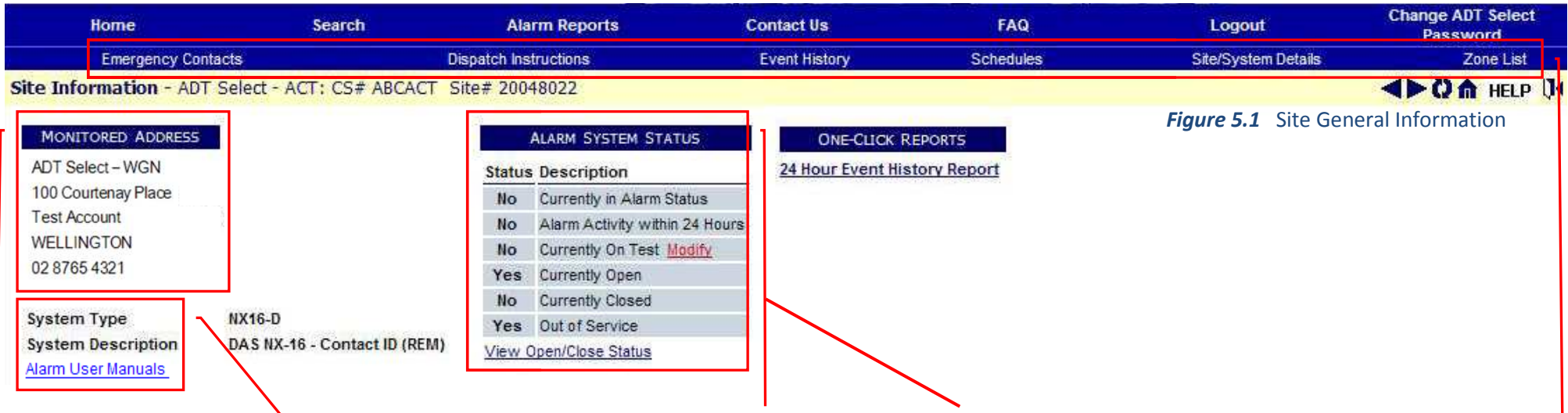


Figure 5.1 Site General Information

### Monitored Address

The physical address of the monitored alarm system

### System Information

Information detailing the alarm system installed.  
From the *Alarm User Manuals* link an alarm manual can be downloaded

### Alarm System Status

- Currently in Alarm Status “Yes” if there is a current alarm event
- Alarm Activity within 24 Hours “Yes” if there has been a burglar alarm in the past 24 hours
- Currently On Test “Yes” if the system is “On Test”. Click the *Modify* link to place system On Test

**Note:** Signals are not actively monitored when system “On Test”

### Alarm System Status (cont.)

- Currently Open “Yes” if any areas of the system are currently open
- Currently Closed “Yes” if any areas of the system are currently closed
- Out of Service “Yes” if the system is no longer actively monitored
- View Open/ Close Status Review Open and Close statuses for multiple areas

### Account Menu Banner

This banner provides access to other ADT Select features for the account selected

# Placing a System on Test

To prevent monitoring responding to signals when testing your alarm, it is possible to place the system “on test” via ADT Select

**Site Information - ADT Select - ACT: CS# ABCACT Site# 20048022**

MONITORED ADDRESS	
ADT Select - WGN	
100 Courtenay Place	
Test Account	
WELLINGTON	
02 8765 4321	
System Type	NX16-D
System Description	DAS NX-16 - Contact ID (REM)

ALARM SYSTEM STATUS	
Status	Description
No	Currently in Alarm Status
No	Alarm Activity within 24 Hours
No	Currently On Test <a href="#">Modify</a>
Yes	Currently Open
No	Currently Closed
Yes	Out of Service

[View Open/Close Status](#)

Figure 6.1 Site General Information window

## To place a system on test:

- 1) From the Site General Information window, click on the “Modify” link under Alarm System Status
- 2) From the Account On-Test Status Modification window click on the “Place on Test” button
- 3) Enter the date and time for the test to expire
- 4) Enter a comment noting why the system is being placed on test
- 5) Enter your login password
- 6) Click on the “Yes – Proceed” button
- 7) Click on the refresh (🔄) button to ensure ADT Select reflects the correct “on test” status in the Site General Information window

**Note:** Maximum “on test” duration is 24 hours

## To clear the test:

- 1) From the Site General Information window, click on the “Modify” link under Alarm System Status
- 2) From the Account On-Test Status Modification window click on the “Clear Test” button
- 3) Enter your login password
- 4) Click on the “Yes – Proceed” button
- 5) Click on the refresh (🔄) button to ensure ADT Select reflects the correct “on test” status in the Site General Information window

**Account On-Test Status Modification - ADT Select - ACT: CS# ABCACT Site# 20048022**

**NOT ON TEST**

ADT Select - WGN  
100 Courtenay Place  
Test Account  
WELLINGTON  
02 8765 4321

**ON-TEST CRITERIA:**

Expire Date \* 22/10/2008 10:52

Comment

Password \*  Your login password is required to change the test status on an account

**Warning:** You are about to change the on-test status for this account. If you are not completely sure you want to do this, please click the “Cancel” button.

Do you wish to proceed?

**ZONES WAITING ON RESTORE SIGNAL**

Zone	Status	Comment
There are No Zones to Display.		

Figure 6.2 Account On-Test Status Modification window



# Emergency Contacts

To review and update Emergency Contacts via ADT Select, select an account and then click on the Emergency Contacts link from the Account Menu Banner

Emergency Contacts - ADT Select - ACT: CS# ABCACT Site# 20018022

Order Contact Name Ascending Descending Show Expired Contacts

Contact Name	Calling Sequence	Password	Type	title	Email Address	contact_phone1	contact_phone2	contact_phone3	User#	Start Date	End Date
Bloogs, Joe	10	TEST	Alarm Contact			04 0300 0000	02 3876 5432		1	28/11/2008	Permanent
Seco, Tom	20	JONESY	Alarm Contact			02 9300 0000			2	28/11/2008	Permanent

Add a New Contact

## Existing Contacts

Click on the specific contact name to edit

## Add a New Contact

Click this link to add a new contact

## Order/ Sort options

Use the Order/ Sort options to view the information in the preferred order

Figure 7.1 Emergency Contacts window

# Emergency Contacts (Cont.)

Figure 7.2 Contact Information window

From the Emergency Contacts window (Figure 7.1), select a contact to edit or click on Add a New Contact to add. Click on the Save Changes button when editing completed

**First Name/ Last Name:** Enter the first & last names of the contact

**Relation:** Select from the drop down list to record how the contact is related to the site

**Type:** Select from the drop down list to record the primary purpose of the contact

**Title:** Enter a work title for the contact e.g. CEO

**Key:** Select Yes if the contact holds a key to the site

**Contract Signer:** Select Yes if the contact was the contract signer

## Password (user specific voicecode)

Enter a password for the contact which will be required for verification purposes when contacting, or contacted by, ADT

**Note:** This password is referred to as a “user specific” voicecode and can only be provided by the specified contact. Refer to page 14 to establish a “site” voicecode

## Calling Sequence

Alarm contacts are sorted numerically using the Calling Sequence number. Enter a number which places the contact into the required call order in relation to other contacts

## User#

The programming allocation that a user’s alarm code is assigned to (not the actual alarm code).

## Start Date

This date cannot be edited and reflects the date the contact became active

## End Date

Enter an end date if a contact is to be made inactive

## Phone/ Phone Type

Enter the contact phone number including area codes (without spaces) and select the relevant Phone Type

## Email Address

Enter an email address for the contact

# Dispatch Instructions

To review alarm monitoring instructions, select an account and then click on the Dispatch Instructions link from the Account Menu Banner

## Dispatch Instruction List - ADT Select - ACT: CS# ABCACT Site# 20048022

Order Page#  Ascending Descending

Page#	Effective Date	Expire Date	Alarm Type
1	16/08/2007	Permanent	INTRUD

### Dispatch Instruction List

All customer defined instructions can be accessed from the Dispatch Instruction List by clicking on the relevant Page#

If an instruction is not detailed in the list, click on the Global Procedures link to review standard ADT instructions.

**Note:** If an instruction is temporary the expire date will be defined. Temporary instructions override permanent instructions for the period between the effective and expire dates.

Figure 8.1 Dispatch Instructions List window

## Dispatch Page 1 Instructions - ADT Select - ACT: CS# ABCACT Site# 20048022

Instruction Type:  Permanent  Temporary

Page#	Effective Date	Effective Time
1	16/08/2007	10:46

Show Additional Dispatch Options  Yes  No

### Intruder Alarm

Call site first.  
If not contact at site, then proceed to call emergency contact list.  
If not contact with emergency contacts, then call Patrol.

Description	Phone	Pending
Premise	02 8765 4321	
All Site Contacts		
Security Patrol		

### Dispatch Page Instructions

Once a customer defined instruction has been selected from the Dispatch Instructions List (Figure 8.1), the Dispatch Page Instruction window is displayed

Call List details the contact phone numbers available in relation to the instruction

Instruction Type details whether the instruction is temporary or permanent

The customer defined instruction is displayed inside the box. Note that the title describes the alarm events which this instruction applies to e.g. "Intruder Alarm"

Figure 8.2 Dispatch Page window

To review signals received from a monitored system, along with actions taken by the monitoring team, select an account and then click on the Event History link from the Account Menu Banner

**Account History Selection** - ADT Select - ACT: CS# ABCACT Site# 20048022

Start Date: 14/03/2008 Start Time: 00:00:00  
 End Date: 14/03/2008 End Time: 23:59:59

Max Events to Return: (none) Order: Descending

Group By Incident?  Yes  No

Search

**Start Date & Time, End Date & Time**

Specify the date range which is to be reviewed

**Max Events to Return**

If desired, from the drop down menu select the maximum number of alarm events to be displayed.

**Order**

Select whether information is displayed from most recent to historical (descending) or vice versa (ascending)

**Group By Incident?**

Select whether or not information is sorted by alarm incidents

**Search**

Click on the Search button to retrieve the required information

Figure 9.1 Account History Selection window

**Site Event History** - ADT Select - ACT: CS# ABCACT Site# 20048022

Event Date	Zone	State	Event	Comment	User Name	Area match	Comment/Location
30/10/2007 15:23:45			Full Clear	Spoke with Gavin and he advised it is a fa...			Full Clear
30/10/2007 15:21:54			Contact Made				Gavin Twitchen 02 9947 4444
30/10/2007 15:21:25			No Answer				Premise 02 8765 4321
30/10/2007 15:21:12			Alarm Accessed				
30/10/2007 15:21:11	1	A	Burglar Alarm			1,MANSIG,A	Pir - Hallway Manual Entry (Oper RLUK)
30/10/2007 15:20:46			In Service				In Service
30/10/2007 15:20:15			In Service				In Service
04/10/2007 10:36:07			Out of Service	OOS Cat: Cancelled - Pending Disco			
04/10/2007 10:35:50			Full Clear	Gavin advised that all is OK onsite - He a...			Full Clear
04/10/2007 10:34:13			Contact Made				Gavin Twitchen 02 9947 4444
04/10/2007 10:34:07			Phone Busy				Premise 02 8765 4321
04/10/2007 10:33:46			Alarm Accessed				
04/10/2007 10:33:45	1	A	Burglar Alarm			1,MANSIG,A	Pir - Hallway Manual Entry (Oper RLUK)
04/10/2007 10:32:48			In Service				In Service
04/10/2007 10:32:13			In Service				In Service

<< < 1 - 2 > >>

**Site Event History window**

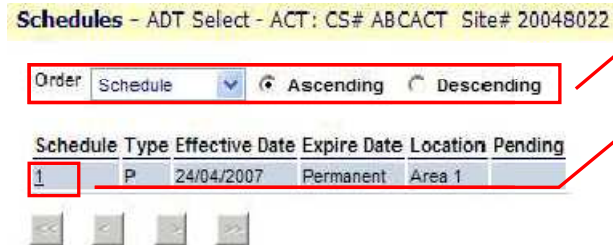
Once the requested information has been retrieved it will be displayed in the Site Event History window. Information is displayed in columns which are labelled across the top of the page

Use the navigation arrows to move back and forward through the pages of event history information

Figure 9.2 Site Event History window

# Open / Close Schedules

To review and edit monitoring schedules in place for a system, select an account and then click on the Schedules link from the Account Menu Banner



### Order/ Sort options

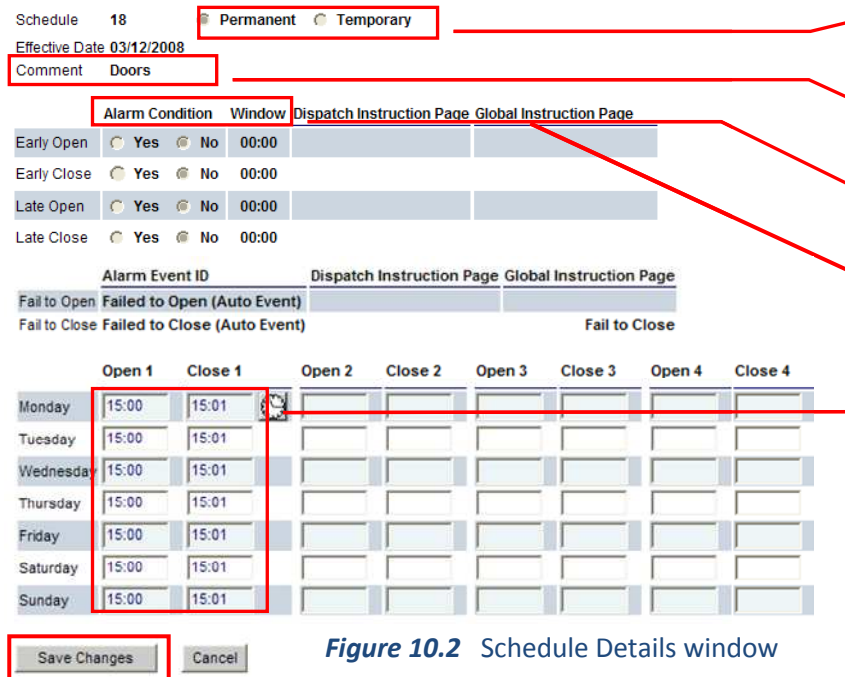
Use the Order/ Sort options to view the information in the preferred order

### Schedules

Select from the listed schedules by clicking on the relevant Schedule #

Figure 10.1 Schedules window

Schedule 18 Details - ADT Test Account - DISREGARD!!: CS# 217494 Site# 526691



Once a schedule has been selected, the Schedule Details window is displayed

### Permanent/ Temporary

Details whether the schedule is permanent or temporary

### Comment

Describes which area of the system the schedule relates to

### Alarm Condition

If Yes selected, the relevant schedule event is activated. See event definitions below

### Window

If specified an additional period is added or subtracted from the expected Open or Close timeframes before the relevant schedule event occurs

### Expected Open and Close timeframes

Open = The expected time the alarm is to be opened on given day

Close = The expected time the alarm is to be closed on given day

To edit Open and Close times, enter the time in 24 hour format with a colon separating the hours and minutes e.g. 14:00. Click on the Save Changes button to save.

**Note:** Multiple Open and Close times can be entered on a given day.

Figure 10.2 Schedule Details window

### Schedule Event Definitions:

#### Early Open:

Alarm unset before expected open

#### Early Close:

Alarm set before expected close

#### Late Open:

Alarm unset after expected open

#### Late Close:

Alarm set after expected close

#### Fail to Open:

Alarm not unset prior to expected open

#### Fail to Close:

Alarm not set prior to expected close

# Site & System Details

To review and update Site and System information via ADT Select, select an account and then click on the Site/ System Details link from the Account Menu Banner

Site & System Details - ADT Test Account - DISREGARD!!: CS# 987934 Site# 526691

SITE INFORMATION			
Site Name	ADT Test Account - DISREGARD!!	Map Book	Start Date 19/02/2001
Address 1	666 Great South Road	Map Page	Site Type Res Standard
Address 2		Map Coord	Site Status Active
City, State, Zip	GOLFLANDS, NZ 2016	Time Zone	NZ
Country	NZ		
Cross Street		New Zealand	Codeword 1 <input type="text"/>
Phone 1	<input type="text"/>	Dispatch Location Residential	Codeword 2 <input type="text"/>
Phone 2	<input type="text"/>	Installing Co. Maxi Alarms	Comment
		Servicing Co. Maxi Alarms	
		Corp Account	

SYSTEM INFORMATION		
System Type	Arrowhead Alert/Elite 8D/16D	ATI Hours 0
CS#	987934	ATI Minutes
Primary CS#		

Panel Phone

## Site Information

Specifies physical address details for the monitored site

### Editable fields

Phone 1: The primary phone number for the site

Phone 2: A secondary phone number for the site

Codeword 1 & 2 (*Site Voicenames*): Shared codewords that can be provided by any alarm user for verification purposes when contacting, or contacted by, ADT

**Note:** These codewords are referred to as "Site" voicenames. Refer to page 10 to establish a "user specific" voicename

## System Information

Specifies the monitored system and CS reference for the system.

The ATI hours and minutes is the maximum period between *expected* test signals from the system.

Click on the Save Changes button to save edited information

Figure 11.1 Site and System Details window

To review Zone information via ADT Select, select an account and then click on the Zones link from the Account Menu Banner

Zones - ADT Select - ACT: CS# ABCACT Site# 20048022

Order Zone  Ascending  Descending

Zone	Description	Comment
1	Intruder Alarm Pir - Hallway	
2	Smoke Alarm Smoke Det - Office	
3	Intruder Alarm Pir - Factory	
4	Intruder Alarm Glassbreak Sensor	
5	Intruder Alarm Front Door Reed Switch	
6	Tamper Alarm Panel - Tamper	
7	Intruder Alarm	
8	Intruder Alarm Pir - Warehouse	
9	Intruder Alarm Pir - Stock Room	
10	Intruder Alarm	
11	Intruder Alarm	
12	Intruder Alarm	
13	Intruder Alarm	
14	Intruder Alarm	
15	Intruder Alarm	
16	Intruder Alarm	
17	Intruder Alarm	
18	Intruder Alarm	
19	Intruder Alarm	
20	Intruder Alarm	
21	Intruder Alarm	
22	Intruder Alarm	
23	Intruder Alarm	
24	Intruder Alarm	
25	Intruder Alarm	

### Zones

All devices connected to a monitored alarm system are assigned with a zone number. Review the Zones window for details of devices connected to the system for the account selected

### Order/ Sort options

Use the Order/ Sort options to view the information in the preferred order

### Zone

The Zone number which the device has been assigned to. Click the Zone number to access the Zone Detail window

### Description

The alarm event which will occur when the zone is activated

### Comment

A label entered into the monitoring database to assist in locating the device onsite

### Zone Detail

The Zone Detail window provides technical information in relation to zone configuration

Zone Detail - ADT Test Account - DISREGARD!!: CS# 987934 Site# 526691

ZONE	
Zone	0E137
Equip Type	
Equip Loc	(none)
Alarm Group	
Arm/Disarm	(none)
Comment	Panel/Siren
Disable?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Restore Req'd?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Default Camera?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Camera Zone	
PROCESSING RULE	
State	Alarm
Service Type	Tamper
Event ID	Tamper Alarm
Zones to Restore	
Redundant?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Process Option	
Alternate CS#	
System Schedule	
Global Schedule	
Global Instruction Page	Tamper <input type="button" value="View Text"/>
Dispatch Instruction Page	
<input type="button" value="Cancel"/>	

Figure 12.1 Zones window

Figure 12.2 Zone Detail window

To request and schedule alarm reports via ADT Select, select the Alarm Reports link from the Main Banner

**Report Selection Menu - All Items**

Report Inbox: (0 New Reports)

**ACCOUNT & EVENT REPORTS**

[Event History](#)  
[Alarm On/Off Report](#)

[Event History Report \(PDF\)](#)  
[Alarm Incident Report](#)  
[Hold Up Alarm Report \(PDF\)](#)  
[Medical Alarm Report \(PDF\)](#)  
[Fire Alarm Report \(PDF\)](#)  
[Duress Alarm Report \(PDF\)](#)  
[Critical Equip Alarm Report \(PDF\)](#)  
[Intruder Alarm Report \(PDF\)](#)  
[Battery Alarm Report \(PDF\)](#)  
[System Fault Alarm Report \(PDF\)](#)  
[Open/Close Alarm Report \(PDF\)](#)  
[Loss of Power Alarm Report \(PDF\)](#)  
[Timer Tests Alarm Report \(PDF\)](#)  
[Patrol Response Report \(PDF or Excel\)](#)  
[Customer Testing Report \(PDF or Excel\)](#)  
[Site Listing Report](#)  
[Service Job Report \(Excel\)](#)  
[Data Change History](#)

**CUSTOMIZED REPORTS**

reptsched_no	custrept_no	Report Name	Run	Next Run
36	112	Event Hist	Weekly	20/12/2011 09:57

Figure 13.1 Report Selection Menu window

**Report Inbox**

The inbox contains one-off reports which have been generated via ADT Select. The inbox does not contain scheduled reports

**Report Inbox Window**

There are three options for viewing the Report Inbox;

- New Reports: Reports generated but not viewed
- Viewed Reports: Reports which have been viewed
- All Reports: All reports whether viewed or not

**New Reports Viewed Reports All Reports Report Menu**

**Report Inbox - New Reports & Reports In Progress**

Description	Status	Requested	Completed	Size	View?	Email?	Delete? (Delete All)
Report Inbox is Empty							

Figure 13.2 Report Inbox window

**Note:** There is a data limit for reports stored in the Report Inbox. It is necessary to delete reports as the inbox becomes full

**Account & Event Reports**

Select from the report options available to review historical event history and/ or account information. Each report can be requested (generated in real-time) or scheduled to be run at a future date. See reporting definitions next page for further detail

**Customised Reports**

All reports which have been scheduled are listed under Customised Reports. Click on the number in the reptsched\_no column to amend and/ or re-run previously scheduled reporting. For more information on scheduling reports see Scheduling Alarm Reports on page 18



# Alarm Report Definitions

## **Event History**

Report detailing some or all event history information for a user specified period

## **Alarm On/ Off Report**

Report detailing open and close signals for a user specified period

## **Event History Report (PDF)**

Report detailing event history information for a user specified period. Less ability to control reporting detail than “Event History” report (see above)

## **Alarm Incident Report**

Report detailing all alarm events for a user specified period

## **Hold Up Alarm Report (PDF)**

Report detailing Hold-up Alarm events for a user specified period

## **Medical Alarm Report (PDF)**

Report detailing Medical Alarm events for a user specified period

## **Fire Alarm Report (PDF)**

Report detailing Fire Alarm events for a user specified period

## **Duress Alarm Report (PDF)**

Report detailing Duress Alarm events for a user specified period

## **Critical Equip Alarm Report (PDF)**

Report detailing Duress Alarm events for a user specified period

## **Intruder Alarm Report (PDF)**

Report detailing Intruder Alarm events for a user specified period

## **Battery Alarm Report (PDF)**

Report detailing Low Battery events for a user specified period

## **System Fault Alarm Report (PDF)**

Report detailing System Fault events for a user specified period

## **Open/ Close Alarm Report (PDF)**

Report detailing open and close signals for a user specified period

## **Loss of Power Alarm Report (PDF)**

Report detailing Power Failure events for a user specified period

## **Timer Tests Alarm Report (PDF)**

Report detailing Failed Timer Test (no alarm communication) events for a user specified period

## **Patrol Response Report (PDF or Excel)**

Report detailing Armourguard patrol response jobs for a user specified period

## **Customer Testing Report (PDF or Excel)**

Report detailing systems placed into On Test status for a user specified period

## **Site Listing Report**

Report detailing sites linked to customer account

## **Service Job Report (PDF or Excel)**

Report detailing technical service jobs for a user specified period

## **Data Change History**

Report detailing account changes for a user specified period

# Scheduling Alarm Reports

To schedule alarm reports via ADT Select, select the Alarm Reports link from the Main Banner

## Event History Report (PDF) - ReportSubTitle

Figure 14.1 Event History Report (PDF) window

## Custom Report Maintenance

Figure 14.2 Custom Report Maintenance window

## Scheduling a Report

From the Report Selection Menu (Figure 13.1) select a report and complete the following steps. In the example the "Event History Report (PDF)" has been selected but the process applies to all reports

- 1) Click on the Schedule Report button
- 2) Enter a Description for the report
- 3) Select the reporting frequency from the drop-down options listed
- 4) Enter the Time and Date that the report is to be run
- 5) From the drop down list, select an Email Address for the report to be delivered to. If required, an email address can also be manually inputted using the cc Address(es) look up window
- 6) Enter the CS# for the system for which event history information is being sought  
**Note:** For some reports it is possible to select a range of CS#'s
- 7) Select the Start Date & Time and End Date & Time for the reporting period
- 8) Click on the Save Changes button to save the report. **Note:** Once saved, the scheduled report can be accessed from the Customised Reports listed on the Report Selection Menu, see Figure 13.1

For reports with a repeating frequency, click on the Calendar icon beside the Start and End date fields to access the Date Formula Selection, refer below

## DATE FORMULA SELECTION

Figure 14.3 Date Formula Selection

## Using the Date Formula Selection

- Note:** The Start date must be earlier than the End date for the report to work
- i. Select the Initial Date Value
  - ii. Select whether a period is to be added or subtracted from the Initial value
  - iii. Select the Time Frame to be added or selected from the Initial value
  - iv. Click the Select button

For a range of options for making contact with ADT, click on the Contact Us link from the Main Banner



The Contact Us webpage lists toll free phone numbers for all aspects of ADT's service provision.

The webpage also contains a link to an online form for submitting feedback or requesting further contact

## Contact Us

Use this area of our website to contact ADT regarding questions about products and services, ask for assistance, change contact or account details or to obtain general information about ADT.

*Figure 15.1* Contact Us webpage

# Changing your ADT Select Password

To change your ADT Select login password, click on the Change ADT Select Password link from the Main Banner

**Change Login Password** - for: Richy

Old Password

New Password

Re-Enter New Password

To change your ADT Select password;

- 1) From the Update Login Preferences window, enter your existing password in the Old Password field
- 2) Enter the new Password in the New Password field. Ensure a secure password is selected
- 3) Re-Enter the new Password
- 4) Click on the Save Changes button to make the new Password active

**Note:** The new password will be required next time you log into ADT Select

Figure 16.1 Update Login Preferences window

## Logging Off

To end your ADT Select session at anytime, simply click on the Logout link from the Main Banner

The screenshot shows the ADT Select web interface. At the top, there is a main banner with navigation links: Home, Search, Alarm Reports, Contact Us, FAQ, Logout, and Change ADT Select Password. The Logout link is highlighted with a red box and a red arrow pointing to it. Below the banner, there is a yellow bar with site information: Site Information - ADT Select - ACT: CS# ABCACT Site# 20048022. Below this, there are three main sections: MONITORED ADDRESS, ALARM SYSTEM STATUS, and ONE-CLICK REPORTS. The MONITORED ADDRESS section shows details for a test account in Wellington. The ALARM SYSTEM STATUS section shows a table with columns for Status and Description, listing various alarm states like 'Currently in Alarm Status', 'Alarm Activity within 24 Hours', 'Currently On Test', 'Currently Open', 'Currently Closed', and 'Out of Service'. The ONE-CLICK REPORTS section includes a link for '24 Hour Event History Report'.