PowerSeries

Neo Go

User Guide & FAQs

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PowerSeries Neo Go App
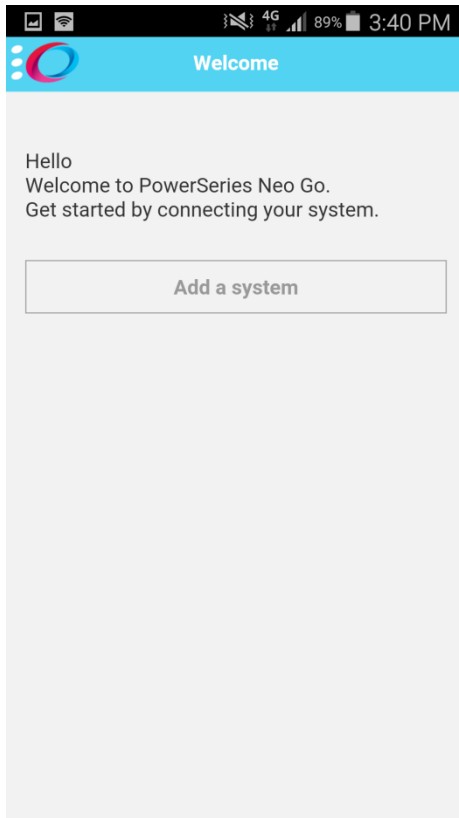
Panel Setup for Neo Go App

// Please contact your security professional to verify that your DSC security system is capable of supporting the Powerseries Neo Go App.

// Your security installer will have to help you setup your first phone with the connection information.

- After this initial setup, you will be able to open the settings and copy that information onto another phone
- **IMPORTANT NOTE:** It is important that you lock your phone and treat the setting parameters as confidential. Remember, anyone who downloads the app, programs your unique settings and has an access code will be able to access your security system.

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PowerSeries Neo Go App - Setup

// The Neo Go App can be installed from the AppStore for Apple or GooglePlay for Android based phones.
- Search for "PowerSeries Neo Go".
- This is a free app to install.

// The initial opening of the App will bring the user to the **Welcome** page containing the EULA (End User License Agreement) that the user needs to agree to in order to continue to use the app.

// Welcome screen follows agreement to the EULA, and the user is prompted to add a system.
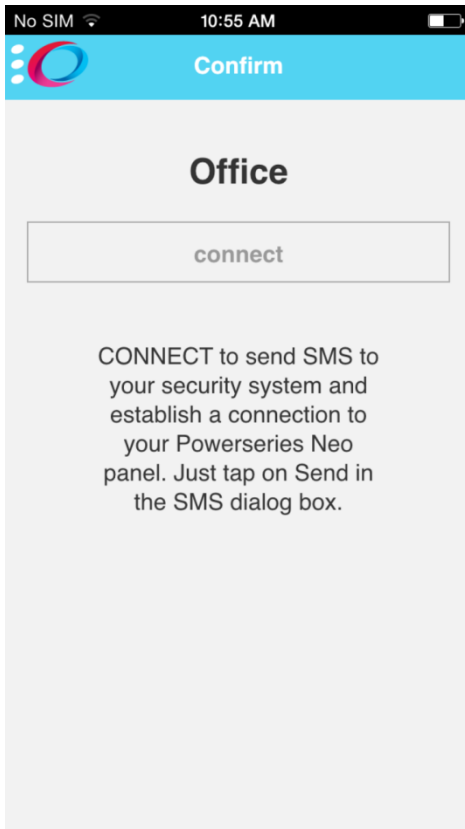
PowerSeries Neo Go App – Setup cont'd

// The Add System page will request a site name, connection type, system phone number and Integration account code.

// The name is to distinguish one site from another (Home, Office, or Cottage as examples).

// Your security installer will help with setting up your system on the first phone that the app is installed on. The information can be read again in order to set up subsequent phones with the app.

IMPORTANT NOTE: It is important that you lock your phone and treat the setting parameters as confidential. Remember, anyone who downloads the app, programs your unique settings and has an access code will be able to access your security system.
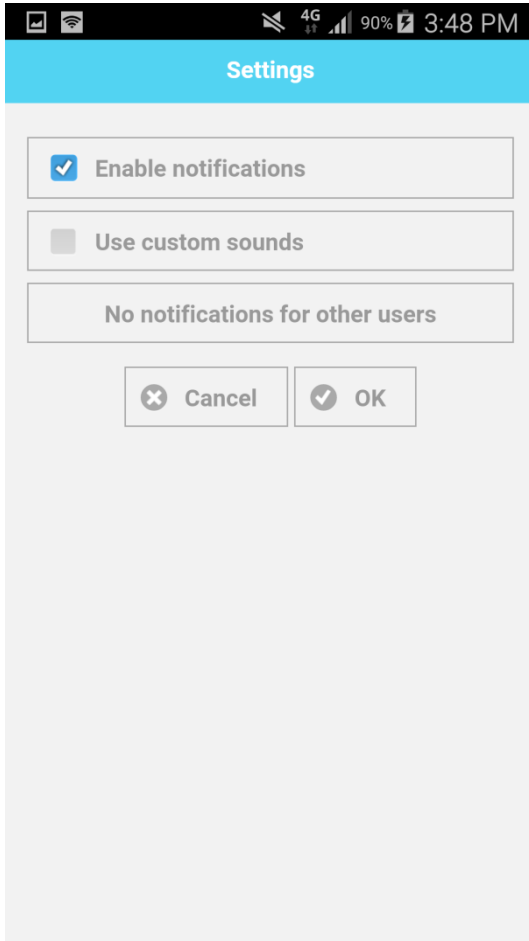
PowerSeries Neo Go App – Setup cont'd

// If you created a system that is "Ethernet Only" then you will be directed to enter access code and login.

// If you created a non-Ethernet Only system then you will directed to a confirmation page indicating that you will be sending an SMS to initiate login.

// If you are using an iOS device then your default SMS application will open to send a pre-made text. Android devices will send the SMS in the background. After the SMS is sent you will be directed to enter access code and login.

PowerSeries Neo Go App – Setup cont'd

// After an account is created, the user can go into settings, and enable/disable notifications as well as use custom sounds verses the program's native sounds.
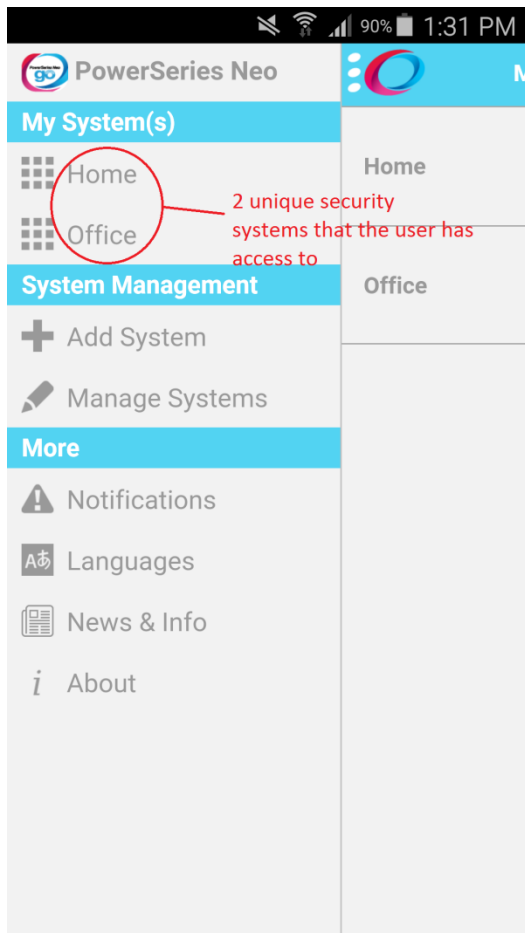- It should be noted that the app may consume upto 20M/month of data under typical usage.
  - Typical usage is 2 arm/disarm cycles/day.

// The user may also disable notifications for other system users.
- This is desirable to disable notifications to a former employee or tenant.

// Be aware, that standard roaming charges will apply the user's wireless bill, if accessing the panel from outside of their home coverage area.

PowerSeries Neo Go App – Screen Descriptions

// **My System(s)** allows the user to select different systems, such as home, or office.
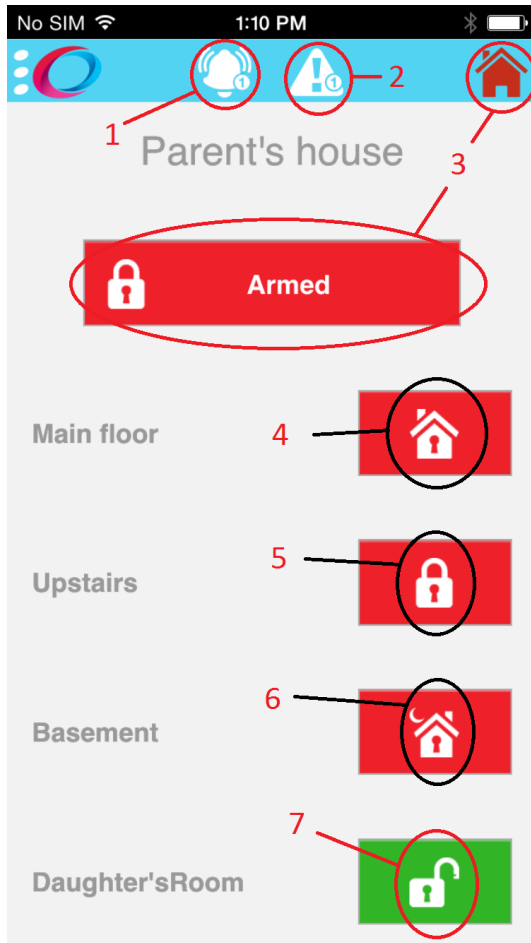
// **System Management/Add System** allows additional sites can be added.

// **System Management/Manage Systems** allows for the communicator information to be updated, and the user access code to be changed. Also, additional systems can be removed.

// **More/Notifications** is the history of events that have been sent out to each of the systems.

PowerSeries Neo Go App – Screen Descriptions cont'd

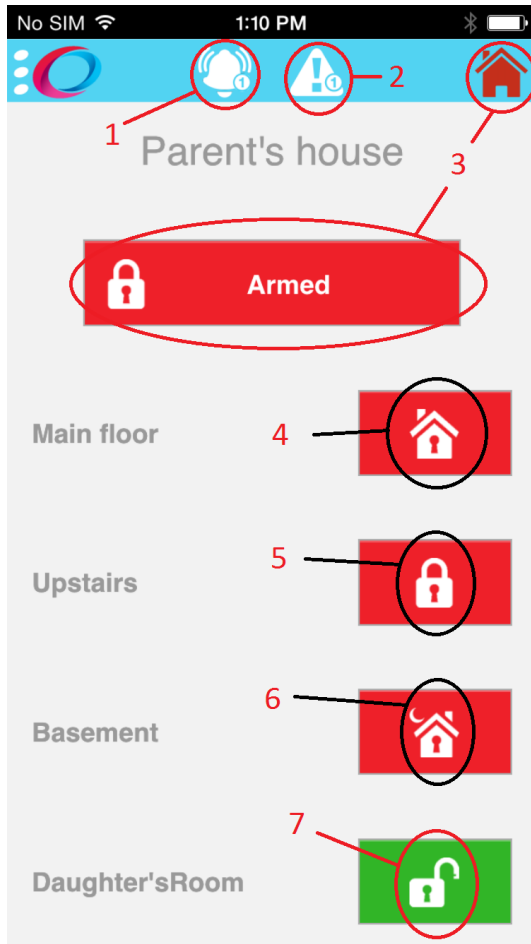// 1. Indicates that are alarms in memory that the user should be aware of.

// 2. Indicates that there have are troubles on the system that the user should be aware of.

// 3. Indicates that there is at least one partition armed, or all partitions are disarmed

- Disarmed – Green house and button, lock is 'open'.
- Armed – Red house and button, lock is 'closed'.

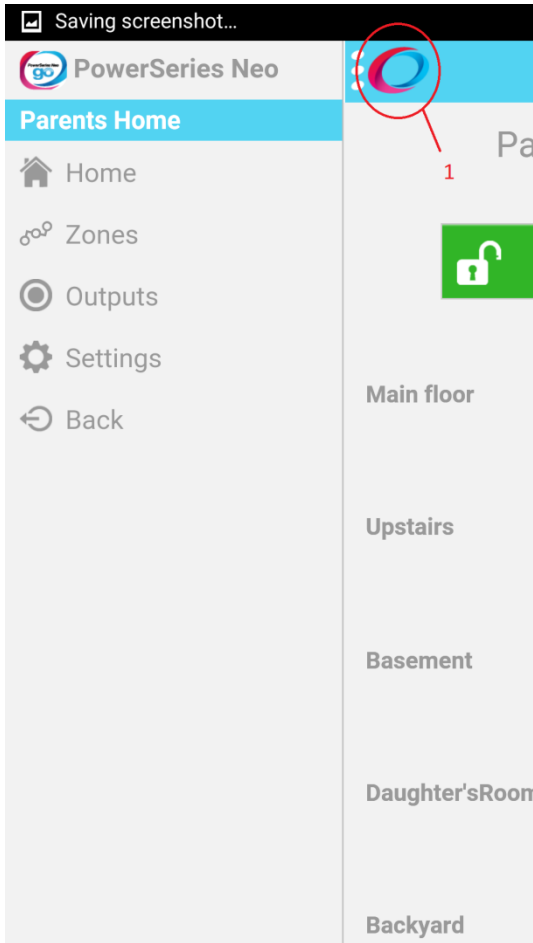# PowerSeries Neo Go App – Screen Descriptions cont'd

// The following outlines the different armed states that can be displayed on the Go App.

- 4. Indicates that the partition is armed in "Stay" mode, as indicated by the house.
- 5. Indicates that the partition is armed in "Away" mode, as indicated by the closed lock.
- 6. Indicates that the partition is armed in "Night" mode, as indicated by the house and moon.
- 7. Indicates that the partition is disarmed, as indicated by the open lock.

// Pressing the status icon(s) will allow the user to select a different arming state.

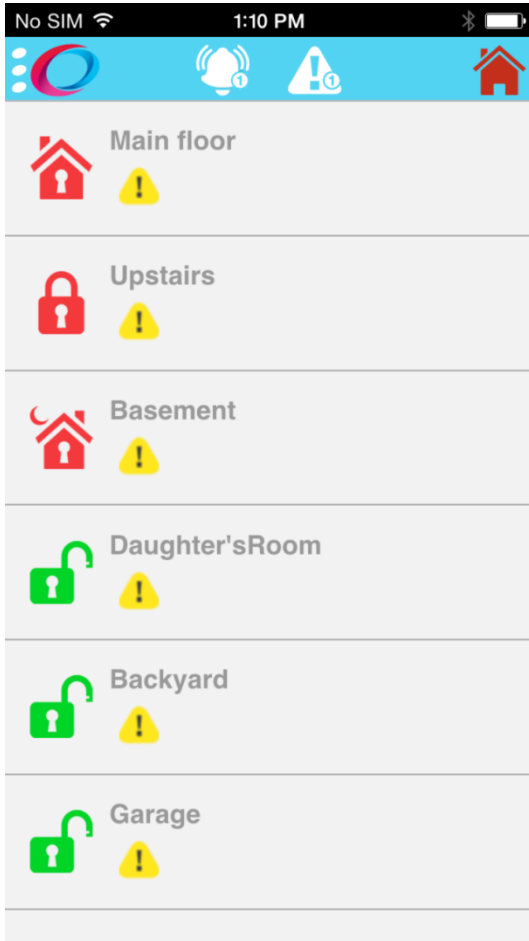# PowerSeries Neo Go App – Screen Descriptions cont'd

// Pressing the Neo logo (1), will allow the user to go to further functions of the panel.

- Zones will take the user to select or view zones that have been bypassed.
- Outputs will allow the user to change the state of command outputs.
  - Similar to keyfob operation.
- Settings allow the user to set notifications and sounds for the site.

PowerSeries Neo Go App – Screen Descriptions cont'd

// This is the partition selection screen.

- It is presented when accessing zones, or PGM outputs.
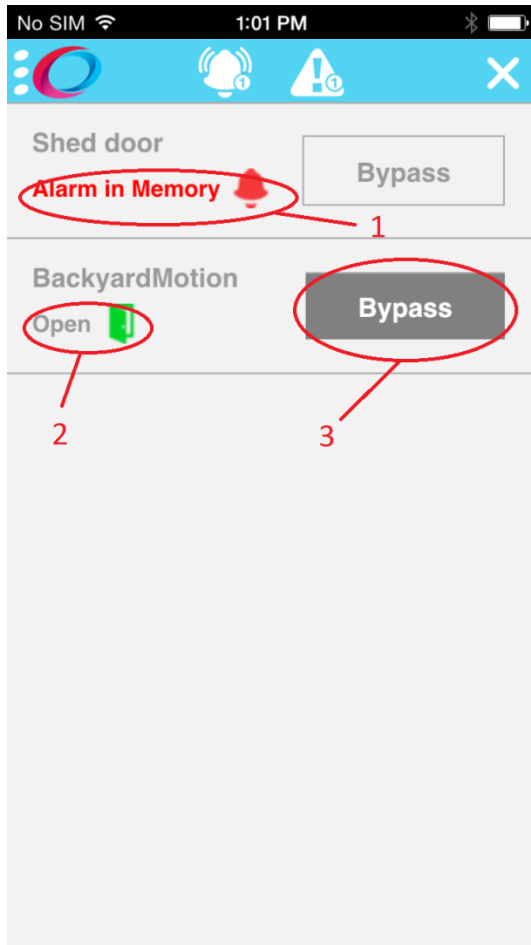- Users will only see partitions that are available to them.

// The current state of the partitions will also be displayed.

// If there are troubles on the system, it will show on each of the applicable partitions.

- Note: Alarms will not be shown per partition.

PowerSeries Neo Go App – Screen Descriptions cont'd

// Zones on the partition will be displayed similar to the screen as pictured.

// Zone labels will be displayed to give the user an accurate understanding of the zone they are viewing.

// Zones can be bypassed on this screen.

- 1. Zones that are bypassed will be displayed by having the "Bypass" button have a dark background.

// 2. Open zones will be displayed with a message and an icon that indicates open zone.

// 3. Zones in alarm memory will be displayed with a message and icon.

- Note that the alarm memory will override the zone open display

PowerSeries Neo Go App – Screen Descriptions cont'd

// Command Outputs on the partition will be displayed as pictured.

// Labels will not be provided to define what the output may be.

// Output states will not be displayed.

// **Important Note:** Pulsed output types will only trigger if the "On" button is selected. Steady State output types will follow the requested state.

// Your installer will review the output options that are enabled on your system with you.

PowerSeries Neo Go App – FAQ

// What is the User Access code?

- User Access code is the same 4 or 6 digit pin that the user would enter at the local system keypad (for arming/disarming).

// Why can I not access the Zone page?

- Depending on the number of zones, the zone types and the connection speed, it may take more time to load the Zones page.

// When I arm in Stay mode, my panel reports back that it is armed in Away mode?

- Your installer will review the capabilities and arming methods of your system with you at the time of setup. They will also be able to re-explain these details as well as make changes to the system for additional desired functionality.

PowerSeries Neo Go App – FAQ cont'd

// Why can't I see the PGM Output labels?

- Currently this is a limitation that will be addressed in one of the upcoming releases.

// Why can't I see the current status of the outputs?

- Currently this is a limitation that will be addressed in one of the upcoming releases.

// What are the supported platforms for this app?

- iOS: v8.1.2 and greater.
- Android: v4.3 and greater.

PowerSeries Neo Go App – FAQ cont'd

// Why do I get multiple "Connection Lost" messages?

- When connecting over GPRS, if the "Cancel" button is pressed, and then a new connection is attempted within 30+ seconds, because of network delays, the "Connection Lost" message may appear several times.

// How do I change a remembered access code from the App? (This is the code that is used to log into the app.)

- Under "System Management" (on main side bar (left side)) select "Manage Systems". Under Manage Systems, select the gear icon for the system that the code is to be changed for, and select "Access code" in the "Modify System" screen.

PowerSeries Neo Go App – FAQ cont'd

// Panel is Busy

- The panel can only handle one communication path at a time, so if the panel has to communicate to the central station, or DLS, then the application will show that the panel is busy, and user will have to try again (until the other connections have been completed).

// Single App Session

- With multiple users with access to the system via the Neo Go App, only one user may access the system at a time.

Further Support – Security Professional

❖ Refer to the user guide provided by your security installer for system functional descriptions.

❖ For further details on the app or the security system, contact your security professional