Ezlo Protect

Dealer Quick Start Guide
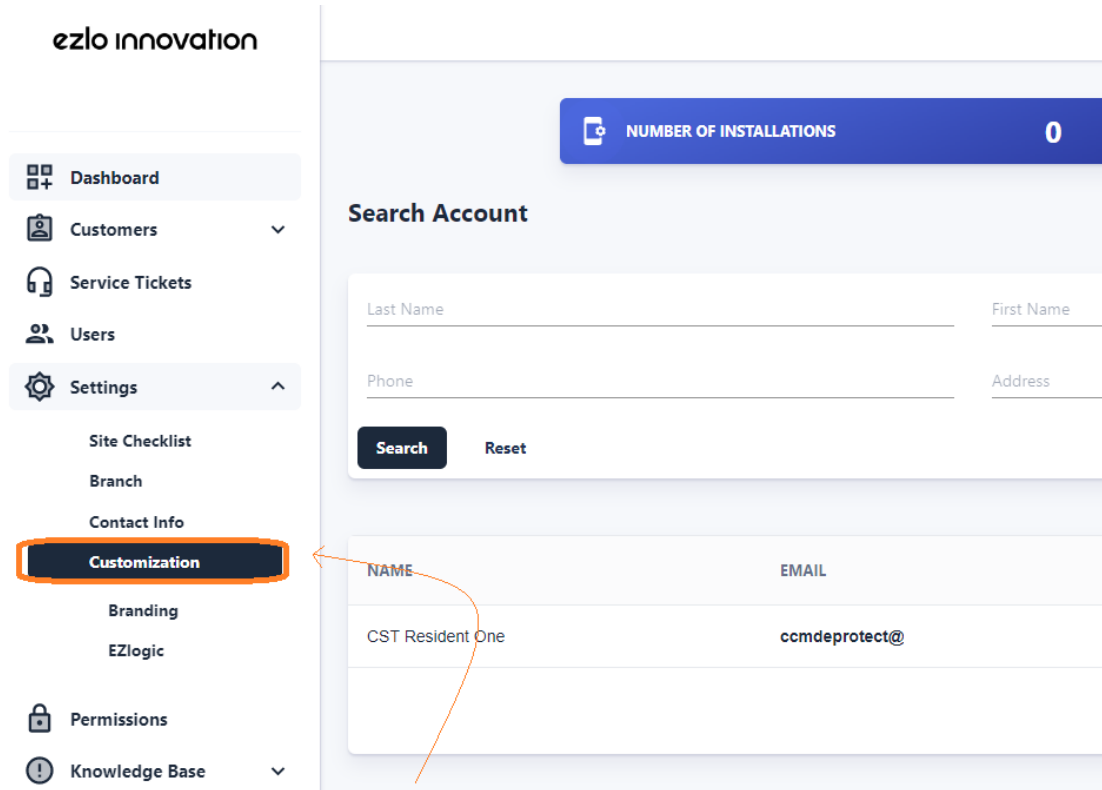
ezlo

property. empowered.

Index
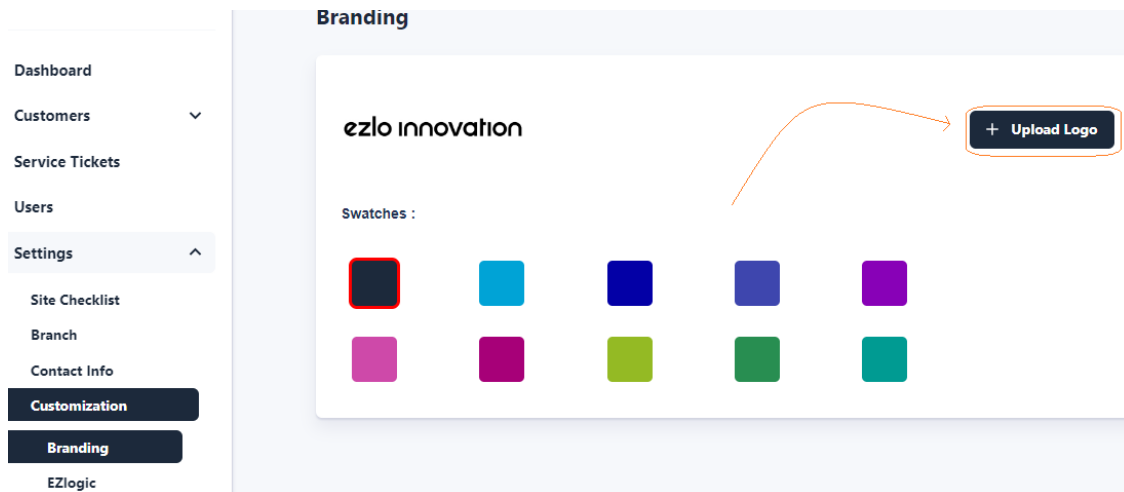
1.   Branding

- Login to your partner account at **https://security.mios.com/**
- Click **'Settings' > 'Customization' > 'Branding'**
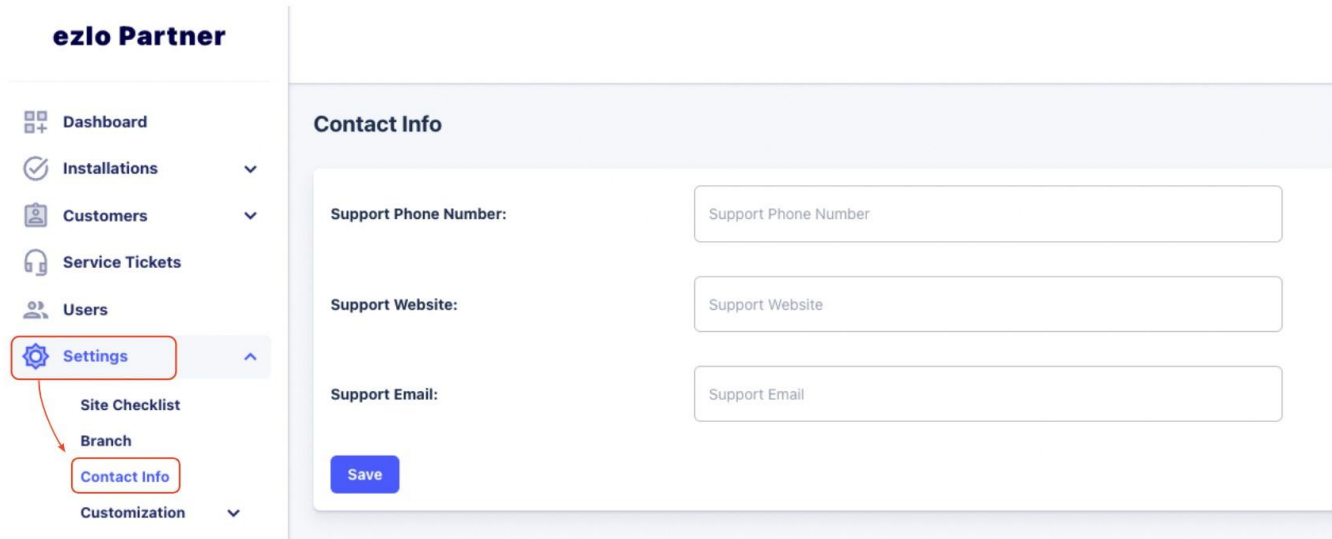- Click **'Upload Logo'** to replace the **'Ezlo innovation'** logo with your partner logo:

- Change your font color by selecting one of the color swatches. Click **'Save'** to apply your changes:

2.   Contact Info

Click **'Settings' > 'Contact Info'** to specify your company's support phone, email and website details:

3. Installers

Installer accounts are for your technicians who set up the automation systems for your customers (residents). **'Installer'** is a type of user that you must create in the partner portal.

- Login to the partner portal **https://security.mios.com/** with your partner username and password.
- Click **'Users' > 'Create User'**:
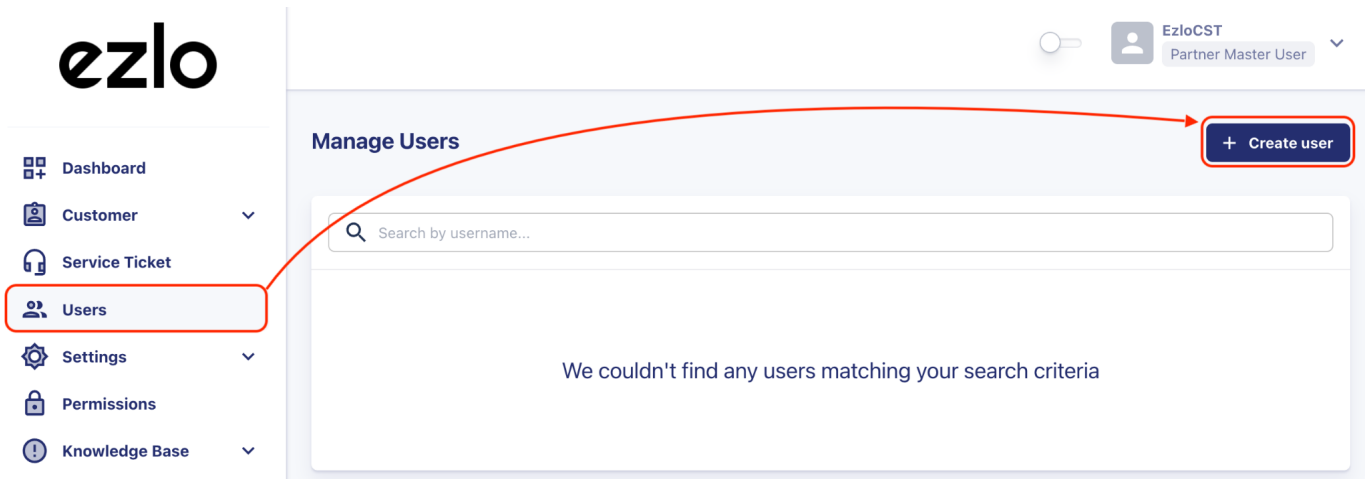
- Complete the user details form, making sure to select **Installer** in the **'Role'** field:

- Click **'Create'** to add the installer user.

- We will send an account verification email to the new installer which contains their username and password.

4. Customer Management

Create a New Customer

- Login to your partner account at **https://security.mios.com/**
- Click **'Customer' > 'New Account' > 'Create Customer'**:
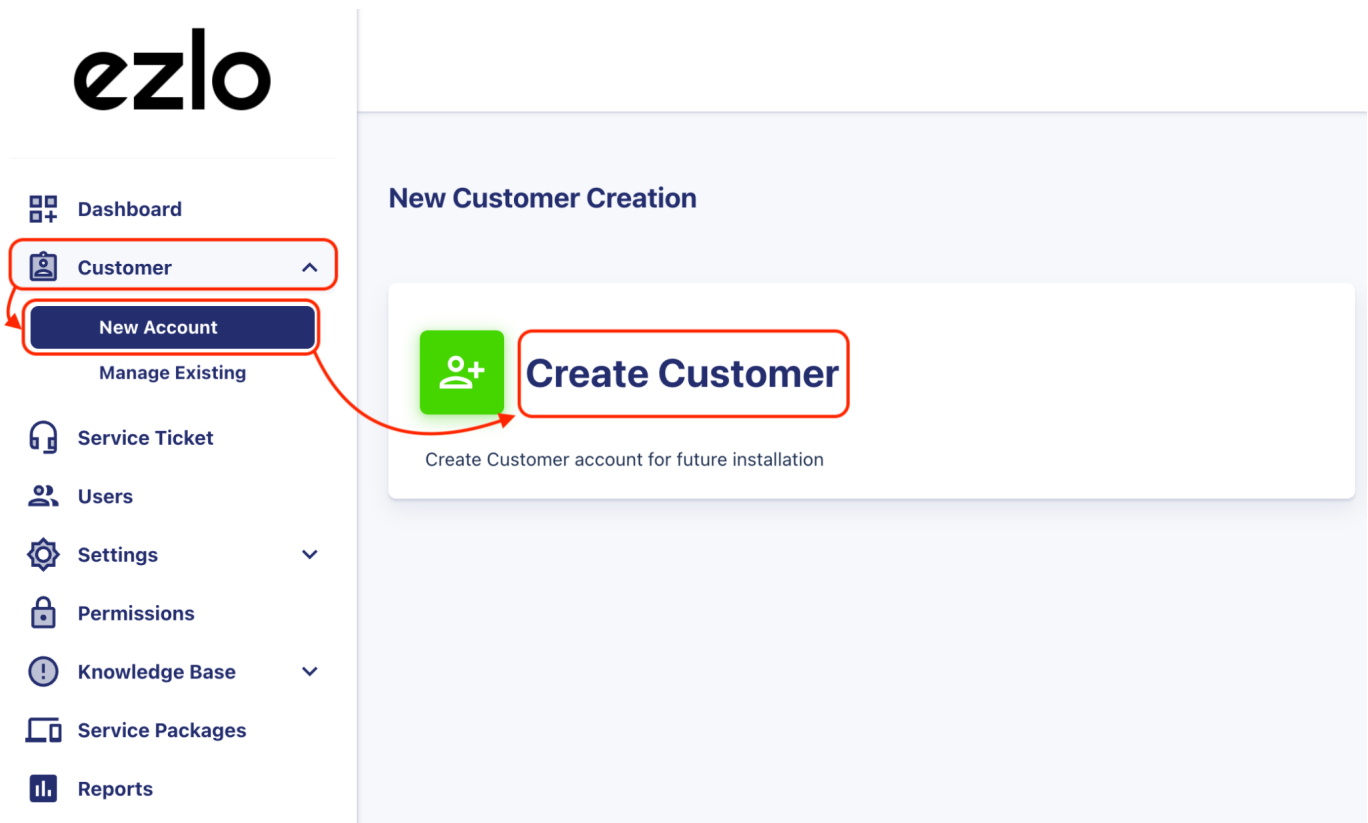
Alternatively, click **'Dashboard' > 'Create Customer'**

- There are four stages:
    - Basic account details
    - Select Package (choose the type of customer)
    - Configure CMS (if the customer has the Professional Monitoring service)
    - Additional details and finalization
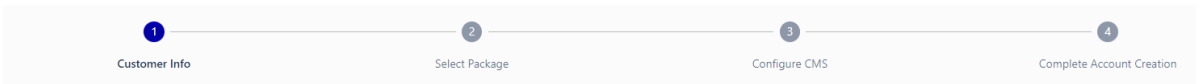
- Enter your new customer's contact and address details in the first page. **'Installation Address'** is the address at which the controller is located:

ezlo
INNOVATION

- Dashboard
- **Customer** ^
  - **New Account**
  - **Manage Existing**
- Service Ticket
- Users
- Settings ∨
- Permissions
- Knowledge Base ∨
- Service Packages
- Reports

cstpartnerlive1
Partner Master User

Create account

Enter Customer Information.

1 — Customer Info   2 Select Package   3 Professional Monitoring Info   4 Complete Account Creation

Customer Information

First name*   Last name*

User Name*   Company Name

Phone number*   Email*

Dealer Customer ID   Select installer
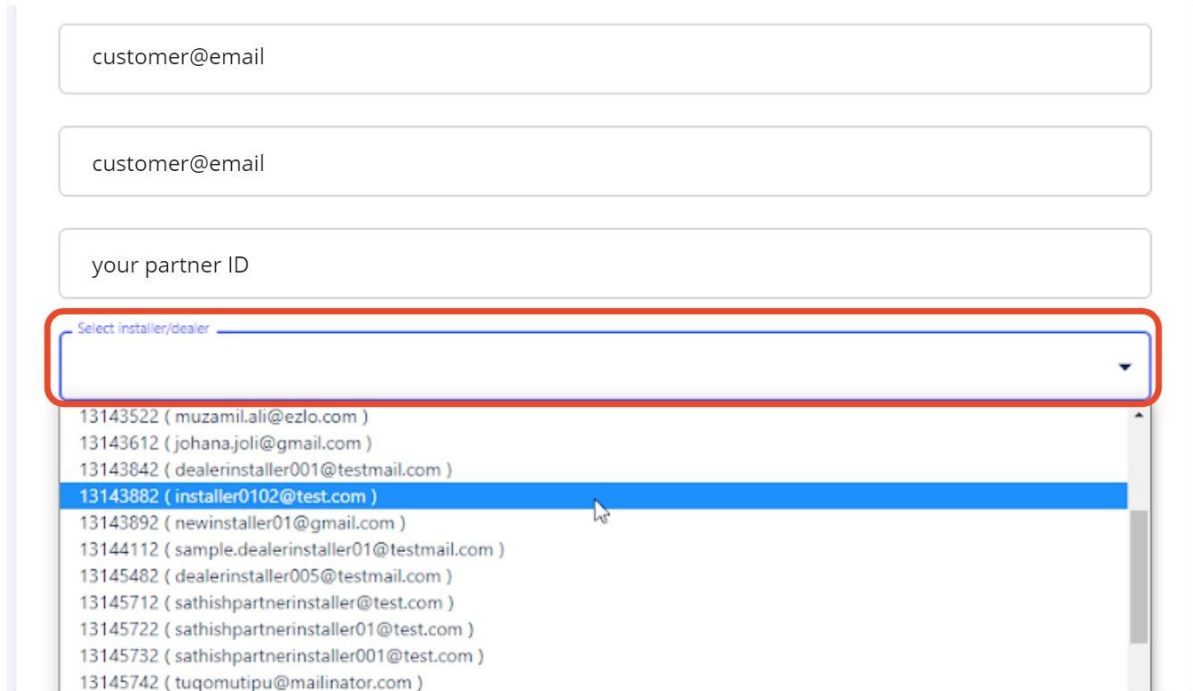   13166392 (daniel+cstinstallerlive1@ezlo.com) ▾

Installation Address

Street Address*   Additional Street Address
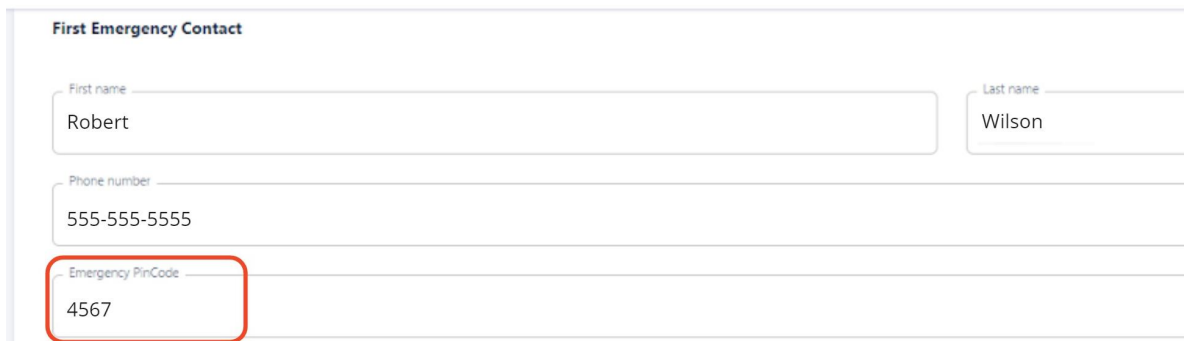
- Make sure to choose the Installer who will be responsible for the customer from the **'Select installer'** menu:

- **'Emergency Contact Information'**. The contact you enter here is the person that our **Monitoring Team** will contact in case a security event occurs.
- Make sure to enter a **PIN Code** for the contact. Our response team will request this code from the user to verify their identity should they call them in the event of an emergency:

- Click **'Next'** to move onto the **'Select Package'** screen.

- Select one of the available packages then click **'Next'**:

Create account
Enter Customer Information.

✓ ————————— ② ————————— ③ ————————— ④
Customer Info   Select Package   Professional Monitoring Info   Complete Account Creation

Service Package

○ EZ Smart Home

  🖵 IP Only Connectivity

  🚶 Home Automation

  ▦ Video + Doorbell

  👤 Self Monitored
     Notification

  $ 3 monthly per account

◉ EZ Smart Security

  🖵 IP Only Connectivity

  🚶 Central Station
     Monitoring

  ▦ Home Automation

  ▧ Video & Doorbell

  🔒 Notifications

  $6.50 monthly per account

← **Go Back**   **Next**

- On the next page you can configure the **Emergency Contacts** for the new user.

Create account
Enter Customer Information.

Customer Info — Select Package — 3 Configure CMS — 4 Complete Account Creation

Emergency Contact Info

First name *   Last name *

Phone number   Emergency PinCode

Emergency Contact Info

First name   Last name

Phone number   Emergency PinCode

Additional Dispatch Instruction

← Go Back   Create Account

- Finally, click **'Create Account'** to save your new user.
- We will send a welcome email to the user which contains their account username and password.

5.   Installation

Installer App Flow

- Log into the Ezlo Installer app with the credentials sent to the installers email.
- After logging in, click **'Begin new installation'** to view and begin work on pending customer installations. This screen also lets you view and inspect previously completed installations.
- Go to **'Begin new installation'** to view pending customer installations which are assigned to the installer account:

Enter phone number or email address of the customer to find pending installation

Q Enter phone number or email addr...

CST Resident One
ccmdeprotect@gmail.com ›

Confirm you selected correct Customer
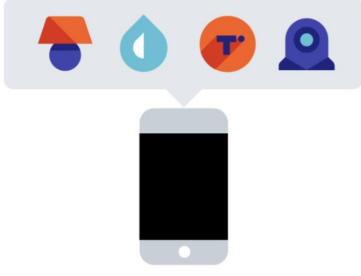
CST Resident One
ccmdeprotect@gmail.com
999999
Main street New Brunswick 152

Begin new installation

Access existing installation

Access Existing Installations

Proceed with Installation

Back

- Locate the customer for whom you want to complete the installation.
- Click the **'Proceed with installation'** button to start the setup.

Add controllers

- Open the **Ezlo Installer** app on iOS or Android.
- Technicians should log in with their installer-user credentials.
- Tap on **'Begin new installation'.**
- Then tap on the arrow next to the name of the resident for whom you want.
  to perform the installation:

🔍 Enter phone number or email address

Joe Doe   ⟶   ›

Begin new installation

Access Existing Installations

- On the next screen, confirm you selected the correct customer then click
  'Proceed with installation':

‹   CUSTOMER INFORMATION

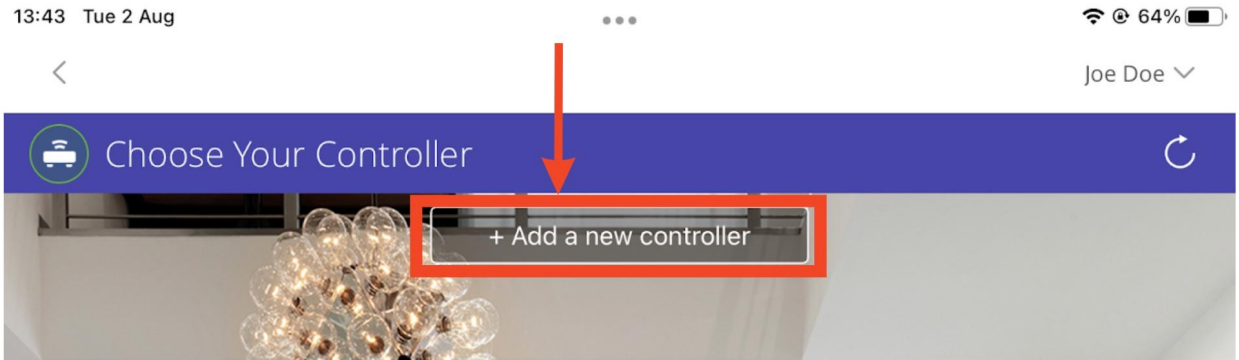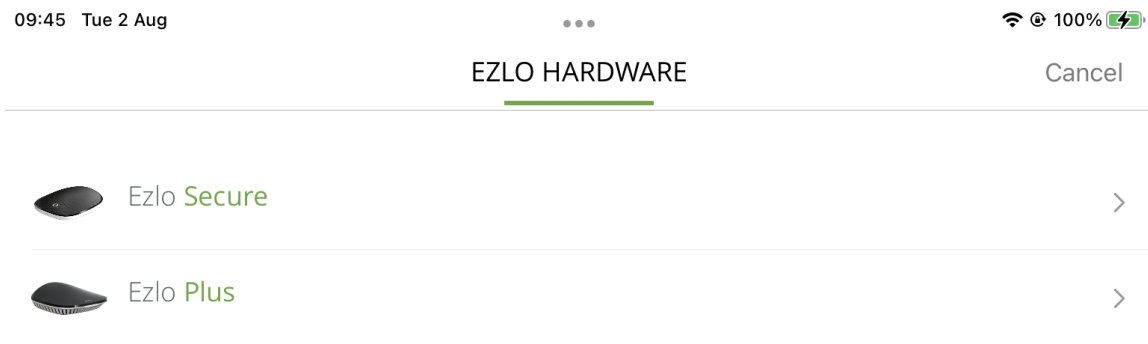Confirm you selected correct Customer

Robert Wilson

rwilson@example.com
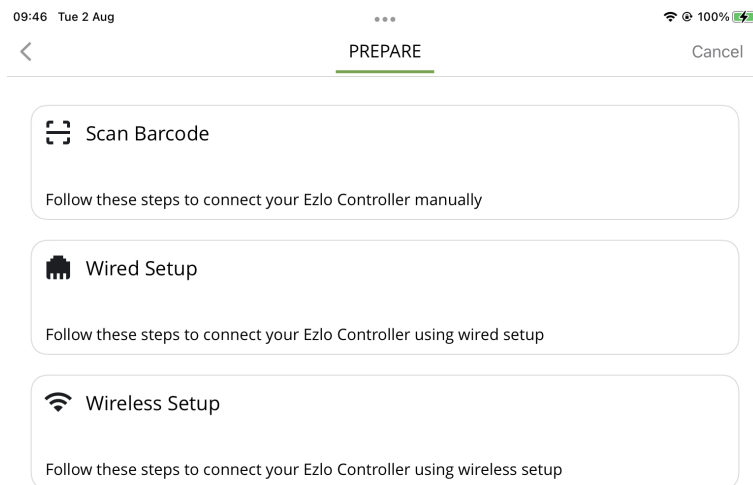
5555555551

Proceed with Installation

- Next, tap **'+ Add a new controller'** to add a new hub to the resident account:

- Choose the controller type you want to add - **Ezlo Secure** or **Ezlo Plus**:

- Next, choose which method you want to use to add the controller - **Scan Barcode**, **Wired Setup** or **Wireless Setup**:

Scan Barcode

Before you scan the barcode, make sure the controller is:

- Connected to the power supply.
- Connected to the network via LAN cable.
- The controller LED light is blue.

Use your phone/tablet camera to scan the barcode on the back of the hub.

- If the scan doesn't work then tap the **'Add Manually'** button to directly enter the serial number and MAC address. Hit **'Add Controller'** once you have done this:

Wired setup

Before proceeding, make sure the controller is:

- Connected to the power supply.
- Connected to the network via LAN cable.
- The controller LED light is blue.
- Your mobile device is connected to the same network as your controller.

Tap on **'Connect'** to add the controller after you have confirmed the above:
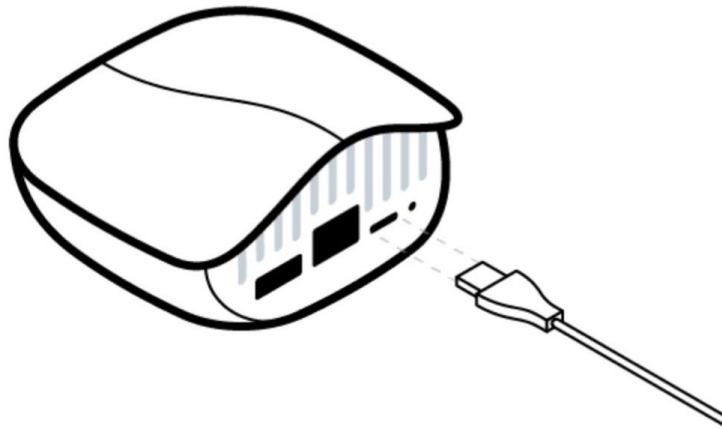
Connect the AC Power Adapter to your Ezlo Plus.

If this step fails you can retry, or instead tap **'Scan Barcode'** to scan the code on the back of the controller:

CABLE

We couldn't find any controllers on your network
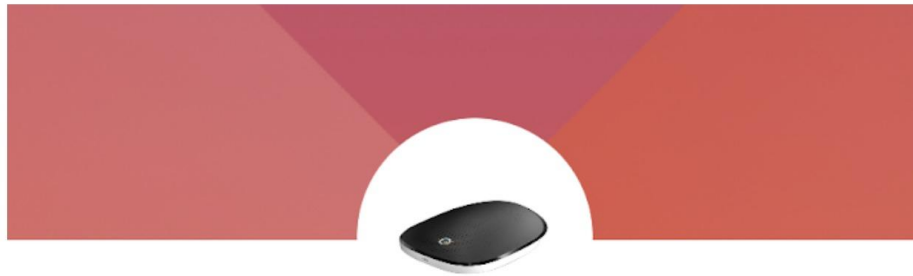
Retry

Scan Barcode

Wait for the light on the Hub to stop flashing and remain blue.

Wireless setup

- Make sure your controller is connected to the power supply.
- Open the native Wi-Fi settings on your mobile device.
- Connect to the controller Wi-Fi network. The name of the network is the same as your controller serial number. For example, **'wifi_92002819'**.

Open Wi-Fi and select the **wifi_XXXXXXX**

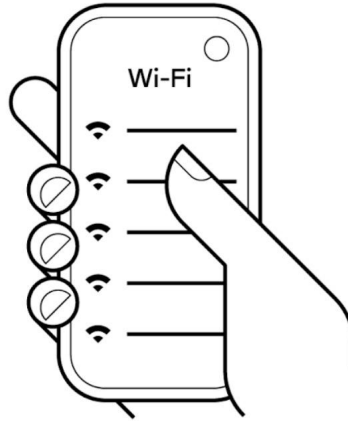Use the password printed on the bottom of the E550 controller.

Return to this application after the device is connected to Wi-Fi.

- Enter the password printed on the bottom of the controller when prompted:
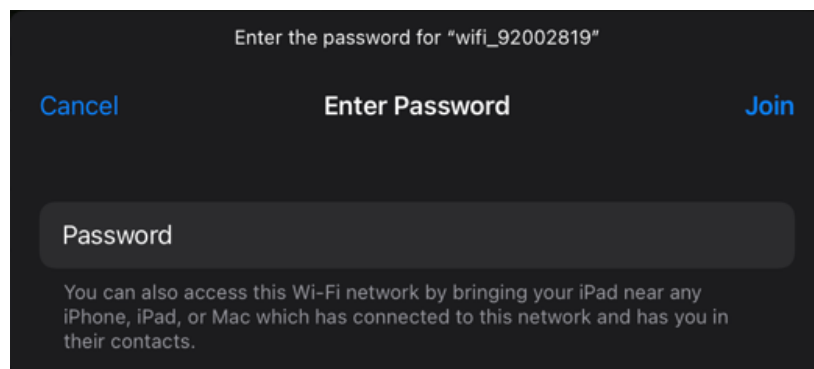
- Return to the Ezlo app once your mobile device is connected to your controller's Wi-Fi.
- Select the network to which you want to connect, enter the password then tap on **'Connect'**.
- You will see the following confirmation screen after a successful connection.

Congratulations

Welcome to your new Ezlo Secure.

S/N 92002819
MAC (01:01:01:F0:2a:ED)

Start

Pair devices

- Connect to the controller you added in the **'Add Controllers' step**.
- If you are still in the new controller wizard, simply tap the **'Start'** button on the confirmation screen:
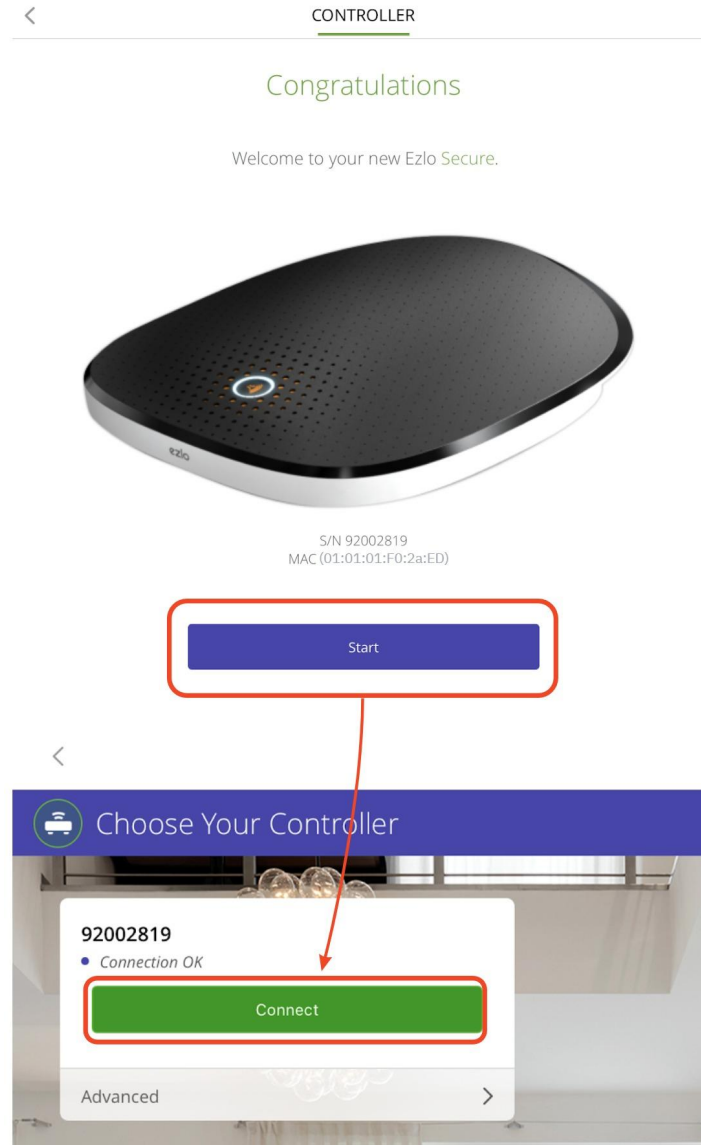
- This opens the device wizard screen which lets you pair various types of device with your controller.
- Select a device category, choose the device you want to add, then follow the pairing instructions in the wizard:

Step 1: Select Your Device

Z-Wave Smart Start
You can include Z-Wave devices automatically by scanning their QR codes.

Alarms

Appliances

Cameras

Dimmers and Lights

Door Locks

Doorbells

Energy

Garage Doors

Generic Z-Wave device

- For example, select **'Cameras'** in **'Step 1'** then **'VistaCam 1103'** to start pairing that device model:
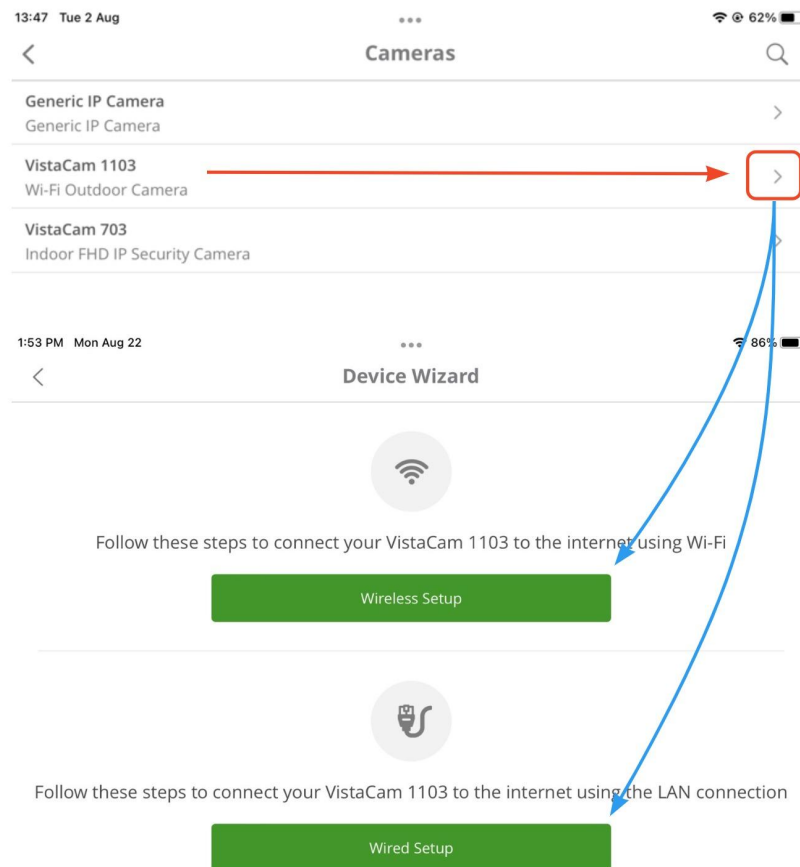
Verify the installation

The **'Check System'** option lets you confirm that all devices and controllers are functioning correctly in your installation.

- Tap **'Security' > 'Check System'**:
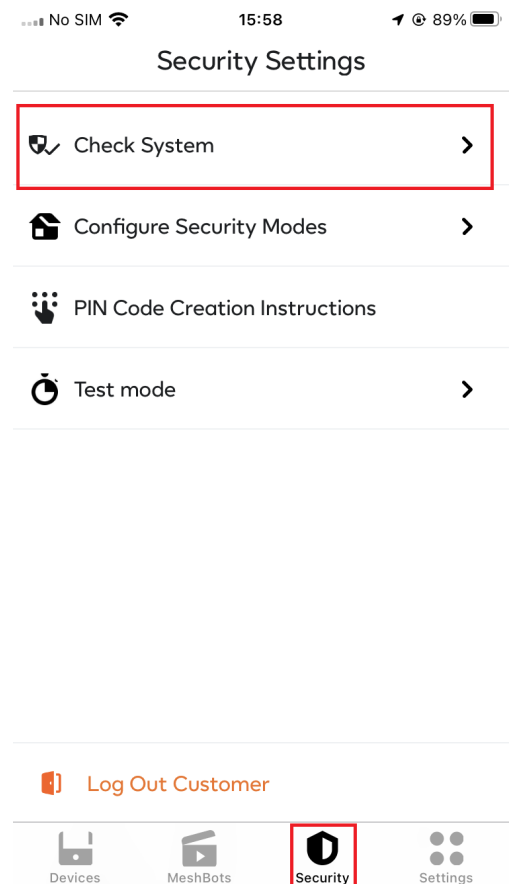
- Correctly added devices have a purple **'OK'** next to them. Incorrectly paired devices have a red **'Failed'** next to them:
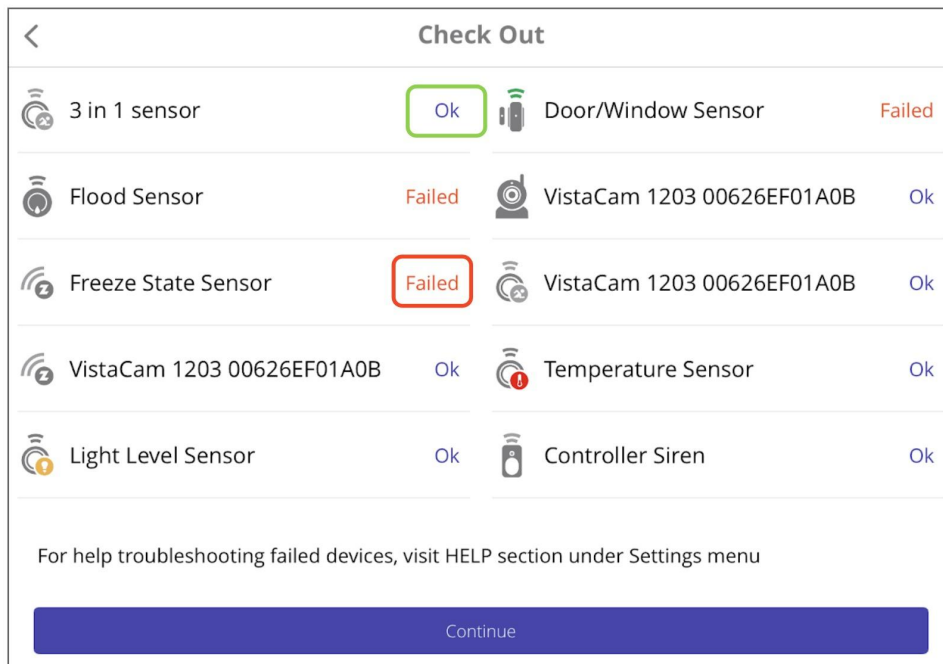
Configure Security Modes

'Configure Security Modes' lets you view and configure how security-related devices should behave in specific house modes.

- While connected to customer's controller go to **'Security' > 'Configure Security Modes'**:
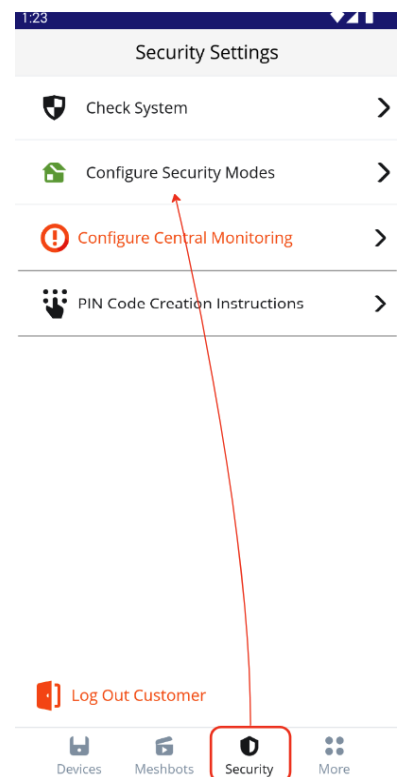
- You can select any mode with a single touch of the buttons in the center of the screen:

Setup secure devices

Disarmed	Arm (Stay)	Armed
At Home	Night	Away
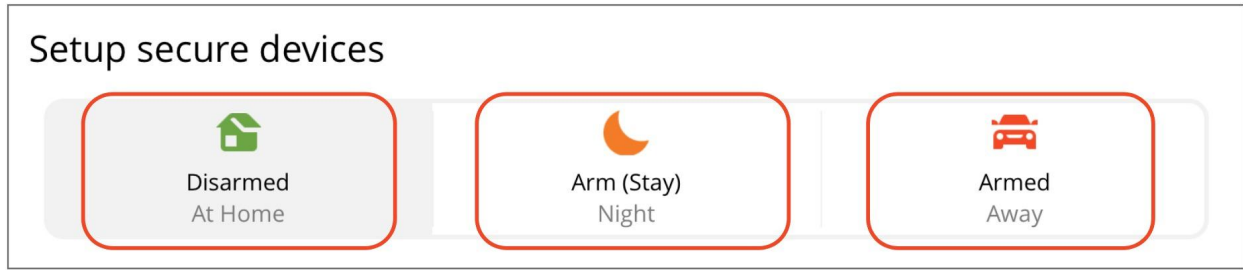
Disarmed - Disarms all sensors on the controller.

Armed (Stay) - Arms all sensors except motion sensors. Typically used when the resident is at home. Does not disable important sensors such as smoke, flood, CO and glass-break sensors.

Armed - Arms all available sensors. Use this mode when leaving the house and the house is vacant.

- The settings underneath the mode selection buttons let you configure the behavior of armed sensors:

Sensors 2		>
What to do if an armed sensor trips?		>
Who should be notified?		>
Entry Delay 0 s		>
Exit Delay 1 s		>
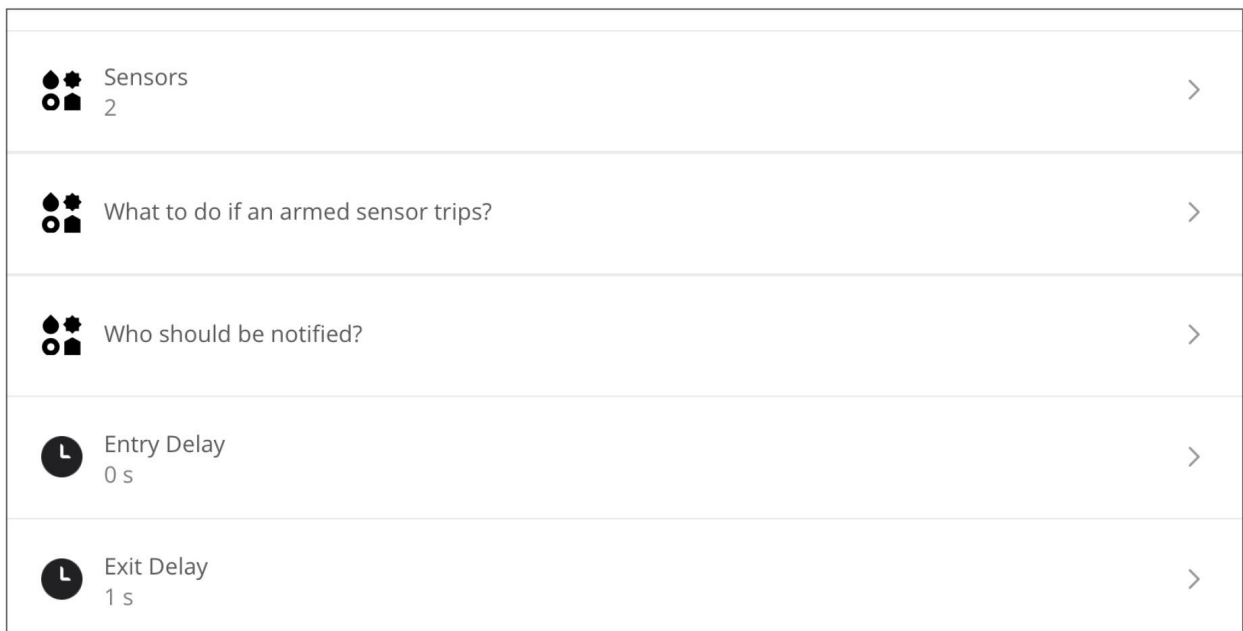
CMS

CMS (Central Monitoring System) refers to the Rapid-Response team that will call emergency services on behalf of the customer if there is a security breach. You can activate this option from the 'Settings' tab as follows:

- Tap on **'Security' > 'Configure Central Monitoring'**:

- Complete the required customer information on the form then tap on **'Proceed'**:

Verify Information

Please confirm below information

First Name *

Joe

Last Name *

Doe

Please Verify Monitored Location

Elm
Altamont, IL, IL

Zip Code *

12345

Cross Street *
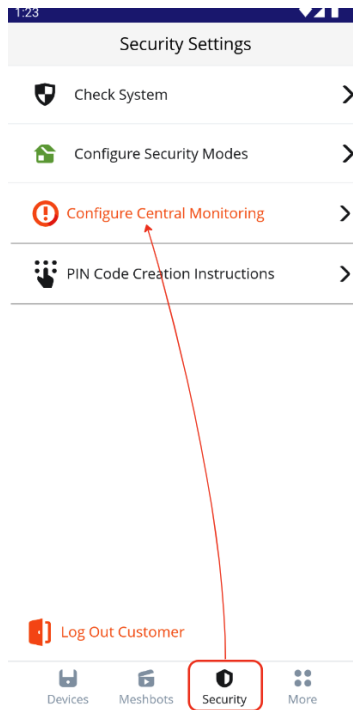
Cross street   ?

* Required

Special Dispatch Instructions

Please type in any special instructions to help locate and enter the home.(Examples: Apartment number, floor, 'entrance is behind driveway', 'occupant is hard of hearing', 'third house on the right', etc.)

Some direction

Proceed

- Next, choose the emergency contacts who the **CMS Team** will reach out to if the alarm is triggered.

- Remember, these contacts must know the **PIN Code** you set up for them. The **CMS Team** will request verbal confirmation of the code before they will proceed.

- Tap on **'Activate Monitoring'** once you have added all required contacts:

Individuals that will be contacted to verify an emergency when an alarm is triggered.

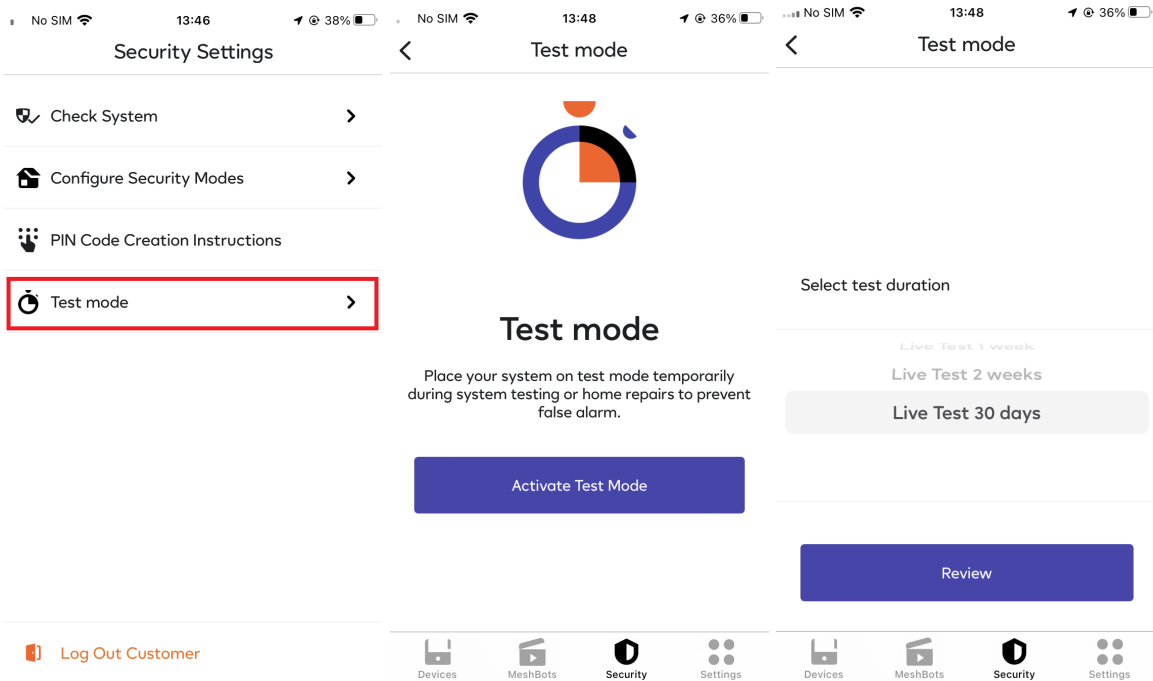|		
👤	**Tom Cruise** *Primary Contact*	›
👤	**Chuck Norris** *Emergency Contact 1*	›

ⓘ Please remind customer that it is crutial to remember the verbal passcode. Failure to provide the verbal password in case of emergency will result in dispatched to customer home or potential fines.

Activate Monitoring

Enable Test Mode

Enabling Test Mode gives you a chance to test your system without triggering false alarms. To place the account in Test Mode you will need to access the 'Security' tab, press on 'Test Mode' > 'Activate Test Mode' > Select the test duration > Review the Test Mode settings and 'Submit'.

Review   **Test mode**

Review Test Mode settings
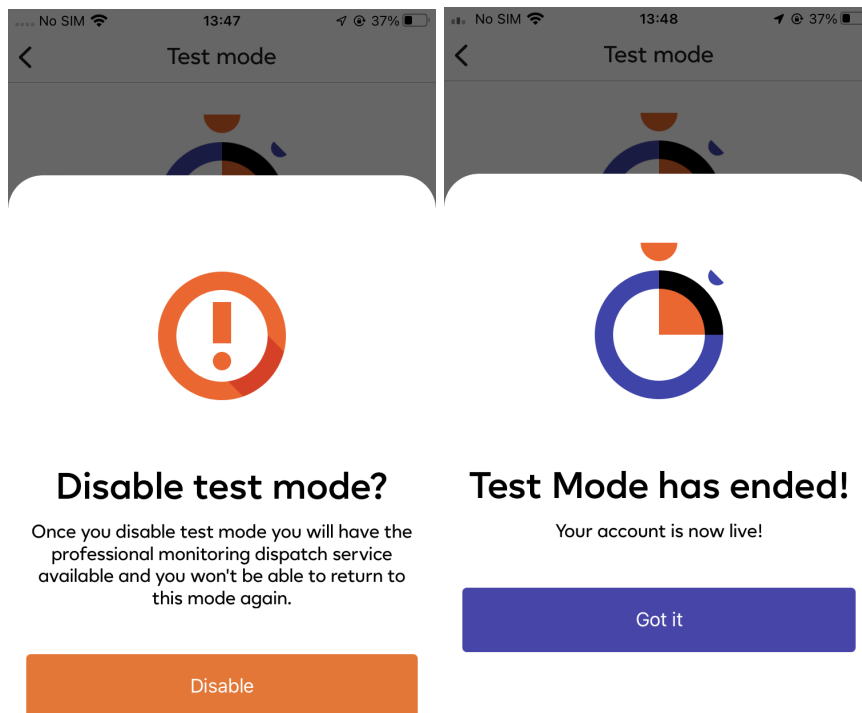
Test duration
Live Test 30 days

Begin Date
12/15/2022

Begin Time
13:48

End Date
01/14/2023

End Time
13:48

Submit

Devices   MeshBots   Security   Settings

Test mode

Your account has been placed in test mode until 01/13/2023 11:19. This gives you a chance to test your system without triggering false alarms.
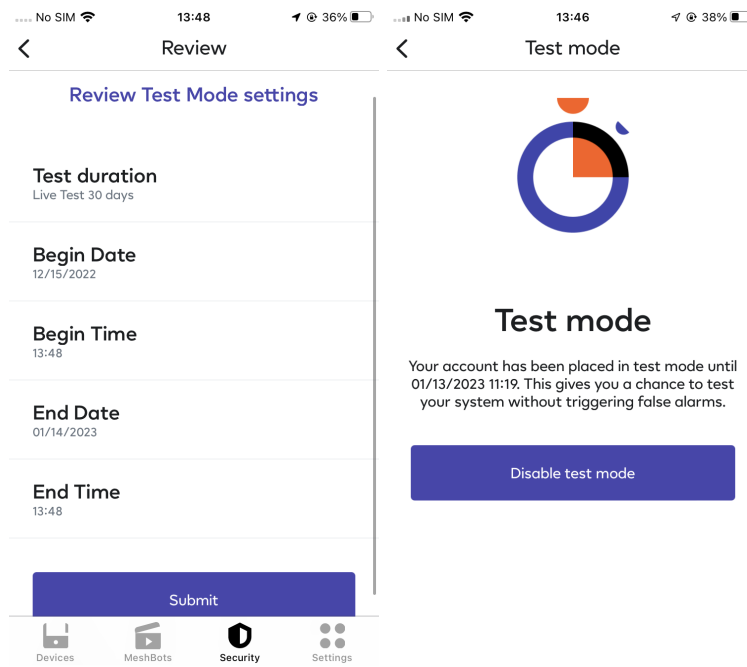
Disable test mode

Disabling the Test Mode will place your account on live and you will have the professional monitoring dispatch service available.

Test mode   **Test mode**

Disable test mode?

Once you disable test mode you will have the professional monitoring dispatch service available and you won't be able to return to this mode again.

Disable

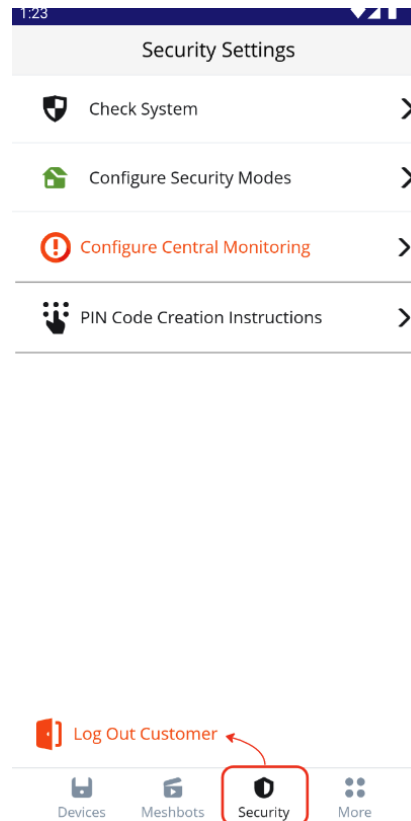**Test Mode has ended!**

Your account is now live!

Got it

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Finalize the Installation

- Tap on the **'Complete Installation'** button in the **'Security'** area to finalize the installation.
- You will see a confirmation message if the installation is successful:
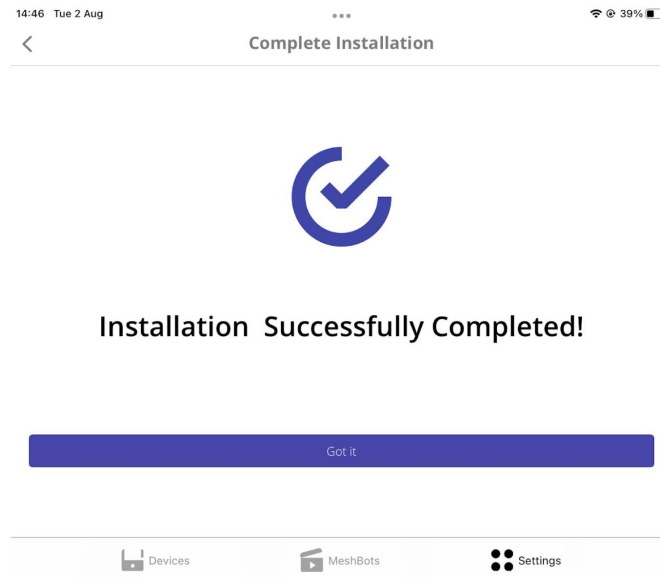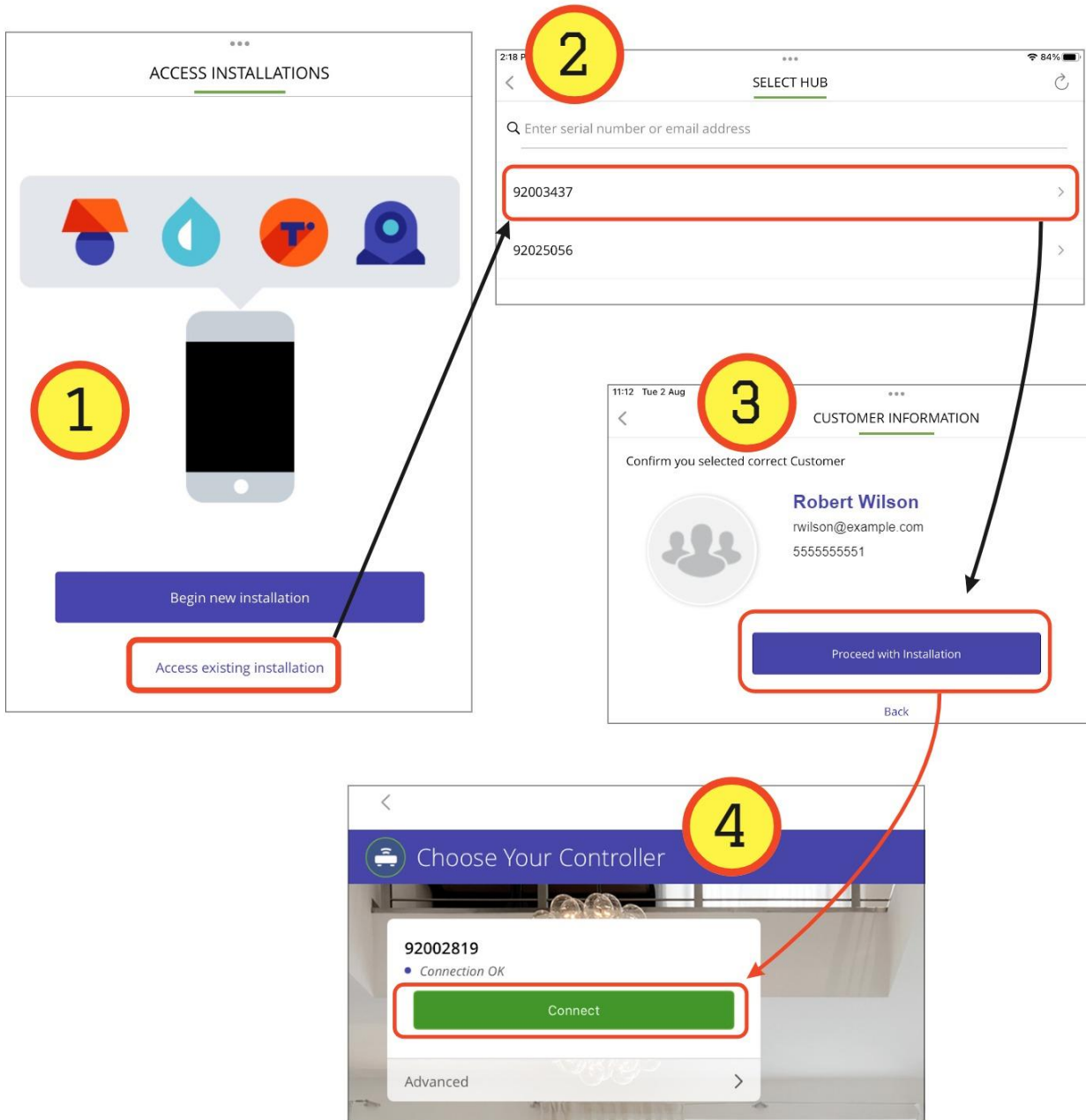

Log out of the installation

- Go to **'Security' > 'Log Out Customer'**:

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Access existing controllers

- You can access controllers you have already added by selecting **'Access Existing Installation' > choose controller > 'Proceed with installation' > 'Connect'**:

* Existing (completed) installations are accessible only when the resident has granted access from their mobile app.

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