

BEAGLE WATCH SMART APP

USER MANUAL

Revision 05 | 21 October 2020



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SPECIAL NOTE FOR A SUCCESSULL INSTALLATION

- 1) The Main Keyholder (main account member) must first register his/her Beagle Watch profile via the smart app (as per the user registration process on page 4 of this manual).
- 2) Logging in with a username and password without completing the registration process will prevent the client from registering their site (home/business profile).
- 3) Primary Keyholder/Main member must first register and then invite the additional user from within the Smart App and other keyholders to the Smart App.
- 4) The invited Keyholder/Contact will then install and register the Smart App and activate the site with a site activation code that was received via SMS from the main Keyholder.
- 5) In simple terms, this is the final step to link your alarm system to your newly created Beagle Watch Smart App profile. In doing this, you will be able to manage certain aspects of your alarm system and client profile all from the palm of your hand.
PLEASE CONTACT US SHOULD YOU REQUIRE ASSISTANCE.

The Beagle Watch Smart Application allows you to turn your smart mobile device into your very own personal management system for your monitored alarm at home or work

DOWNLOADING THE APP VIA SMS INVITATION:

Step 1 - An invitation to download the application will be sent via SMS and will include a link to download the application software.

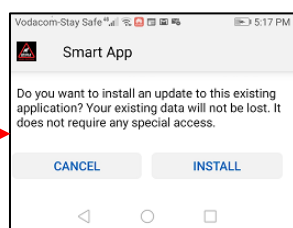
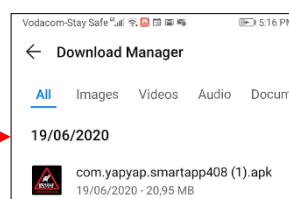
Please click on the link

Step 2 - Click download

Step 3 - Open the Download Manager on your mobile device and select the Beagle Watch Smart App APK file to open the Install process.

Step 4 - Click 'INSTALL' to download the app to your smart device.

Beagle Watch
Armed Response
Dear client, your
account BEA0011
has been enabled
for the Yap-Yap
Mobile application.
Download from the
link <https://yapyap.co.za/YapYap/apk/beaglewatch/com.yapyap.smartapp334.apk>



DOWNLOADING THE APP VIA AN APPLICATION STORE:

Step 1 - Open the application store on your mobile device

Step 2 - Search for 'Beagle Watch Smart App'

Step 3 - Click 'ADD/DOWNLOAD' to start the download



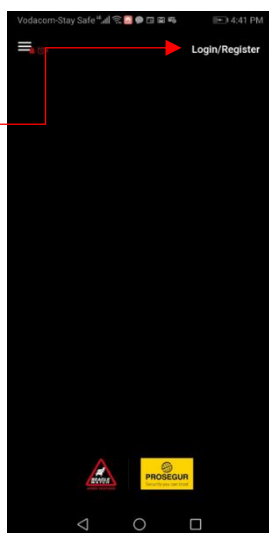
Special Note:

Once the application has been downloaded to your mobile device, you will need to register yourself as a user and will need to link your monitored site to your new Beagle Watch Smart App profile. *See page 4 & page 5*

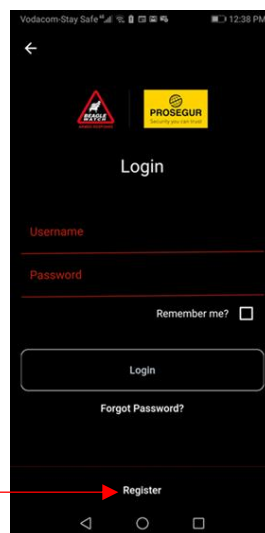
REGISTER AS A USER ON THE BEAGLE WATCH SMART APP:

In order to link the application to your customer profile at Beagle Watch, you will be required to register as a new user. Please follow the simple steps below to make the registration process as smooth as possible

Step 1 - Open the app and select Login/Register



Step 2 - select Register



Step 3 - Enter your details accordingly:

Mobile number: Select Country: +27 South Africa.

Enter your mobile number linked to your

Beagle Watch customer account.

Login credentials: Enter your e-mail address

linked to your Beagle Watch Account.

Password: Enter your own unique password.

Password must be a minimum of 6 characters

Confirm Password: Enter the same password a

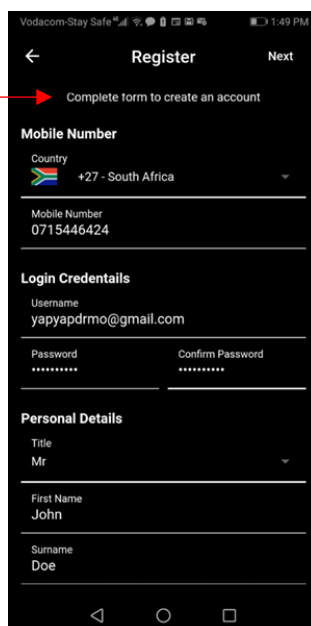
second time to confirm

Personal Details: Your Title.

First Name: Your first name.

Name & Surname: Your name & surname.

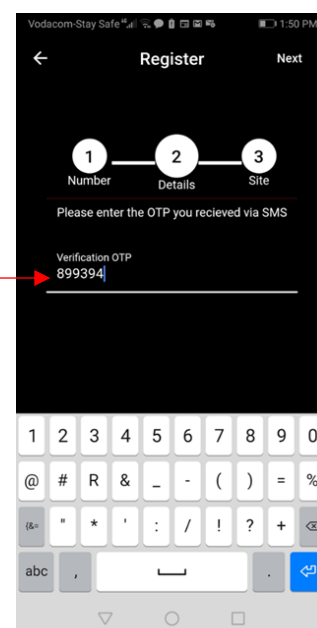
Then select 'NEXT'



Step 4 - Verification OTP (one-time pin):

As part of the registration process, an OTP number will be sent to your phone via SMS. Enter the six-digit number and click on 'Next'.

If the correct six digits were entered, the registration process will proceed to the last step namely 'Site Activation'.



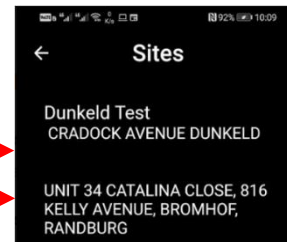
What is SITE ACTIVATION?

In simple terms, this is the final step to link your alarm system to your newly created Beagle Watch Smart App profile. In doing this, you will be able to manage certain aspects of your alarm system and client profile all from the palm of your hand. More details on page 5

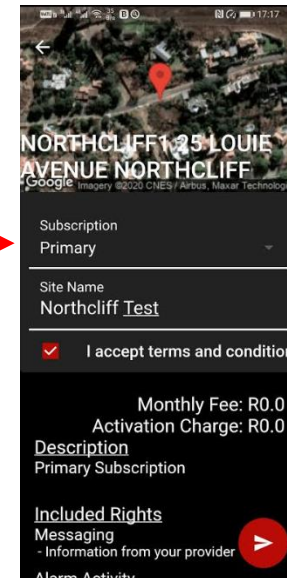
HOW TO REGISTER & ACTIVATE YOUR SITE ON THE BEAGLE WATCH SMART APP:

The last step in completing the registration process is to link your alarm system to your newly created Beagle Watch Smart App profile. Please follow the simple steps below to register your site:

Step 1 - On completion of the registration process and successful submission of the OTP, a screen pop-up will appear to select your site as shown:

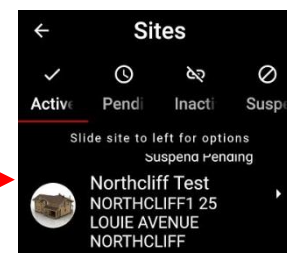
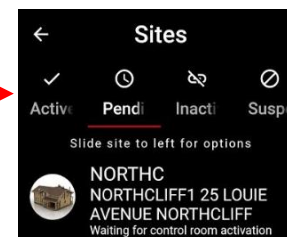


Step 2:
Select and Tap Site. Then Complete details as requested:
-Select subscription – Primary.
-Enter Site name i.e. My House.
-Tap on tick box to accept terms and conditions.
-Tap Red circle with white envelope.
-Smart App returns with “Your request in processed”.
-Site is now under Pending. The Call Centre must contact the client to authenticate the request. This is a security precaution.
-Once the site has been activated by the Call Centre, the client will receive a push notification that the site has been activated.



SPECIAL NOTE: Please call the Call Centre on 0116781972 if you experience difficulties registering your site:
various reasons:

1. Might not be the Main keyholder.
2. Database not updated with latest information.



PLEASE NOTE: Our Call Centre will contact you, the client to authenticate the registration request for security precautions. Please do not hesitate to contact us if you need assistance.

SPECIAL NOTE: If you mistakenly close the site selection screen, do not stress, you will be able to find the SITE selection tool using the drop-down menu located top left of the Beagle Watch Smart App home screen. Once located, choose your SITE and follow the process above from Step 2.

1. Start by locating the App icon on your mobile smart device:



2. Open the Application and select 'LOGIN/REGISTER':



3. Please Login using the details provided during the Registration process: Refer to registration process.

Please use the username and password as chosen during the registration process:

Username: Your email address linked to your Beagle Watch Profile

Password: Secure password chosen during registration process.

Please note: selecting remember me for next time will only save your username. Your password will always be required for login due to security risks associated with losing your mobile device or your mobile device being stolen.

Username

Password

Remember me? ☐

Login

Forgot Password?

Register

Password Reset:

- Step 1: Select '**Forgot your Password**' in the middle of the login screen (screen shot required)
- Step 2: The application will navigate you to the '**Forgot Password**' screen and you will need to fill in the required info as per the below:
Username: Your email address & **Mobile Number:** Your mobile number
- Step 3: After clicking '**Submit**' and the information is successfully verified, you will receive an SMS from us with your new password.
- Step 4: Select '**Login**' in the top right corner
- Step 5: Enter password as received in the SMS:
Old Password – the password received via SMS
Password – This will be a new password chosen by you. Please note this password must be a secure password and a minimum of 6 characters long.
Confirm Password – Enter the new chosen password again to confirm. (screen shot required)
- Step 6: Select '**Change Password**' – a confirmation message will pop up "**Your password has been changed**"

4. Congratulations, you are now logged into the Smart App,
How to navigate the app and use the features:

Home screen landing page:

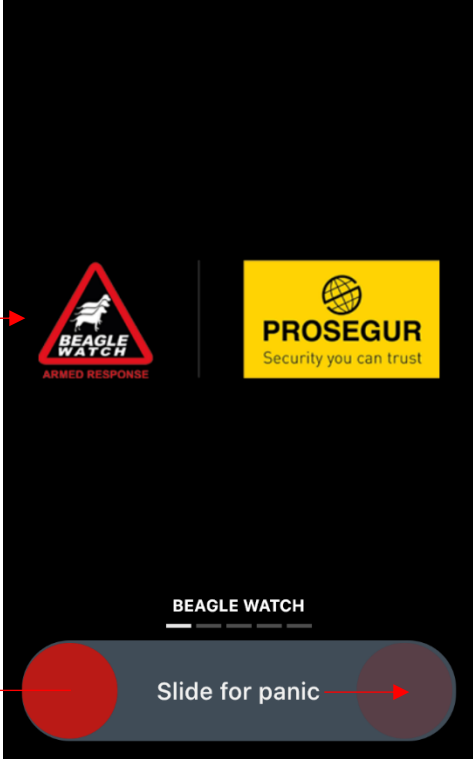
Drop down menu:

Settings

Sites

Contact Us

Company Info



Beagle Watch logo:

Swipe the logo left to access your alarm screen with features such as:
Please see alarm carousel screens in this document for more information.

Slide for panic:

This is a slide right to activate panic button which is linked to directly to your home alarm system

5. Navigating the drop-down menu:

Drop down menu: Settings

Drop down menu, you can find the following:

My Info:

Your personal details linked to your Smart App account:

Name

Email Address

Mobile Number

Authentication:

Change password

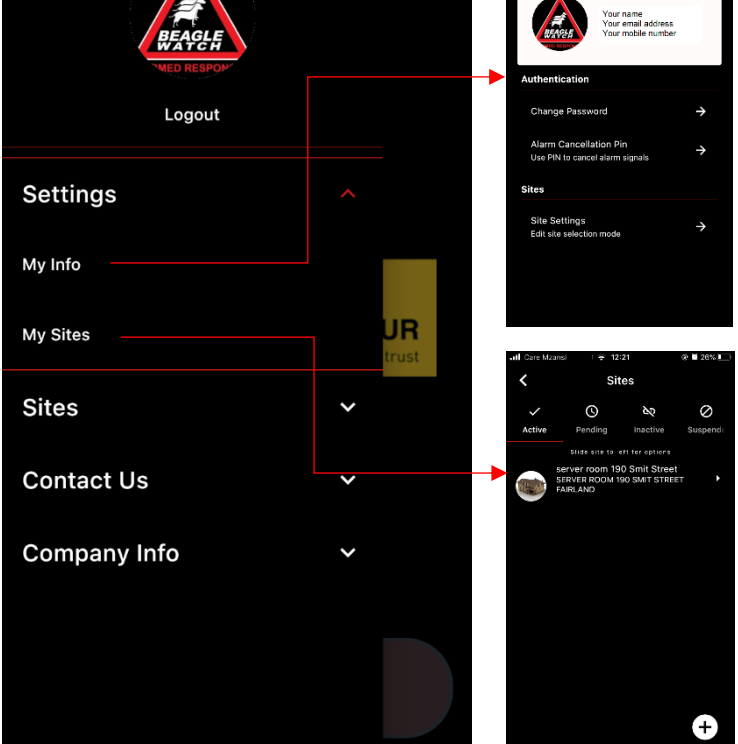
Alarm cancellation pin

Sites – Site Settings

My Sites:

Your sites linked to your BW account:

Active, Pending, Inactive, Suspended.

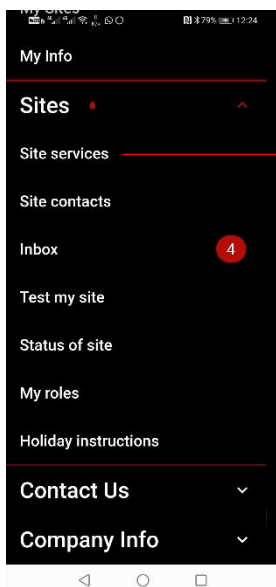
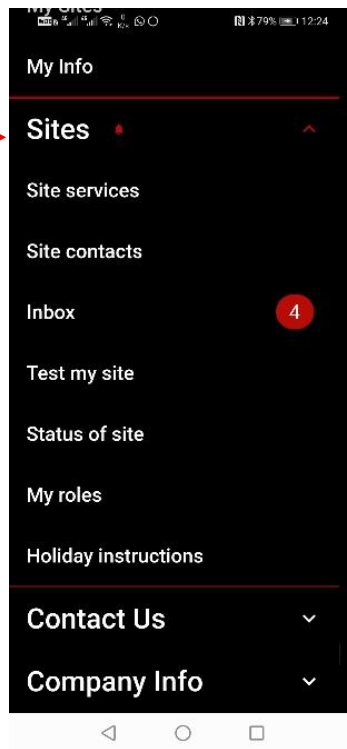


Drop down menu: Sites

Drop down menu, you can find the following:

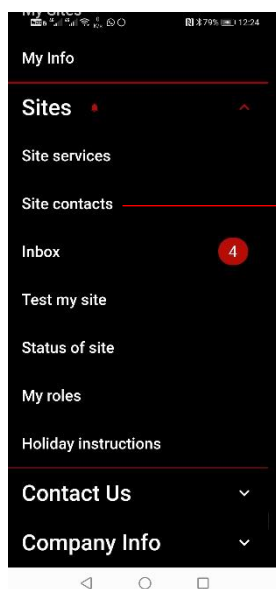
Sites:

- Site services
- Site Contacts
- Inbox
- Test my site
- Status of site
- My roles
- Holiday Instructions

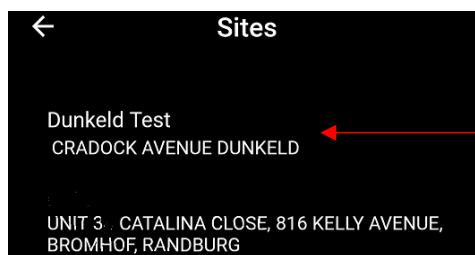


Select '**Site Services**' for the below features:

- Panic event
- Medical event
- Fire event
- Client Note
- Service Call
- Site broadcast
- Location broadcast (due for release on next update of the app)
- Patrol request
- Location Panic (due for release on next update of the app)

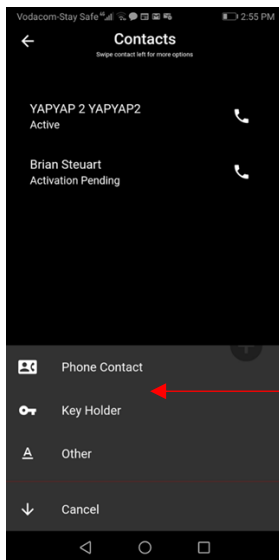


Site contacts – select this feature to add Key Holder, Contact or other as per the screen shots below:



Once you have selected '**Site Contacts**' you will be asked to select the site which the new contact will be added to.

Please select the correct site and proceed:



Select either Phone Contact or Key Holder to add the necessary details.
Add the contact details to the contact form the pops up after selecting either phone contact or Key Holder.

Complete contact Form:

First Name.
Surname.
Country.
Mobile Number.
Relationship.
Subscription:

Roles: Select Roles & permissions for the contact.

Services: Select services for the contact. This gives the contact the permission to create a panic event or not. The same with all other services listed. (Please refer to page 9)

Select Submit. Once done, a OTP will be sent for authentication purposes

Authentication required: please enter your Login password to continue.

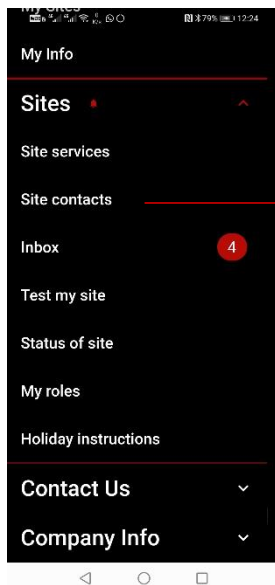
If the correct password was entered, the Beagle Watch Smart App will display that the contact was added successfully.

SPECIAL NOTE: Difference between Keyholder and Contact

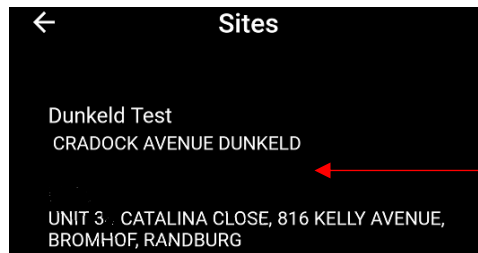
Keyholders are primary users on your Beagle Watch Armed Response profile – direct family or persons living on your property.

Contacts are additional persons who can be added to your profile without full rights and access to your Beagle Watch account, these are usually neighbours and close friends who can be contacted when the primary key holders are unavailable or away.

Main member or keyholder inviting another keyholder/contact to a site:



Site contacts – Adding a Keyholder or Contact. This is when you want to add a keyholder or contact to your site. NB: You must invite the keyholder/contact. A site verification code will then be sent to the keyholder and/or contact. Then only must the keyholder or contact register the Smart App and enter the site code when requested to do so. select this feature to add Key Holder, Contact or other as per the screen shots below:

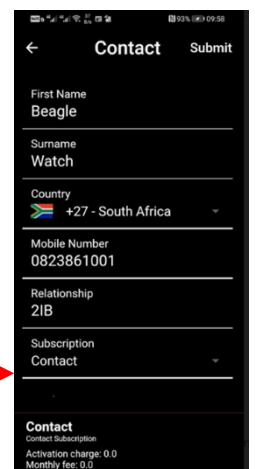
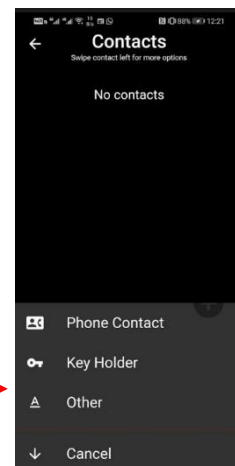
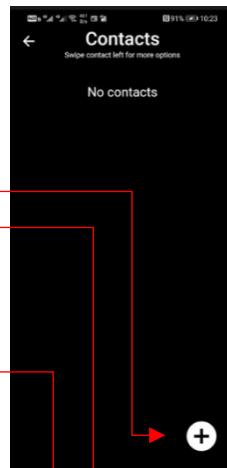


Step 1 - Once you have selected 'Site Contacts' you will be asked to select the site which the new contact will be added to. Please select the correct site and proceed:

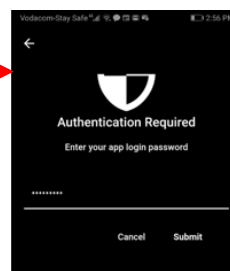
Step 2 - Once you have selected your chosen site, a contacts page will be opened. Please select add contact, select phone contact or key holder and proceed to input the requested fields as shown:

- First Name:
- Surname:
- Country:
- Mobile Number:
- Relationship:
- Subscription:

Once complete, click 'Submit' on the top right corner.



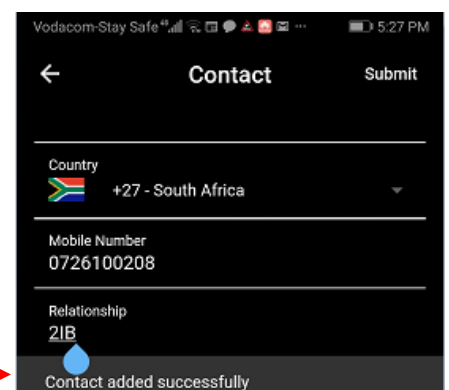
Step 3 - Authentication will be required which will prompt you to use your Login password as shown:

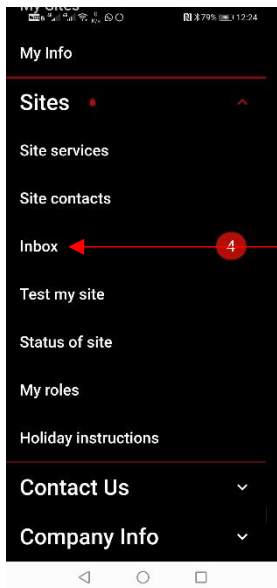


Step 4 - Once your password has been entered, a pop up will appear to enter a 6-digit OTP which we will send to the cell phone number which you have registered with. Please enter the 6-digit OTP and click 'Submit'

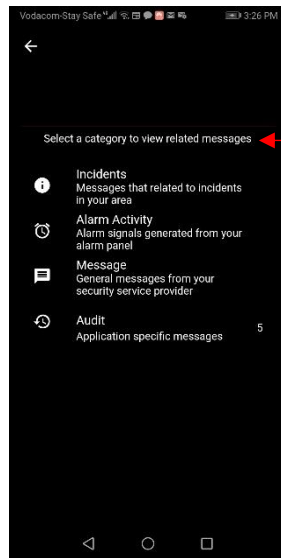
Beagle Watch Armed Response Dear Client. Please use this OTP: **739714** to complete the registration on Smart App

Step 5 - After the successful submission of the 6-digit OTP, a message will appear showing, 'Contact added successfully'.



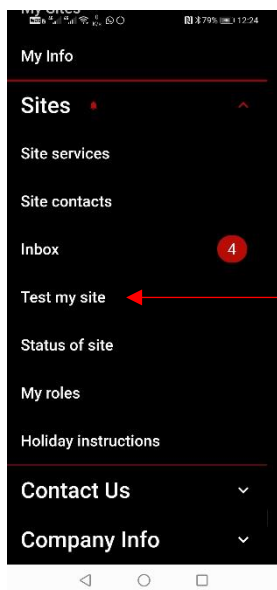


'Inbox'

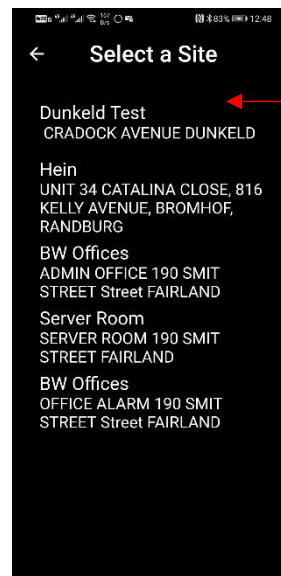


Select the category to view related messages:

- Incidents – Activity reported in your area.
- Alarm Activity – Shows signals generated from your alarm panel.
- Message – Information from Beagle Watch.
- Audit – Event log of requests submitted through the app.

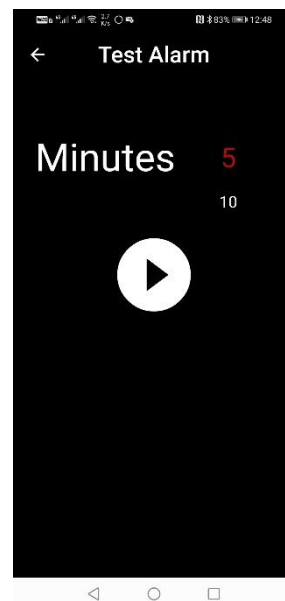


'Test my site'

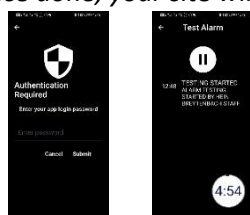


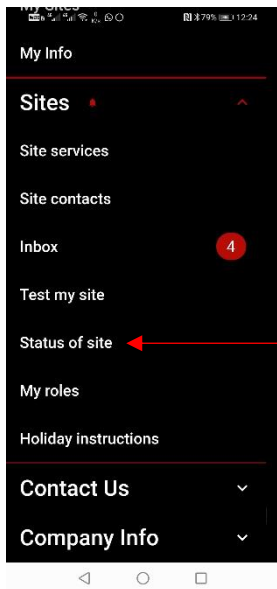
Please select the site you wish to perform the test on.

You will be given the option of placing your site on test for 5, 10, 15 & 20 minutes. Please select the necessary option.

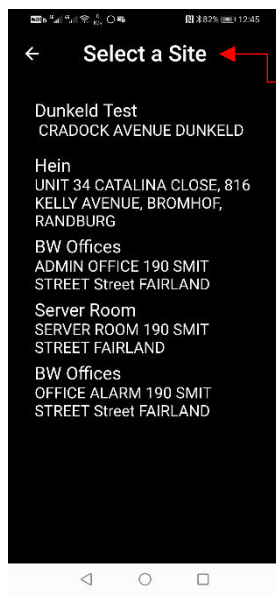


Please note: Authentication will be required to perform the site test. Please submit the correct details (your login password) to complete authentication. Once done, your site will be placed on test.

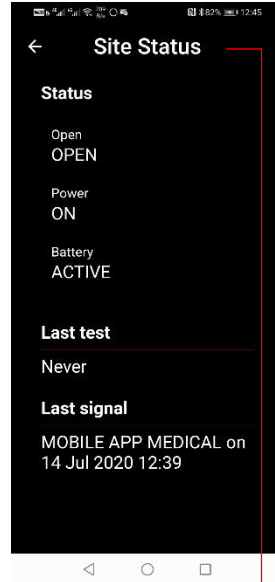




'Status of site'



Select the site you would like to view the status of



Here you will be able to view the status of your site:

Client Code - The allocated reference code with Beagle Watch.

Open - If your registered selected site arming and disarming schedules are monitored and the arm and disarm signals are received by Beagle Watch, this will display OPEN or ARMED.

Power - If your registered selected site power signals are received by Beagle Watch, this will display ON or OFF.

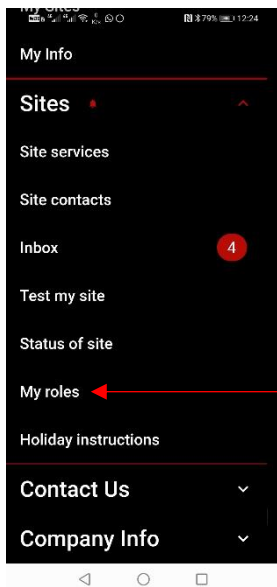
Battery - If your registered selected site power signals are received by Beagle Watch, this will display LOW or ACTIVE.

Last Tested By - If your registered selected site testing schedule is monitored by Beagle Watch, the last authorized user name which tested the site will be displayed.

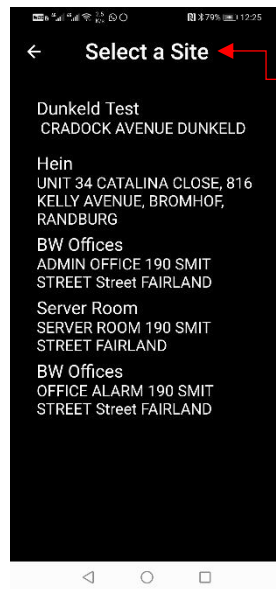
Last Tested Date - If your registered selected site testing schedule is monitored by Beagle Watch, the last tested date will be displayed.

Last Signal - The last signal which was received by Beagle Watch.

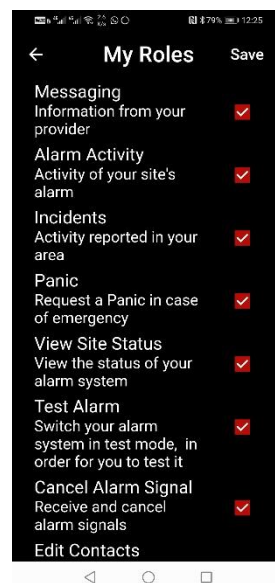
Last Signal Date - The date for the last signal which was received by Beagle Watch.



My Roles

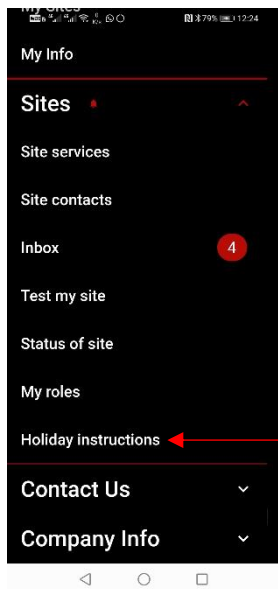


Select the site you would like to view the roles for/of.

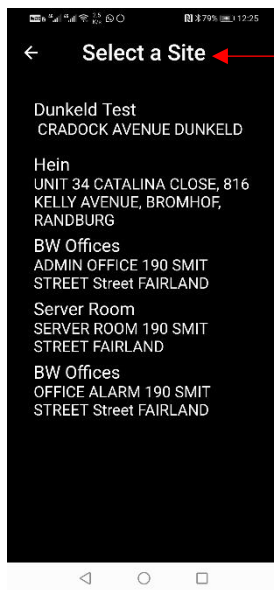


Here you can assign user privileges:

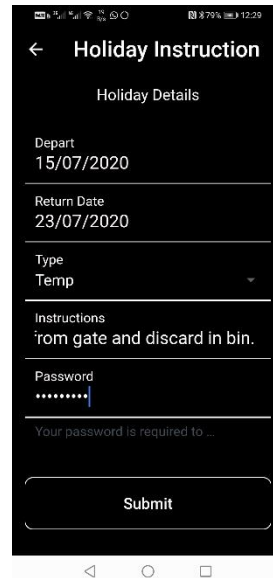
1. Messaging
2. Alarm Activity
3. Incidents
4. Panic
5. View Site Status
6. Test Alarm
7. Cancel Alarm Signal
8. Edit Contacts
9. Holiday Instructions.
10. Request Service
11. Request Sales Rep
12. Update Site Position.
13. Services
- 14 Alarm Panel



Holiday Instructions



Select the site you would like view and add holiday instructions to.



Client updates the Holiday Instructions and clicks submit. Password required.

BW Smart App returns with a message "Updated".

3. Listener is automatically updated with the Holiday Instruction update request.

4. No interaction required from Call Centre.

Drop down menu: Contact Us

Drop down menu, you can find the following:

Contact Us:

Request a sales rep:

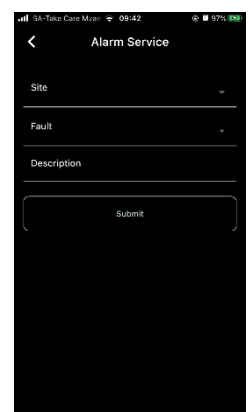
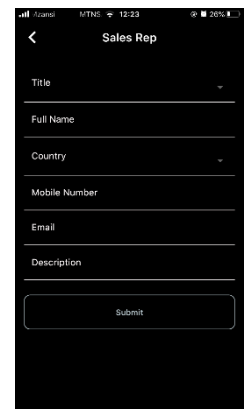
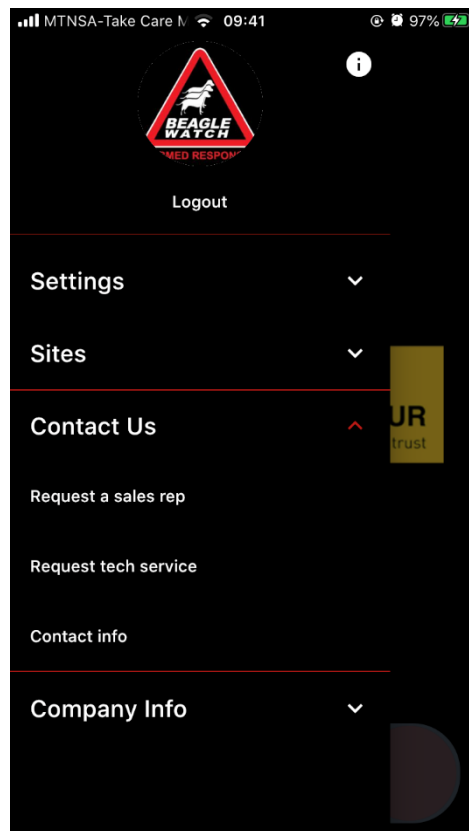
If you require a sales consultant to assist with any new service required, please fill in the form and we will contact you soonest.

Request tech service:

If you require technical assistance, please fill in the form and we will contact you soonest.

Contact info:

You will find our contact details here.



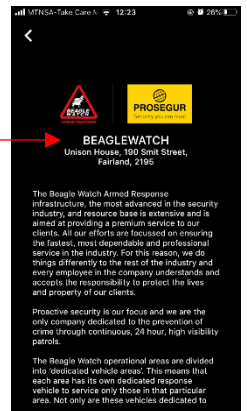
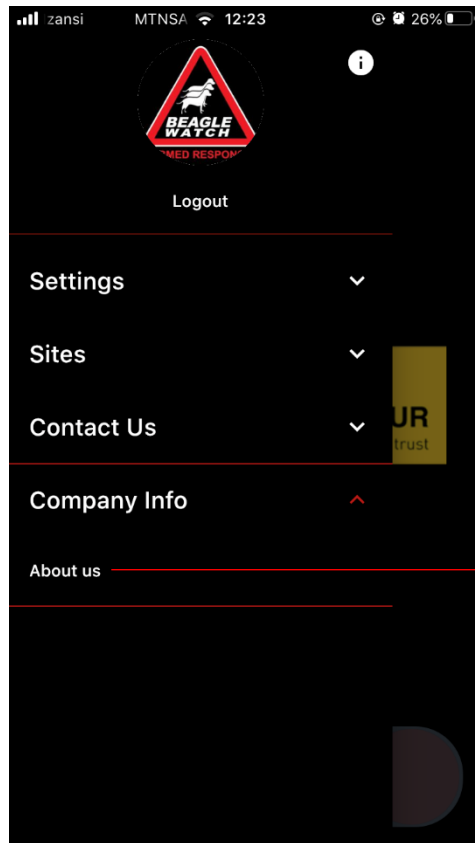
Drop down menu: Company info

Drop down menu, you can find the following:

Company Info:

About us:

Here you will find a short introduction to Beagle Watch Armed Response.



Navigating the carousels – Swiping the Beagle Watch Logo to the left.

Carousel 1:

Swipe the home screen logo left to access your first alarm screen with features such as:

Site Status:

This shows the status of your site: Open, Power, Battery, Last Test, Last Signal.

Request Patrol:

Beagle Watch Patrol request. Sends a request for additional patrols past your monitored residence.

Test Alarm:

Switches alarm system into test mode, in order for you to test it and to make sure all is in working order.

Request Tech Service:

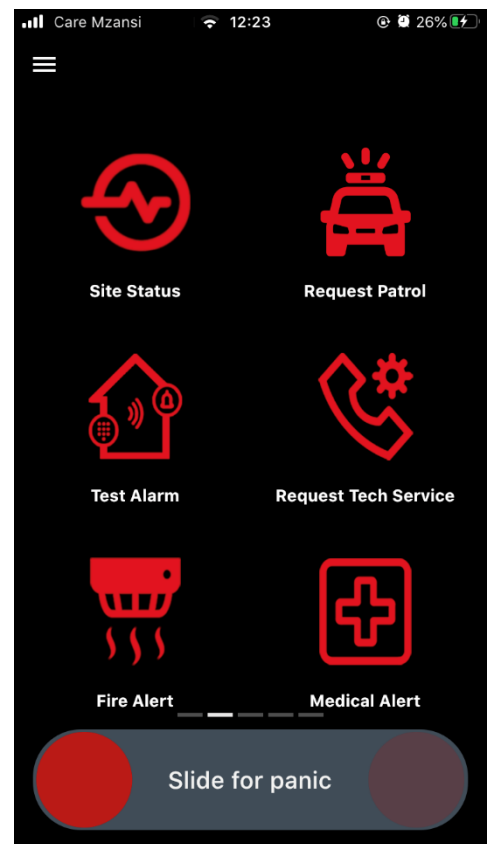
Request sent directly to us to for your alarm system to be serviced and/or upgraded.

Fire Alert:

Request Emergency Services for a fire event

Medical Alert:

Request Emergency services in case of a medical event.



Carousel 2:

Swipe the first carousel to the left to access the second carousel with features such as:

Alarm Signals:

Here you can view any messages relating to the activity of your sites alarm.

Incidents:

Here you can view any messages relating to incidents and activity reported in your area

Client Note:

You can use this feature to send a request to update or add details to your client profile. E.g. Change of mobile number.

Holiday Instructions:

You can use this feature to update us on any travel plans you may have and inform us of any specific instructions to follow while you are on holiday.

Messaging:

Here you can access any and all messages from Beagle Watch in a single location.

Contact Us:

Basic contact information of Beagle Watch can be found here.



Carousel 3:

Swipe the second carousel to the left to access the third carousel with features such as:

My Info:

You can access your personal information relating to the app here as well as change your password, cancel alarm signals and access your sites.

Inbox:

Here you can access all messages received from Beagle Watch such as incidents, alarm activity, general messages and audit messages.

Rights & Roles:

Use this feature to set the rights and roles accessible by the user of the app for select sites chosen.

Site Broadcast:

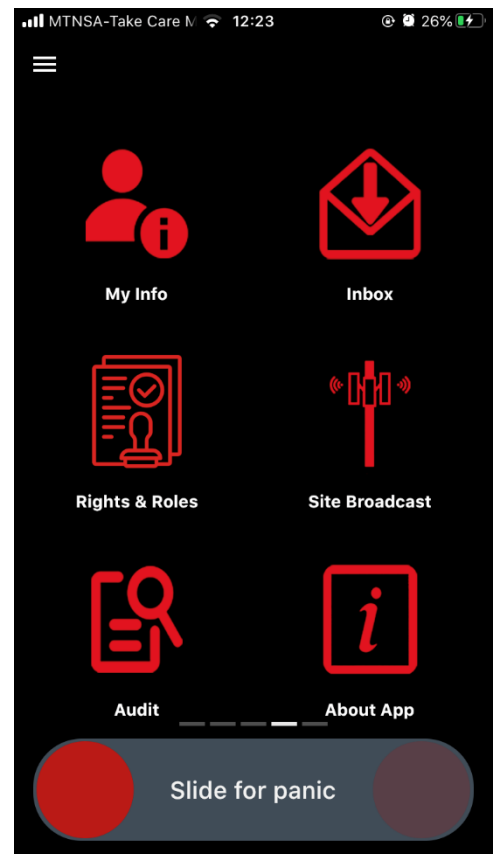
This feature lets you send an in-application messages to all your active contacts for your registered selected site. Please note – contacts must have the BW smart app to receive the message. Please note this feature is not yet active on the current app version.

Audit:

Use this feature to access your event log of activity and requests submitted through the app.

About App:

This shows the version of your BW Smart App.



Carousel 4:

PLEASE NOTE: These functions are only available when using specific alarm and radio equipment: Please contact our technical department to find out more.

Swipe the third carousel to the left to access the fourth carousel with features such as:

Arm:

Remotely arm/activate your alarm system from your mobile device using the BW Smart App. More info to follow on release of update.

Disarm:

Remotely disarm/deactivate your alarm system from your mobile device using the BW Smart App. More info to follow on release of update.

Alarm Panel:

Info to follow on release of update

Trigger I/O:

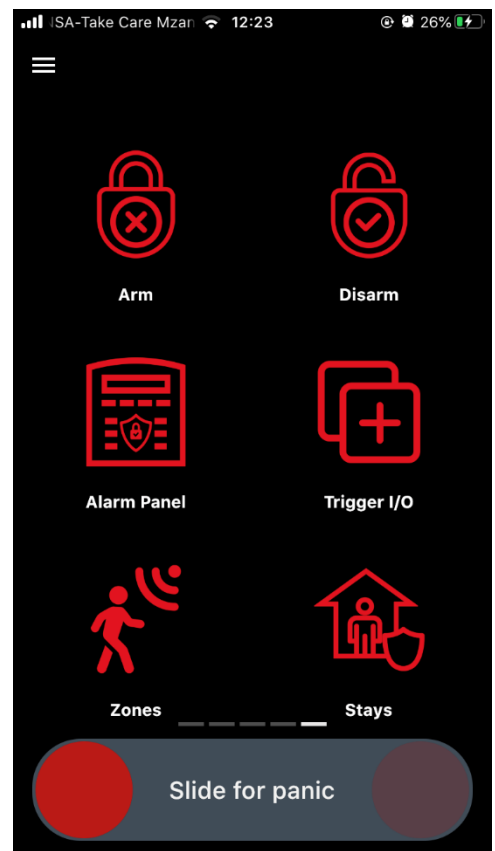
Info to follow on release of update

Zones:

Info to follow on release of update

Stays:

Info to follow on release of update



Alarm Management – What to do in the event of an Alarm Notification

In the event of the alarm being triggered/setoff at your registered site, you will receive a pop-up notification on your mobile device displaying the details of the alarm.

1. Receive push notification on phone - Pop Up.
2. Pop Up: Alarm - Date & Time & Location - See Picture.
3. Open notification.
4. Interface opens to select: Cancel, Not on Site & Escalate.
5. Option chosen by sliding from RED Circle to chosen option



Cancel alarm via password (green button):

1. Slide to Cancel.
2. Authentication Required for Cancellation Pin.
3. Enter pin and alarm cancelled if correct pin entered.
4. Signal logged away from Beagle Watch App.

Distress Function (Red "Escalate" button):

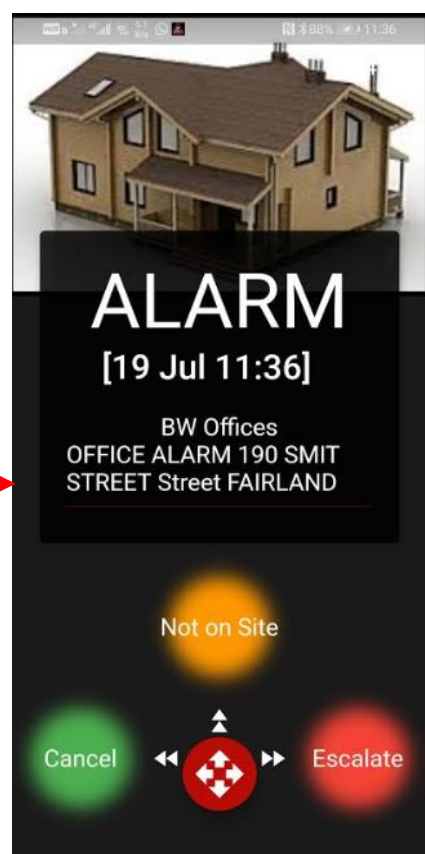
1. Slide to "Escalate". (Distress/Duress)
2. Beagle Watch Smart App returns with reference number.
3. Signal logged away from Beagle Watch App.

NB: SAME AS AUTO DISPATCH, CLIENT UPDATES AND OPERATOR MUST CHECK MESSAGE RECEIVED ON LSN

Not onsite (Orange button):

1. Slide to "Not on Site".
2. Smart App returns "Client updated".

NB: SAME AS AUTO DISPATCH, CLIENT UPDATES AND OPERATOR MUST CHECK MESSAGE RECEIVED ON LSN



SPECIAL NOTE: FALSE ALARMS

If there is a false alarm at your premises, please immediately cancel the response as it will assist the Call Centre with responding to client emergencies. By assisting us with this, you could potentially save a life. As we like to say, help us to help you.

Frequently Asked Questions (FAQ) & Feedback (we want to hear from you) – Recommendations to enhance your experience with the Smart App.

- Q. Installing the APK File on your cell phone. Why do I get a warning from my cell phone?
- A. This is a general warning from the cell phone manufacturer. This APK file is not harmful. Please proceed with installation process.
- Q. What type of phone is required for the Smart App?
- A. Any Smart phone. Unfortunately, any phones that cannot have for example WhatsApp installed is old technology and will not work.
- Q. I cannot find the Smart App on the Apple iOS store.
- A. The Smart App is currently only published to the South African and Spanish iOS stores. Your chosen location of your apple account will impact this. Please call our Call Centre and inform them of the location where your apple device was purchased.
- Q. I have logged in with my username and password but cannot register my site?
- A. Possible reasons:
- a. Have you registered your Beagle Watch profile on the smart app? If not, you will need to first register your profile before you can access a registered site.
 - b. Is your cell phone number allocated to the site (home or business profile) at Beagle Watch?
- If you are unsure about the above, please contact our Call Centre on 011 678 1972 and an operator will assist in your setup.
- Q. I have added my contact but why can he/she not receive messages etc?
- A. The contact must install The Beagle Watch Smart App on their cell phone. Please see page 3 for the procedure.
- Q. Why does the Response Officer not make contact with me when I requested a Patrol?
- A. The Request for Patrol is merely a request for the Response Officer to drive by your property. A Meet & Greet service is where the Response Officer is requested to wait outside your property at a specific time i.e. to ensure your safety when you arrive at home.
- Q. Must I phone the Call Centre when I want to test my Alarm system?
- A. If you want to use the Smart App to test your alarm system, then you do not need to inform the Call Centre. The Smart App will automatically place your system on test. That's why you have to provide your password to authenticate the alarm test.

- Q. What is the time duration for testing my alarm system?
- A. There are four-time duration options, 5, 10, 15 & 20 min.
- Q. Will the panic on the Beagle Watch Smart App still work whilst my system is on test?
- A. Yes, whilst in test mode just go back to the Sliding Panic or carousel no 2 for the Fire and Medical Alert.
- Q. Does it mean with a medical alert that an ambulance is immediately dispatched to my address?
- A. No – the Call Centre will first contact you to determine the nature of the emergency. The Call Centre will then if required, immediately dispatch the fire brigade.
- Q. Does it mean with a Fire alert that the fire brigade is immediately dispatched to my physical address?
- A. No – The Call Centre will first contact you to determine the nature of the fire alert. The Call Centre will then if required, immediately dispatch the fire brigade.
- Q. Who can assist with troubleshooting my Smart App?
- A. Please call the Call Centre at 011 678-1972 and they will gladly assist you.
- Q. I have requested a Technical Service, but no one called me?
- A. Please call the Call Centre at 011 678-1972 and they will gladly assist you.
- Q. I have requested a Sales Rep, but no one called me?
- A. Please call the Call Centre at 011 678-1972 and they will gladly assist you.
- Q. I have sent a Client Note, requesting information and/or changes to be done to my profile, but no one called me?
- A. Please call the Call Centre at 011 678-1972 and they will gladly assist you.
- Q. I want to send a recommendation and/or general feedback about the Beagle Watch Smart App.
- A. Please e-mail your recommendations to info@beaglewatch.co.za

Special Notes and Information:

1. Application Version 4.0.8:
2. Sliding panic:
Please note: This is linked to your home alarm and is not geolocated. When a panic signal is generated from your app, it will show up in our Control Centre as a panic activation from your registered site and we will then act accordingly to respond to the panic signal.
3. Use of App: Staying logged in or logging out after use:
Please select remember me when logging in. This will only remember your username and not your password. The app will always stay logged in due to the panic feature and the need to be able to quickly access it. For more info, please feel free to contact us on 011 678 1972.
4. App updates:
App will auto update if you have your app updates automated on your mobile device. If not, please check on a monthly basis for any updates that may be available.
5. Loading times on screens:
Please be aware that some screens may take a moment to load as they need to sync with our control room data base. If you need assistance or find that your app is hanging for longer than usual, please contact us on 011 678 1972 so we can assist.

SPECIAL NOTE FOR A SUCCESSFULL INSTALLATION

- 1) The Main Keyholder (main account member) must first register his/her Beagle Watch profile via the smart app (as per the user registration process on page 4 of this manual).
- 2) Logging in with a username and password without completing the registration process will prevent the client from registering their site (home/business profile).
- 3) Primary Keyholder/Main member must first register and then invite the additional user from within the Smart App and other keyholders to the Smart App.
- 4) The invited Keyholder/Contact will then install and register the Smart App and activate the site with a site activation code that was received via SMS from the main Keyholder.
- 5) In simple terms, this is the final step to link your alarm system to your newly created Beagle Watch Smart App profile. In doing this, you will be able to manage certain aspects of your alarm system and client profile all from the palm of your hand.
PLEASE CONTACT US SHOULD YOU REQUIRE ASSISTANCE.

Beagle Watch Armed Response Contact Info:

Office address:	1 st Floor Unison House 190 Smit Street, Fairland, 2170
Contact Numbers:	011 678 1972
Emergency:	011 577 1000
Email:	info@beaglewatch.co.za
Website:	www.beaglewatch.co.za
Facebook:	www.facebook.com/BeagleWatch
PSIRA Number:	1164719