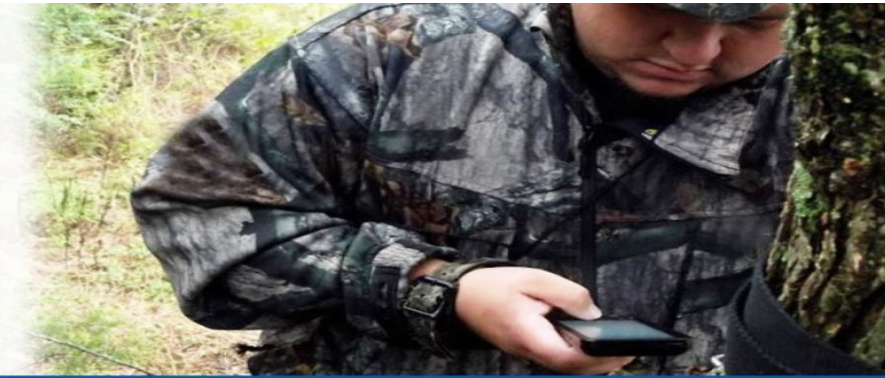


stay connected...
no matter
where you are



CALL NOW 1 (844) 91:PSALM (917-7256)

ADT PULSE: CUSTOMER SETUP GUIDE

BEFORE YOU GET STARTED:

***ENSURE THAT THE MASTER CODE HAS NOT BEEN CHANGED INSIDE THE ACTUAL PANEL/SYSTEM. IF IT HAS, SKIP DOWN TO STEP 3 AND FOLLOW THE STEPS TO CHANGE THE PANEL CODE TO THE DEFAULT MASTER CODE. IF YOU DO NOT KNOW THE DEFAULT MASTER CODE, PLEASE CONTACT SOUTHERN ALARMS AT 844-917-7256. THEN COME BACK TO THE TOP OF THIS GUIDE AND START OVER. THE MASTER CODE MUST BE CHANGED FROM WITHIN YOUR PULSE ACCOUNT FIRST.

***TIP: IT IS BEST TO DO THIS ORIGINAL PROCESS FROM A COMPUTER-BASED BROWSER, HOWEVER IN MOST CASES, USING THE INTERNET BROWSER FROM A SMARTPHONE OR TABLET WILL WORK. THIS PROCESS, HOWEVER, IS NOT DONE VIA THE "APP." YOU WILL DOWNLOAD LATER/BELOW.

1

ONCE YOUR INSTALLATION IS COMPLETE, SEARCH THROUGH YOUR EMAILS, AND LOOK FOR AN EMAIL SIMILAR TO:

FROM: CustomerSupport@ADT.com SUBJECT: ADT Pulse New User Invitation

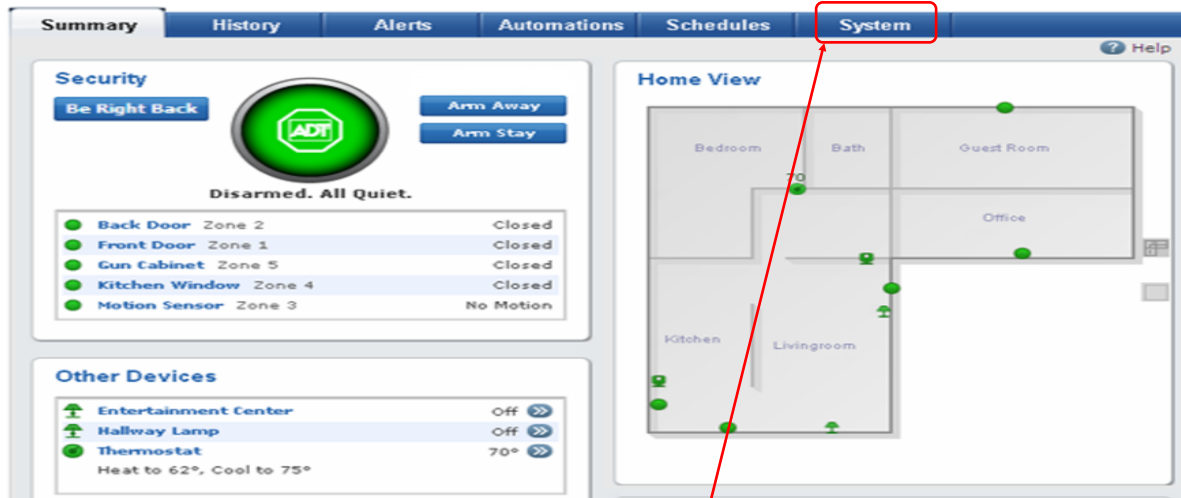
CLICK ON THE LINK IN THE EMAIL, AND FOLLOW THE DIRECTIONS TO COMPLETE THE SETUP PROCESS

(PROCESS WILL INCLUDE SUCH STEPS AS: ESTABLISHING SECURITY QUESTIONS/ANSWERS IN THE EVENT YOU FORGET YOUR PASSWORD, ETC)

(***NOTE: YOUR USERNAME WILL BE YOUR FULL EMAIL ADDRESS)

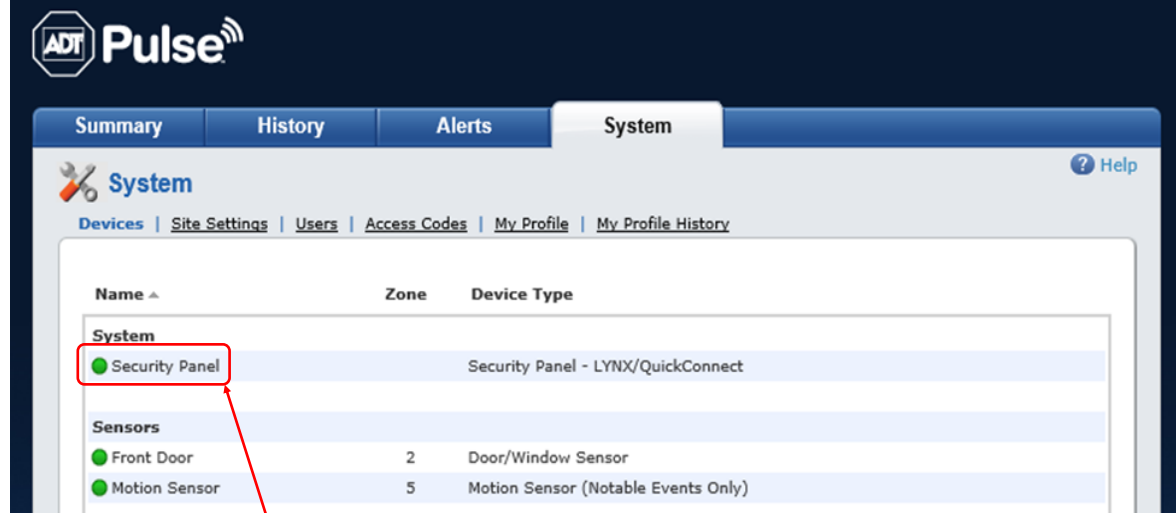
2

ONCE LOGGED IN (FROM A WEB BROWSER), YOU SHOULD SEE A SCREEN SIMILAR TO THE FOLLOWING:



CLICK ON THE "System" TAB

YOU WILL THEN SEE A SCREEN SIMILAR TO THE FOLLOWING:



CLICK ON: "Security Panel" AND FOLLOW THE STEPS TO: "Change Master Code"

(AFTERWARDS, YOU WILL SEE A NOTE: ASKING YOU TO GO CHANGE THE MASTER CODE IN THE PANEL; CONTINUE TO STEP 3 TO DO SO)

3



GOTO YOUR PHYSICAL ALARM PANEL ON THE WALL OR COUNTERTOP IN YOUR HOME. FROM THE HOMESCREEN, PRESS THE "MORE" TAB IN THE BOTTOM-RIGHT CORNER.



THEN PRESS THE "TOOLS" BUTTON, AND ENTER THE DEFAULT MASTER-CODE.

IF YOU DO NOT KNOW THE DEFAULT MASTER CODE, PLEASE CONTACT SOUTHERN ALARMS AT: 844-917-7256. ***NOTE, THIS WILL NOT BE THE CODE YOU JUST PROGRAMMED INTO YOUR PULSE ACCOUNT.

AFTER ENTERING THE DEFAULT MASTER CODE, YOU WILL SEE A SCREEN SIMILAR TO THE IMAGE ON THE RIGHT. PRESS THE "USERS" BUTTON.

- ONCE IN THE USER MENU, PRESS THE "MASTER CODE" BUTTON, PRESS "CLEAR" TO DELETE THE DEFAULT CODE
- ENTER YOUR NEW CODE (THE ONE YOU CREATED INSIDE YOUR PULSE ACCOUNT) AND PRESS "DONE."
- BACK-OUT USING THE BACK-ARROW IN THE UPPER-RIGHT OF THE SCREEN, OR JUST PRESS THE HOME BUTTON.

4

*ON ANY SMARTPHONE DEVICE.

GOTO THE APP STORE

OR PLAYSTORE

SEARCH FOR: ADT PULSE.

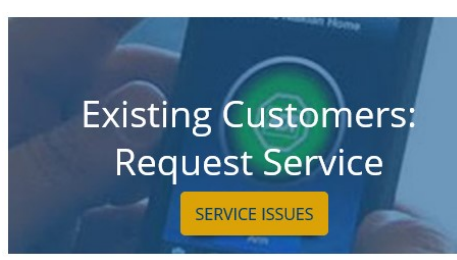
***NOTE: THERE MAY BE TWO OPTIONS: ADT PULSE, AND/OR ADT PULSE VOICE. EITHER WILL WORK, AND YOU CAN DOWNLOAD BOTH IF YOU WISH. THE STANDARD APP OFFERS A BIT MORE DETAILS AND FUCTIONS, BUT THE VOICE APP OFFERS SOME CONVENIENCES FOR QUICK ARMING & DIARMING.

***NOTE: THE APP FOR APPLE DEVICES OFFERS YOU THE ABILITY TO CREATE A QUICK 4-DIGIT PIN TO ACCESS THE APP EACH TIME YOU OPEN IT, BUT YOU WILL NEED TO ENTER THE FULL PASSWORD FOR THE ANDROID APP EACH TIME YOU OPEN IT. BOTH OFFER A "KEEP ME LOGGED-IN" OPTION, BUT BOTH WILL ONLY KEEP YOU LOGGED IN FOR 2 HOURS.

ONCE THE APP IS DOWNLOADED, ENTER YOUR USERNAME (WHICH IS YOUR FULL EMAIL ADDRESS, UNLESS YOU CHANGED IT DURING THE SETUP PROCESS). ENTER THE PASSWORD YOU CREATED IN THE VERY FIRST STEP OF THIS WHOLE PROCESS.

YOU'RE DONE!!! ENJOY YOUR SYSTEM.

THERE ARE MANY FEATURES AND CUSTOMIZATION OPTIONS WITHIN YOUR PULSE ACCOUNT. PLEASE DOWNLOAD THE FULL PULSE GUIDE FROM THE: [EXISTING CUSTOMERS: REQUEST SERVICE] SECTION OF THE WWW.SOUTHERNALARMS.US WEBSITE.



IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT SOUTHERN ALARMS DURING OUR BUSINESS HOURS (M-F 9am-6pm) OR CREATE A SERVICE TICKET FROM THE SAME: [EXISTING CUSTOMER: REQUEST SERVICE] PAGE OF THE WEBSITE.

THANK YOU, AND GOD BLESS.



WWW.SOUTHERNALARMS.US

1 (844) 91:PSALM

