

Ezlo Protect

Full Dealer Manual



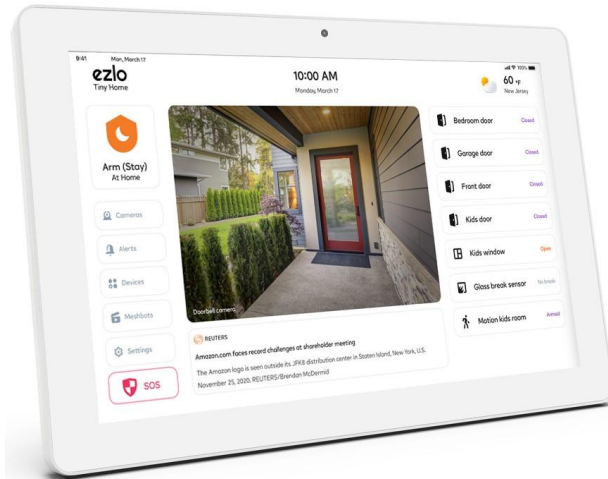
ezlo
property. empowered.

Index

Hardware	7
Android Touch Panel	7
Ezlo Secure Hub - LED & Button troubleshooting guide	8
Security Partner Portal	10
Introduction - Dashboard & Menu	10
Dashboard	10
Settings	10
Customization	10
Branding	10
Resident Portal	11
Contact info	13
Branch	14
Site Checklist	14
Users (Installers)	14
Customer Management	16
Create New Customer	16
Manage Existing Customers	19
Customer Info	19
System Info	20
Monitoring	21
Packages	22
Site Checklist	23
Ezlogic	24
Tickets	25
History	25
Permissions	26
Knowledge Base	27
Service Packages	27
Installation	27
Installer App Flow	27
Add controllers	28
Scan Barcode	29
Wired setup	30
Wireless setup	31
Pair devices	33
Verify the installation	36
Configure Security Modes	37
Central Monitoring Station (CMS)	39

Enable Test Mode	41
Complete installation	44
Log out of the installation	46
Ezlo Protect Resident App	47
Meshbots	52
Devices	53
Create a resident pin code from resident app:	54
Changing between Security Modes	56
Help	67
Provide access to installer users	69
Ezlo Protect Resident Portal	70
Intro: Menu, Customization	70
Security Dashboard	70
Automation	70
Meshbots	71
1. Automation MeshBot	71
2. Notification MeshBot	72
Advanced Scripting	73
Variables	73
Expression	73
Integration	73
Cloud Integrations - NuCAL	73
IP Devices	74
Download and install the IP devices plugin	74
Virtual Devices	75
Virtual Container	76
Plugins	76
Edge Plugins	77
Plugin Settings	77
Settings	77
Controllers	77
Devices	78
Z-Wave Associations	79
Backups	79
Account	79
My Account	79
User Management	80
PIN Codes	83

Hardware



Android Touch Panel

Hardware	Spec
LCD display	10.1 inch, resolution 1280x800, LCD
Touch panel	Capacitive 10 points touchscreen
CPU	RK3566 Quad core cortex A55
Operating system	Android 11
RAM	4GB
ROM	16GB
Camera	5 MP front
Wi-Fi	802.11b/g/n/ac
Ethernet	100M/1000M ethernet RJ45
Card slot	SD card
I/O port	1 Micro USB OTG
	1 USB 2.0 host
	1 USB 3.0 host
	1 USB Serial port
	1 HDMI output
Bluetooth	5.0
Earphone	3.5mm earphone +micphone
Power supply	Adapter, 12V/1.5A
Battery	5000mah/3.7V

Ezlo Secure Hub - LED & Button troubleshooting guide



#	Reset button action	LED Indication	Result action
1	1 short (0.05 - 0,5 seconds) press within 1.5 second	None	Send the broadcast message to cloud server
2	2 short (0.05 - 0,5 seconds) press within 1.5 second	Two Blinks	Reset client connection Wi-Fi settings

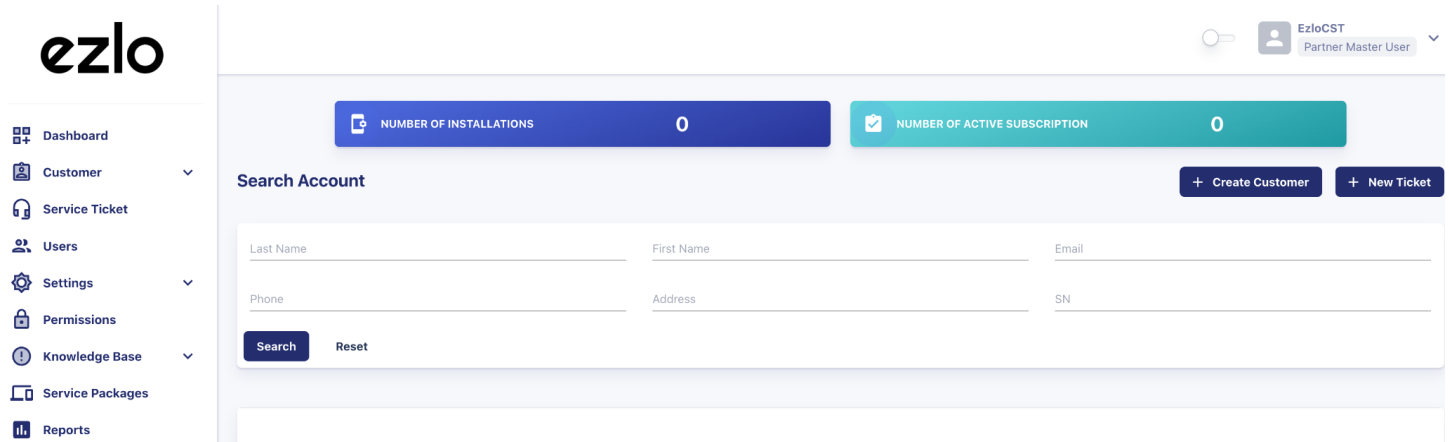
3	3 short (0.05 - 0,5 seconds) press within 1.5 second	Fast yellow blinking	Perform hub Power off action
4	One long (2 - 5 seconds) press	Fast blue blinking (twice per second)	Reboot controller
5	One long (5 - 10 seconds) press	Fast white blinking (twice per second)	Soft reset
6	One long (10 - 20 seconds) press	Slow white blinking (once per second)	Factory reset
7	Holding more than 20 seconds	None	Cancel factory reset start
8	N/A	Solid Blue	Unit is connected to cloud
9	N/A	Blinking Amber	Unit is not connected to cloud
10	N/A	Slow purple blinking (once per second)	Firmware update
11	N/A	Solid green color for 2 seconds	Firmware update finished successfully
12	N/A	Solid red color for 2 seconds	Firmware update failed
13	N/A	Slow waving blue and purple (once per second)	The process of adding a new smart device started
14	N/A	Fast waving blue and purple (twice per second)	The process of removing smart device started
15	N/A	Slow waving light blue (repetition time 5s)	The Ezlo Secure works from the battery
16	N/A	Slow waving yellow and light blue (repetition time 5s)	The battery level of the Ezlo Secure controller is 25 % or less (Only if the power source is battery)
17	N/A	Slow waving red and light blue (repetition time 5s)	The battery level of the Ezlo Secure controller is 10 % or less(Only if the power source is battery)
18	N/A	Fast blinking red (twice per second)	Booting / Critical battery level. Charging required

Security Partner Portal

Introduction - Dashboard & Menu

Dashboard

- The **Partner Dashboard** allows you to set up your company branding to make sure your customers recognize your brand and know where to reach you.
- You also have full **Customer Management** capabilities, so you can set up new customers and manage existing ones.

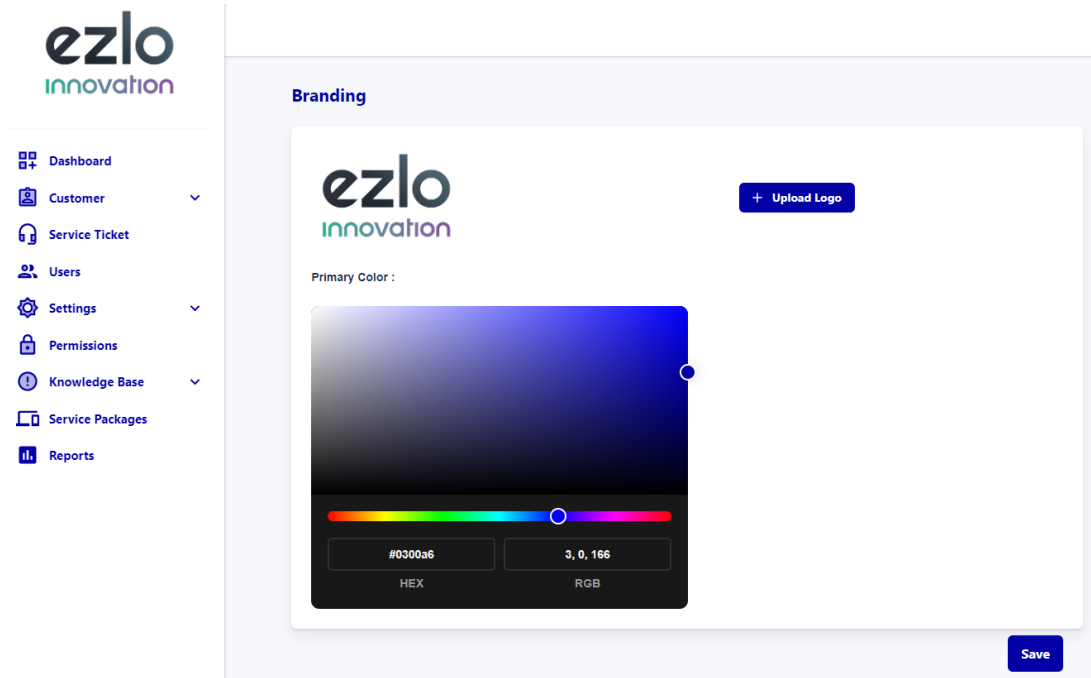


Settings

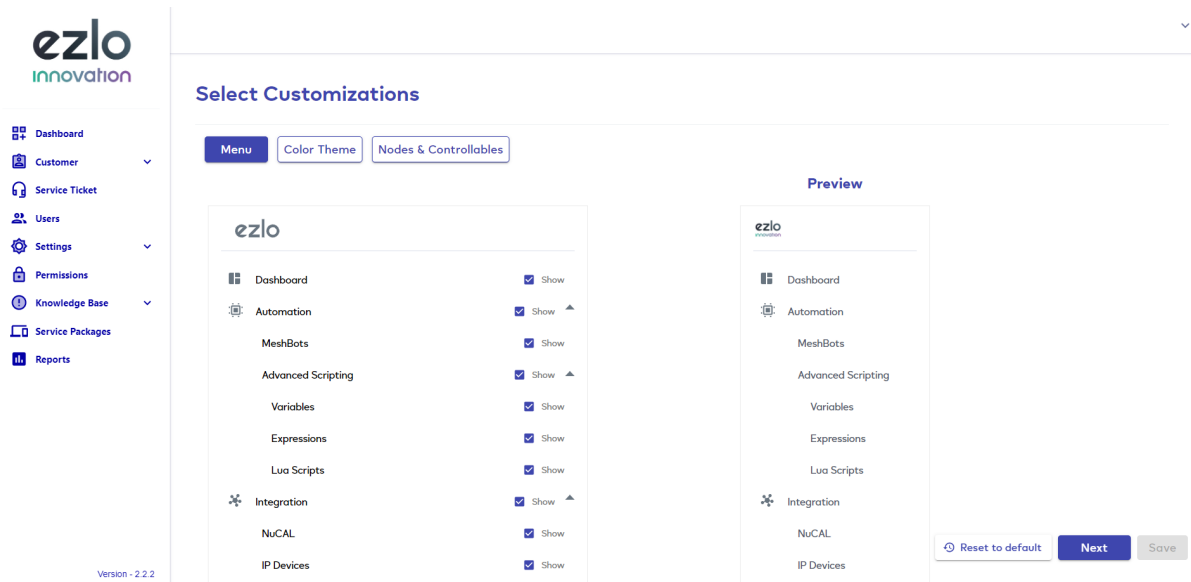
Customization

Branding

Under **Settings > Customization > Branding** you can upload your company **Logo** and also change the **Font** color by selecting one of the **Swatches** displayed on the screen:



Resident Portal












- The **Resident Portal**, also called **EZlogic**, can be customized in order to suit your needs. It is a very powerful tool providing a lot of functionalities and integrations.

- In **Settings > Customization > EZlogic** you can customize the **Resident Portal** interface.
- Go to the **'Menu'** area to choose which items are shown in the left-hand menu of the **Resident Portal Web Page**:
- Here you can also change the logo for the **Resident Portal** by clicking on **'Upload Logo'** option.
- In the **'Color theme'** area you can choose the Primary, Navigation Menu Text, Trigger & Action Background, and Primary Button colors.

The screenshot shows the EZlo innovation settings interface. On the left is a navigation menu with the following items: Dashboard, Customer, Service Ticket, Users, Settings, Permissions, Knowledge Base, Service Packages, and Reports. The main content area is titled 'Select Customizations' and has three tabs: 'Menu', 'Color Theme' (which is selected and highlighted in blue), and 'Nodes & Controllables'. Under the 'Color Theme' tab, there are four color selection options, each with a color swatch and a hex code:

- Primary Color: #0300a6
- Navigation Menu Text Color: #697580
- Trigger & Action Background Color: #F9fafb
- Primary Button Color: #3e46ae

- In the **'Nodes and controllables'** area, choose which node types are visible in a **Meshbot** trigger. Choose what types of controllable are visible in meshbot actions:

-  Dashboard
-  Customer ▼
-  Service Ticket
-  Users
-  Settings ▼
-  Permissions
-  Knowledge Base ▼
-  Service Packages
-  Reports

Version - 2.2.2

- Menu
- Color Theme
- Nodes & Controllables

Cloud Meshbot

Nodes Sort

Device	=
Date and Time	=
NuCAL	=
Cloud Variables	=

Controllables Sort

Device	=
Notification	=
Dashboard	=
NuCAL	=

Local Meshbot

Nodes Sort


Device	=
Date and Time	=
MeshBot	=
Security Mode	=
Cloud Variables	=
NuCAL	=
Controller	=
Expression	=
Local Variable	=






Controllables Sort

Device	=
--------	---

Contact info

- Going into **Settings > Contact Info** you can specify your company's support phone number, email address, and website details, so customers know where to reach you:



-  Dashboard
-  Customer ▼
-  Service Ticket
-  Users
-  Settings ▲
- Site Checklist
- Branch
- Contact Info
- Customization ▼
- CMS

Contact Info

Support Phone Number:

Support Website:

Support Email:

Branch

Under this section, you can set up the regional branches you may have and include the managers' contact details.

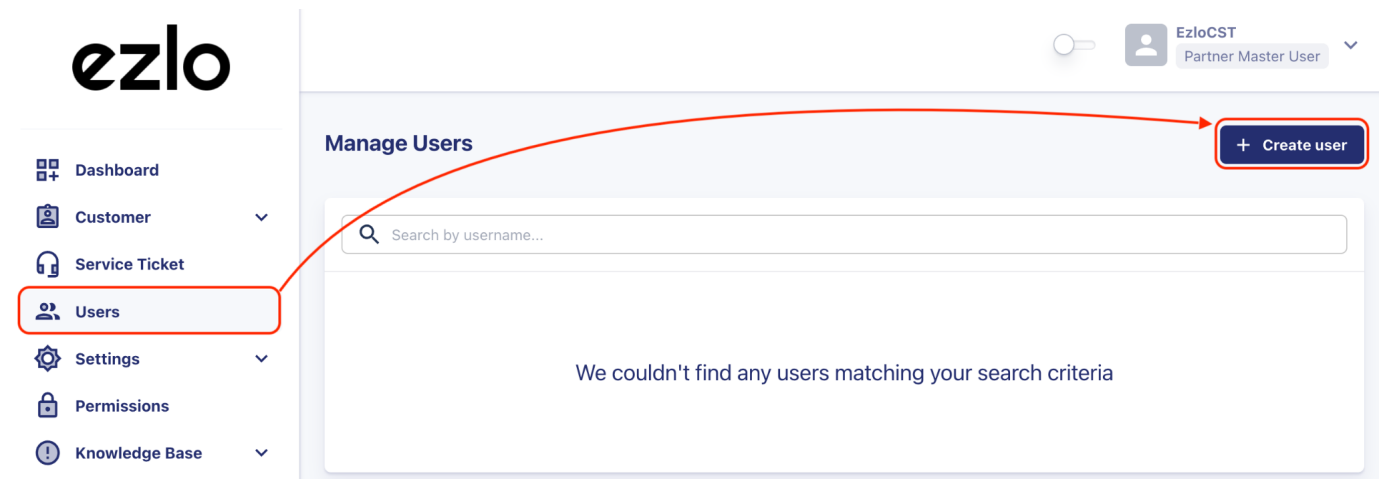
Site Checklist

In this section, you can create a list of items to be checked or verified for each installation.

This is a custom list that can include items specific to each use case that need to be done during the installation.

Users (Installers)

Users or **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.



Complete the user details form, making sure to select **Installer** in the **'Role'** field:

Create User
Enter User Information

User Name

First name

Last name

Email

Role
Installer

Permissions
Default Permissions (Access ...

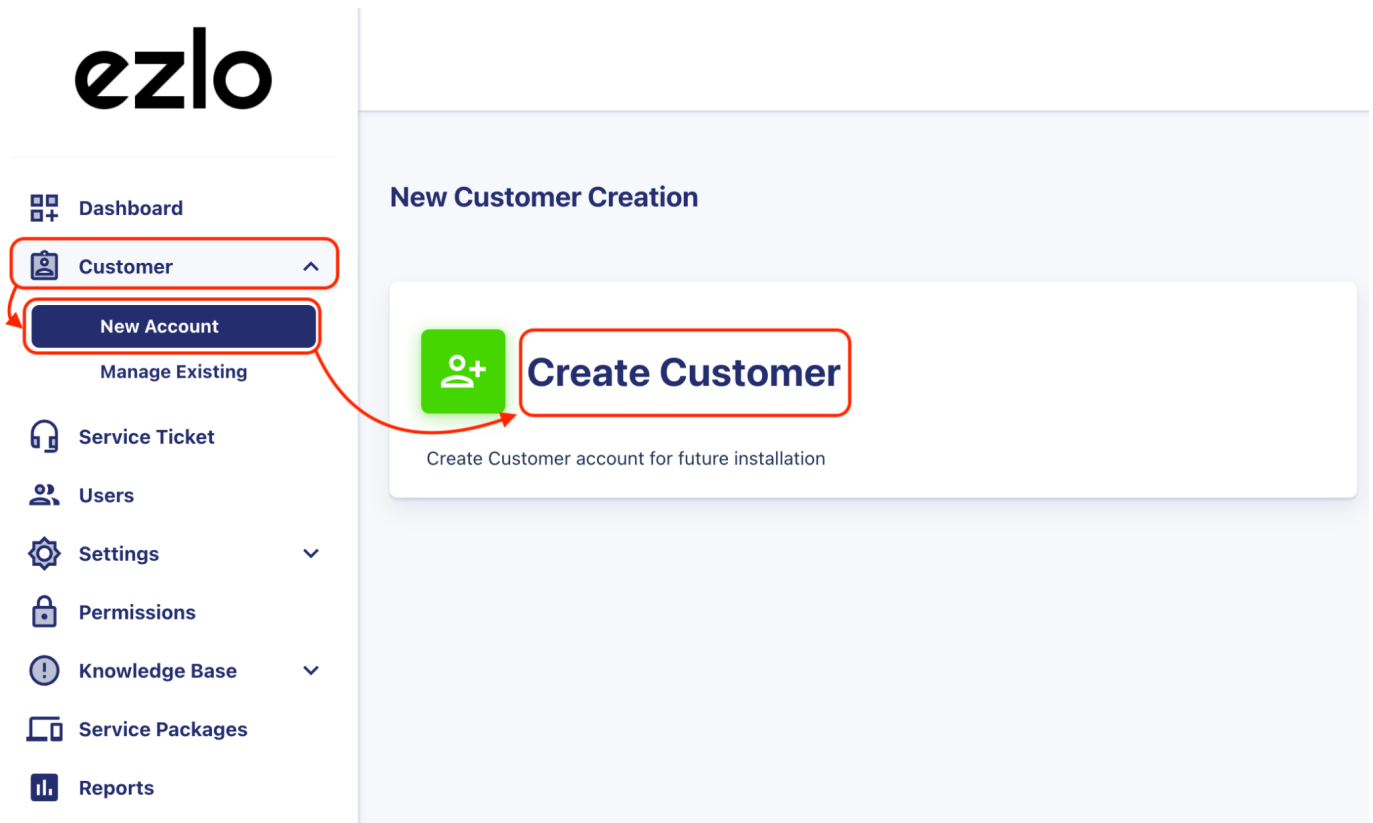
Cancel Create

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

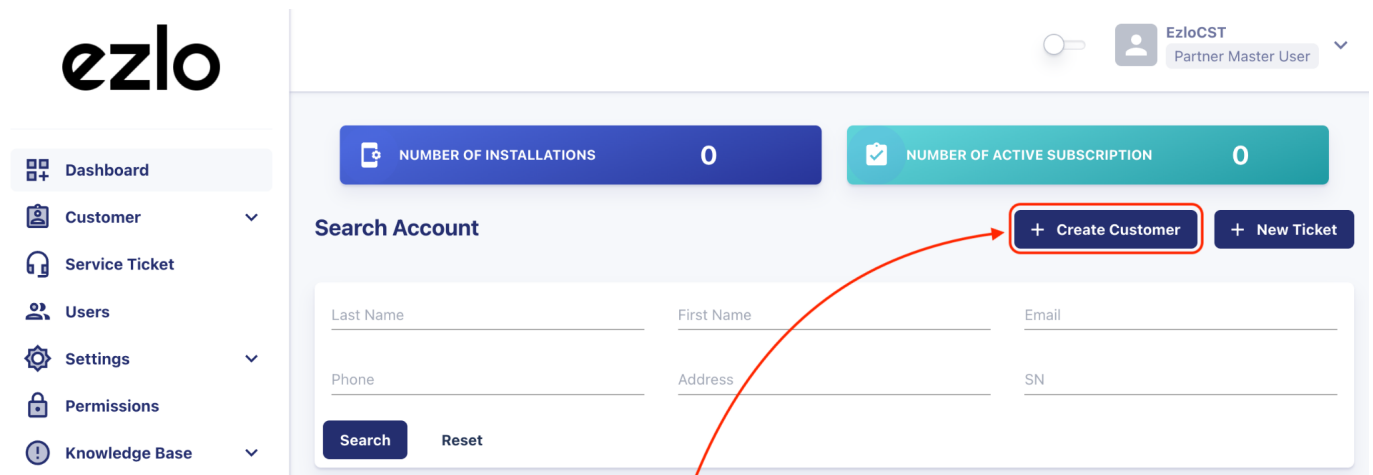
Customer Management

Create New Customer

The customer (resident) accounts can be created from the 'Customer' tab > 'New account'



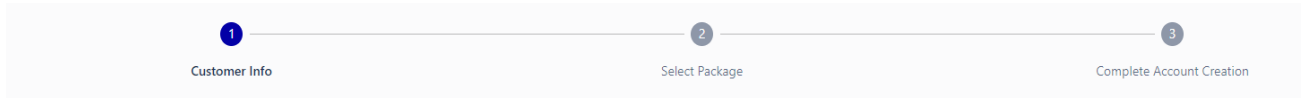
or from the 'Dashboard' > 'Create Customer'



- There are three stages.

Create account

Enter Customer Information.



- Basic account details
- Select the type of customer
- Select the service package (**CMS** if the customer will have the **Security service**)
- Additional details and finalization

- Enter your new customer’s contact and address details on the first page. **‘Installation Address’** is the address where the controller is located.

- Make sure to choose the technician who will be responsible for the customer's installation from the **'Select installer'** menu:

The screenshot shows a registration form with four input fields. The first three fields contain the text "customer@email", "customer@email", and "your partner ID". The fourth field is a dropdown menu labeled "Select installer/dealer", which is highlighted with a red border. The dropdown menu is open, showing a list of installer options. The option "13143882 (installer0102@test.com)" is selected and highlighted in blue. A mouse cursor is pointing at this option. The other options in the list are: "13143522 (muzamil.ali@ezlo.com)", "13143612 (johana.joli@gmail.com)", "13143842 (dealerinstaller001@testmail.com)", "13143892 (newinstaller01@gmail.com)", "13144112 (sample.dealerinstaller01@testmail.com)", "13145482 (dealerinstaller005@testmail.com)", "13145712 (sathishpartnerinstaller@test.com)", "13145722 (sathishpartnerinstaller01@test.com)", "13145732 (sathishpartnerinstaller001@test.com)", and "13145742 (tuqomutipu@mailinator.com)".

- Go to the next step and select one of the available packages

Create account

Enter Customer Information.

The screenshot shows the "Select Package" step of the account creation process. At the top, there is a progress bar with three steps: "Customer Info" (completed), "Select Package" (current step), and "Complete Account Creation". Below the progress bar, the "Service Package" section is displayed. There are three package options, each with a radio button, a list of features, and a price:

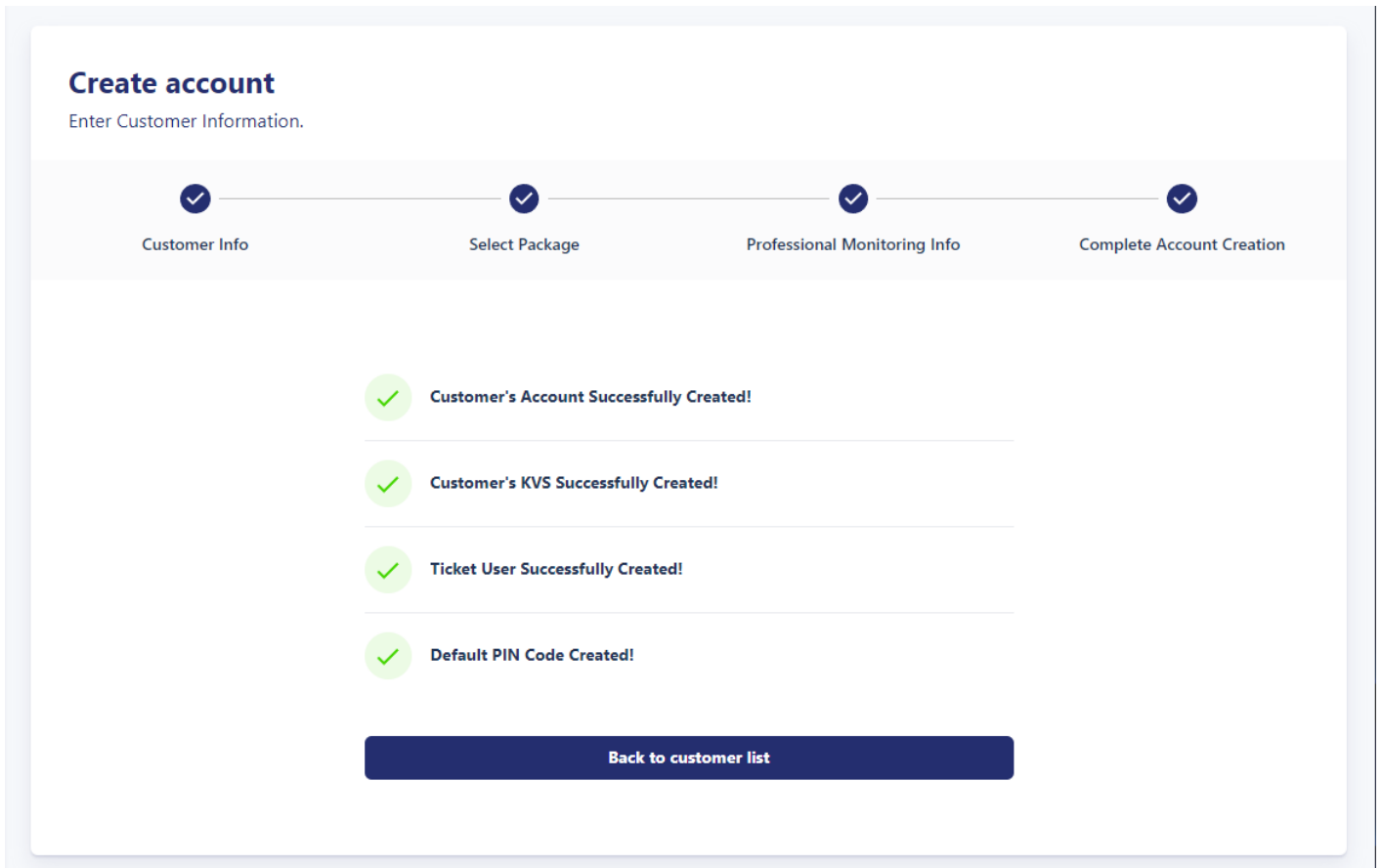
- EZ Smart Home
 - IP Only Connectivity
 - Home Automation
 - Video Doorbell
 - Self Monitored Notification

\$ 2.95 monthly per account
- EZ Smart Security
 - IP Only Connectivity
 - Central Station Monitoring
 - Home Automation
 - Video Doorbell
 - Notifications

\$ 6.50 monthly per account
- EZ Smart Security+
 - IP Only Connectivity
 - Central Station Monitoring
 - Home Automation
 - Video Doorbell
 - Notifications
 - Cell Connectivity

\$ 9.50 monthly per account

- Click next to move onto the **'Complete Account Creation'** screen and save your new user. During this process, the Default Pin Code for the Security Panel is also created (The Default Pin Code is 1234 - **It's highly recommended to change the Pin Code after the first login**)



- We will send a welcome email to the user which contains their account username and password.

Manage Existing Customers

In the **Manage Existing Customers** section, you can view the current list of your customer accounts and filter them using the search option.

If the name or email address of the customer is selected, a new field will appear with information regarding:

Customer Info

From here you can edit the customer's information (name, phone number, company name, email), the installation address, billing address, and mailing address.

You can change the installer, modify the installation date and contract end date of the plan, and view if the plan is activated.

- Home
- CUSTOMER
 - Customer Info
 - System Info
 - Monitoring
 - Packages
 - Site Checklist
 - Ezlogic
 - Tickets
 - History

Zip Code
7077

Mailing Address

Street 1 *
Quasi dolor modi non

Street 2
Est ad voluptatum ex

Country
USA

State
Alaska

City
Anchor Point

Zip Code
7077

Edit

Additional Account Information

Serial Number of Hub

Select Installer/Partner
13191412 (fae_installer28@yopmail.com)

Installation Date
12/14/2022

Contract End Date
mm/dd/yyyy

Other


Save

Additional User's

No users available..

System Info

Under this section, you will see firmware details of the hub and the list of devices paired with the hub.



fae_partner28
Partner Master User

System Info : 92002903

Controller Information | Devices


Firmware

Device UUID	4739ebf0-f764-11ea-8603-853e1e71d301
Online	-
NMA server	http://dl.mios.com/linux_firmware/live
NMA server UUID	-
Linux firmware	-
Current FW last reported	When the controller reported the current version
Current FW version	2.0.35.21565
Last upgrade sent	When the hub was informed about upgrade
Firmware Snapshot	148
Controller update mode	-
Force upgrade	0
Target version	2.0.35.21565
Next version controller will be upgraded to	
Target not before	Controller doesn't upgrade before this date

Hub Info

Local Time	2022-12-14T15:04:23+0200
Uptime	0d 2h 51m 45s
Timezone	Europe/Bucharest
Model	h2_secure.1
Architecture	armv7l

Version - 2.1.3



fae_partner28
Partner Master User

System Info : 92002903

Controller Information | **Devices**

Connected Devices

DEVICE ID	NAME	ROOM ID	CATEGORY/SUBCATEGORY	BATTERY POWERED	MANUFACTURER/MODEL	SECURITY DEVICE	STATUS	REACHABLE	READY
63999b219504db18e542bb3c	Controller Siren		siren /	No	/	high	idle	Yes	Yes
6399a0089504db540e5390e2	Door/Window Sensor		security_sensor / door	Yes	Centralite / 3323-G	no	idle	Yes	Yes
6399a0099504db540e5390e6	Temperature Sensor		temperature /	Yes	Centralite / 3323-G	no	idle	Yes	Yes
6399a2a79504db1d534086cb	Motion Sensor		security_sensor / motion	Yes	Centralite / 3328-G	no	idle	Yes	Yes
6399a2a79504db1d534086cf	Temperature Sensor		temperature /	Yes	Centralite / 3328-G	no	idle	Yes	Yes
6399a2fa9504db1d534086d2	VistaCam A0E2D50C06F9		camera / doorbell_cam	No	Edto / VistaCam1203	no	idle	Yes	Yes
6399a2fa9504db1d534086d3	VistaCam 1203 A0E2D50C06F9 Motion Sensor		generic_sensor / motion	No	/	no	idle	Yes	Yes
6399a2fa9504db1d534086d5	VistaCam 1203 A0E2D50C06F9 Sound Sensor		level_sensor / sound	No	/	no	idle	Yes	Yes
6399a3149504db1d53408710	VistaCam 00626FE2E7B		camera / indoor_cam	No	Edto / VistaCam703	no	idle	Yes	Yes
6399a3159504db1d53408711	VistaCam 703 00626FE2E7B Motion Sensor		generic_sensor / motion	No	/	no	idle	Yes	Yes
6399a3159504db1d53408713	VistaCam 703 00626FE2E7B Sound Sensor		level_sensor / sound	No	/	no	idle	Yes	Yes
6399b72c9504db1d53408747	Smoke & CO Sensor		security_sensor / smoke	Yes	First Alert / ZCombo	no	idle	Yes	Yes
6399b72d9504db1d5340874d	CO Sensor		security_sensor / co	Yes	First Alert / ZCombo	no	idle	Yes	Yes

Version - 2.1.3

Monitoring

In this section, you will be able to view details related to the **Central Monitoring Service** and enable or disable **Test Mode**. You can view the **Service Package** that you currently have, the subscription start date, and edit the **Emergency Contact** information.



Central Monitoring Settings

Disable Test Mode

Home

CUSTOMER

- Customer Info
- System Info
- Monitoring
- Packages
- Site Checklist
- Ezlogic
- Tickets
- History

Emergency Contact Info

Emergency Contact 1

First name

Sara

Last name

Boyd

Phone Number

6093899570

Emergency Pin Code

1234

Emergency Contact 2

First name

Ronda

Last name

Testa

Phone Number

7752374524

Emergency Pin Code

7889

Edit

Additional Dispatch Instructions

Other

Edit

Service Package

EZ Smart Home EZ Smart Security

Subscription started on 12/14/2022

Version - 2.1.3

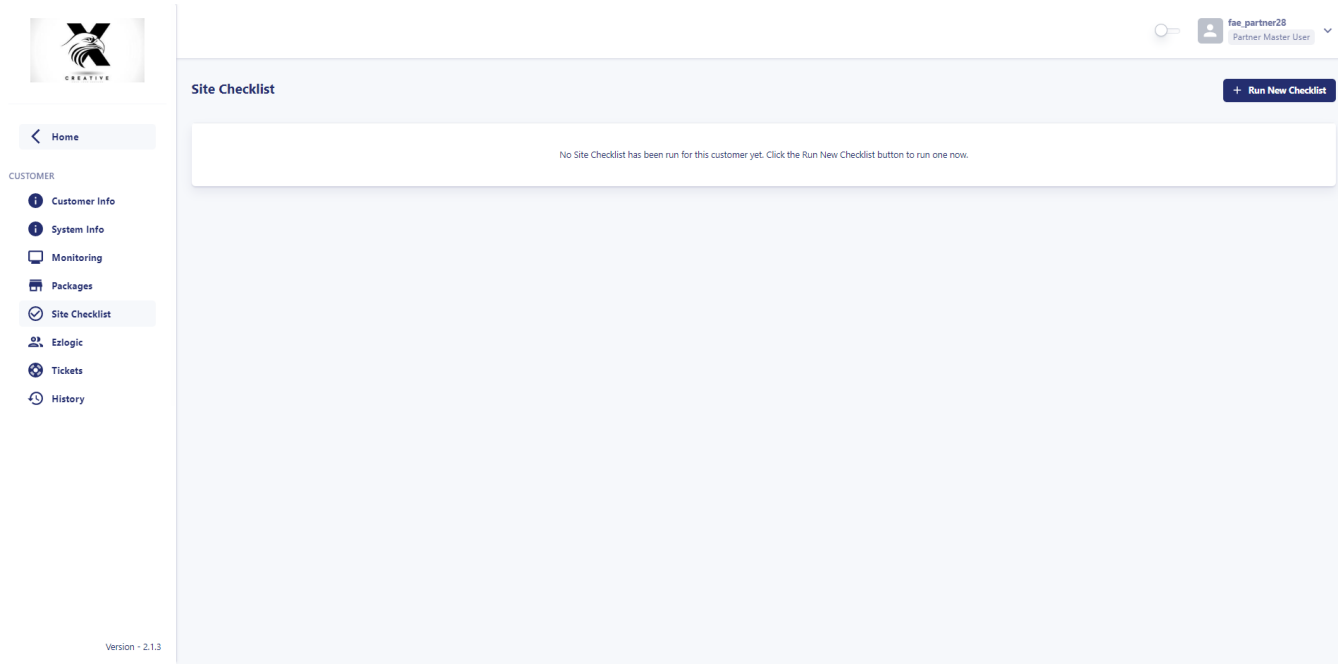
Packages

In this section, you can change the plan of the account (EZ Smart Home, EZ Smart Security, or EZ Smart Security+). **Downgrading from EZ Smart Security to EZ Smart Home will disable the CMS account with the provider.**

<p>EZ Smart Home <input type="radio"/></p> <ul style="list-style-type: none">- IP Only Connectivity- Home Automation- Video Doorbell- Self Monitored Notification <p>\$ 2.95 monthly per account</p>	<p>EZ Smart Security <input type="radio"/></p> <ul style="list-style-type: none">- IP Only Connectivity- Central Station Monitoring- Home Automation- Video Doorbell- Notifications <p>\$ 6.50 monthly per account</p>
<p>EZ Smart Security+ <input type="radio"/></p> <ul style="list-style-type: none">- IP Only Connectivity- Central Station Monitoring- Home Automation- Video Doorbell- Notifications- Cell Connectivity <p>\$ 9.50 monthly per account</p>	

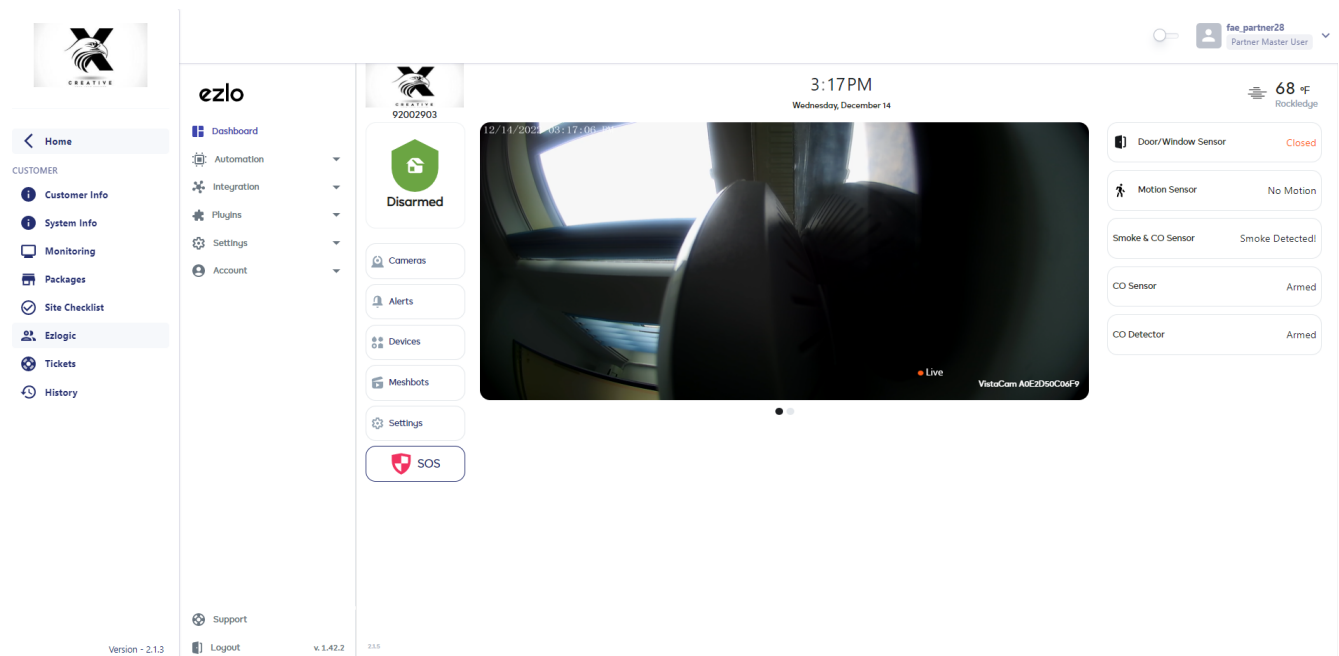
Site Checklist

In this section, you can create a list of items to be checked or verified for each installation. This is a custom list that can include items specific to each partner that need to be done during the installation.



Ezlogic

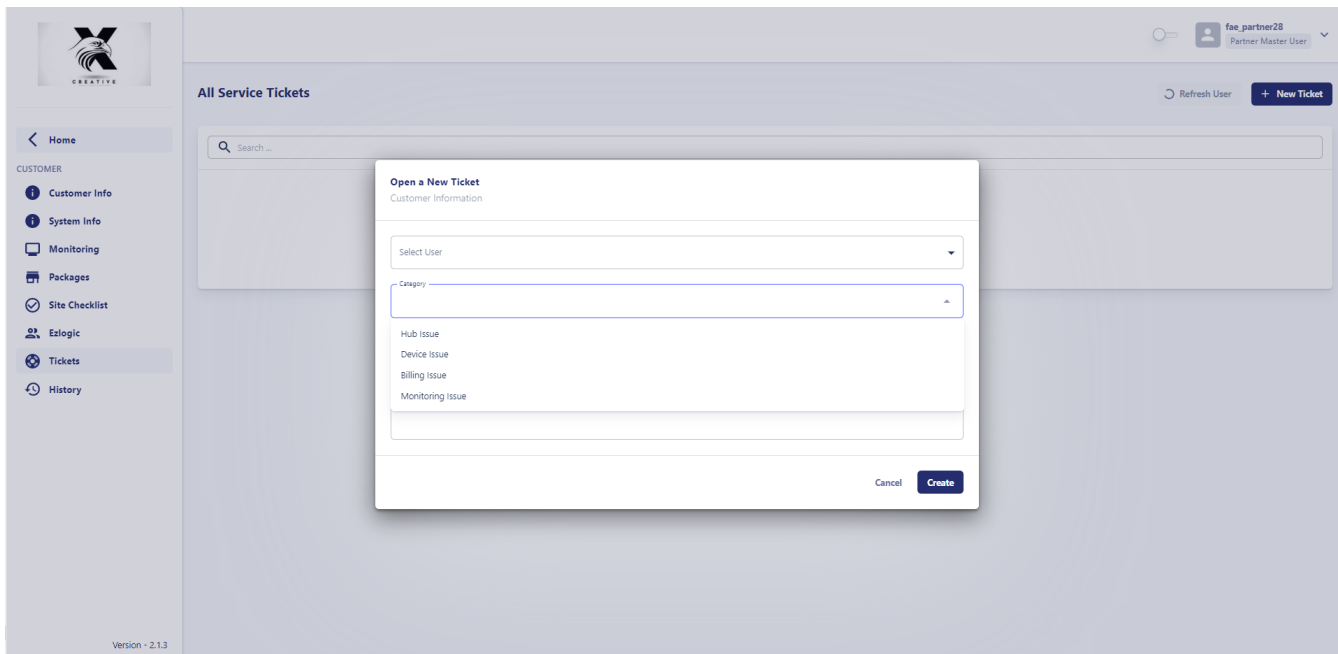
From this section, you will be able to access the resident portal view for the customer.



Tickets

From this section, you can view the tickets submitted by the selected customer or create new tickets.

In order to create a ticket, press **'New Ticket' > Select user > Choose the category > Select the priority level > Describe the issue > Press on 'Create'**



History

From this section, you are able to view the **Alert History**, **Account History**, and **System Access History** for the selected customer.



- Home
- CUSTOMER
- Customer Info
- System Info
- Monitoring
- Packages
- Site Checklist
- Eslogic
- Tickets
- History

Version - 2.1.3

History

- Alert History
- Account History
- System Access History

History of all communication to/from SmartHome system

Search ..

All Events: All Events | All Uses: All Devices | mm/dd/yyyy | to | mm/dd/yyyy | Go

Showing: 5 histories Rows per page: 5 1-5 of 10

EVENT TYPE	DESCRIPTION	DATE AND TIME(EST)
Monitor	Front Door Closed	12/05/2022 08:24:32
Command	Bedroom light set is On	12/05/2022 08:24:32
Command	Bedroom light set to 30%	12/05/2022 08:24:32
Monitor	Front Door Open	22/05/2022 08:24:32
Monitor	Front Door Open	20/03/2022 08:24:32

Rows per page: 5 1-5 of 10

Permissions

In this section, you can create a new type of customer that can access specific information from the portal.



- Dashboard
- Customer
- Service Ticket
- Users
- Settings
- Permissions
- Knowledge Base
- Help
- Manuals
- Service Packages
- Reports

Create Permission

Back

Permission Name:

MODULES	VIEW	CREATE	EDIT	DELETE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save

Knowledge Base

This section includes the available user manuals as well as a help section for the resident portal.

Service Packages

Here you can view the **Ezlo Protect Kit Packages**:

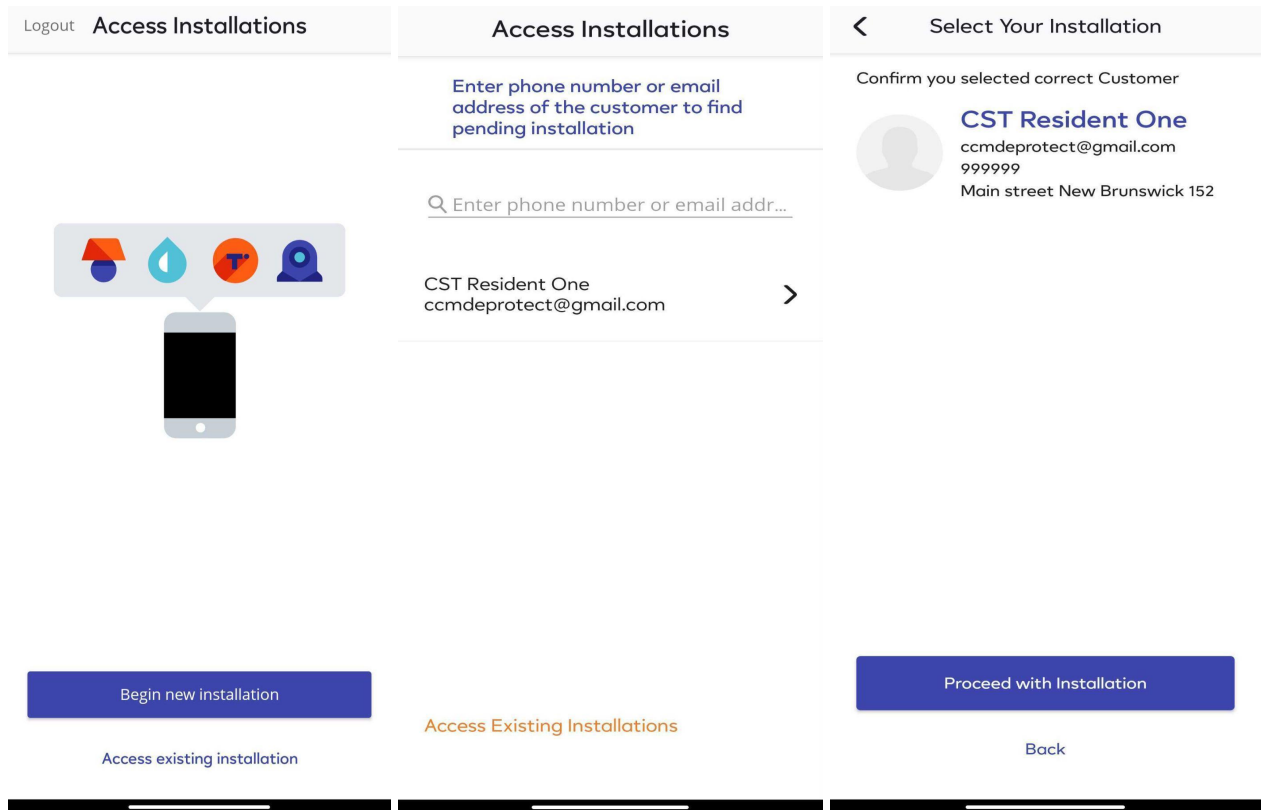
The screenshot displays the Ezlo Platform Services interface. On the left is a navigation menu with the following items: Dashboard, Customer, Service Ticket, Users, Settings, Permissions, Knowledge Base, Service Packages (highlighted), and Reports. The main content area is titled "Ezlo Platform Services" and features three service packages, each with a list of features and a monthly price per account:

Service Package	Features	Price
EZ Smart Home	<ul style="list-style-type: none">- IP Only Connectivity- Home Automation- Video Doorbell- Self Monitored Notification	\$ 2.95 monthly per account
EZ Smart Security	<ul style="list-style-type: none">- IP Only Connectivity- Central Station Monitoring- Home Automation- Video Doorbell- Notifications	\$ 6.50 monthly per account
EZ Smart Security+	<ul style="list-style-type: none">- IP Only Connectivity- Central Station Monitoring- Home Automation- Video Doorbell- Notifications- Cell Connectivity	\$ 9.50 monthly per account

Installation

Installer App Flow

- Log into the **Ezlo Protect Installer** app with the credentials sent to the installer's email. Once you log in, you can start the installations for pending customers under '**Begin new installation**' or you can check the ones that were completed already.



- Go to **Begin new Installations** to find customers assigned to the installer account with pending installations.
- Tap the arrow next to the name of the resident for whom you want to perform the installation.
- You will have a screen, so you can confirm you are installing for the right customer. You can proceed with the installation by hitting **'Proceed with Installation'**.

Add controllers



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



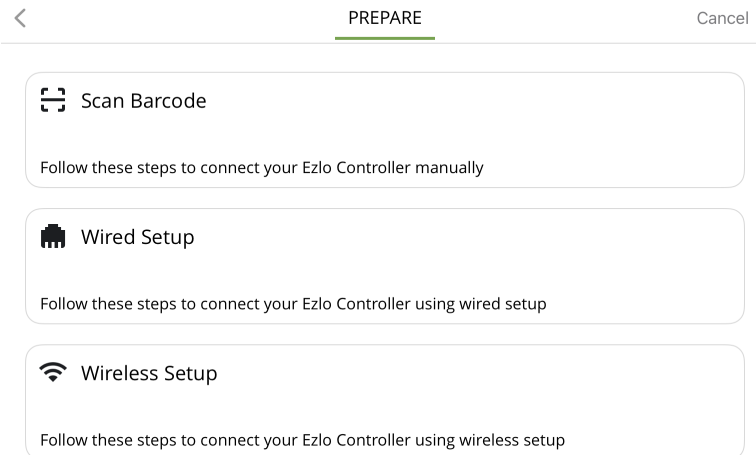
- Choose the controller type you want to add - **Ezlo Secure** or **Ezlo Plus**:

EZLO HARDWARE

Cancel

-  Ezlo Secure >
-  Ezlo Plus >

- Next, choose which method you want to use to add the controller - [Scan Barcode](#), [Wired Setup](#), or [Wireless Setup](#):



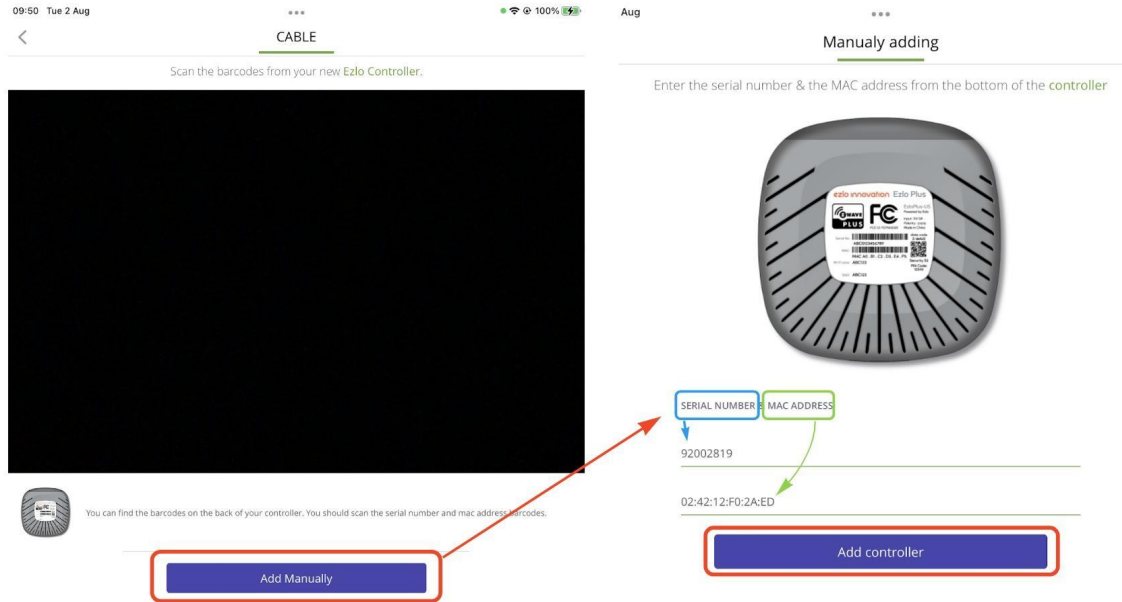
Scan Barcode

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:



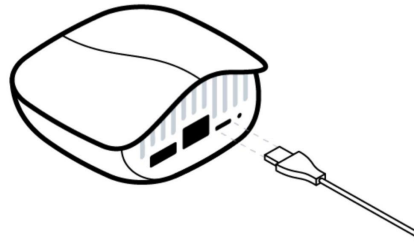
Wired setup

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.
- And 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.

SETUP



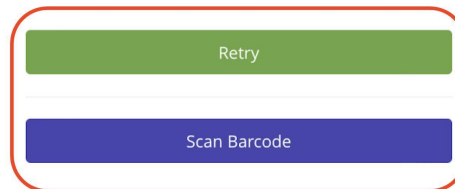
Connect the AC Power Adapter to your Ezlo Plus.



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



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's Wi-Fi network. The name of the network is the same as your controller's serial number. For example: **'wifi_92002819'**.

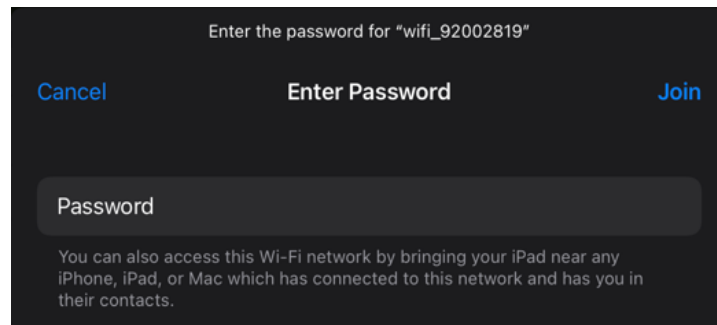


Open Wi-Fi and select the **wifi_XXXXXXX**

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 the controller, enter the password then tap **'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

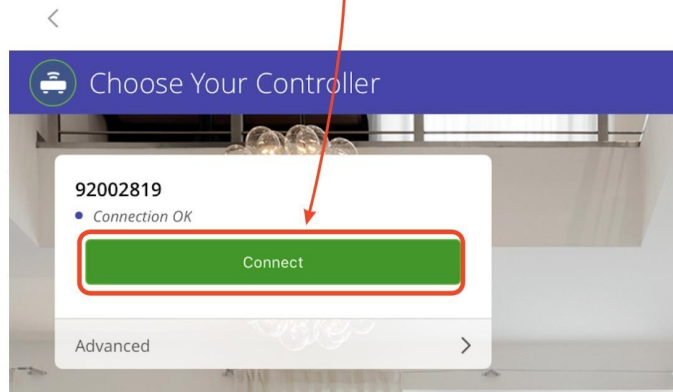
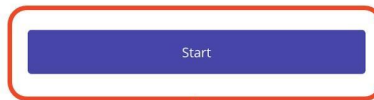
- Connect to the controller you added in the **'Add Controllers'** step.
- If you are still in the new controller wizard, simply tap the **'Start'** button on the confirmation screen:

Congratulations

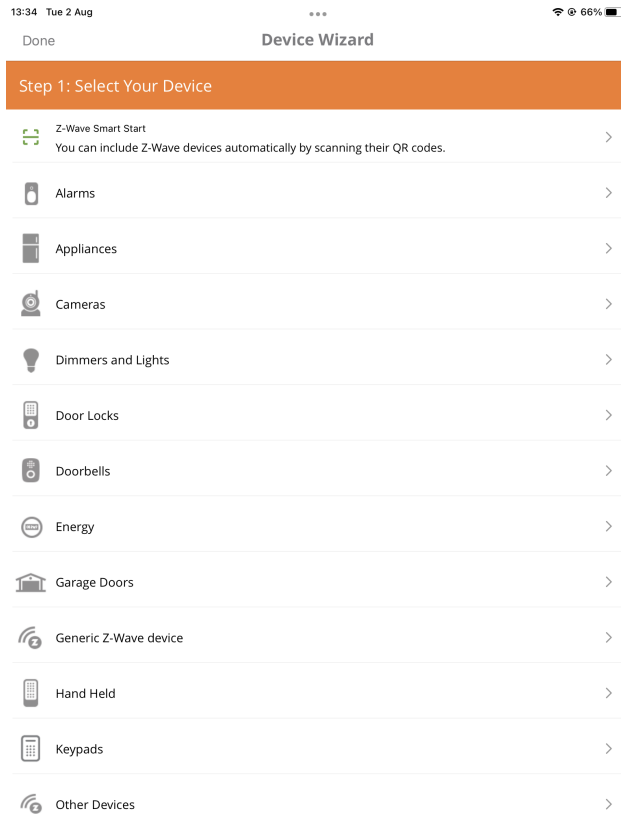
Welcome to your new Ezlo Secure.



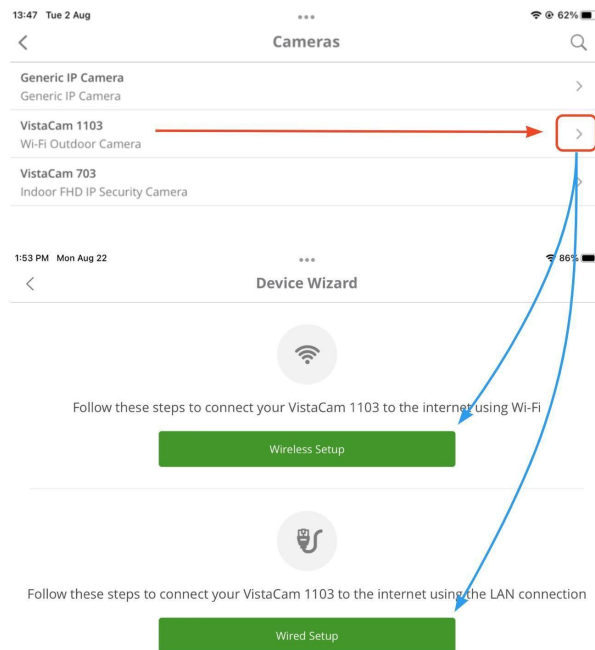
S/N 92002819
MAC (01:01:01:F0:2a:ED)



- This opens the device wizard screen, which lets you pair various types of devices with your controller.
- Select a device category, choose the device you want to add, then follow the pairing instructions in the wizard:



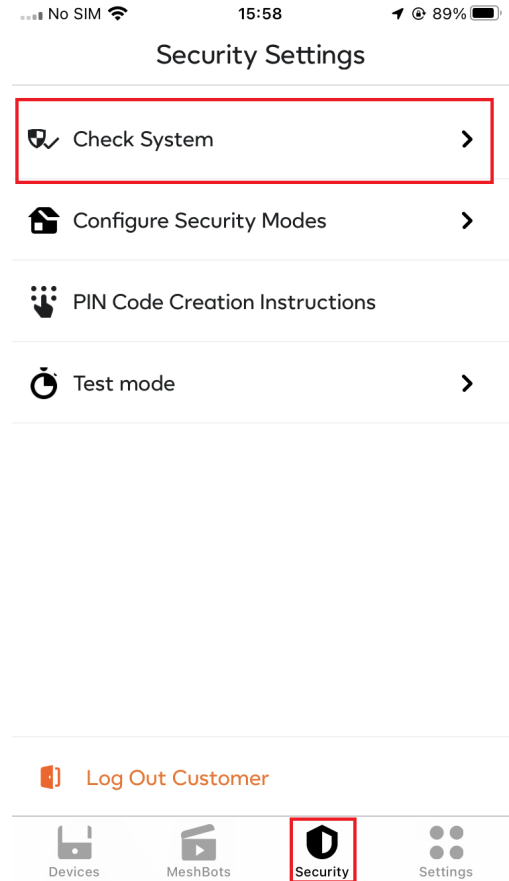
- For example, select **'Cameras'** in **'Step 1'** and then **'VistaCam 1103'** to start pairing that device model:



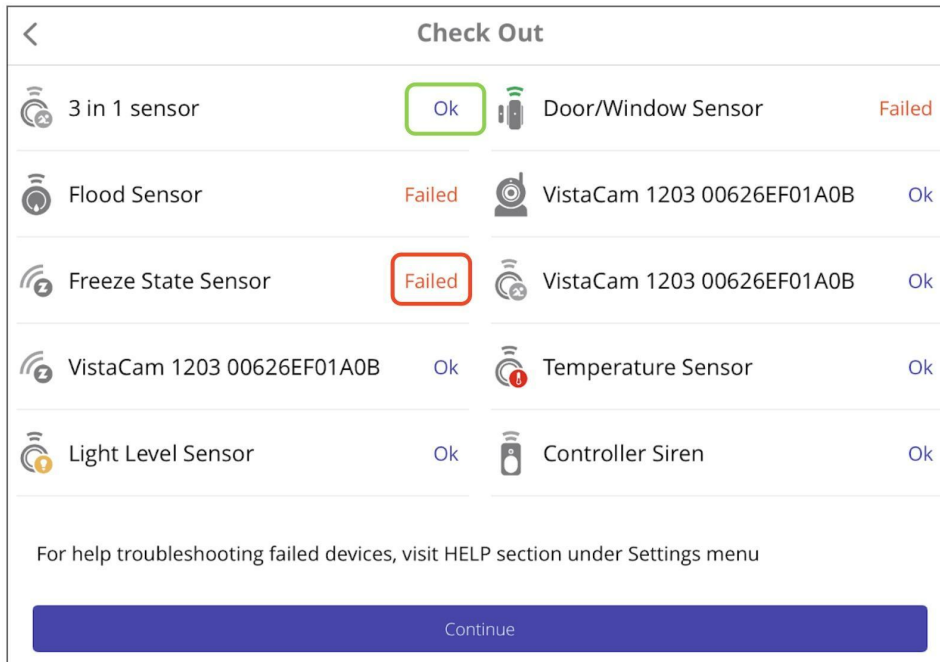
Verify the installation

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

- Tap **'Security' > 'Check System'**:



- Devices added correctly have a purple **'OK'** next to them. Devices paired incorrectly have a red **'Failed'** next to them:

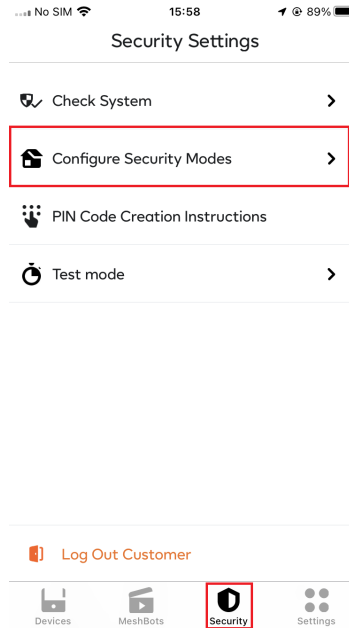


- Troubleshooting failed devices:
 - Go to **'Settings' > 'Help'** for details on how to contact our support department directly.
 - You can also find device assistance on our [support website](#) and in our [video tutorials section](#).

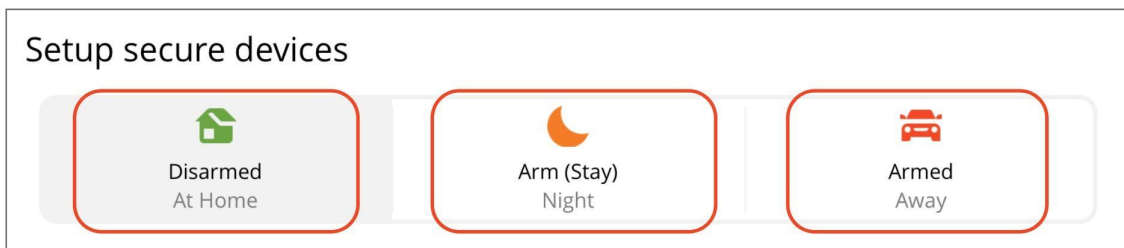
Configure Security Modes

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

- Go to **'Security' > 'Configure Security Modes'**:



- You can select any mode with a single touch of the buttons on the screen:








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 disarm 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.

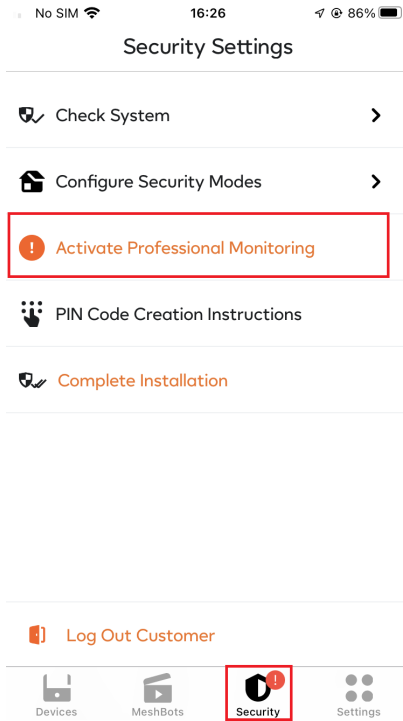
- The settings underneath the mode selection buttons let you configure the behavior of armed sensors:

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

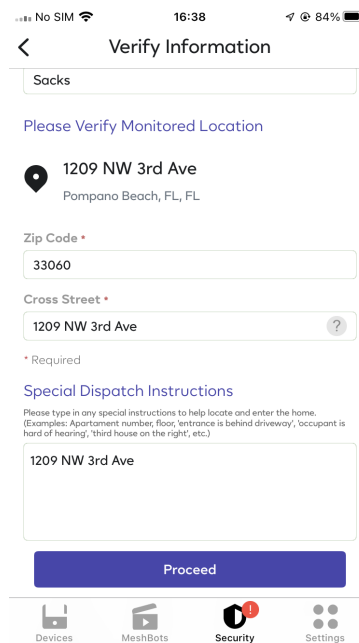
Central Monitoring Station (CMS)

CMS (Central Monitoring Station) refers to the monitoring station that will call emergency services on behalf of the customer if there is a security breach. You can activate this option from the **'Security'** tab as follows:

- Tap on **'Security' > 'Activate Professional Monitoring'**:

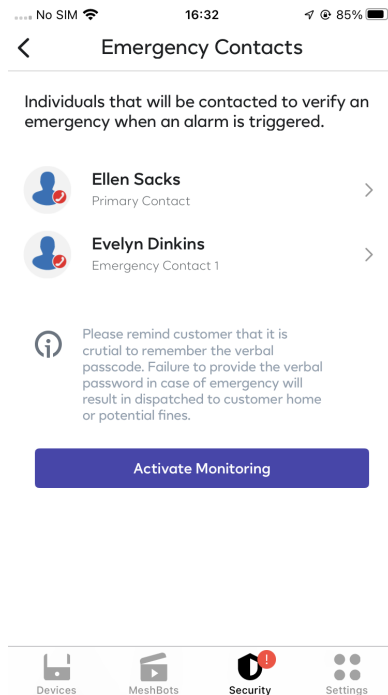


- Complete the required customer information on the form then tap on **'Proceed'**:



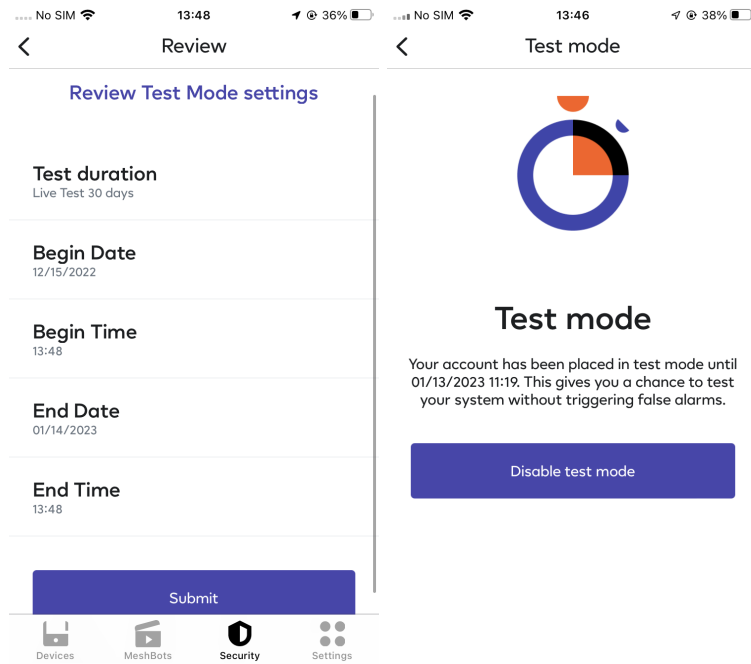
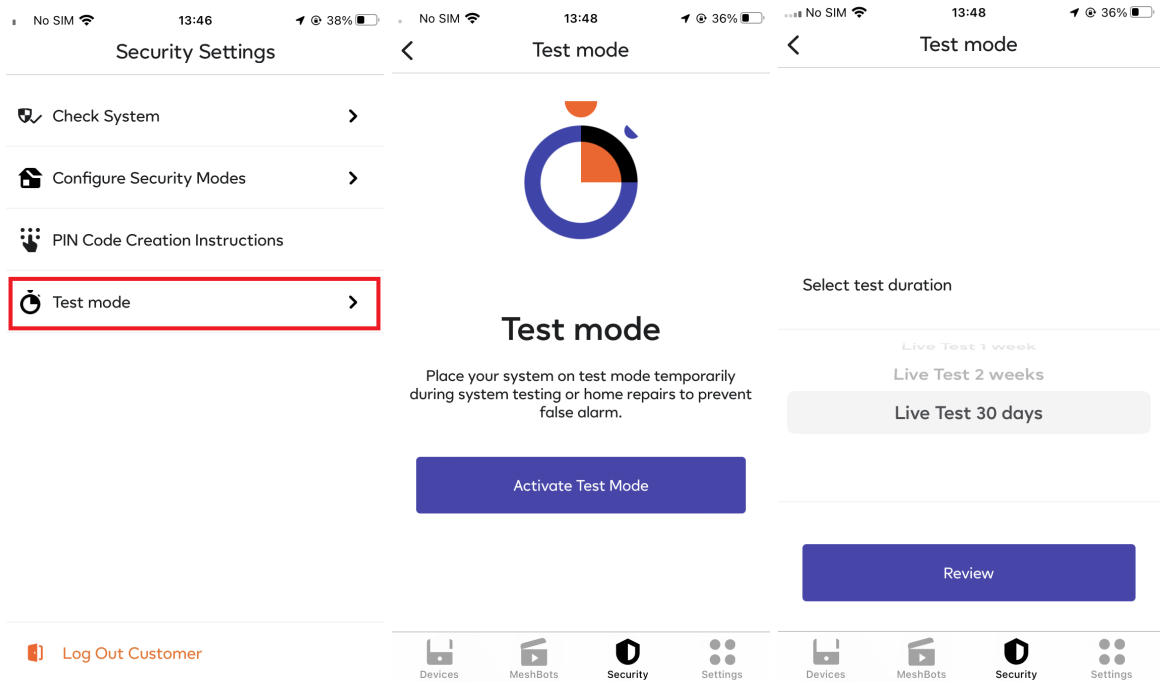
- Next, choose the emergency contacts who will be called by the **CMS Team** if the alarm is triggered.
- Remember, these contacts must know the **PIN Code** you set up for them. **The CMS Team** will request verbal confirmation of the code before they proceed.

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

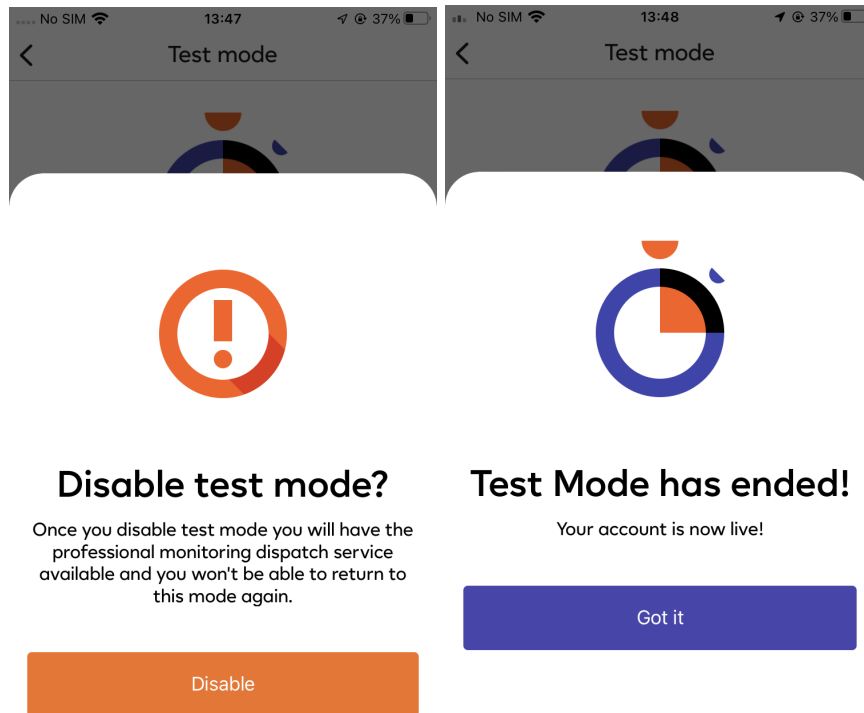


Enable Test Mode

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'**.



Disabling **Test Mode** will place your account on live and you will have the **Professional Monitoring** dispatch service available.

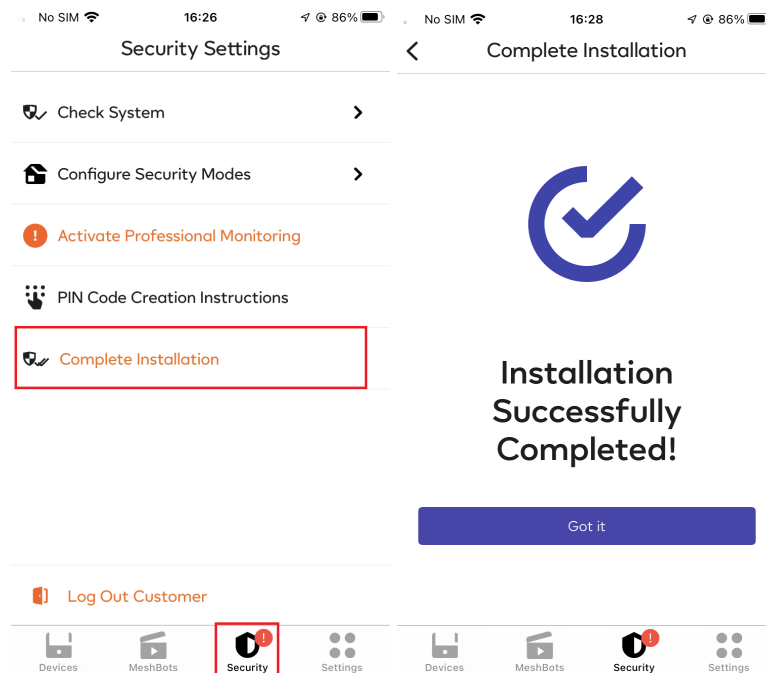


Complete installation

When everything is set up correctly, the installer will need to complete the installation.

Tap the **'Complete Installation'** button in the **'Security'** area to finalize the installation.

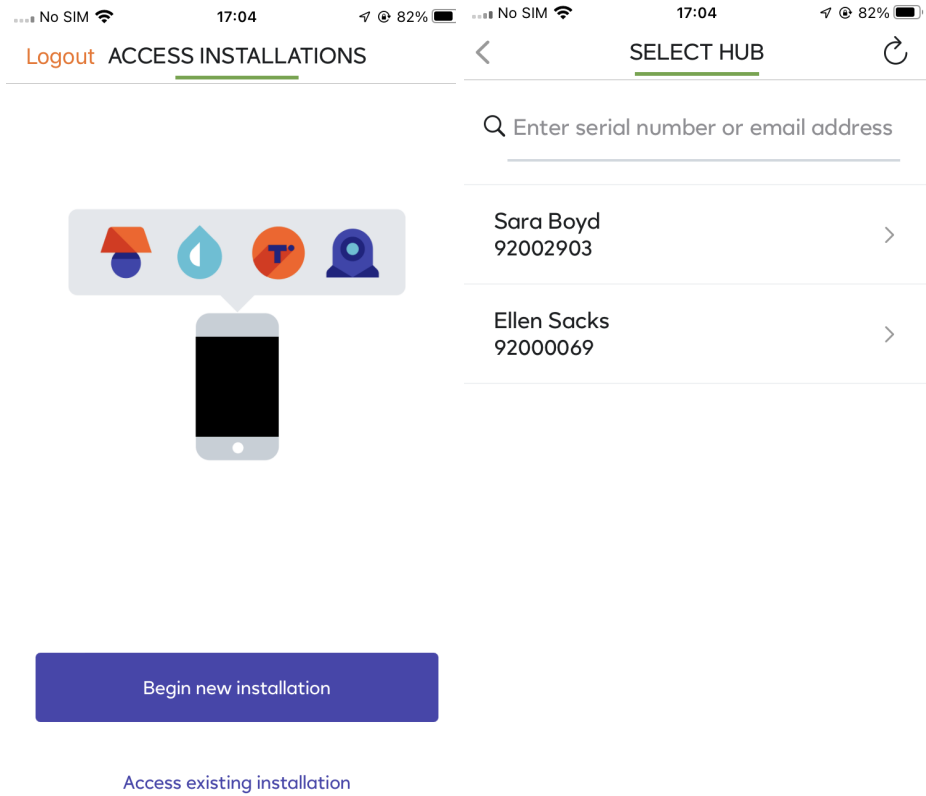
You will see a confirmation screen if the installation is successful.



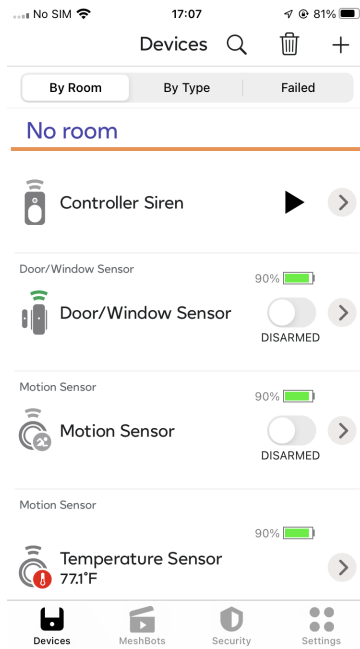
Once an installation is complete, the installer can access it by choosing **'Access existing installation'**.

The installer can find the installation by using the controller's **Serial Number** or the resident name associated with the account.

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

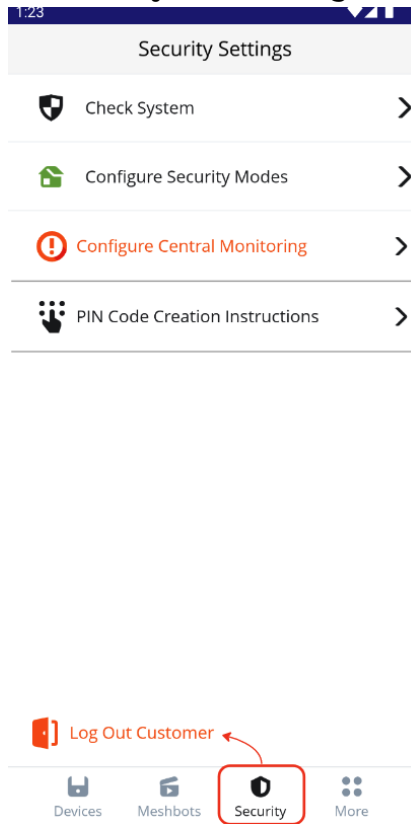


After selecting the installation, the application will allow adding devices using the '+' button.



Log out of the installation

- To log out from the customer account you have to go to **'Security'** and press on the

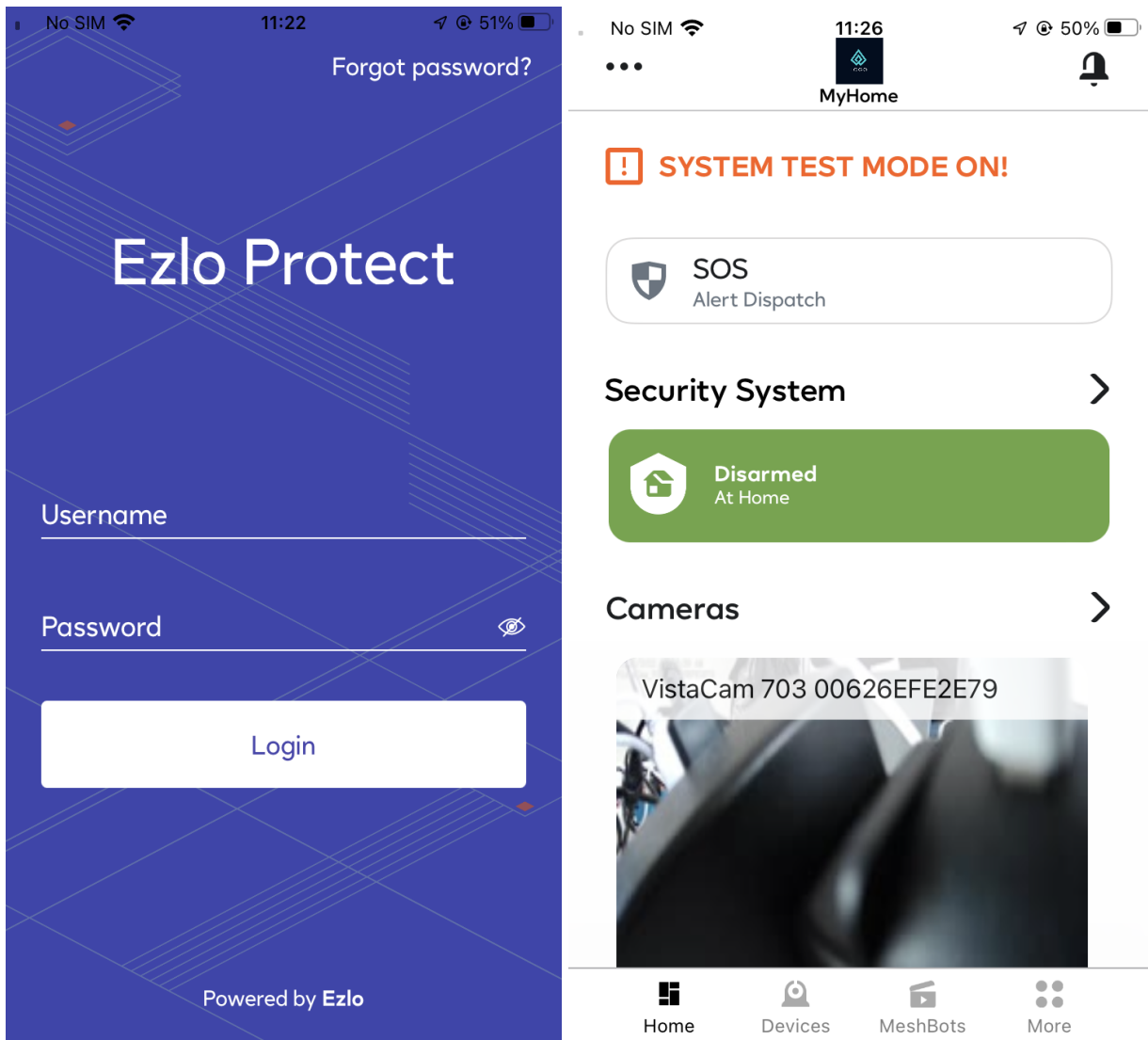


- 'Log Out Customer'** option:

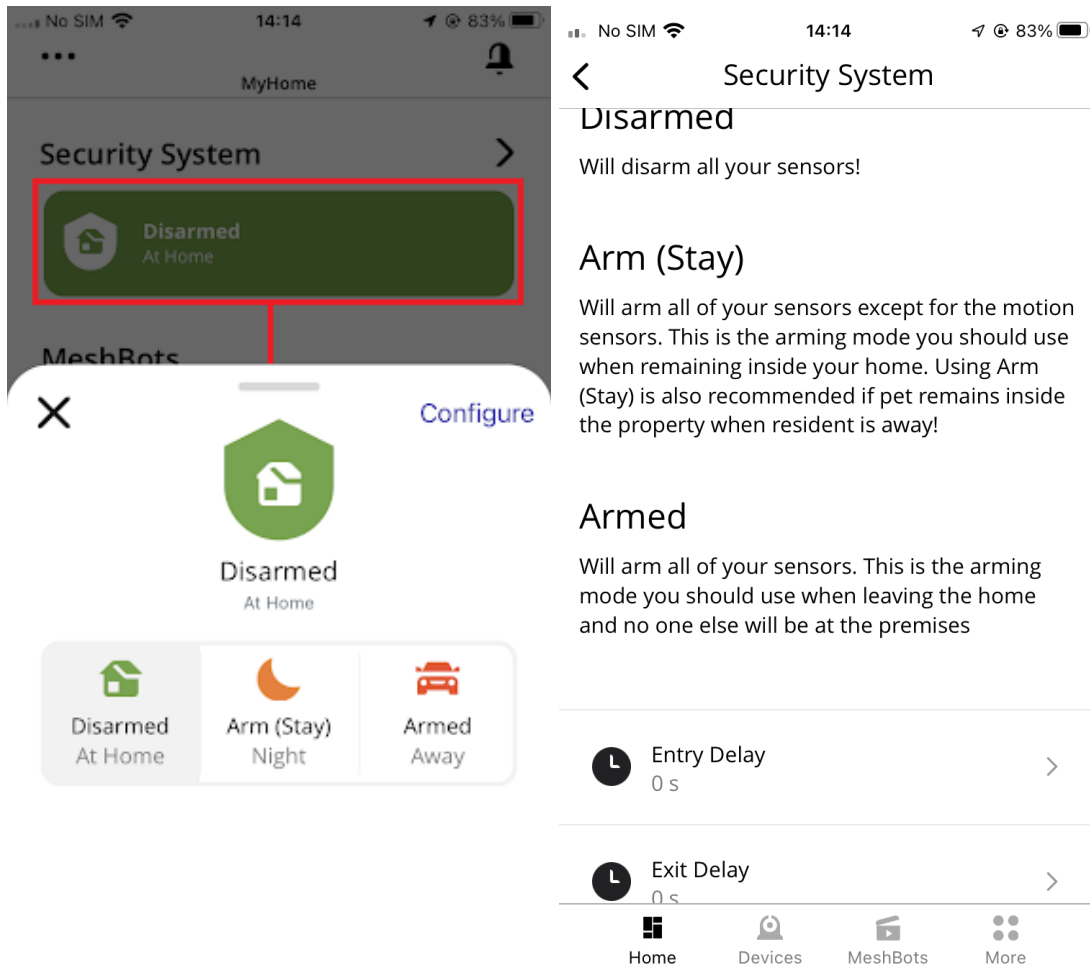
Logging out will redirect you to the **'Access Installations'** screen. You should now be able to access an existing installation after the resident has granted you access from their app.

Ezlo Protect Resident App

Logging into the resident app will present the customer with the **Security Dashboard**.



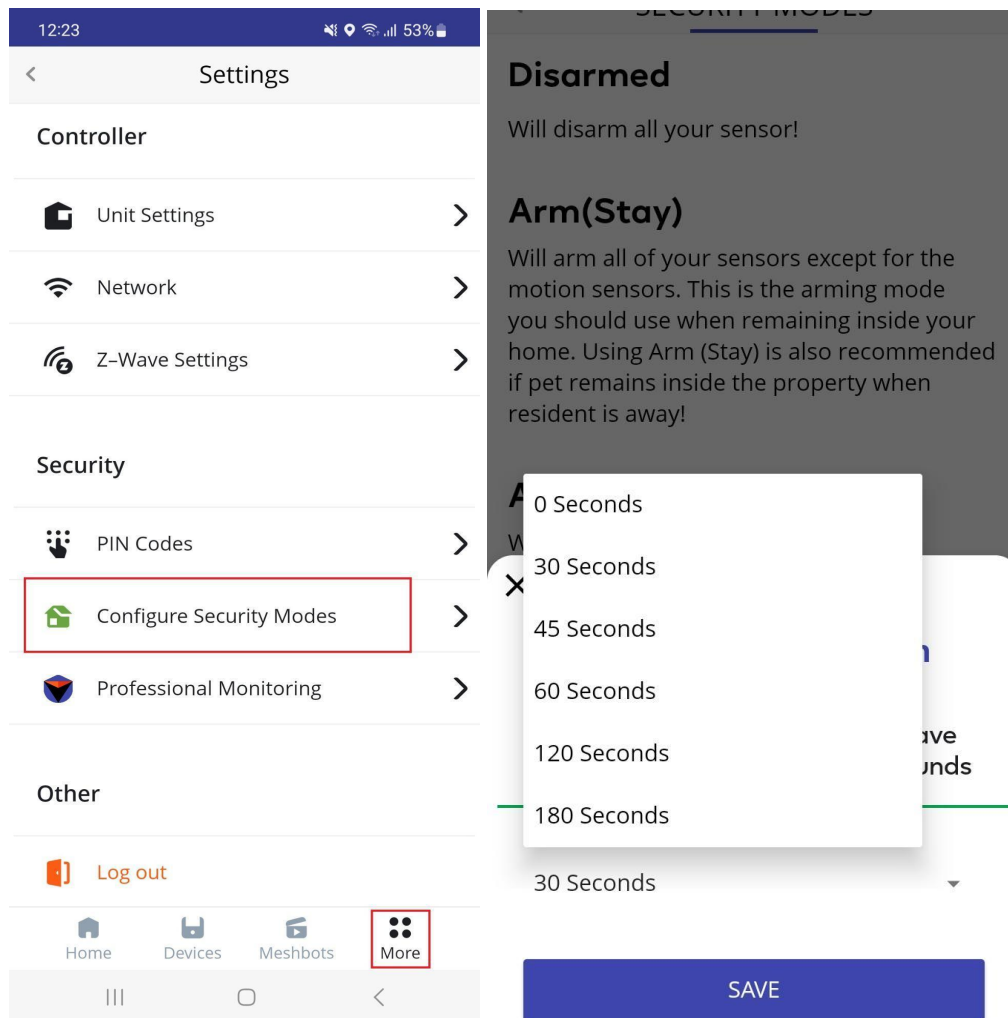
From the **Dashboard**, the customer can have a view over his paired devices as well as change the **Security Modes** of his house.



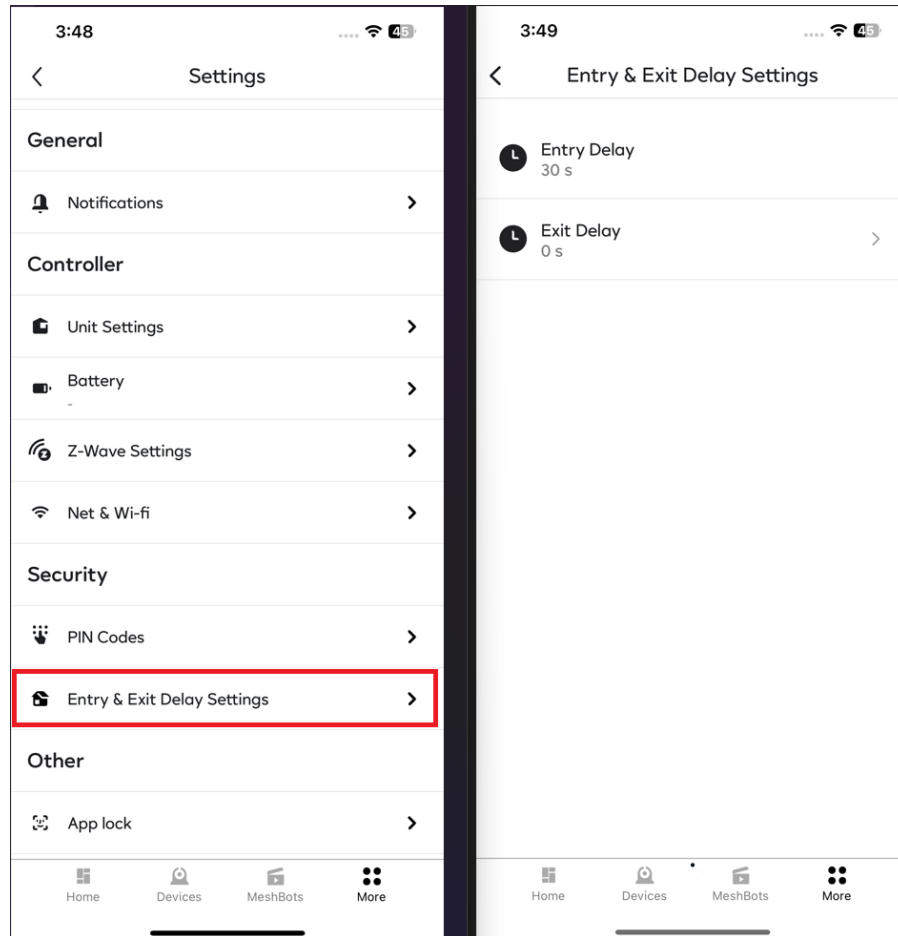
You have the option to **arm/disarm** and configure the system as described above. You are able to select through 3 different security modes: **Disarmed / Arm(Stay) / Armed(Away)**.

Each of the security modes has an entry delay, to disarm the system before the alarm sounds and an exit delay, to arm the system once you have left the house.

The exit delay time can be changed to one of the predefined values if navigating to **More > Settings > Entry & Exit Delay Settings**.

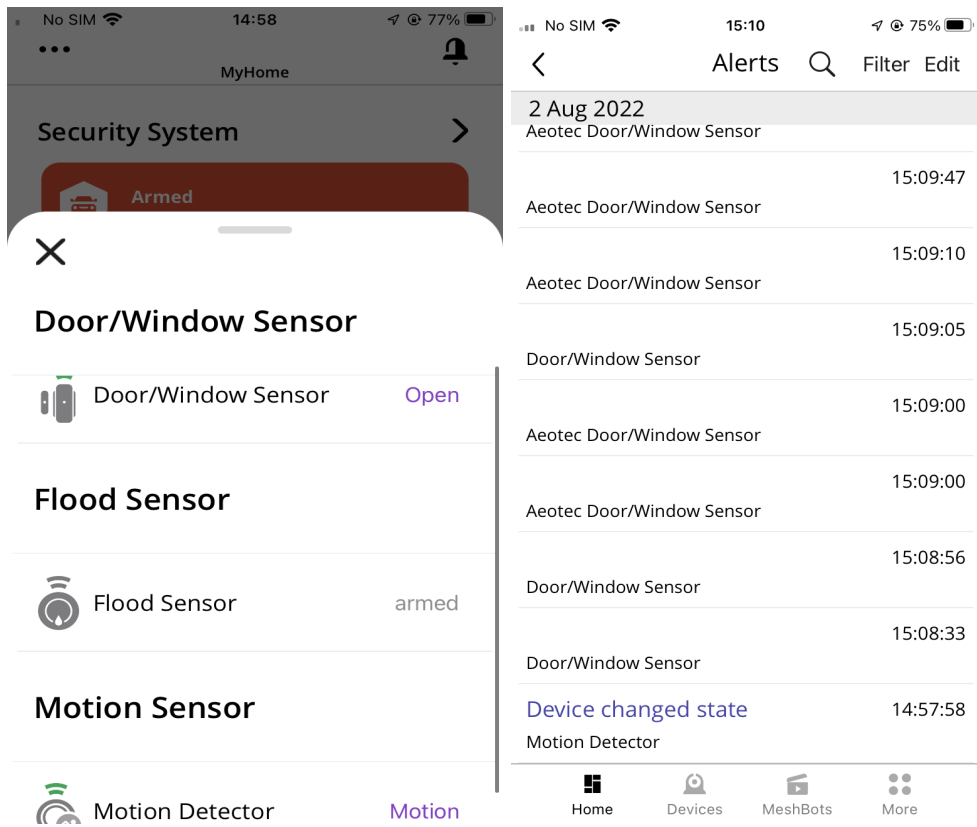


The Entry & Exit Delay Settings look slightly different on the resident apps on IOS and Android.

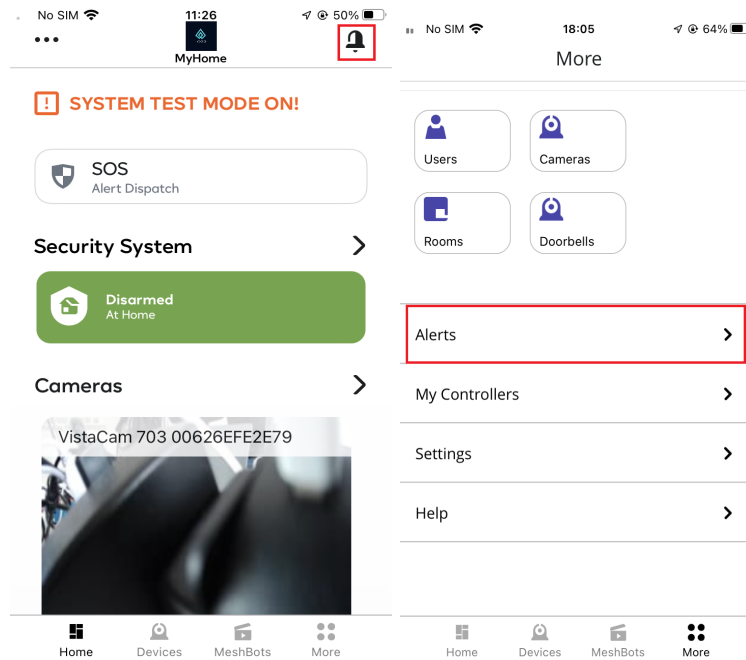


You can view the status of all security sensors by tapping on the arrow next to **Security System**.

Once the alarm is triggered, you will receive alerts about the current state of the sensors.



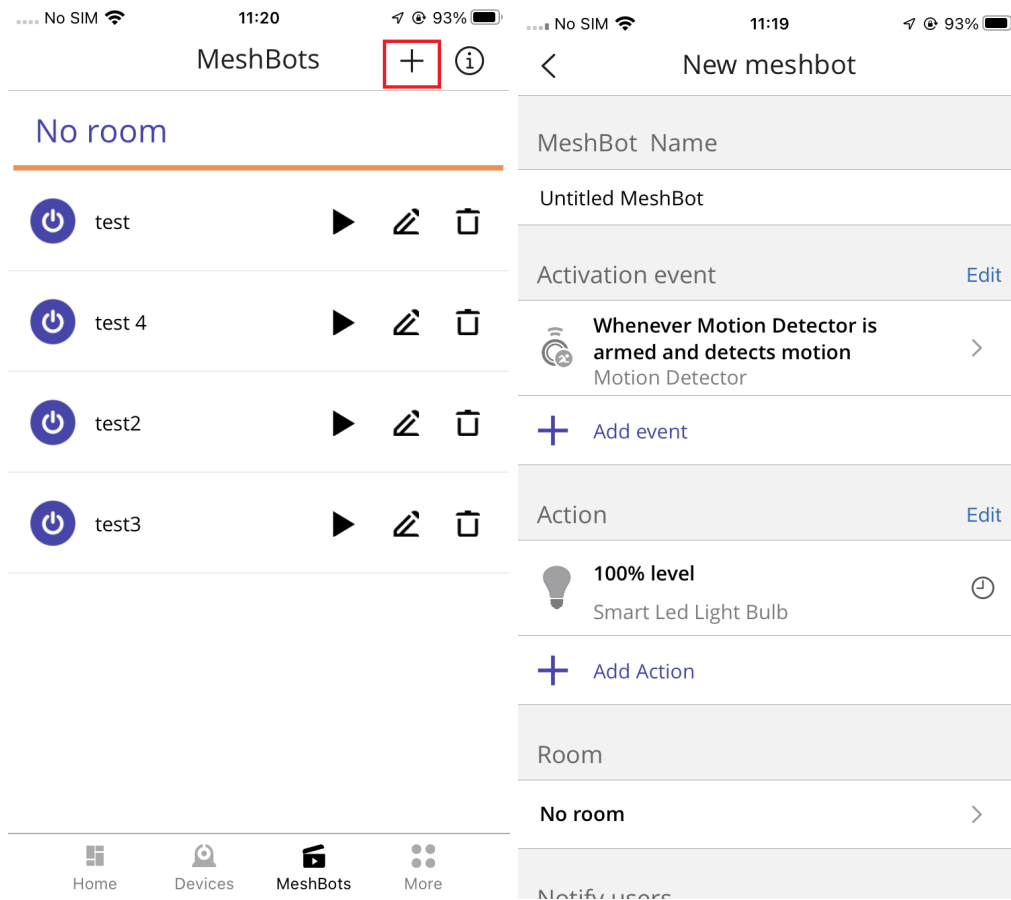
Pressing the bell icon from the top right corner of the screen will display the list of **Alerts**. The **Alerts** section can be reached from the **'More'** menu as well.



Meshbots

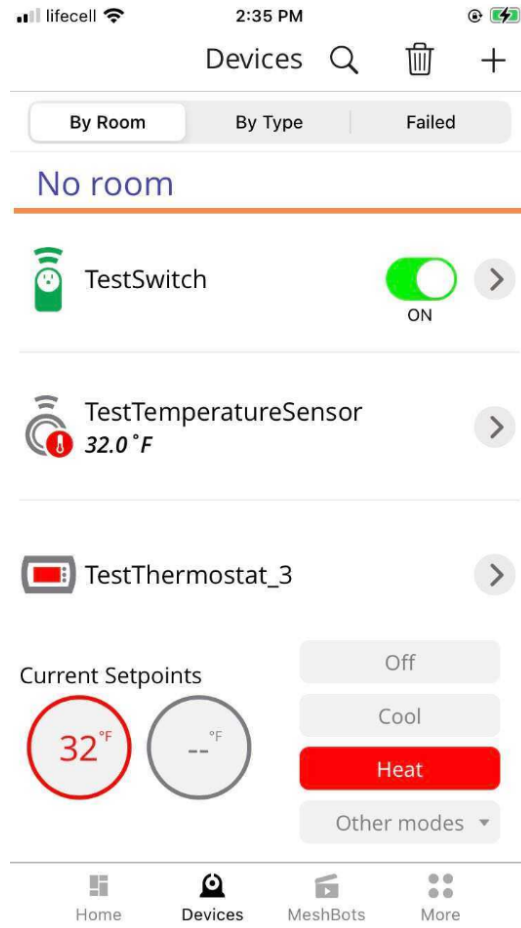
The **MeshBots** menu section will allow you to view, create, and run automations (scenes) created on your hub.

In order to create a scene, select **MeshBots** from the bottom of the screen, press the ‘+’ sign in the right corner of the screen, add events and actions, such as in the screenshot below and you are ready to go.

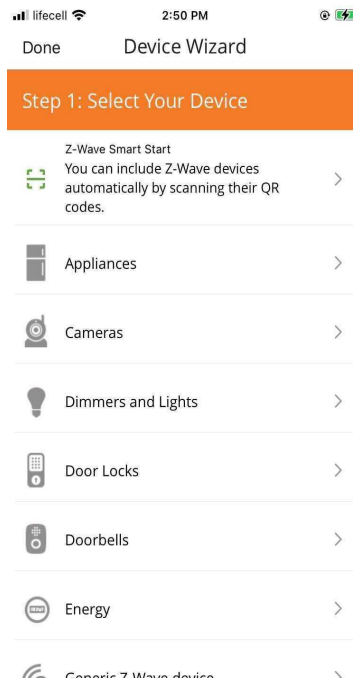


Devices

In this section, you'll be able to view all devices paired with your hub which can be sorted by room, type, or failed.

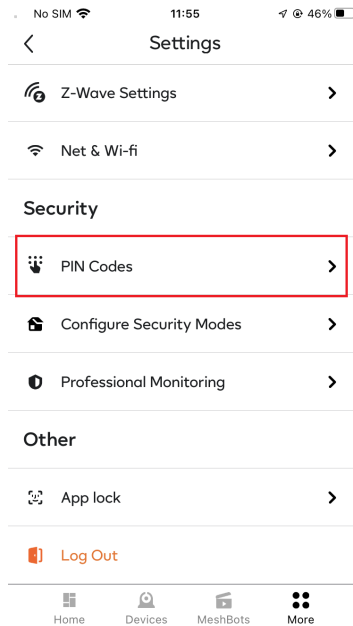


You'll also be able to add any supported smart devices by using the '+' button and picking from the list.

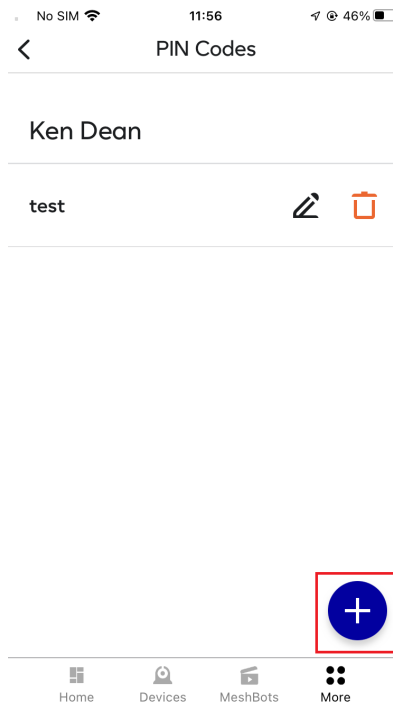


Create a resident pin code from resident app:

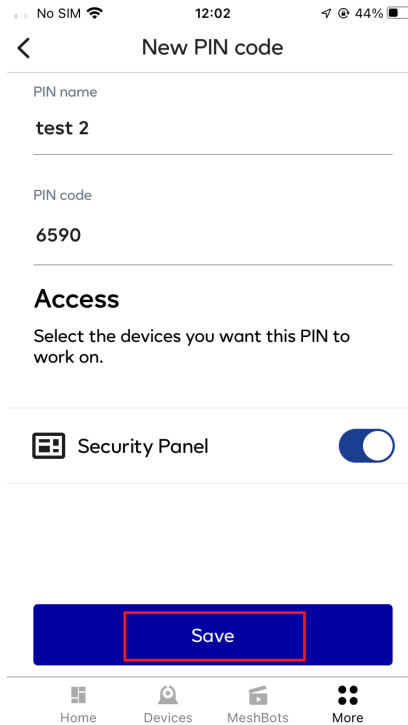
To create the **PIN Code** from the resident app, go to **More > Settings > PIN Codes**



On the **PIN Codes** page, you have the option to add **PIN codes** to your user. To add a **PIN code**, press on the '+' symbol.



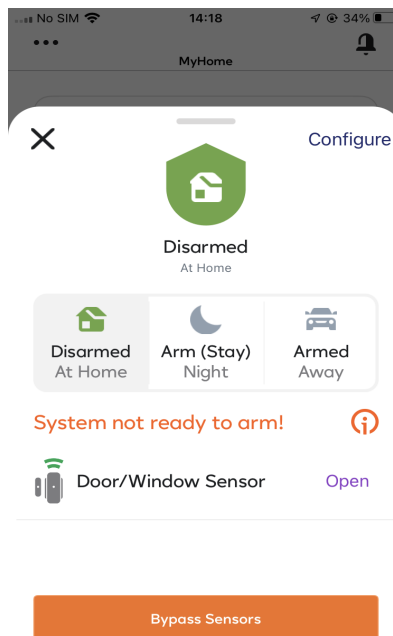
On the next page, you will be able to add the **PIN Name**, the **Access Code** and also choose if you want to have this PIN work on the **Security Panel** as well.



Tap the **Save** button to save the new PIN.

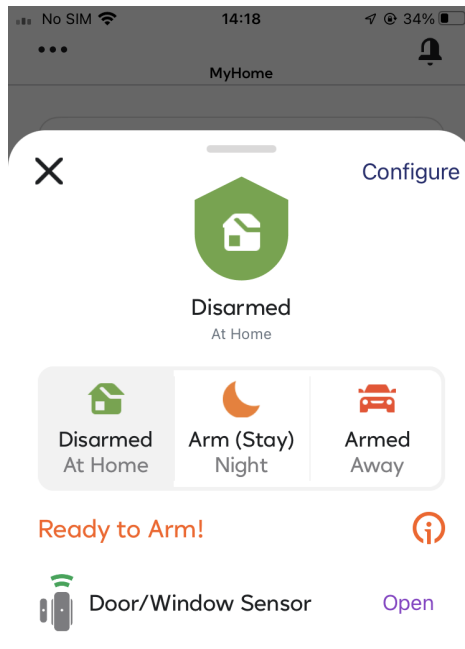
Changing between Security Modes

By pressing on **Security Modes** you can either arm or disarm the House

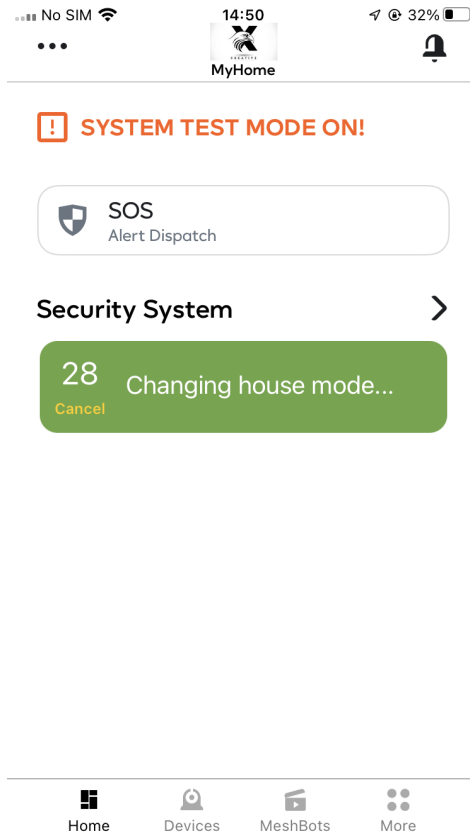


If there are sensors in tripped status you will receive the following message: **'System not ready to arm!'**. In this case, you will have two options: either to un-trip the sensor or press on

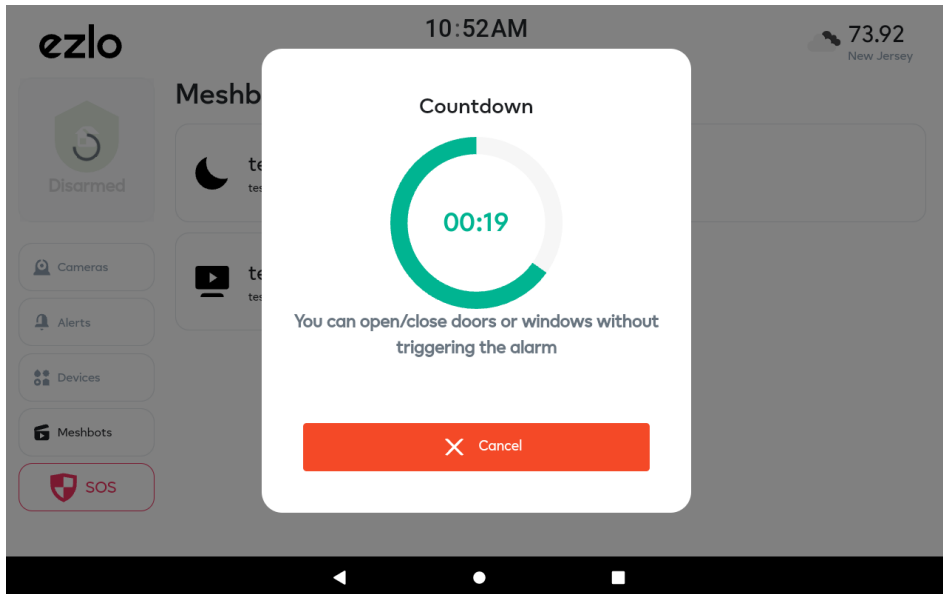
the **'Bypass Sensor Button'**. Once one of the options is fulfilled, you will receive the message: **Ready to Arm!**



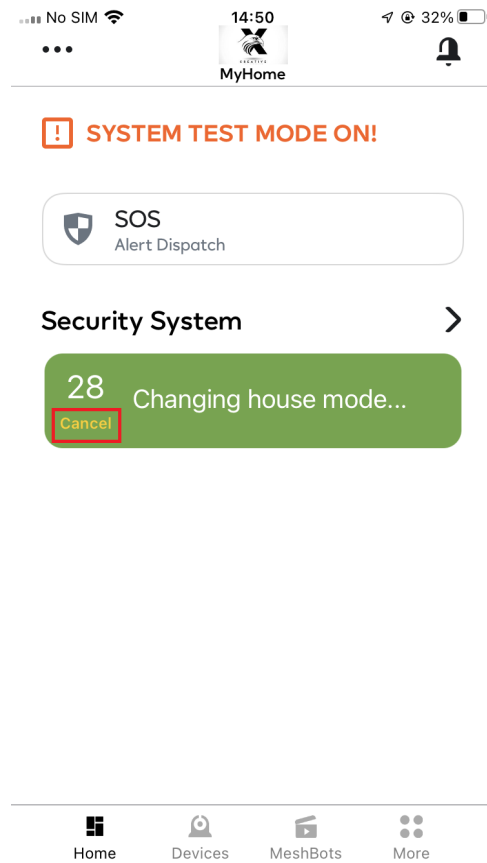
After pressing on the **Arm (Stay)** button a countdown will be displayed on your screen.



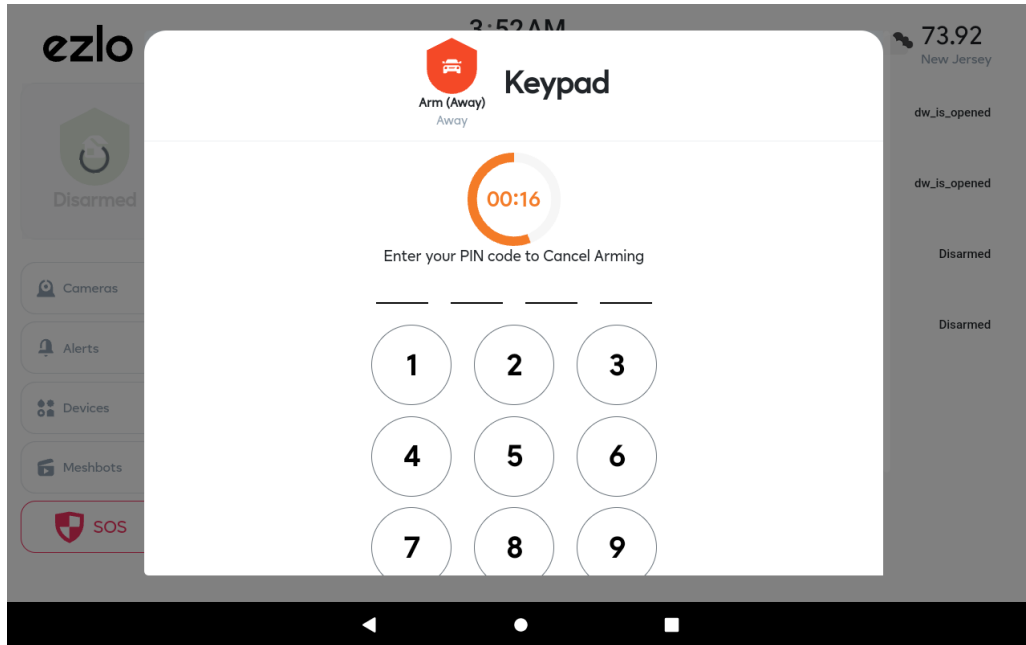
On the **Security Panel**, the **UI** will be slightly different.



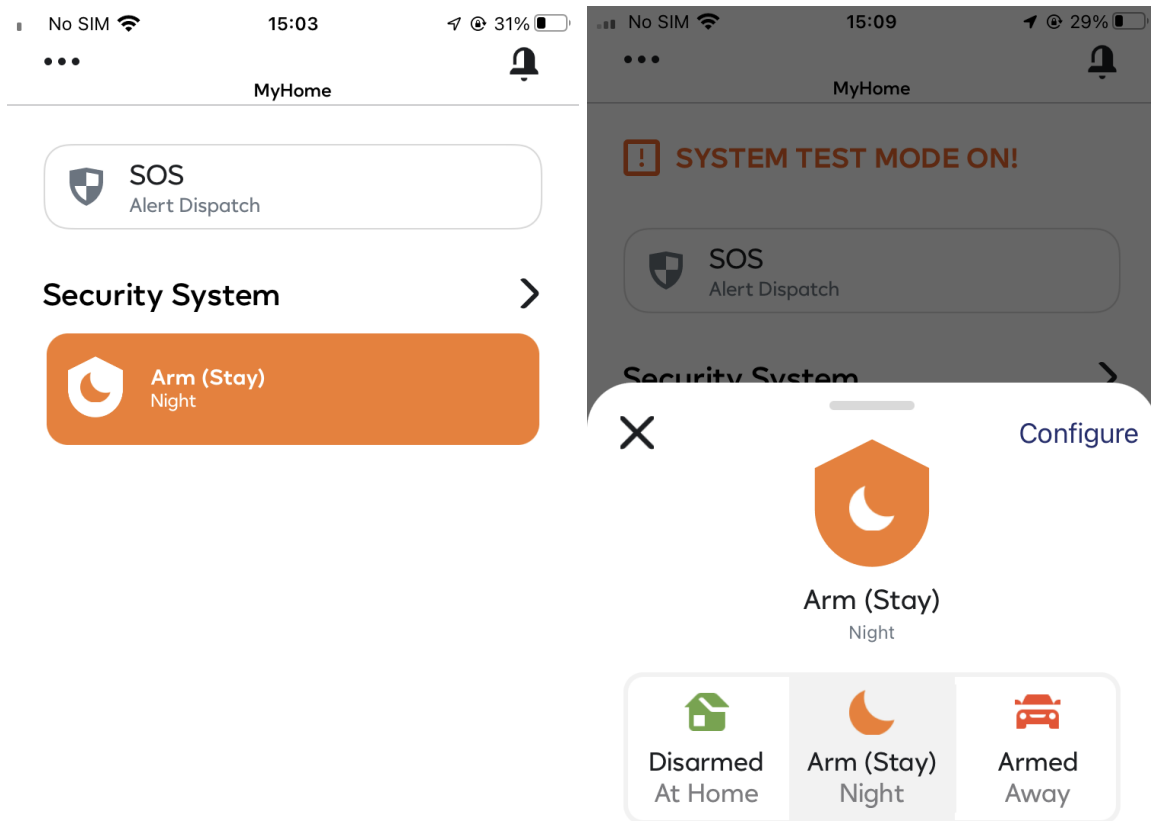
On the mobile apps, you can cancel the arming command by pressing on the **Cancel** button.



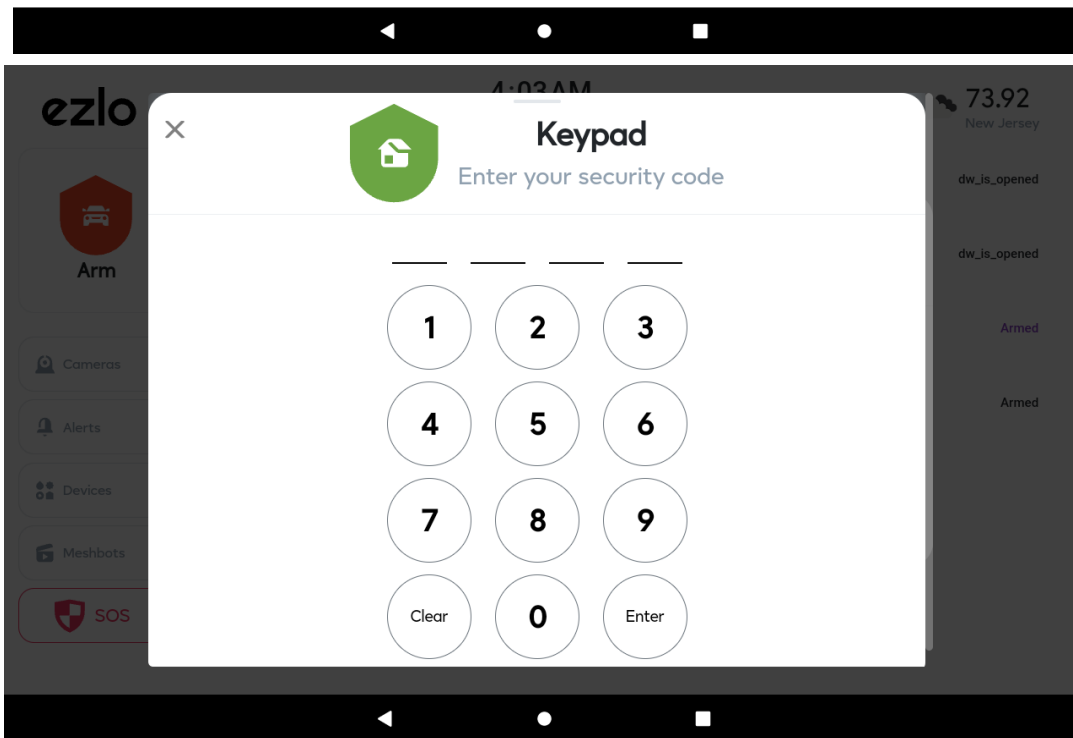
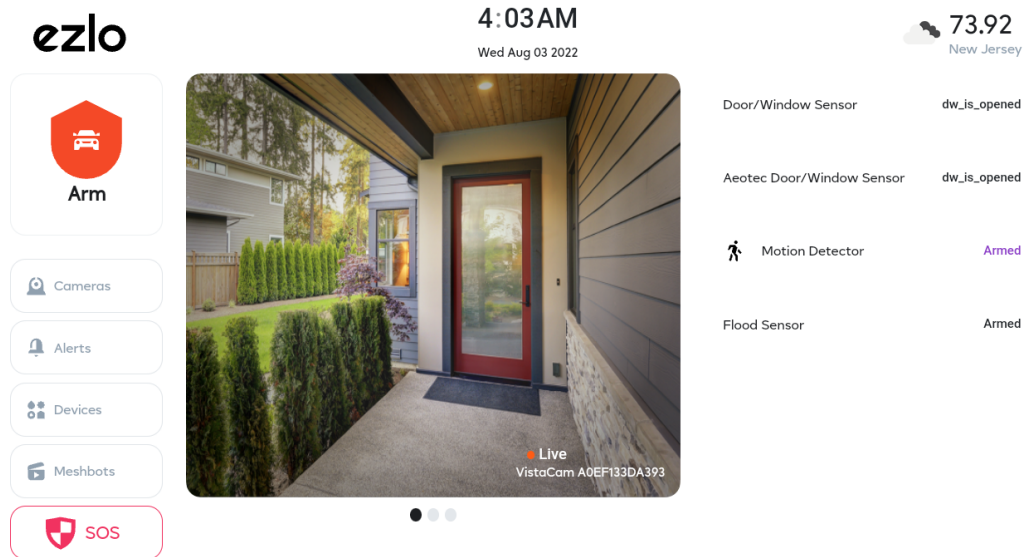
On the **Security Panel**, you **Cancel** the arming command by pressing the **Cancel** button and entering one of the **PIN Codes** you created previously.



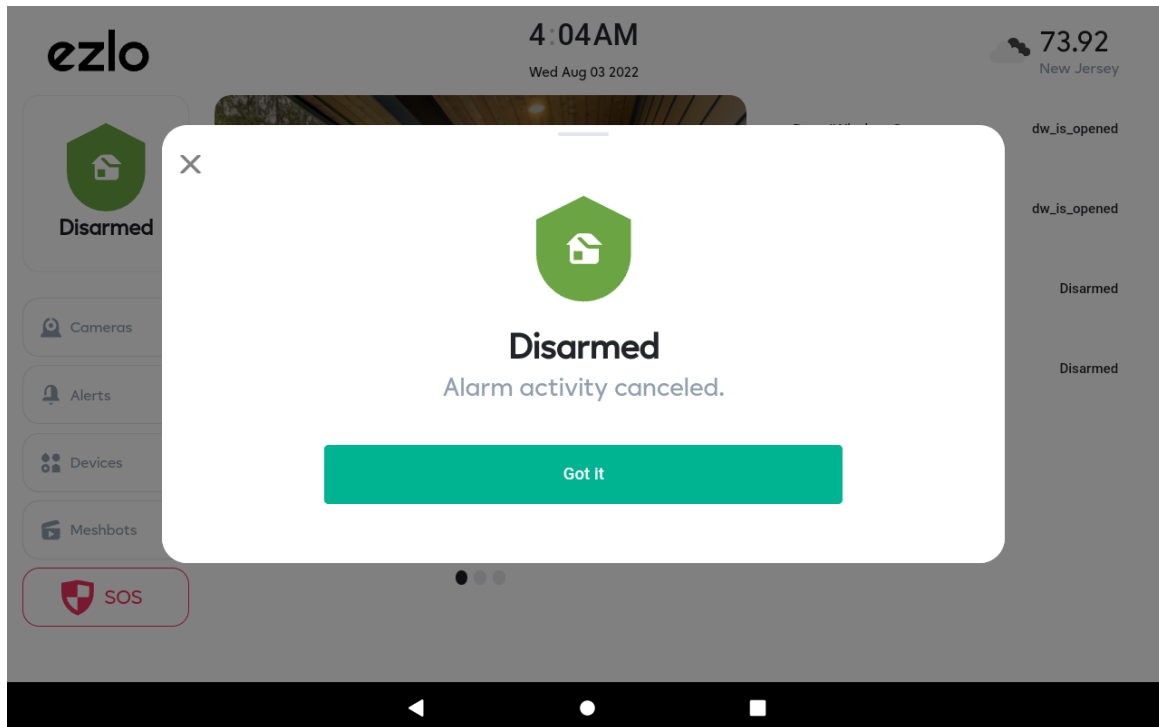
To disarm the House on the mobile app you will need to press on the **Arm** button and select **Disarm**.



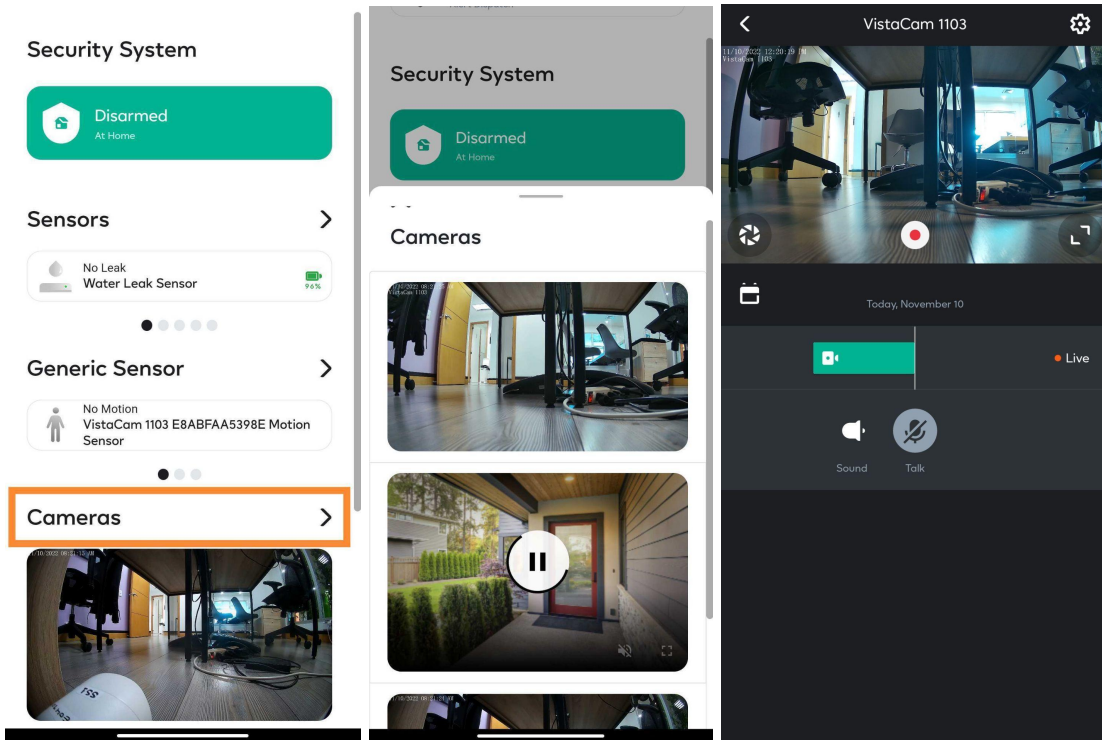
To disarm the house in the **Security Panel**, you will need to press on the **Arm** icon (**top left**) and input one of the **PIN Codes** you created previously.



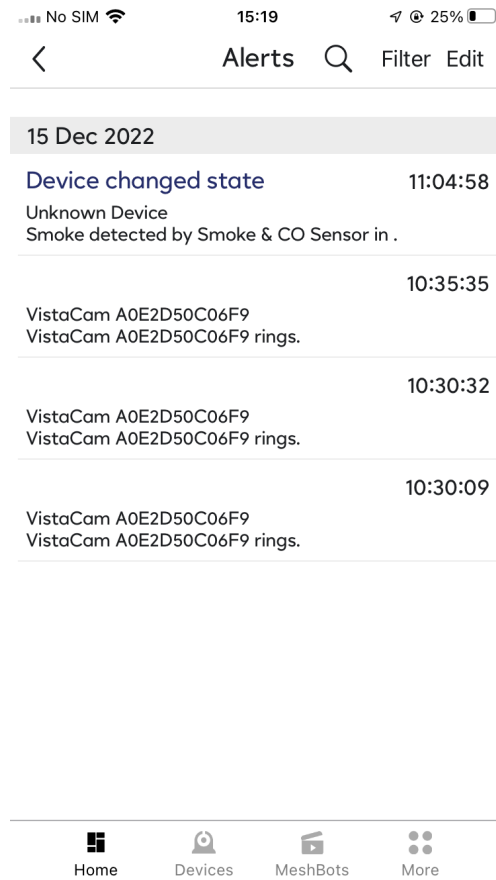
If the **Disarm** command was successful you will receive confirmation on your screen.



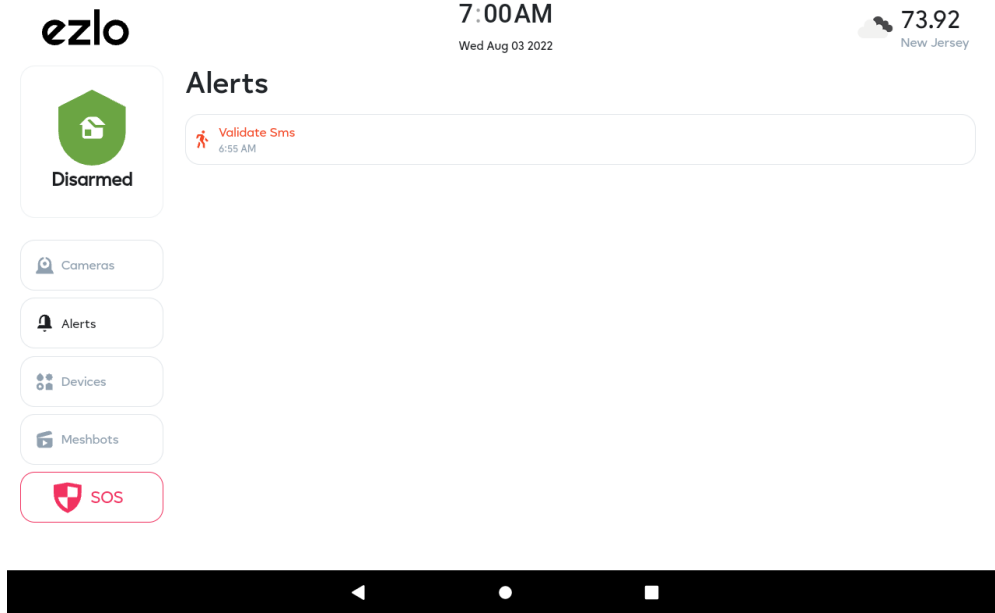
By pressing on the **Cameras** option you will be able to view your paired cameras from your account. You can enter the camera live stream by going to **Devices** and pressing on the **Play** button.



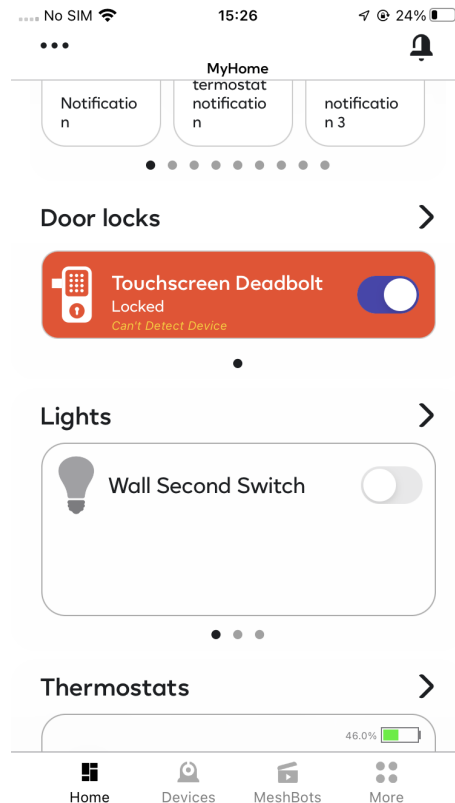
Alerts will show the list of your recent events.



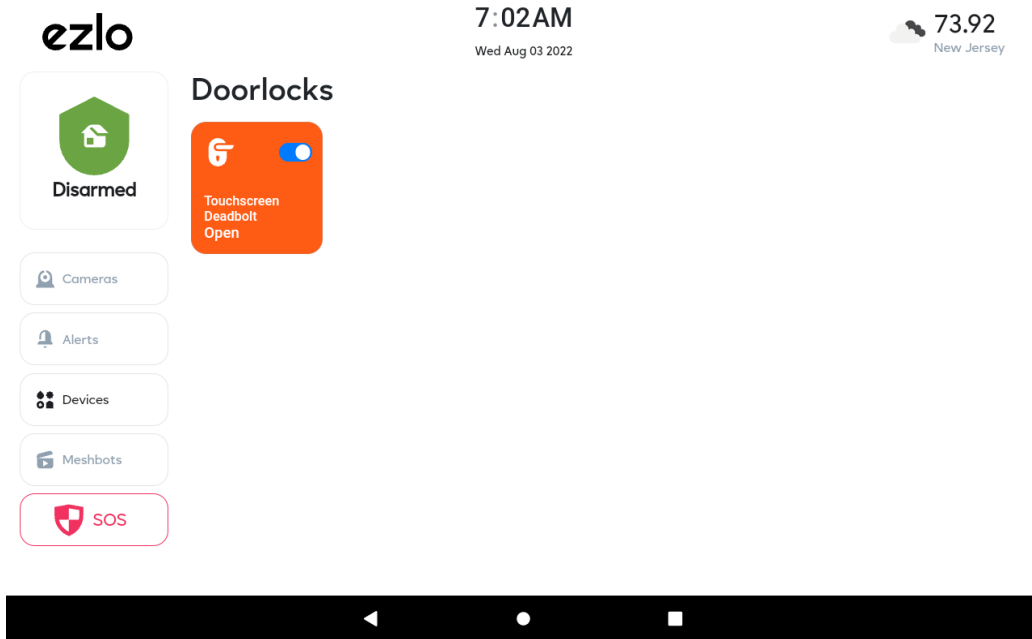
The same functionality can be found in the **Security Panel**:



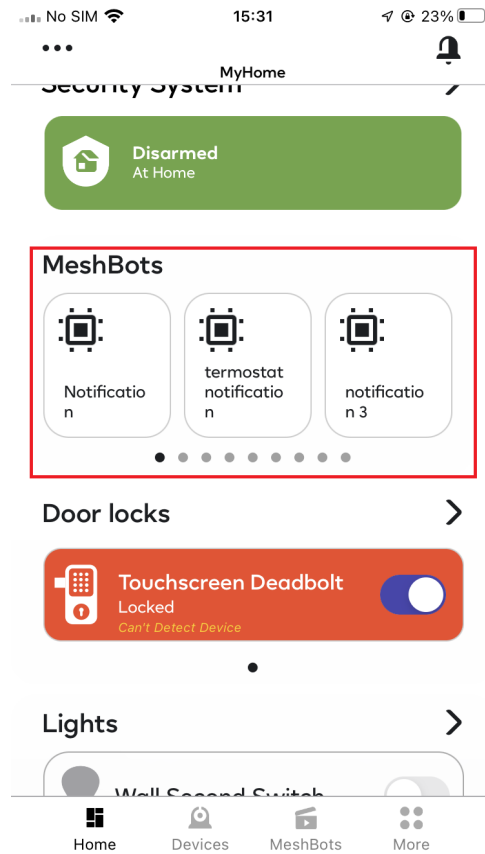
Devices section will display all the devices added to your controller. You can also control them from this screen (Ex: lock/unlock the Touchscreen Deadbolt, turn Off/ON a Light Bulb)



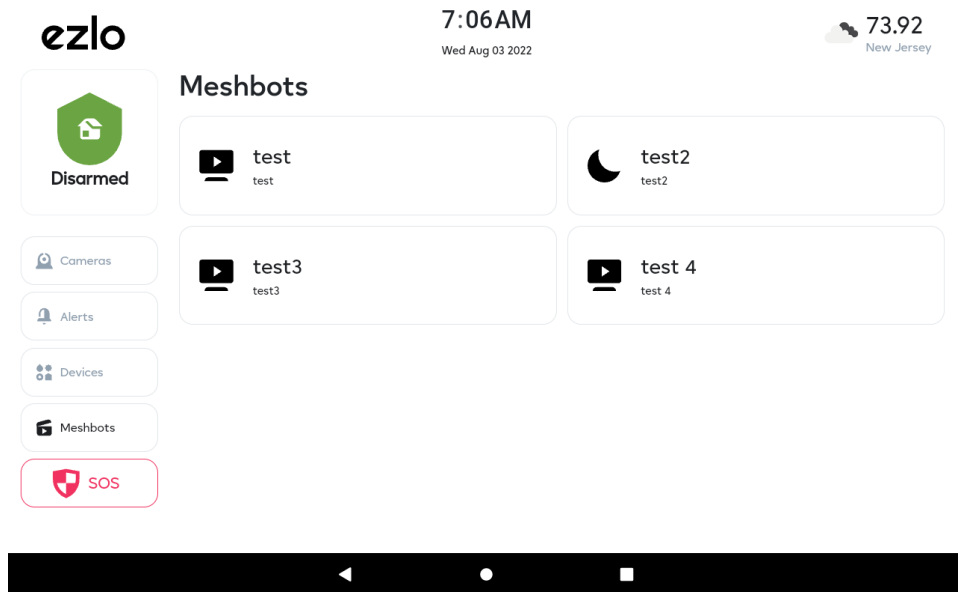
The same functionality can be found in the **Security Panel**:



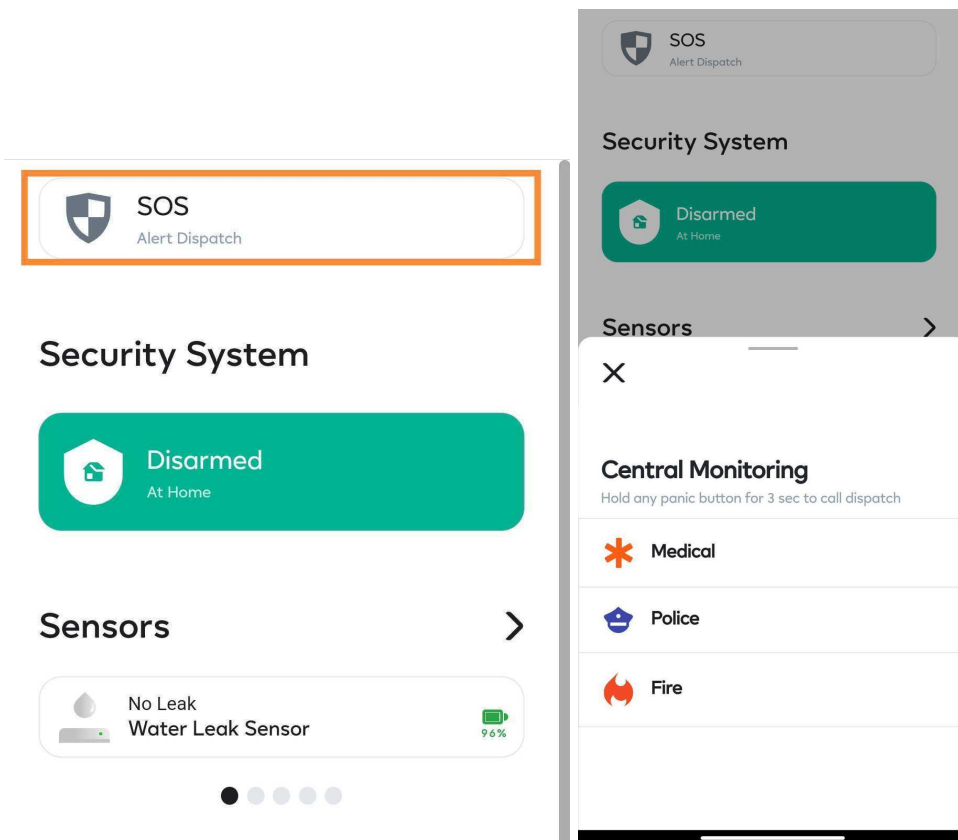
Meshbots will display the scenes created on your unit. You can run the scenes manually from this screen on the mobile apps:



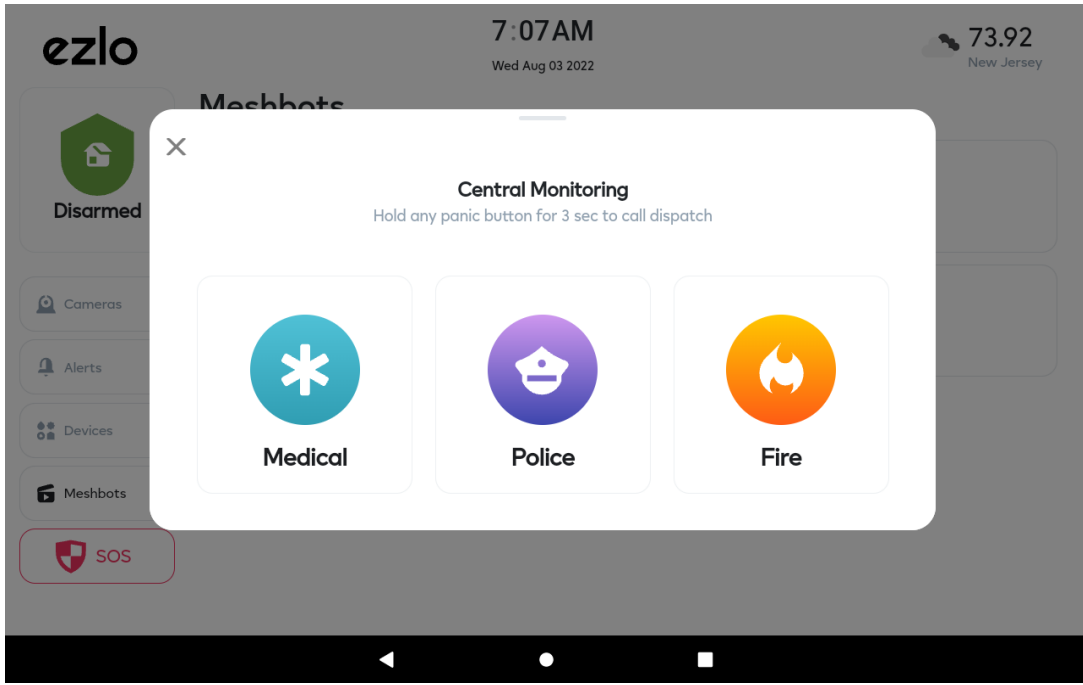
The same functionality can be found in the **Security Panel**:



By pressing the **SOS button** you will be able to dispatch the emergency services from the mobile apps:

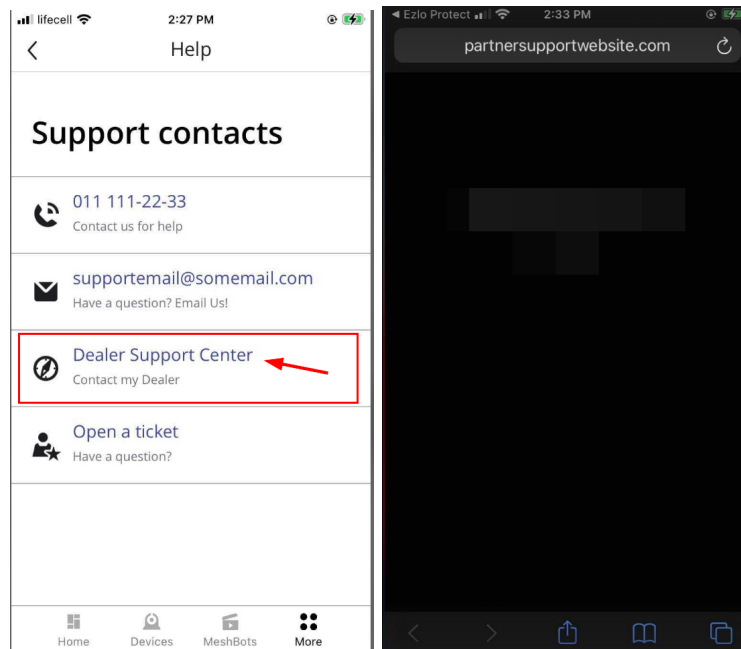


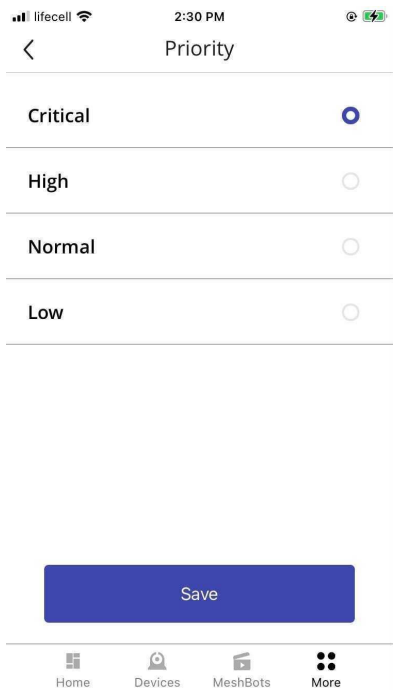
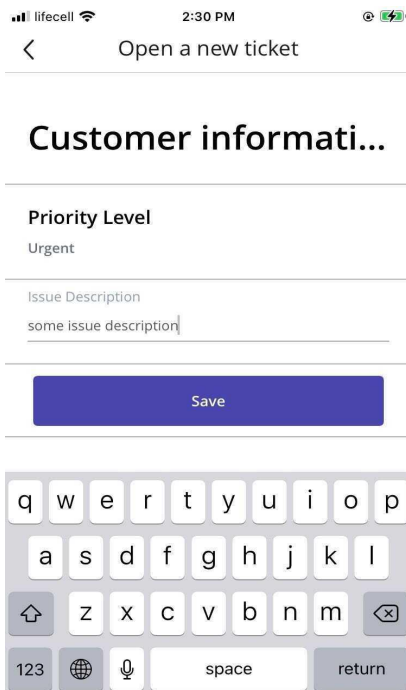
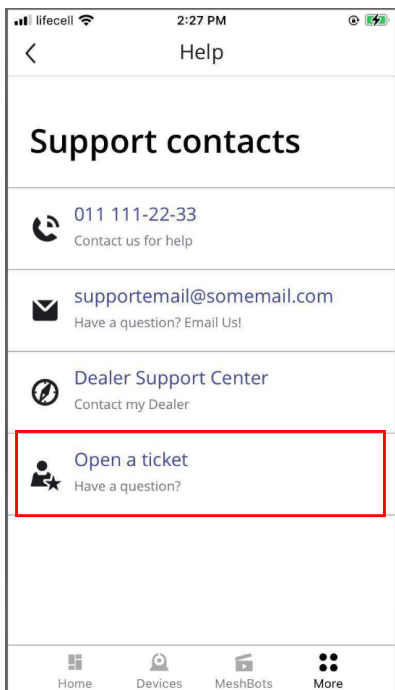
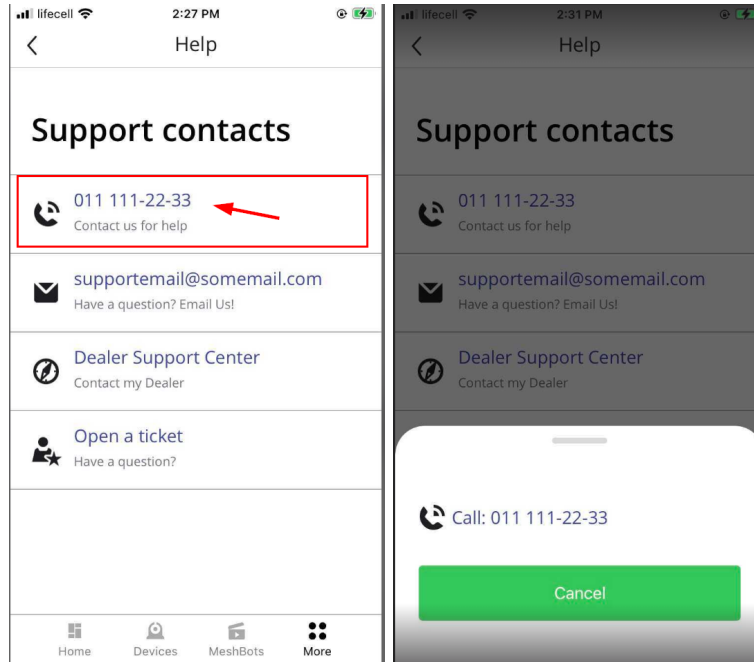
The same functionality can be found in the **Security Panel**:



Help

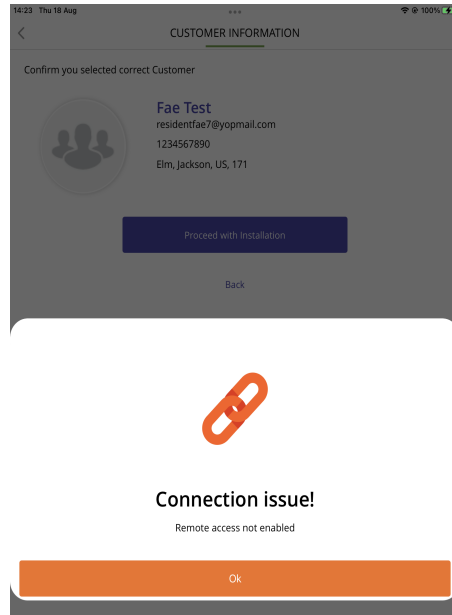
In the **Help** section, the customer (resident) can reach out to the partner (dealer) via service desk, email, or phone number. Contact details can be configured on the **Partner Portal** in the [Contact Info section](#).



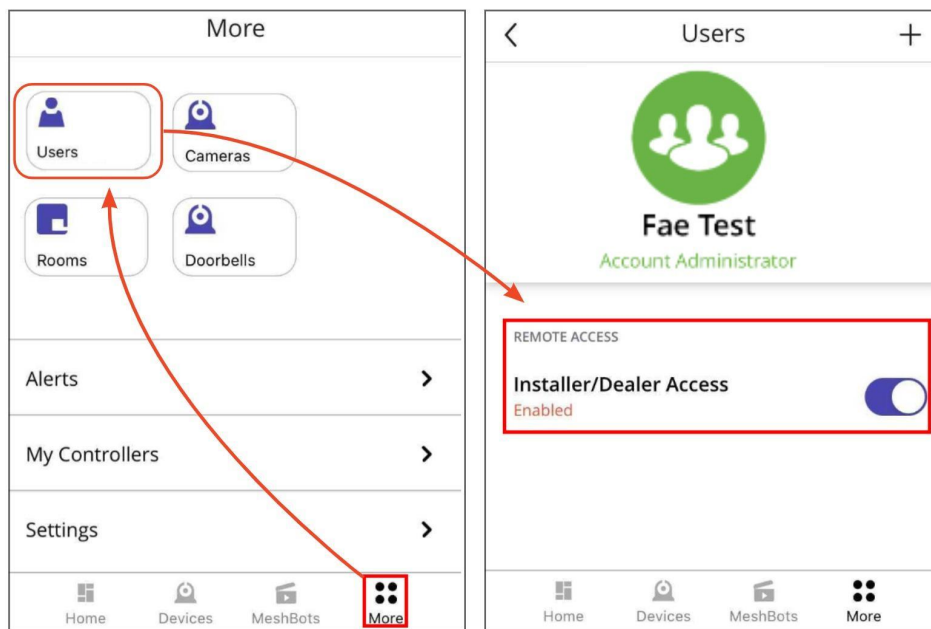


Provide access to installer users

- Installer users will see an error message at the **'Proceed with installation'** step if they were not granted access by the resident on a completed installation:



You can enable installer access in the **resident app** by tapping on **'More'** and select **'Users'**. From there, you have a slide button in order to enable access for the Installer.

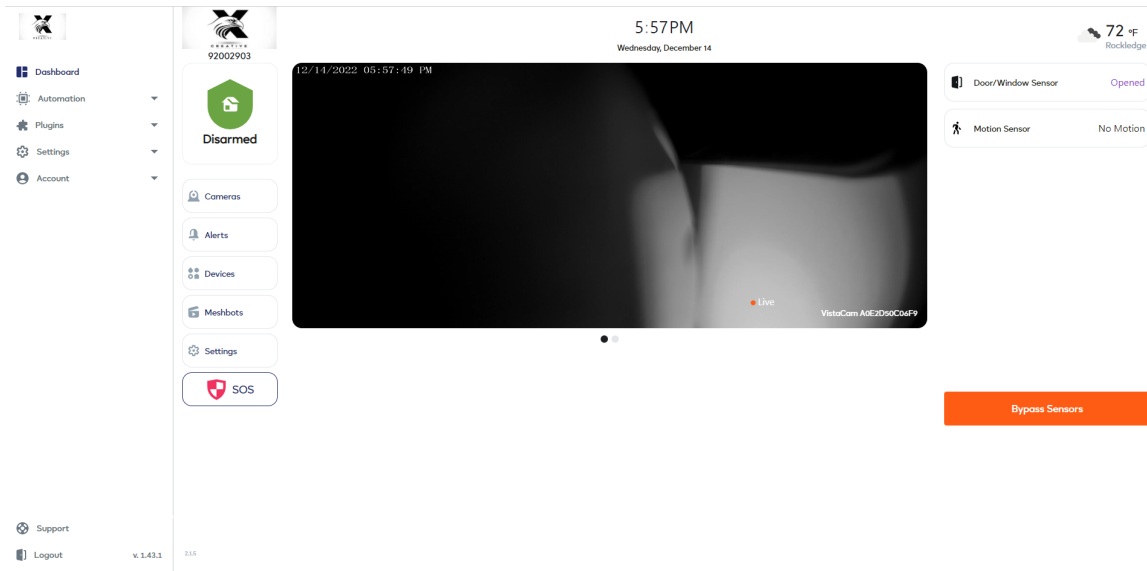


Ezlo Protect Resident Portal

Intro: Menu, Customization

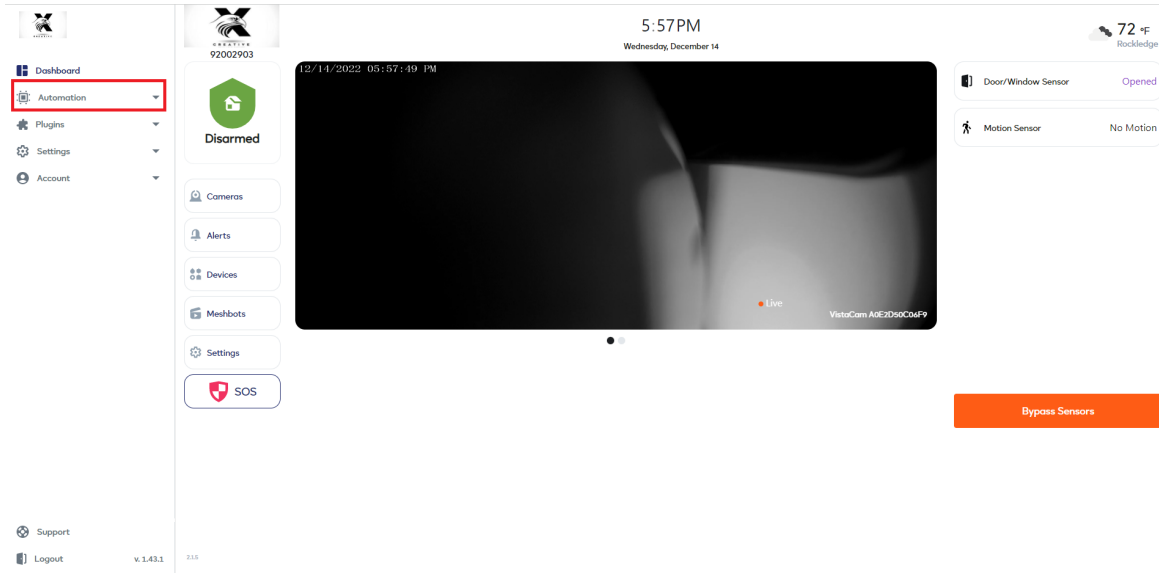
Security Dashboard

The [Protect dashboard](#) displays a preview of the devices included on your controller. Here you can view and control your devices.



Automation

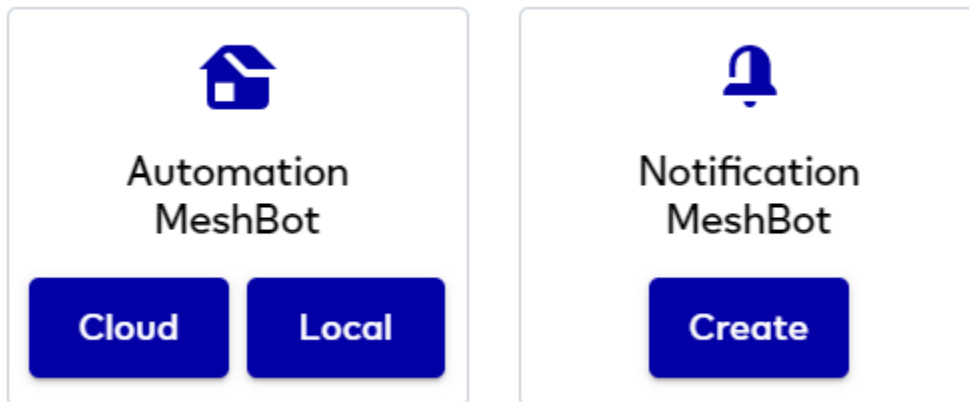
MeshBot Automation is a powerful tool that helps you create from simple to complex automations using your controller and devices.



Meshbots

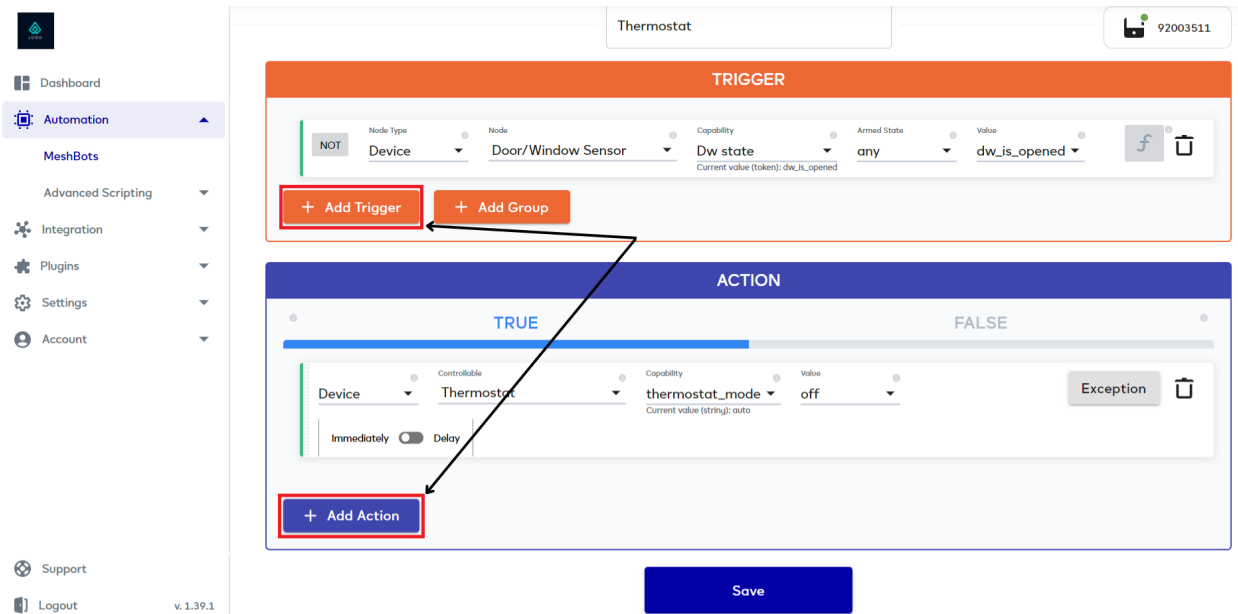
Within this feature, you may create 2 types of automations:

1. **Automation MeshBot**
2. **Notification Meshbot**



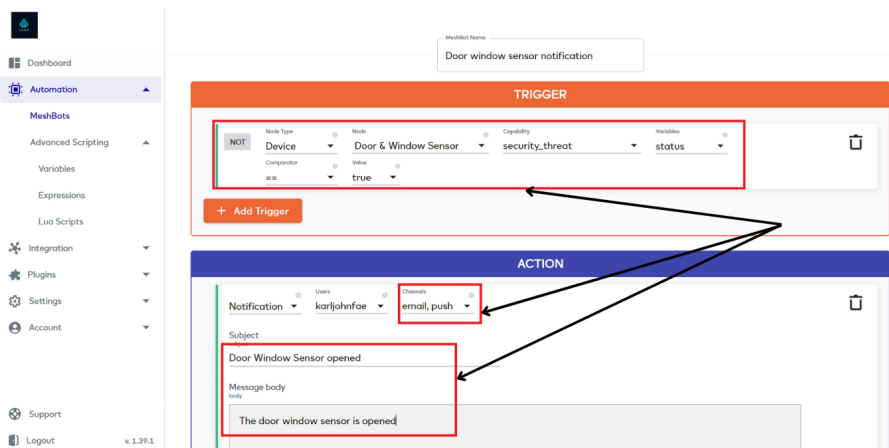
1. Automation MeshBot

- Connect any app to any app, service, or device and create automations by configuring the **'triggers'** and **'actions'**.
- The options for **Automation Meshbot** are **Cloud** and **Local**.
- Local automations can link in scenes the devices from one controller, whereas cloud automations link your devices from all of your controllers.



2. Notification MeshBot

- Keeping track of the apps, devices, and services from your automation **Meshbots** and providing information on when and where the triggers and actions are taking place.
- Select whether you want to get an email notification, push notification, or both.



Advanced Scripting

Variables

A **variable** is a user-created container used to house a specific piece of data. You can use variables in Meshbot triggers on devices with capabilities that may be at a range of levels. You can also set the value of an existing variable in a Meshbot action.

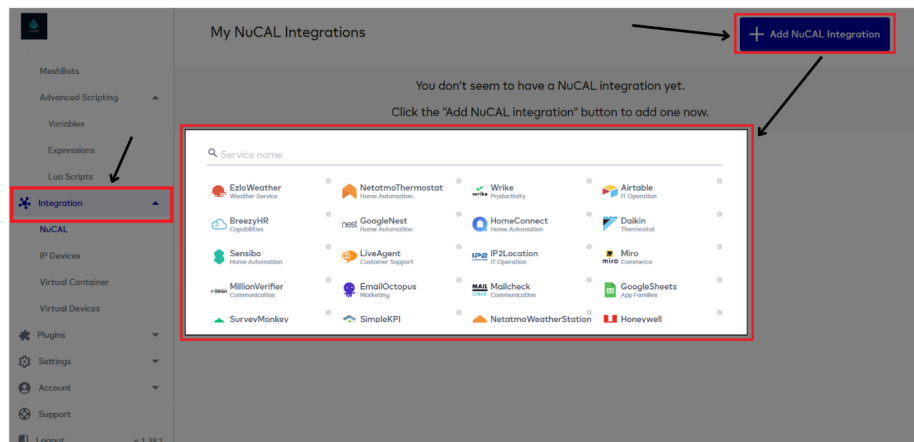
Expression

An **expression** is a piece of code that retrieves the current setting of a device's capability. For example, you could create an expression to fetch the current 'on/off' state of a switch or the current temperature of your thermostat. You can then use the result of this call to determine whether or not your meshbot trigger runs. For more information about advanced scripting please visit <https://support.ezlo.com/hc/en-us/sections/8060914491676-Scripting>.

Integration

Cloud Integrations - NuCAL

- Allows you to integrate cloud-enabled services or devices with the **Ezlo** platform using third-party **APIs**.

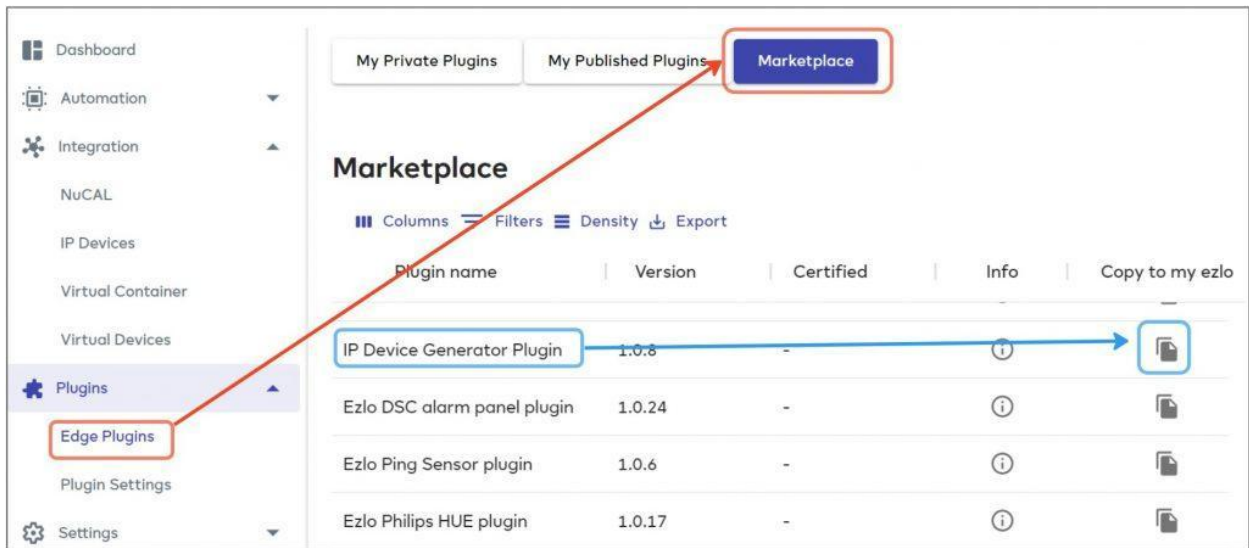


IP Devices

The **IP devices** area lets you easily create virtual devices capable of sending **HTTP** commands to any physical WiFi device, or any service that accepts HTTP requests. This provides fast integration and control of generic WiFi devices without needing 3rd party plugins or logic engines.

Download and install the IP devices plugin

- Click **'Plugins' > 'Edge Plugins' > 'Marketplace'**
- Locate the **'IP Device Generator Plugin'** row
- Click the **'Copy to my Ezlo'** button
- This will copy the plugin to the **'My Private Plugins'** area:



- Click the **'My Private Plugins'** tab
- Click the **'Manage Installations'** icon in the **'IP Device Generator'** row
- Install the plugin onto the controller of your choice:

My Private Plugins My Published Plugins Marketplace + Upload New Plugin

My Private plugins

Columns Filters Density Export

Plugin name	Version	Info	Download	Manage Installations
Ezlo SiteSensor plugin	1.0.3	(i)	(cloud)	(device) 1
IP Device Generator Plugin	1.0.8	(i)	(cloud)	(device) 1
Ezlo Ping and WOL plugin	1.0.1	(i)	(cloud)	(device) 1

Manage ezlo.wifi_device_generator plugin installations

● 90000XXX Install

ACTION

TRUE FALSE

Device: TTS Virtual Switch Capability: switch Value: false Immediately: Delay Exception

+ Add Action

For more information please visit <https://support.ezlo.com/hc/en-us/sections/8060914491676-Scripting>

Virtual Devices

Virtual devices work exactly the same way as physical smart devices and can act as a

'universal translator' for unsupported devices. You can view and control them in the **'Devices'** area and the dynamic dashboard, just like physical devices.

You can map them to physical devices via a meshbot, monitor their status, and send them commands in your meshbot triggers and actions. A virtual switch, for example, lets you control physical devices and meshbots that are monitoring the state of the virtual switch.

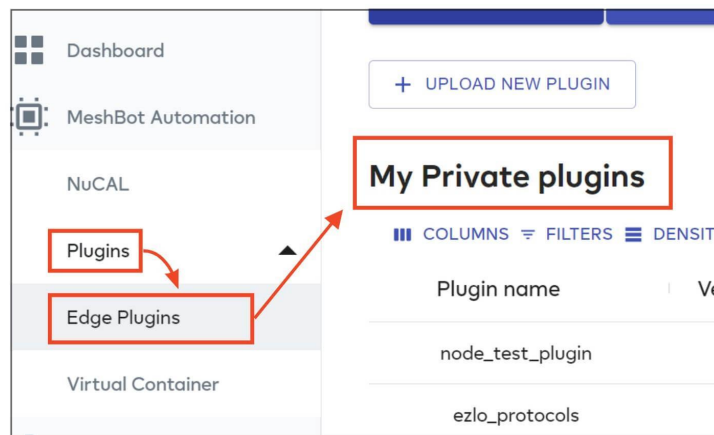
Virtual Container

The **Virtual Container** area of **Resident Portal** also lets you create a virtual device and set up its states and commands. These commands can be mapped to real device commands or cloud service commands. A virtual switch, for example, lets you control physical devices that are monitoring the on/off state of the switch.

For more information about Virtual Devices and Virtual Container please visit <https://support.ezlo.com/hc/en-us/sections/8060914491676-Scripting>.

Plugins

Plugins are small applications that extend the features of your smart hub, adding functionality that makes it easier for users to complete tasks without knowing the code.



Ezlo is committed to helping developers create plugins that expand and enhance the core functionality of our products. Our open platform and feature-rich **APIs** are designed to inspire developers to make truly wonderful plugins of their own.

For more information, visit <https://mios.com/integrations/cloud/>

Edge Plugins

- Allows you to upload new plugins to **Resident Portal**; Extra functionality to your devices. Each one can expand your device's capabilities.

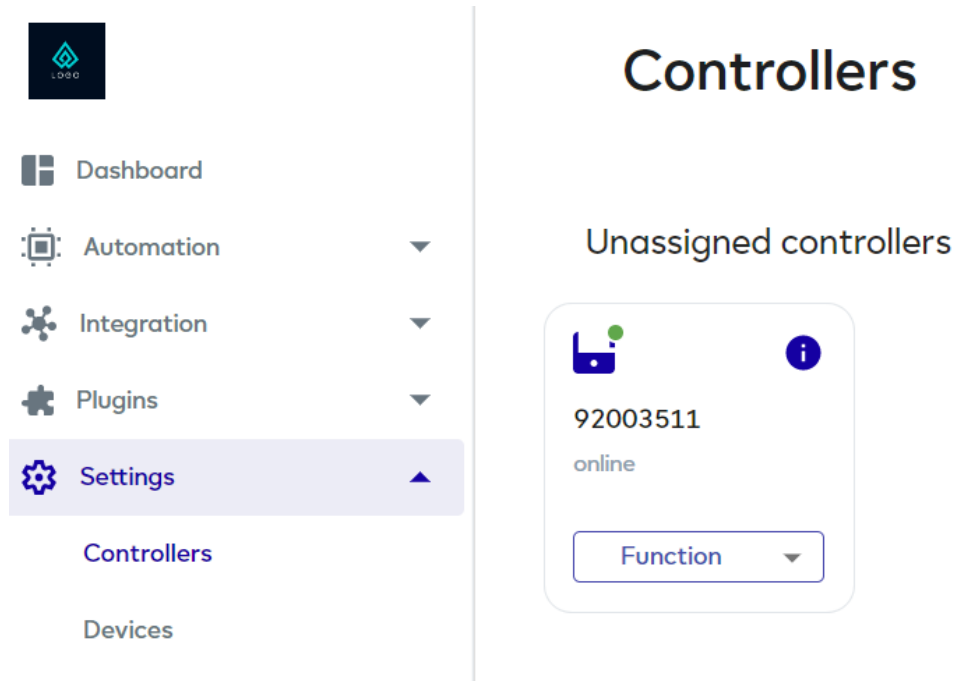
Plugin Settings

- Allows you to add a prefix name for **Edge Plugins**.

Settings

Controllers

This section will display all **Ezlo** hubs added to your account.



The screenshot shows the Ezlo web interface. On the left is a navigation sidebar with the Ezlo logo at the top. The sidebar items are: Dashboard, Automation (with a dropdown arrow), Integration (with a dropdown arrow), Plugins (with a dropdown arrow), Settings (highlighted with a light blue background and an upward arrow), Controllers, and Devices. The main content area is titled "Controllers" and contains a section for "Unassigned controllers". Below this section is a single controller card. The card features a blue icon with a green dot, an information icon (i), the ID "92003511", the status "online", and a "Function" dropdown menu.

Devices

This section will display all the devices from your Ezlo smart hub, and allow you to set up advanced configuration. The available settings are different for each of the smart devices added to your hub.

The screenshot shows the Ezlo smart hub interface. On the left is a navigation sidebar with the following items: Dashboard, Automation, Integration, Plugins, Settings (highlighted), Controllers, Devices, Z-wave Associations, Backups, Account, and My Account. The main area features a search bar labeled 'Search Devices' and a grid of six device configuration cards. Each card displays the device name, status, room assignment, and a 'Function' dropdown menu. The devices shown are: Controller Siren (Status: On), Door/Window Sensor (Status: Off), Touchscreen Deadbolt (Status: On), VistaCam 1103 (Status: On), Door & Window Sensor (Status: On), and Motion Detector (Status: On). All rooms are currently set to 'Unassigned'.

This close-up shows the 'Function' dropdown menu for the Touchscreen Deadbolt device. The menu is open, displaying the following options: Function, Are timed operations enabled, Lock timeout, Rediscover device, Supported inside handle ids, Supported outside handle ids, Z-Wave Configurations, Zwave Association Groups, and Zwave Associations. The device name 'Touchscreen Deadbolt' and its status 'On' are visible above the menu.

Z-Wave Associations

Z-wave Associations let you create direct communication between two or more Z-Wave devices without the need for the hub/controller to intercede. One device acts as a controlling node that sends commands to one or more receiving, or **'slave'**, devices/nodes. For more information about **Virtual Devices** and **Virtual Container** please visit <https://support.ezlo.com/hc/en-us/articles/8061998112412-Device-Associations>


Backups

Under this section, you are able to create backups of your current configuration or restore a previous configuration from an existing backup.

Account

My Account

Information regarding the installation, billing, and mailing addresses.



- Dashboard
- Automation
- Integration
- Plugins
- Settings
- Account**
- My Account
- User Management

Account Info

Installation Address

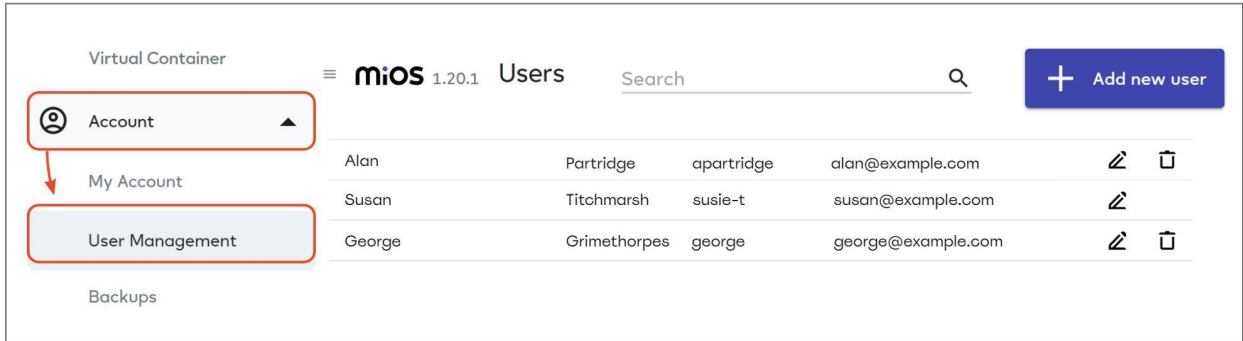
First Name *	Last Name *
Ken	Dean
Street Address *	
25 N Cache St	
Street Address 2 *	
Country *	State *
United States	Wyoming
City *	Zip *
Jackson	83001

Billing Address ▼

Mailing Address ▼

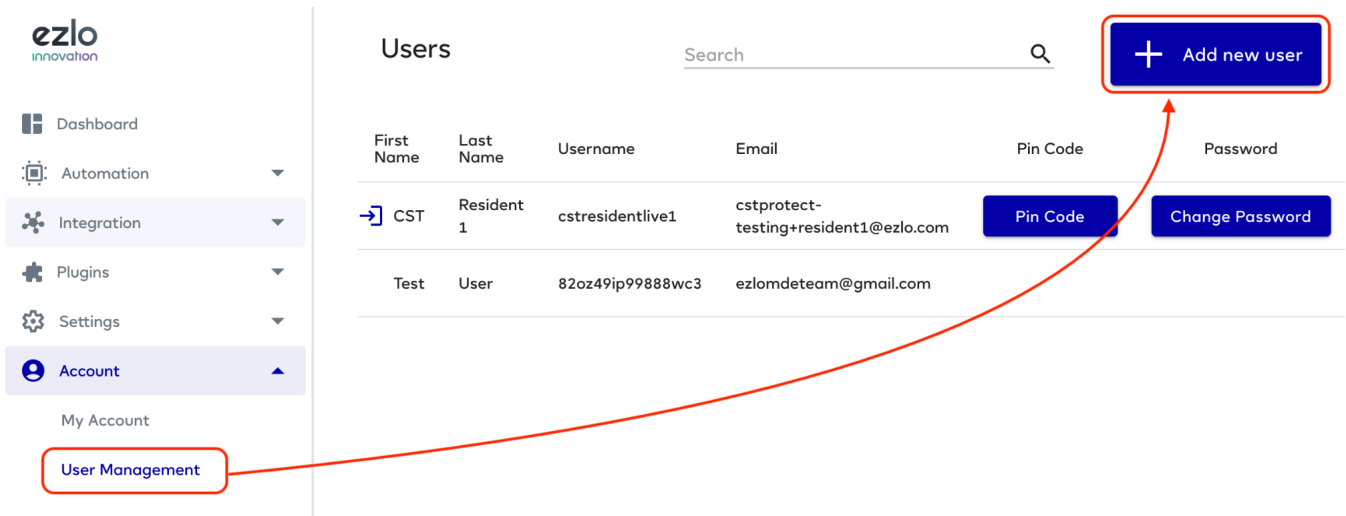
User Management

The **'User Management'** page lets you add, remove and modify resident users. Click **'Account'** > **'User Management'** to open the area:



Add, remove, and edit users

- Log into **Resident Portal**
- Click **'Account'** > **'User Management'**
- Click **'Add New User'**:



- Complete all fields in the new user form. Passwords must be at least **8 characters long** and contain at least one uppercase and lowercase letter, a special character, and a number:

ezlo
innovation

- Dashboard
- Automation
- Integration
- Plugins
- Settings
- Account**
- My Account
- User Management

< User Details

First Name *

Last Name *

Account Type *

User Name *

Email *

Password

Password *

Confirm Password *

Password requirements

- Uppercase letter.
- Lowercase letter.
- One number and non-alphabetic character.
- Minimum 8 characters.

Save

- You will also have to choose one of the Account Types, depending on the access level you want the user to have.

Account Type

x

Account Administrator

An Account Administrator has full control over the entire account. There must be at least one Account Administrator for each Account; typically this is the person who sets the system(s) up. An Account Administrator can control or change who else has access to each system and at which Permissions level. An Account Administrator can change any account information (such as the home address), and can change how the system operates (such as which sensors are active in Night Mode). An Account Administrator is entrusted with controlling all devices without restriction. This is the highest level of control of your Account.

Advanced User

An Advanced User has permission to do almost everything an Account Administrator can do, with one exception: The Advanced User cannot create new users or change the status of others. Since an Advanced User can control all devices, this status should be reserved for those people who need to change device settings; and/or create, change and configure Scenes and Modes. The Advanced User permission level can only be assigned by an Account Administrator. This is the second highest level of control of your Account.

Basic User

A Basic User can operate the controller as allowed by the Account Administrator(s). Typically this is the level that's assigned to most family members (especially children), or household help, or employees of a small business. Essentially a Basic User can use the system, but cannot make any changes to account settings or how the system is setup, and cannot create or change other users accounts. This Basic User level of permissions is usually the most common, especially for larger families or small businesses with employees.

Notification-Only Recipient

A Notifications-Only Recipient will receive notifications by text and/or email when there are events such as security breaches, temperature extremes, and other safety or security occurrences (Which events will trigger these notifications is under the control of the Account or Guest Administrators). A Notifications-Only Recipient cannot control or configure the controller. This is the lowest level of permissions granted.

Permission	Notification-Only Recipient	Basic User	Advanced User	Account Administrator
Create new user accounts and change user permissions, including which aspects of system operation each user is permitted.				✓
Create and changes Scenes and Notifications, configure Modes, and change device setups.			✓	✓
Operate the controller by changing Modes and operating devices such as lamp dimmers (as allowed by the Administrator).		✓	✓	✓
Receive text and/or email notifications about events (such as security sensors tripping, smoke detector triggering, and door lock access).	✓	✓	✓	✓

- Click **'Save'** to create your new user. We will send an account verification email to the email address you provided in the new user form.
- Users must click the validation link in order to log in and use **Resident Portal**.
- New users will appear in the list where you will be able to manage them:

The screenshot shows the 'miOS 1.20.1 Users' management page. It features a search bar, a '+ Add new user' button, and a table of users. The table has columns for Name, Address, Username, and Email. A user named 'Bob' is highlighted with a dashed blue box. A yellow callout box points to the 'Bob' row with the text 'Your new user appears in the user-list.' Another yellow callout box points to the pencil icon in the 'Bob' row with the text 'Click the pencil icons to view or modify any user's details.'

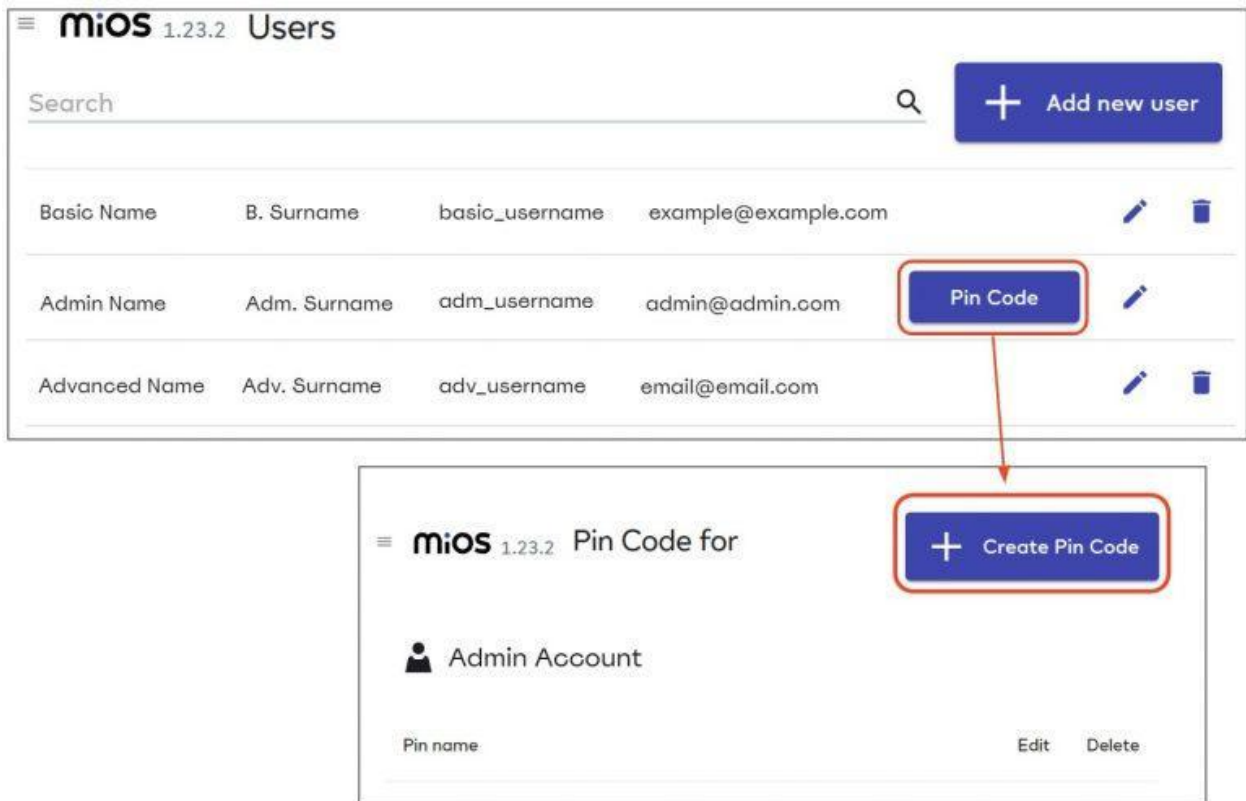
For more information about Users and permissions please visit:
<https://support.ezlo.com/hc/en-us/articles/8062348901532-User-Management>

PIN Codes

The **PIN Codes** area lets you set access codes for physical locks that feature a keypad. Once created, you can apply the codes to your lock via a meshbot action. **PIN Codes** must have at least **4 numbers** but can be any length beyond that as supported by your lock. In this section, the **Default Pin Code (1234)** can also be found to be changed.

Create a PIN code

- Click 'Account' > 'User Management' to open the users' area.
- Click 'PIN Code' in the row of the currently logged-in user.
- Click 'Create PIN Code':



The **PIN** creation screen lets you choose a name and value for the code, and the locks you want the code to apply to:

Create a name that lets you identify the purpose or user of the code.

Codes must be at least 4 digits long.

Pin Name
Bob Pin Code

New Access Code
123456 👁

*This code will have access to the selected devices below.

Locks Select All

G Front Door Lock Device
Online

G Back Door Lock Device
Online

Save

Choose the locks to which you want the code to apply then click 'Save'.

- Your created codes are listed in the PIN management area as shown below:

👤 Admin Account			
Pin name		Edit	Delete
Bob Pin Code		✎	🗑
Rita Pin code		✎	🗑
Sue Pin Code		✎	🗑

Apply the codes to your Door Lock

Next, you need to create a **Meshbot** action to implement the **PIN Codes. Resident Portal** will automatically add a new capability called **'user_codes'** to all target lock devices.

You can create a **Meshbot** with a standalone action and run it from the meshbot list screen. Alternatively, you can add triggers (or exceptions) to implement, for example, time-based restrictions. The lock will use the codes from the most recent **Meshbot** that was run on the lock.

For more information about meshbots with standalone action please visit our website: <https://support.ezlo.com/hc/en-us/articles/8062348901532-User-Management>

ezlo
property. empowered.