ALARM MONITORING | FIRE MONITORING | LOSS PREVENTION | VIDEO SURVEILLANCE | ACCESS CONTROL | VISUAL VERIFICATION | INTEGRATED SOLUTIONS

> 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.

ADT *Always There*®

ADT
Security

Contents

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

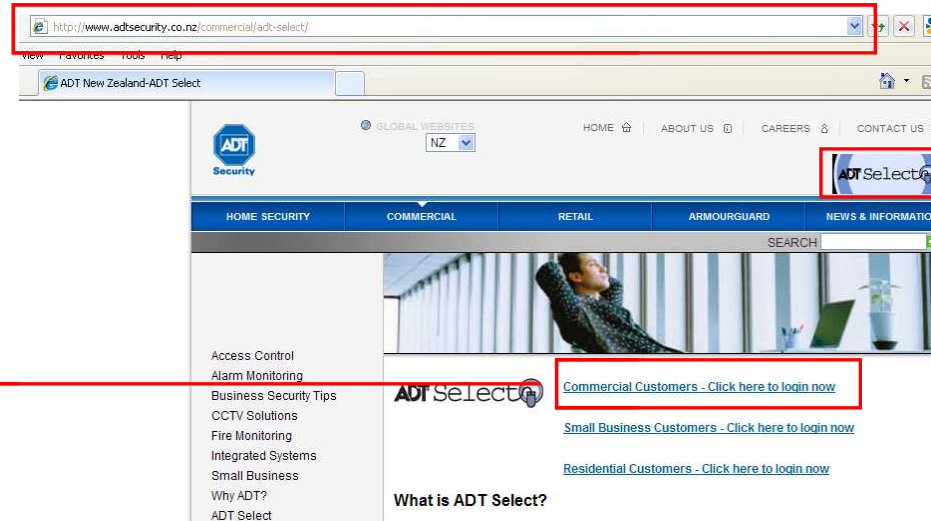4. Enter your User Name and Password and then click on the Sign In button to login

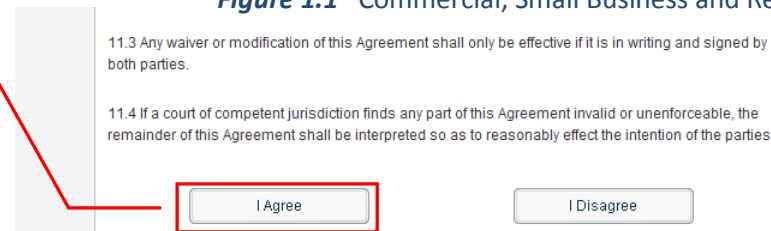*Figure 1.1*   Commercial, Small Business and Residential links

11.3 Any waiver or modification of this Agreement shall only be effective if it is in writing and signed by both parties.

11.4 If a court of competent jurisdiction finds any part of this Agreement invalid or unenforceable, the remainder of this Agreement shall be interpreted so as to reasonably effect the intention of the parties.

| I Agree | | I Disagree |

Figure 1.2   Terms and Conditions

TIP: This banner links to ADT Select from the ADT NZ website; www.adtsecurity.co.nz

Figure 1.3   Login window

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

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
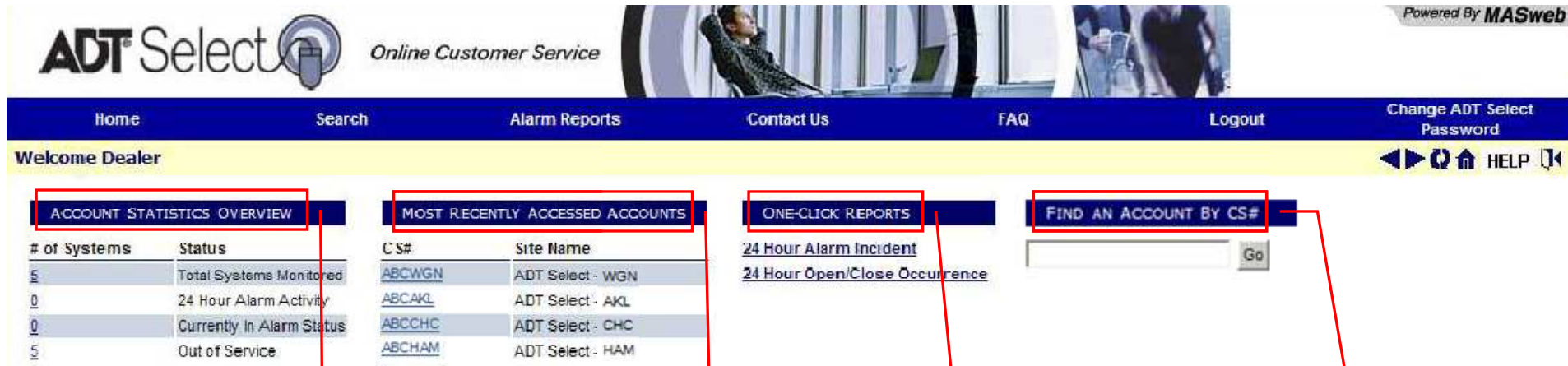
Figure 3.1   The homepage

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

ADT SELECT SOLUTIONS

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

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

Figure 4.2 Search results

Site General Information

Once a specific account has been selected, more detailed account information can be reviewed and edited.
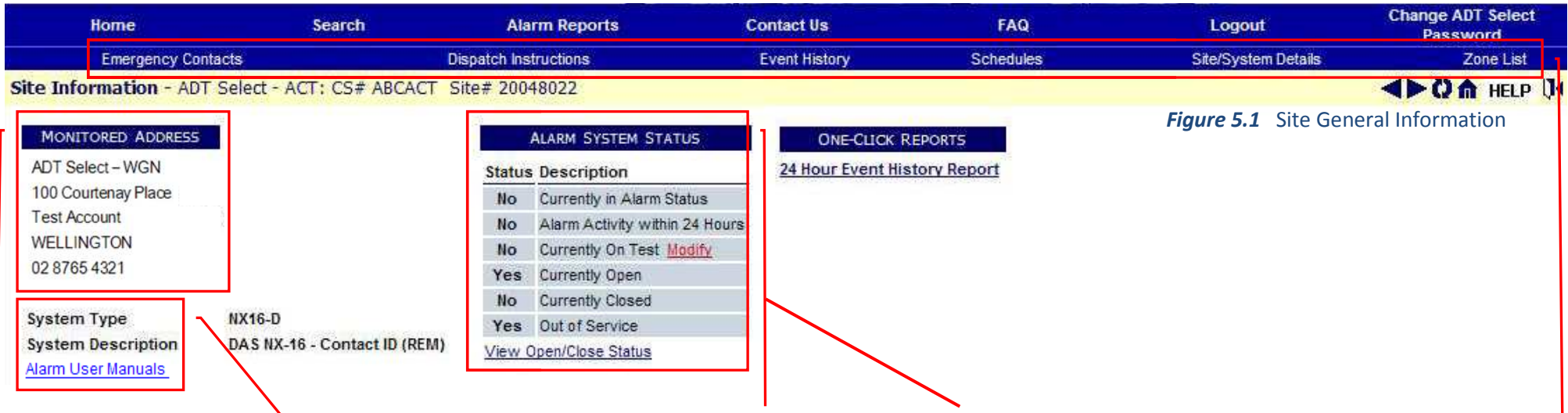
Figure 5.1   Site General Information

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

Figure 6.1 Site General Information window

Figure 6.2 Account On-Test Status Modification 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

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
Bloggs, Joe	10	TEST	Alarm Contact			04 0000 0000	02 9876 5432		1	28/11/2006	Permanent
Seec, Tom	20	JONESY	Alarm Contact			02 9000 0000			2	28/11/2006	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

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

Figure 8.1   Dispatch Instructions List window

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 8.2   Dispatch Page window

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"

Event History

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

Figure 9.1 Account History Selection window

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

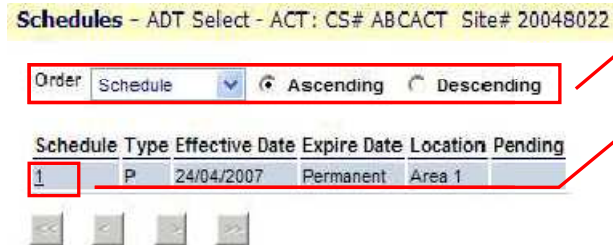*Figure 9.2* Site Event History window

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

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

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

Order Schedule   ⊙ Ascending   ○ Descending

Schedule	Type	Effective Date	Expire Date	Location	Pending
1	P	24/04/2007	Permanent	Area 1	

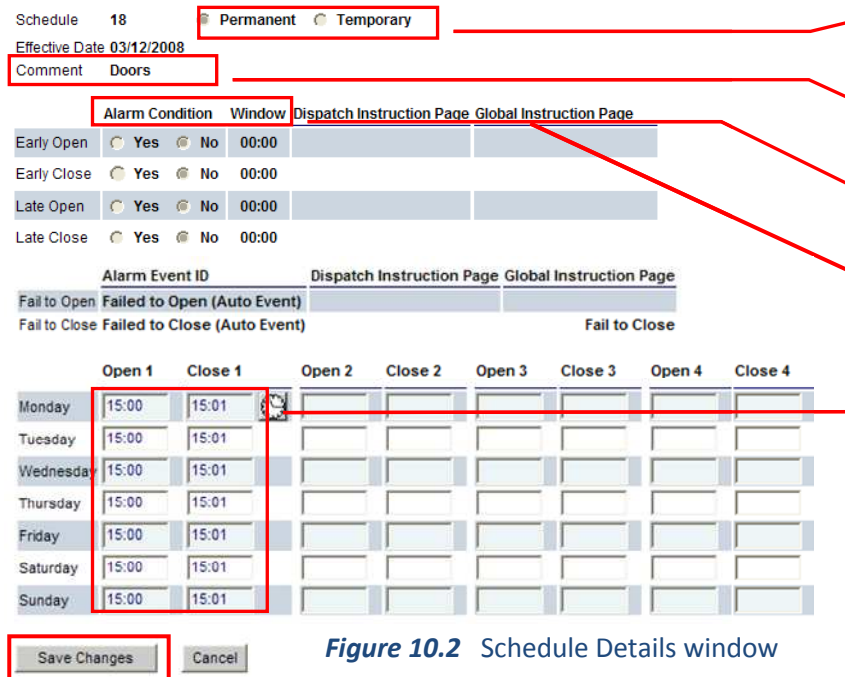**Figure 10.1** Schedules window

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 #

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

Schedule   18   ⊙ Permanent   ○ Temporary
Effective Date 03/12/2008
Comment   Doors

	Alarm Condition	Window	Dispatch Instruction Page	Global Instruction Page
Early Open	○ Yes ⊙ No	00:00		
Early Close	○ Yes ⊙ No	00:00		
Late Open	○ Yes ⊙ No	00:00		
Late Close	○ Yes ⊙ No	00:00		

	Alarm Event ID		Dispatch Instruction Page	Global Instruction Page
Fail to Open	Failed to Open (Auto Event)			
Fail to Close	Failed to Close (Auto Event)		Fail to Close	

	Open 1	Close 1	Open 2	Close 2	Open 3	Close 3	Open 4	Close 4
Monday	15:00	15:01						
Tuesday	15:00	15:01						
Wednesday	15:00	15:01						
Thursday	15:00	15:01						
Friday	15:00	15:01						
Saturday	15:00	15:01						
Sunday	15:00	15:01						

Save Changes   Cancel

Figure 10.2 Schedule Details window

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.

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

Figure 11.1 Site and System Details window

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 Voicecodes)*: 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" voicecodes. Refer to page 10 to establish a "user specific" voicecode

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

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

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

Figure 12.1 Zones window

Figure 12.2 Zone Detail window

Reports

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

Figure 14.1 Event History Report (PDF) window

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

From the Event History Report (PDF) window;
1) Click on the Schedule Report button

From the Custom Report Maintenance window;
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

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

Contacting ADT

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

Figure 15.1   Contact Us webpage

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

Changing your ADT Select Password

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

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