

Mobile App for Android and iOS User Guide

Preface

About This Guide

This document provides information about the services and functions available with the ADT Pulse® Mobile App and how to access them.

Audience

This user guide is intended for people who want to use their mobile phone or tablet (Android or iOS) to access remote interactive services for their home or business.

Typographic Conventions

This document uses the following typographic conventions to help you locate and identify information:

- Italic text:* Identifies new terms, emphasis, book titles and text to enter on the keyboard
- Bold text:** Identifies button names and other items that you can click or touch in the graphical user interface or press on a computer keyboard
- Note:** Provides extra information about a topic that is good to know but not essential to the process
- Tip:** A useful hint for proper use of the product or software
- IMPORTANT:** Identifies significant information that warrants more than ordinary consideration but not essential to system security
- CAUTION:** Draws your attention to actions that could compromise the security of your system or result in the loss of data

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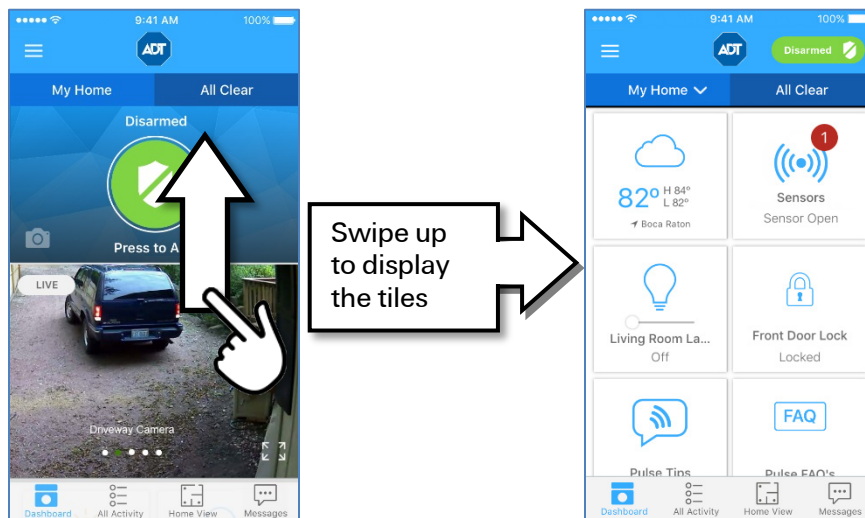
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Getting Started

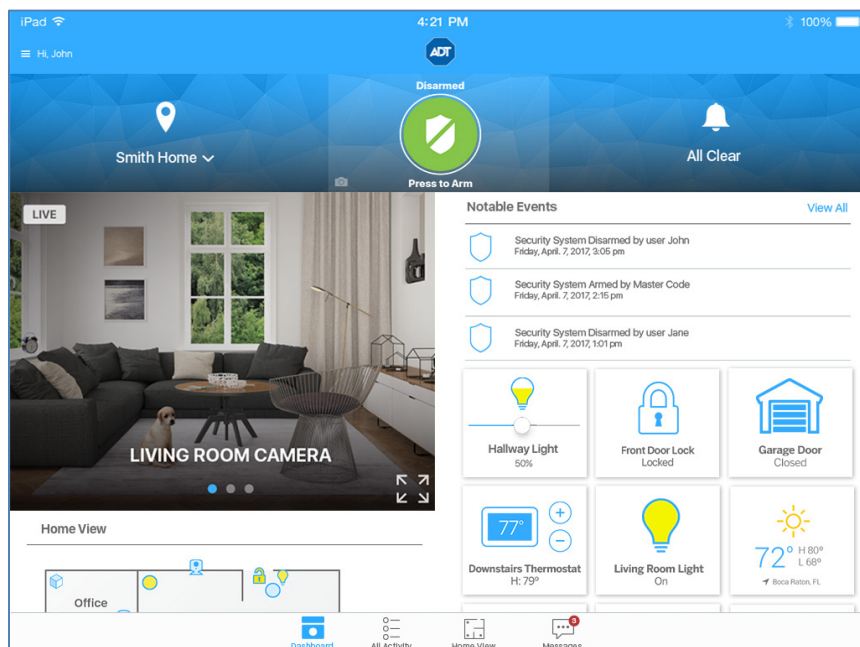
The ADT Pulse Mobile App enables you to access a core set of remote monitoring and security system functions. The app is designed to be easy to use, so it contains only the essential functionality available in the web portal. For more extensive functionality, refer to the web portal and its online help system.

First Things First

The Pulse app is supported on mobile devices running Android 4.4 and above and iOS 9 and above. How the app appears on your screen depends on whether you are using a smartphone or a tablet and (although the differences are minor) whether your device is an Android or Apple. Greater space on a tablet page allows more information to be displayed at the same time versus a smartphone. How components are laid out depends on the size of the screen, even between different-sized tablets.



In these example screens, because of the limited space available, an iPhone requires you to scroll up from the dashboard to view the tiles below.



However, on an iPad, all this information is viewable on a single page. How app components are laid out depends on the size of the available screen.

In the previous example screens, an iPhone requires you to scroll up to view the tiles, which are viewable on the same page of an iPad. The same holds true for an Android phone when compared to an Android tablet. Even different-sized tablets display the app components differently, depending on the size of the screen.

Most of the sample screen shots provided in this document are taken from a smartphone because more steps are typically required to display the same information displayed in its tablet counterpart. The functionality is the same—only the appearance is different.

Signing In

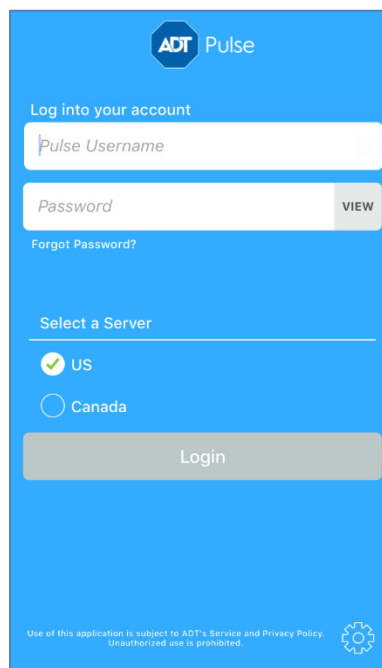
Each time you sign in to the app, your device synchronizes with your site, downloads any photos or video clips that were captured since you last signed in, provides you with any alarm updates, and updates all sensor and other device histories.

You'll need to enter your password the first time you sign in, when setting up your four-digit PIN, and each time the app is updated.

To start the app, tap the launch icon on the home screen of your mobile device.

Note: This app requires your mobile device to be connected to the Internet. If you have never set up the Wi-Fi connection for your device, refer to your device's documentation for instructions.

The Sign In screen appears.

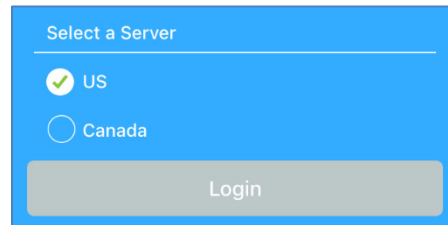


Enter the same username and password you use to access the web portal from your computer.

Tip: Tap the **VIEW** button to view your password while typing.

Note: Your username and password are case-sensitive. Caps lock is off by default. After your first sign-in, your mobile device remembers your username.


The first time you sign in to the app, you must select a server.



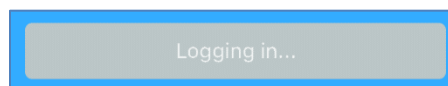
Depending on where you live, select one of the following:

- US
- Canada

Your selection becomes the default server for your account. In the future, whenever you sign in from the same device, you do not have to select a server.

You can change servers by tapping the **Settings** icon and selecting a new default server. The Settings icon looks like this:  and is located in the lower right corner of the Sign In screen.

When you have entered your username and at least 6 characters of your password, the Login button turns from gray to black. When you are done, tap **Login**. The login button displays "Logging in..." while your mobile device connects to the server.



Android Fingerprint / iOS Touch ID



If you would prefer, you can sign in to the app using Android Fingerprint or iOS Touch ID fingerprint recognition. This replaces the username and password, enabling you quicker access to their system while maintaining security.




This method uses your phone's built-in Fingerprint/Touch ID to log in. If this service is available and has been set up on your phone, the first time you log in you are asked whether you would like to use this feature to sign into the app.

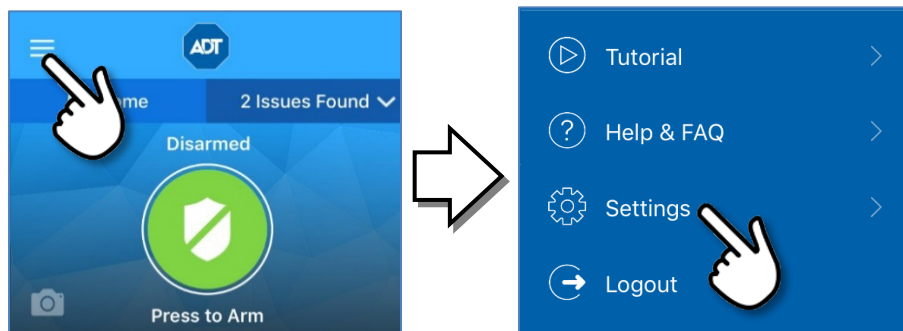
4 Digit PIN

If you would prefer, you can sign in to the app using a 4-digit user-selectable numeric PIN. This PIN replaces the username and password, enabling you quicker access to their system while maintaining security.

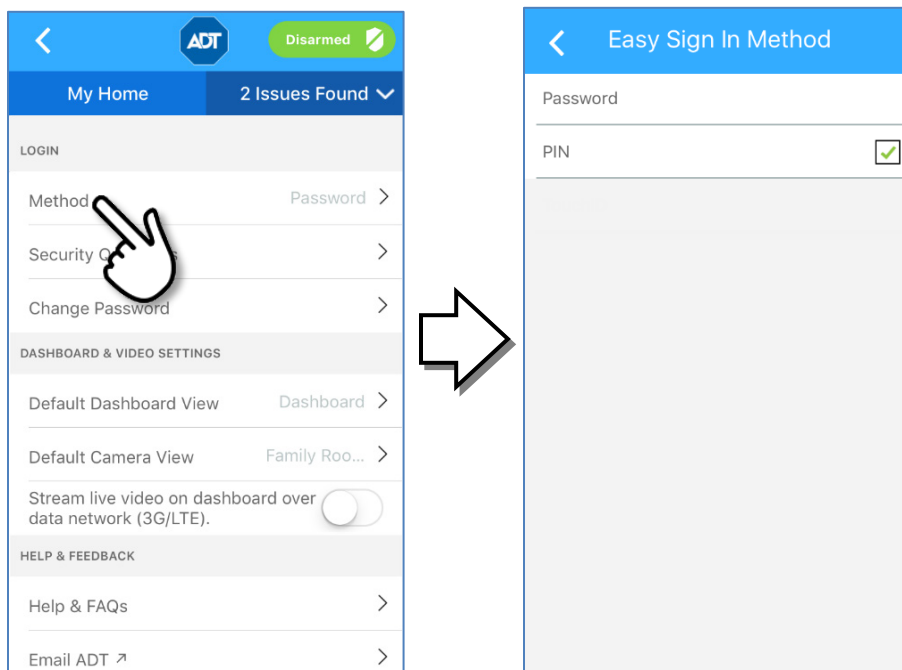
Note: After three failed attempts to enter the PIN, you will be required to login using the username and password.

To establish your 4-digit PIN

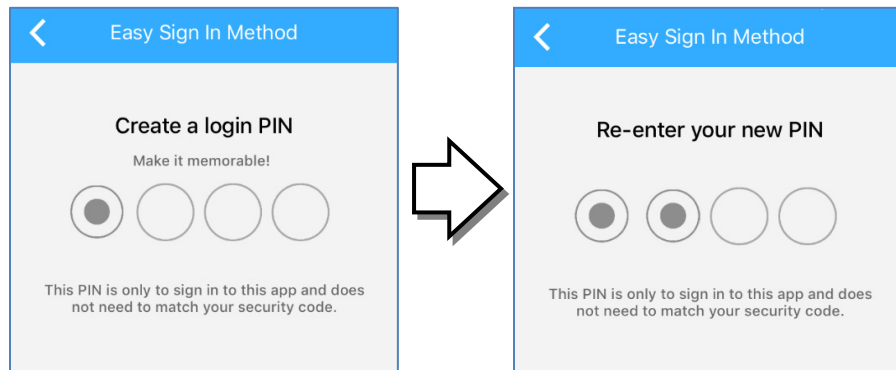
1. Tap the “hamburger” menu  on the upper left side of the screen to open the main menu. Scroll down to the bottom of the menu and select **Settings**.



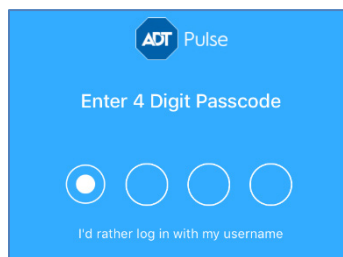
2. Scroll down to the LOGIN section. Tap **Method**. In the Easy Sign In Method screen, tap **PIN**.



- When you log in, a new screen appears for you to create the PIN. After you enter the 4 digits, you will be prompted to re-enter the PIN for confirmation.



- Later, if you would prefer signing on using your Username and Password instead, tap the **I'd rather login with my username** link, located just below the 4 circles. The regular Sign In screen appears. Enter your Username and Password to login.



Failed Sign In Attempts

Using a Password

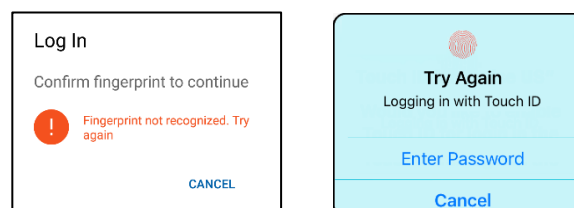
If you incorrectly enter your Username and Password, an error message appears notifying you that you have entered Invalid Credentials.

You must either now correctly use your Username and Password to login or else tap the **Forgot Password?** link. This process is described in the following section.

If you incorrectly enter your password multiple times, the following screen appears informing you that your account has been temporarily locked for approximately 30 minutes.

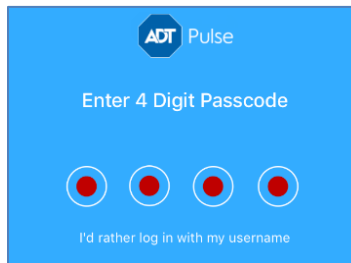
Using Fingerprint / Touch ID

If your device does not recognize your Fingerprint (Android) or Touch ID (iOS), the following message appears. You can try again or else tap Cancel or Enter Password to use your Username and Password credentials to log in.



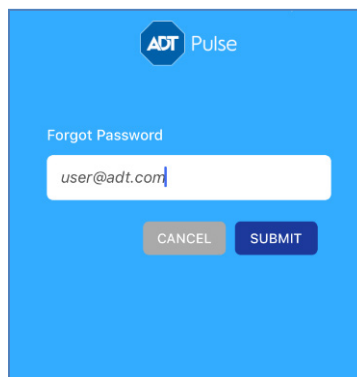
Using a PIN

If you incorrectly enter your PIN, the 4 circles representing the PIN characters all turn red. Re-enter your PIN. If you incorrectly enter your PIN three consecutive times, the normal Sign In screen re-appears. You must either now use your Username and Password to login or else tap the **Forgot Password?** link. This process is described in the following section.



Forgotten Password

If you forget your Username or Password, tap the **Forgot Password?** link, located just below the password field. Follow the prompts to have an email containing a link for you to reset your password sent to the email address we have on file for you. The Forgot Password screen opens.



➤ To reset your password:

1. On the Sign In screen, select **Forgot Password?**
2. In the screen that appears, enter your username and tap **Submit**.
ADT will send an email to this address with a link for resetting your password.
3. Open the email with the reset password link, and tap the link. A browser page opens and the Reset Password screen appears, including rules for establishing your new password.


 **Tutorial**

Tap to display a brief overview of the Pulse app's layout and features.

 **Help and FAQ**

Tap to display a list of responses to frequently asked questions.

 **Logging Out**

It is not necessary to explicitly sign out of the app. It automatically signs you out after a period of inactivity. However, to explicitly sign out of the app, tap the hamburger menu, scroll to the bottom of the selections, and then tap  **Logout**.

Tip: To keep your information secure, use the Passcode Lock feature of your mobile device, which you can find in the Settings utility on your device's home screen.

Navigation

The mobile app first opens on the Dashboard. Swipe up and down the screen to view the available options.



Tap the menu category that you would like to view: Home Activity, Cameras, Thermostats, etc. A list appears below the heading detailing all devices in your system that fall into the selected category, along with the current system status of each device. Tap the device you wish to view; details for that device appear. Swipe left or right to view details for other devices in the category.

Dashboard

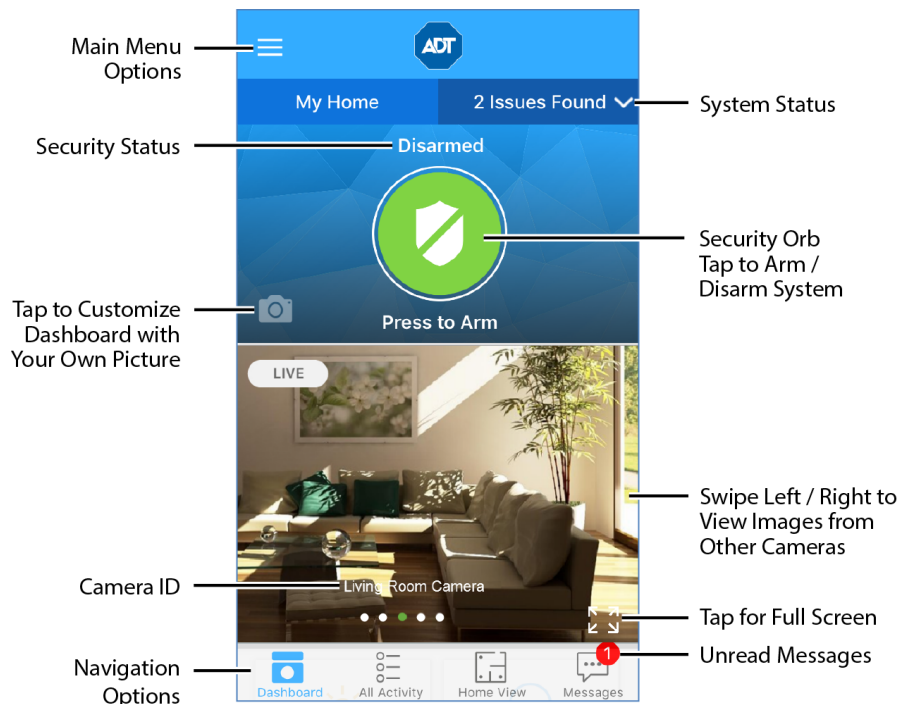
The Dashboard is the default screen that appears when you first log into the app. This screen provides you with images from your cameras plus instant access to your devices and settings.

Note: Camera images and menu options only appear for customers with Pulse Video service.

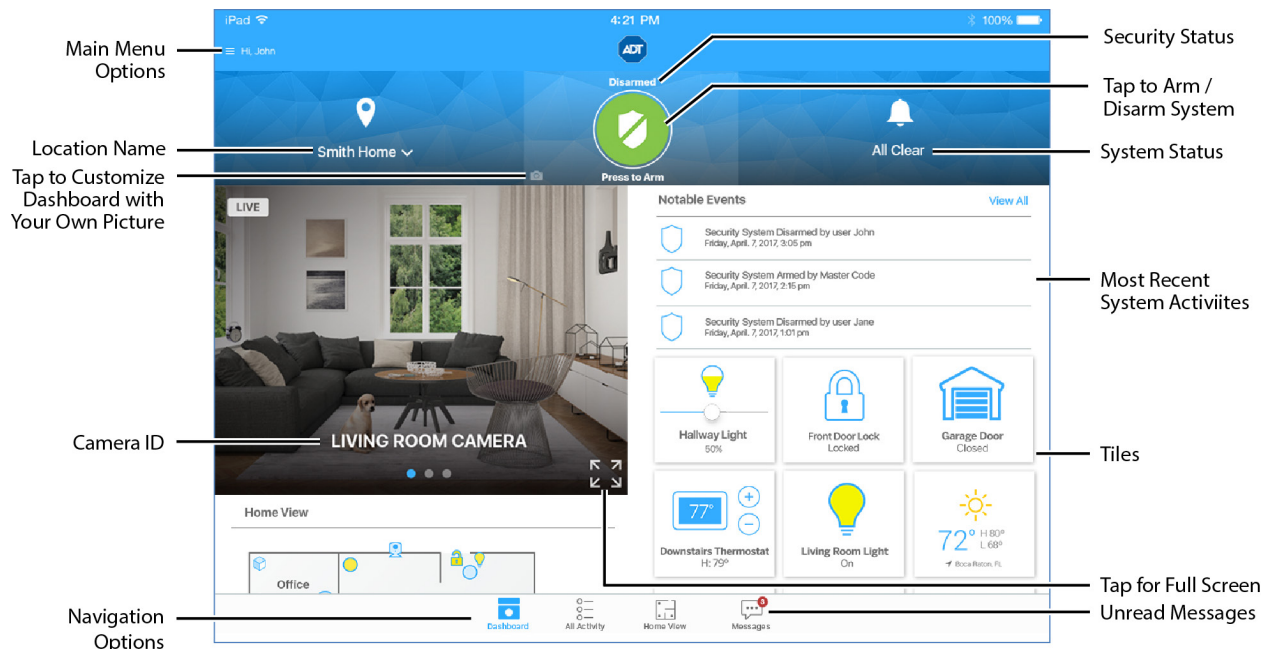
The **LIVE** tag appears in the upper right corner when the Dashboard image is streaming (as in the figure below). When not streaming, a snapshot appears in the Dashboard, along with the tag **View Live Video**. Tap **View Live Video** to switch to live streaming; the tag changes to **LIVE**. Whether live streaming is used is determined in **Dashboard & Video Settings**.

Tap the **Full Screen** icon  on the lower right corner of the image to display it full screen. To return to the previous screen, tap the Back button on your Android device; or, for an iOS device, tap the **Collapse** icon  on the video screen pop-up menu.

Scroll down the screen to view access the Tiles.



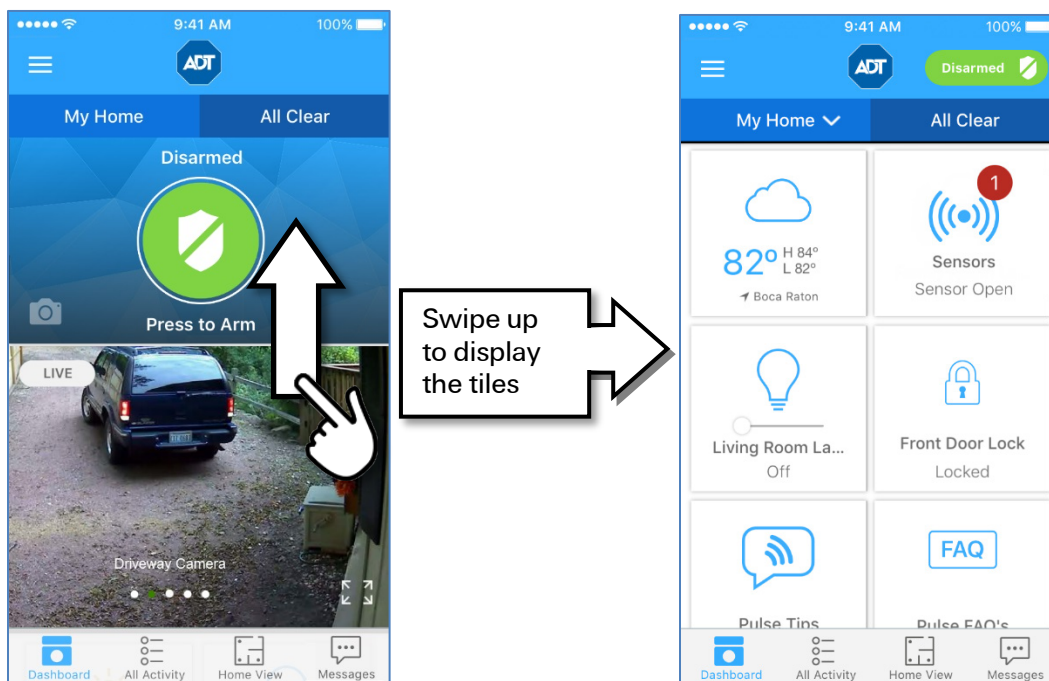
Smartphone Dashboard



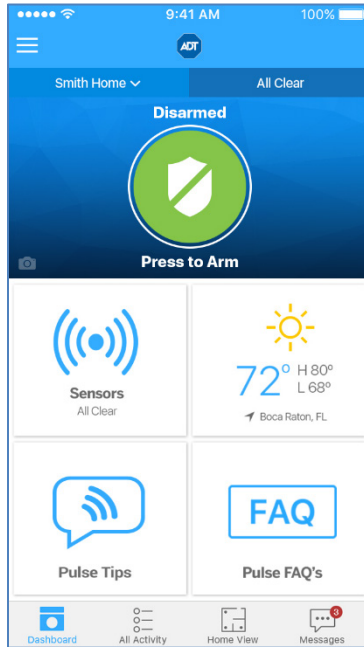
Tablet Dashboard

Tiles

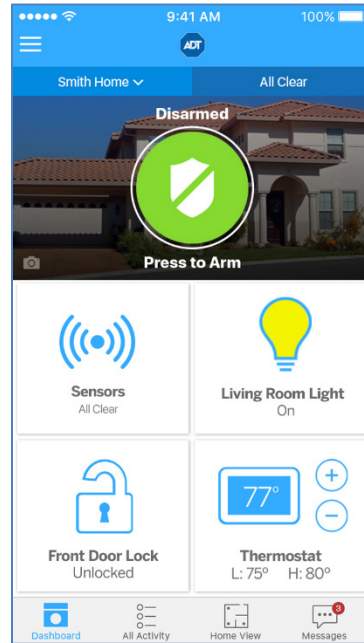
Tiles serve two primary functions: they represent installed devices and they also provide useful information such as weather, as well as tips and frequently asked questions. Device tiles display the status of the associated device and enable you to perform actions, such as locking/unlocking a door. Tiles are displayed on the lower right of the tablet screen. On smartphones, tiles are located below the dashboard screen. You can view them by swiping up on the dashboard.



The types of tiles that are displayed depend on the type of Pulse account you have. For example, Pulse “Remote” (arm/disarm-only) systems only display tiles for sensors, weather, Pulse Tips and FAQs. Pulse “Control” and Pulse “Video” accounts display those tiles as well as those for installed Z-Wave devices such as door locks, lights and thermostats.

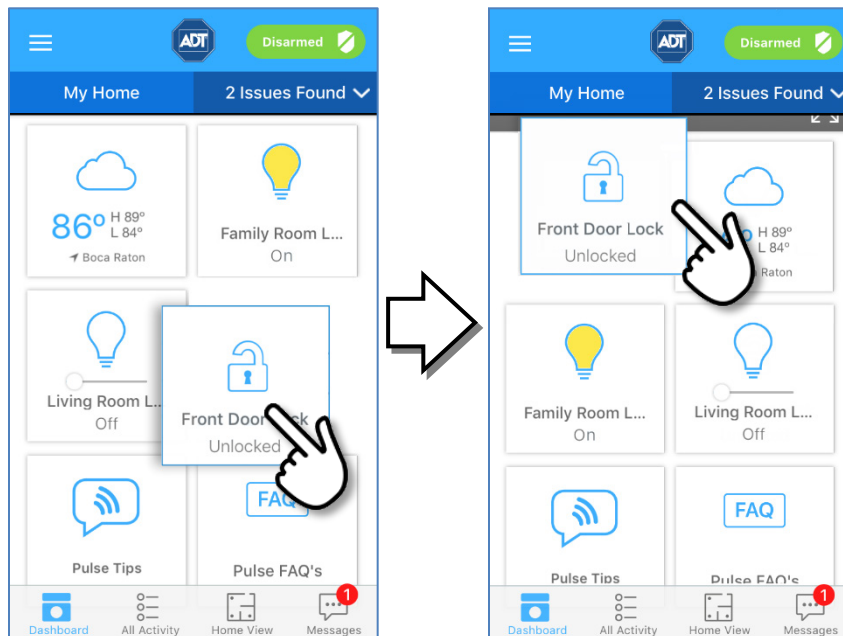


Pulse “Remote” Site



Pulse “Control” & “Video” Sites

You can reposition the tiles to place them in a more convenient order for your use. Simply hold down the tile you want to relocate for approximately one second—or until the border around it turns blue—and then drag and drop it into the new location. The surrounding tiles shift positions accordingly.











Main Menu

Access the Main Menu options by tapping the “hamburger” menu ☰ on the upper left side of the screen.

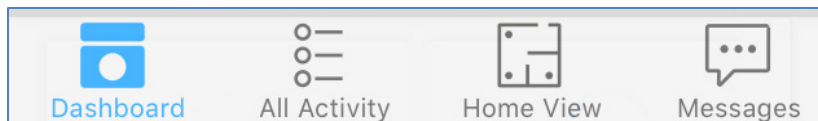


Refer to the following sections for more information about each option:

-  [Modes](#)
-  [Sensor Activity](#)
-  [Cameras](#)
-  [Lights & Switches](#)
-  [Thermostats](#)
-  [Locks & Garages](#)
-  [Partner Device](#)
-  [Settings](#)

Bottom Tabbed Navigation

Tap an item at the bottom of the screen to change what is displayed. Refer to the following sections for more information about each area:

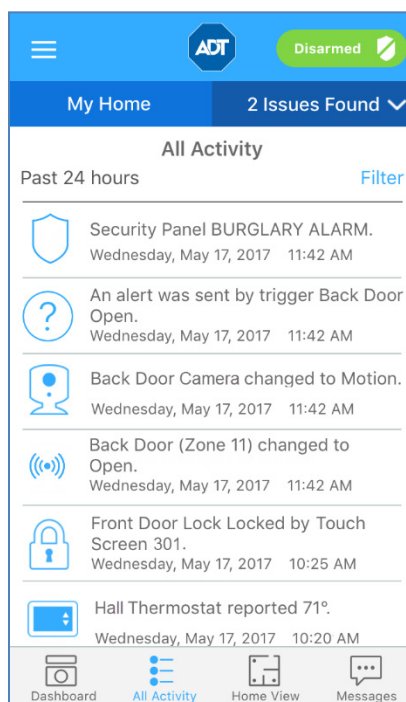


Dashboard

This is discussed in the [Dashboard](#) section above

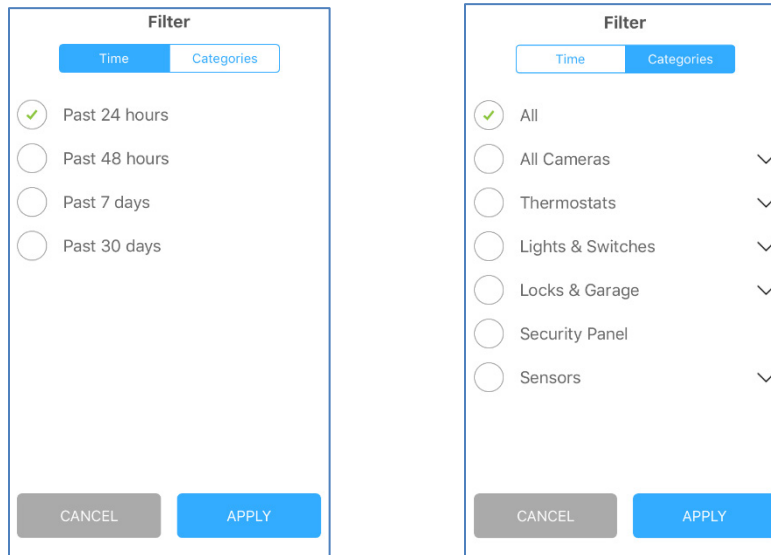
All Activity

All Activity is a list of the most recent actions that have occurred in your system, such as open/closed sensors, lights turned on/off, and system armed or disarmed. This displays a screen with a time-stamped log of all activity that has occurred, with the most recent action at the top. Scroll down the list to view older activities.



To narrow your list of activities, or see only certain device information, tap **Filter** button at the top of the list.

- Select **Time** to change the time period for your list to something other than the default of the past 24 hours.
- Select **Categories** to organize activity by specific device type.














After you have set the filter parameters, tap **Apply** at the bottom of the screen to initiate the new search.

Home View

Home View displays a graphical representation of your home or business that indicates the location and state of each of your installed devices. When Home View is enabled, a floor plan appears on the screen.



The different icons represent various controllable devices on the site:

Icon	Represents
	Camera
 	Garage Door closed/open
 	Light or Switch off/on
 	Lock locked/unlocked
 	Sensor closed/open
 	Thermostat off/on

In Home View, you can:

- See the current state of devices on the floor plan, by looking at their icons. In general, yellow colored icons indicate “active” states such as an open door or window, motion in an area, an unlocked door lock, a light turned on, or a thermostat actively heating or cooling. Light blue icons indicate inactive states.
- Tap any icon on the floor plan to display a pop-up showing the name of the device and describing its current state (where applicable).
- If the device is a camera, the All Cameras screen is displayed.
- For a security sensor, the detail screen is displayed, showing current status.
- For garages, lights, locks, and thermostats, the details screen for that device is shown. From here you can change the state as needed (on to off, locked to unlocked, open to closed, etc.).

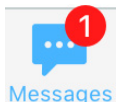
Setting Up Home View

Before using Home View, it must be set up in the web portal. Setting up Home View is performed using a drag-and-drop editor that provides pre-defined floor plan shapes to enable quick setup.

➤ To setup Home View:

1. Have the site owner user use a web browser to sign in to the web portal. (Only the site owner user can setup Home View.)
2. Click the **Customize this page** link at the bottom of the **Summary** tab page.
3. On the Customize Summary Page screen, click Help to view the *Customizing the Summary Tab* online help topic. This topic contains instructions on how to use the editor to setup Home View.
4. On the Customize Summary Page screen, click **Set Up**, and then follow the online help instructions to create a floor plan of your site and place devices in the correct locations.






Messages



This section displays informational notes for you from ADT. A circled red number indicates the number of unread messages.

Security

The green or red circular Security orb at the upper portion of your screen provides a graphical representation of the current security system state. This orb is available on all screens of the mobile app. To access Security details, tap the green/red Security orb at the top of any screen.

Orb	Meaning
	The security system is disarmed.
	The security system is armed: either all sensors, or doors & windows only.
	The security system is in an alarm state and has not been silenced.
	An alarm has occurred and been silenced but not yet cleared.
	The system is offline or Pulse interactive services cannot be reached.

If you are on an interior page or if you have scrolled down past the Security orb on the dashboard, the orb shrinks to a “pill” to conserve space but is always available at the top of any screen.



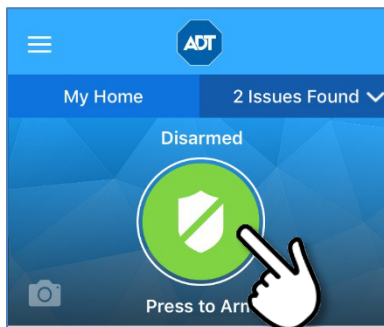
Arming and Disarming Your System

Tap the **Security** icon at the top of any screen to arm and disarm your security system from anywhere in the app. The appearance of the button depends on the current status.

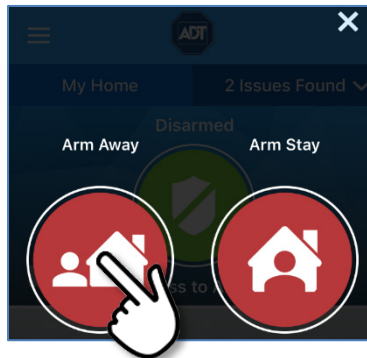
Note: The wording of the arming options differs depending on the security panel you have installed.

➤ To arm the system:

1. Tap the green Security orb at the top of any screen.

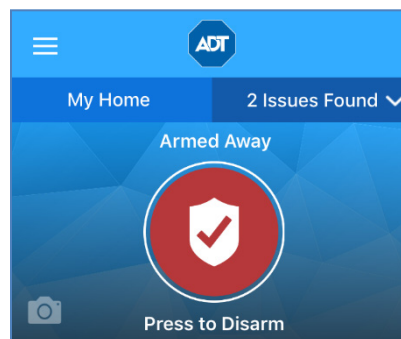


2. Tap **Arm Away** to arm all perimeter and interior sensors, or tap **Arm Stay** to arm perimeter sensors only.



Alternatively, you can tap the **X** to close the arming options screen.

After you have made your selection, a message changes from **Arming** to **Armed Stay** or **Armed Away**. Arming is complete.



Note: If the system fails to arm, it could be because the security panel master access code stored for remote access does not match the code programmed in the security panel.

➤ **To disarm the system:**

1. Tap the red **Security** icon at the top of any screen.
2. A message appears, indicating that the system is disarming.

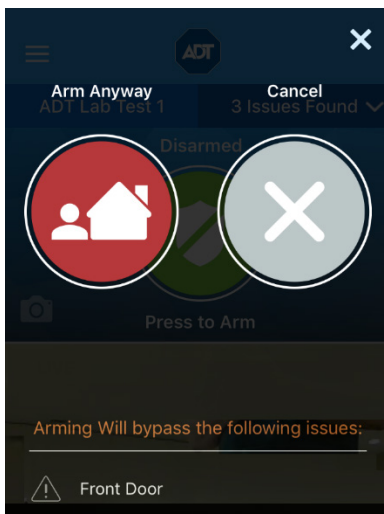
The mobile app securely sends the master access code, along with the disarm instruction, to your security system. It functions as if you were at the system keypad and entered the master access code yourself.

3. When the message disappears, the system has been disarmed.

Bypassing Open Sensors When Arming

If you attempt to arm the system and it does not arm, it may be that a sensor is not in a secure state (such as when a door or window is open). Try arming the system again. If there is an open sensor, a message informs you of which sensor is open and gives you the option of bypassing that sensor and arming anyway.

Note: You can also see whether a sensor is open by tapping the **Issues Found** dropdown at the upper right part of the screen, just below the ADT icon.



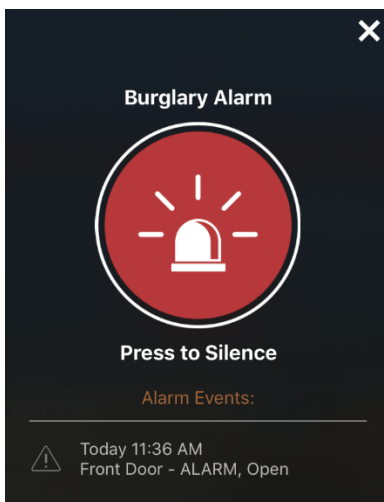
If you want to correct the issue (such as closing an open window), tap **Cancel**, correct the problem, and try again. If you want to bypass the sensor and arm the system anyway, tap **Arm Anyway**.

CAUTION: When you bypass a sensor during arming, that sensor no longer provides protection while the system is armed. Using the example above, if you tap **OK**, anyone can open or close the bypassed window while the system is armed without setting off an alarm.

Note: The next time you disarm the system, the bypass is canceled. When you want to arm the system after that, the system checks the previously bypassed sensor, as usual.

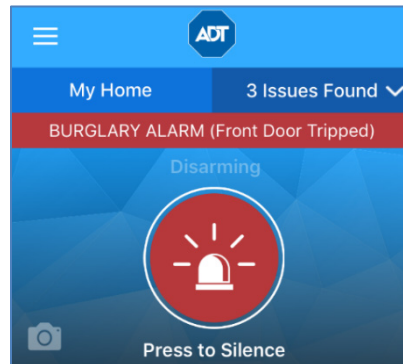
Alarms

If a security system alarm occurs while you are in the app, or you open the app when there is an alarm already occurring, an alarm notification dialog appears.



Tap the **X** to close the dialog.

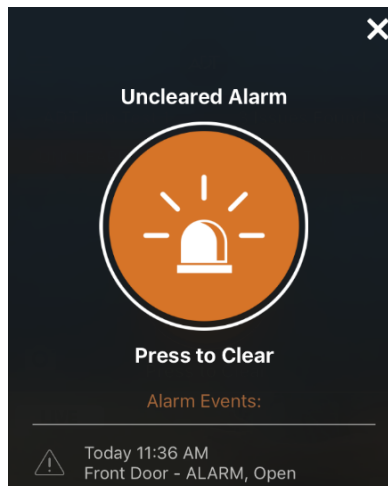
At this point, the alarm is still active, and the Alarm icon displays, along with details of the event.



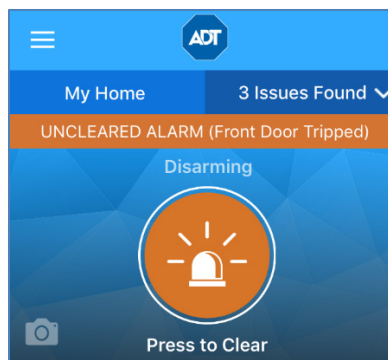
To cancel the alarm and stop the security system's alarm sound, tap the red **Disarm** button.

CAUTION: Canceling the alarm does not necessarily stop the alarm from being reported to the alarm monitoring station.

On some security systems, after you cancel an alarm, the alarm remains in the security system's memory as a reminder that the alarm occurred. This is referred to as an uncleared alarm.



If you have an uncleared alarm, before performing other security panel functions, you must specifically clear the uncleared alarm by tapping **Clear**.



The status changes to Disarmed.

Modes

“Modes” enables total home automation at the touch of a button, providing greater security, control, and energy savings. You perform a single action—select a new mode—and settings for lights, thermostats, locks and so forth are automatically changed to values that you specifically programmed for the selected mode. The user-definable modes enable schedules and automations to perform actions with respect to your security system’s arm state, scheduled times, sensor status, system events, and more.

Note: The Pulse Mobile App can only be used to select Modes that have been set up using the web portal. You cannot set up Modes with the mobile app.

Using Modes, you can set up custom automations and schedules for the ultimate amount of control. For example, when leaving on vacation, arm your system and then select the On Vacation mode. The following actions can occur automatically:

- Change the thermostat schedule to an energy-efficient schedule
- Turn off all lights and lock all doors
- Enable a schedule that randomly turns on certain lights between 7pm and 10pm
- Capture video clips from all cameras if motion is detected
- Send an alert when the system is disarmed (for instance, to ensure that your pet sitter is caring for the family pet)

Upon returning home, you disarm the system and change the system to an At Home mode. Your system reverts to the pre-defined settings and schedules associated with the selected mode. Alternatively, you can use the mobile application to change the mode on your way back from the airport, to get your home ready for your arrival, without compromising your home’s security.

Switching Modes

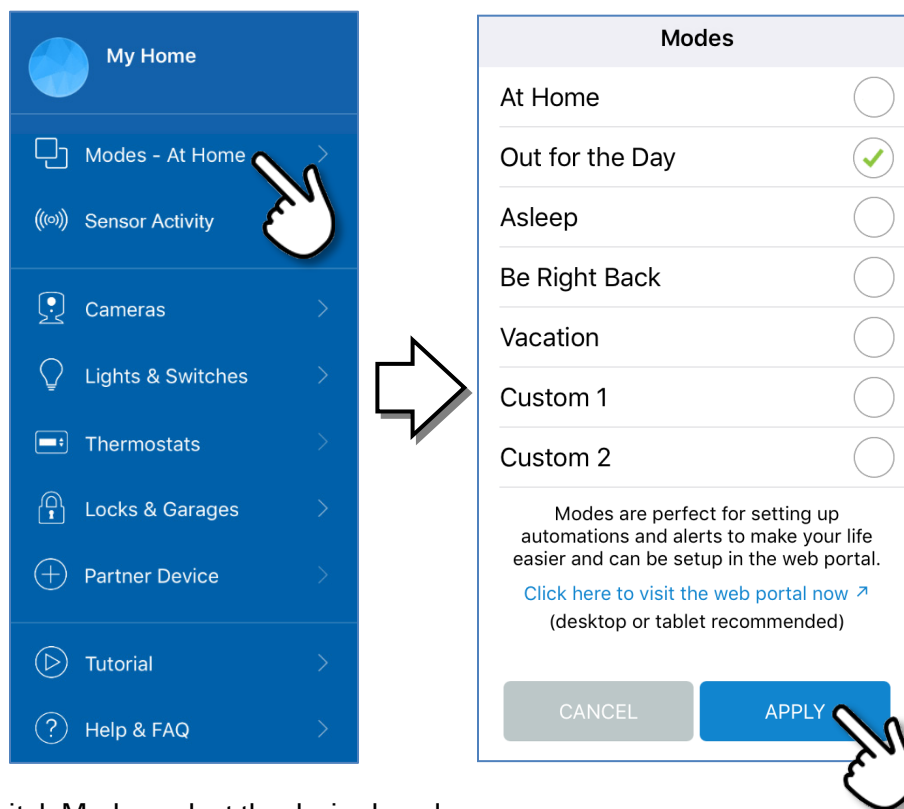
The Modes feature allows you to change the behavior of your home or business automation devices based on modes, for example, At Home or Be Right Back.

Note: Modes uses alerts, automations, and schedules to customize the behavior of your home using installed sensors, cameras, and Z-Wave devices. When a particular mode is active, it determines which alerts, automations, or schedules are active and can occur. For more information about using modes, refer to “About Modes” in the online help for the web portal.

➤ **To change Modes:**

1. Tap the ☰ hamburger menu in the upper left corner of the screen to display the main menu.
2. Select **Modes**. The Modes screen appears.

On this screen, you can view the mode that is currently active, indicated by the circled check mark to the right of the Modes name. In the following example, At Home is currently selected.



3. To switch Modes, select the desired mode.

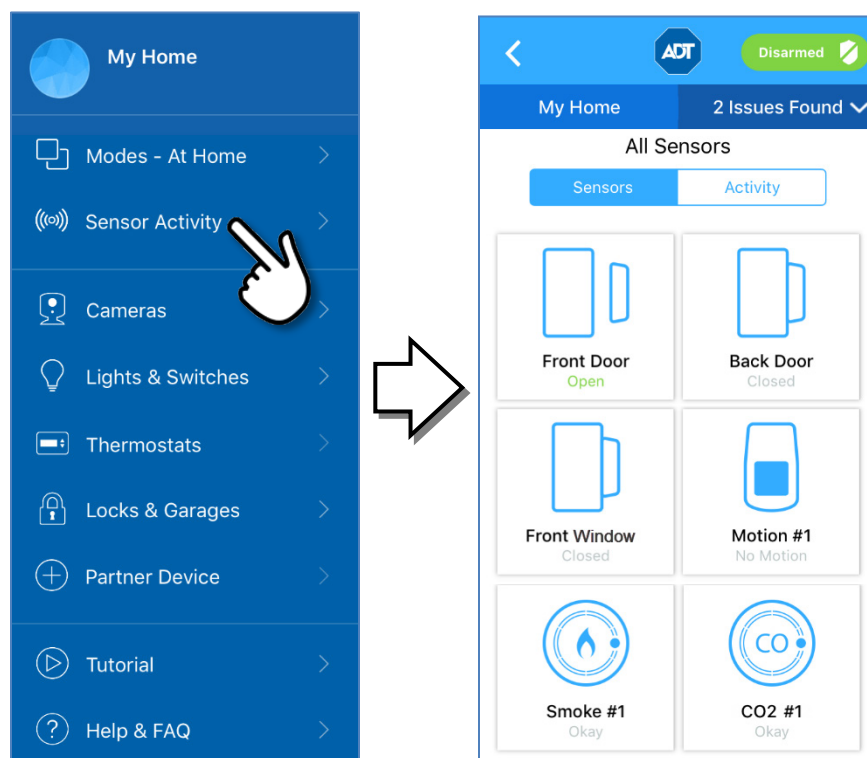
The circled check mark moves to the right of the selected mode, indicating that this mode has become active.

4. Tap **Apply**.

📡 Sensor Activity

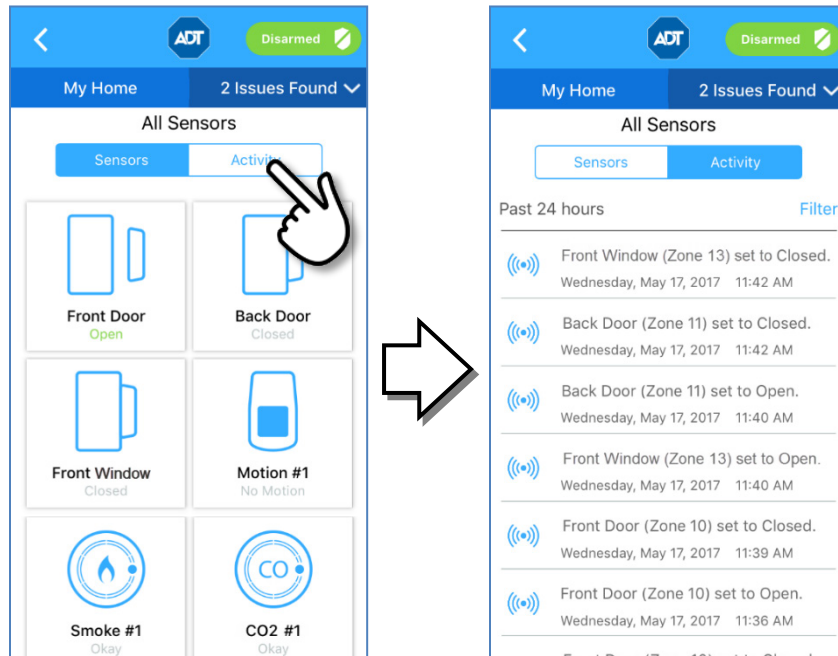
Tap the ☰ hamburger menu in the upper left corner of the dashboard screen to display the main menu.

Tap **Sensor Activity**. The Sensors screen displays the list of sensors in your Pulse environment in tile form and the current state of each. Swipe up/down to see the next or previous light in the list.



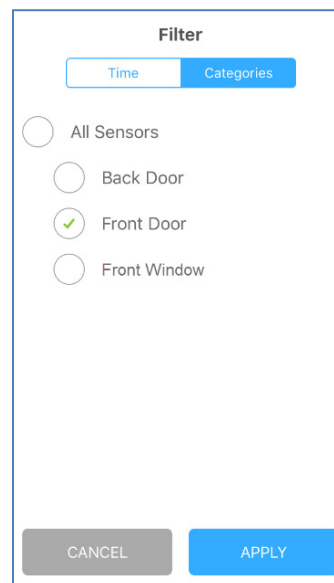
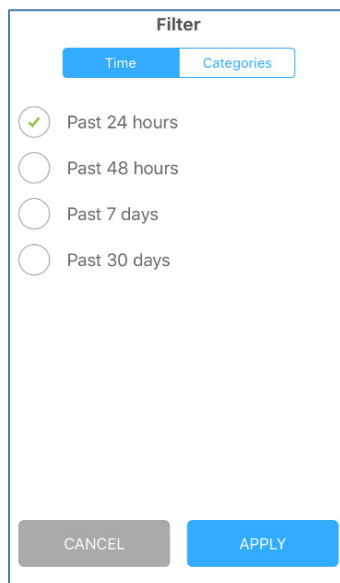
Activity

Tap Activity to display a list of the most recent sensor actions that have occurred in your system.



Tap **Filter** to organize the activity list.

- Select **Time** to change the time period for your list of Sensors activity to something other than the default of the past 24 hours.
- Select **Categories** to organize activity by specific sensor.



After setting the filter parameters, tap **Apply** at the bottom of the screen to initiate the new search.


Cameras



To view images from cameras, you can watch images from the Dashboard itself. You can also select a specific camera to view from the Cameras list in the main menu.

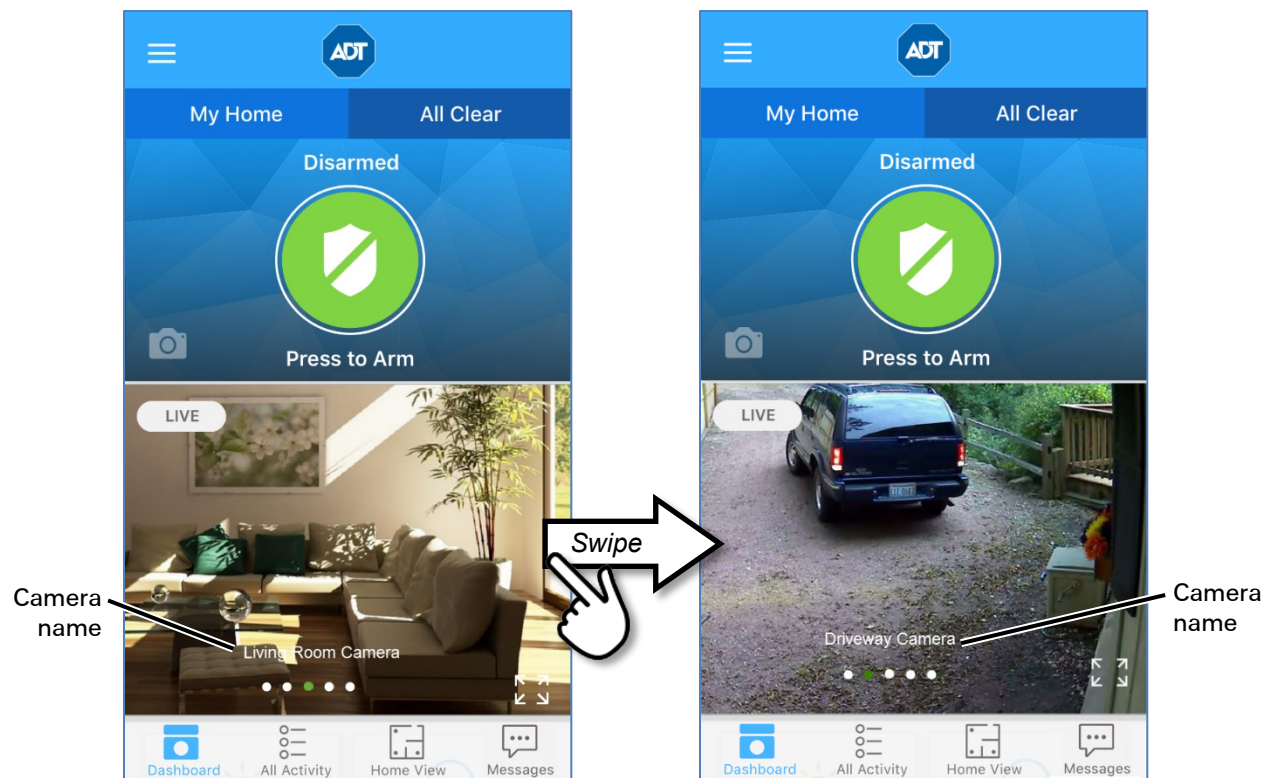
Note: Camera images and menu options only appear for customers with Video Pulse service.

Viewing from the Dashboard

An image from one of your cameras appear at the bottom of the Dashboard. The name of the camera from which the image originates appears at the bottom of the image. Swipe the screen to the left or right to display pictures from other installed cameras.

To change the Default Camera View, change the preference under the DASHBOARD & VIDEO SETTINGS in in  Settings.

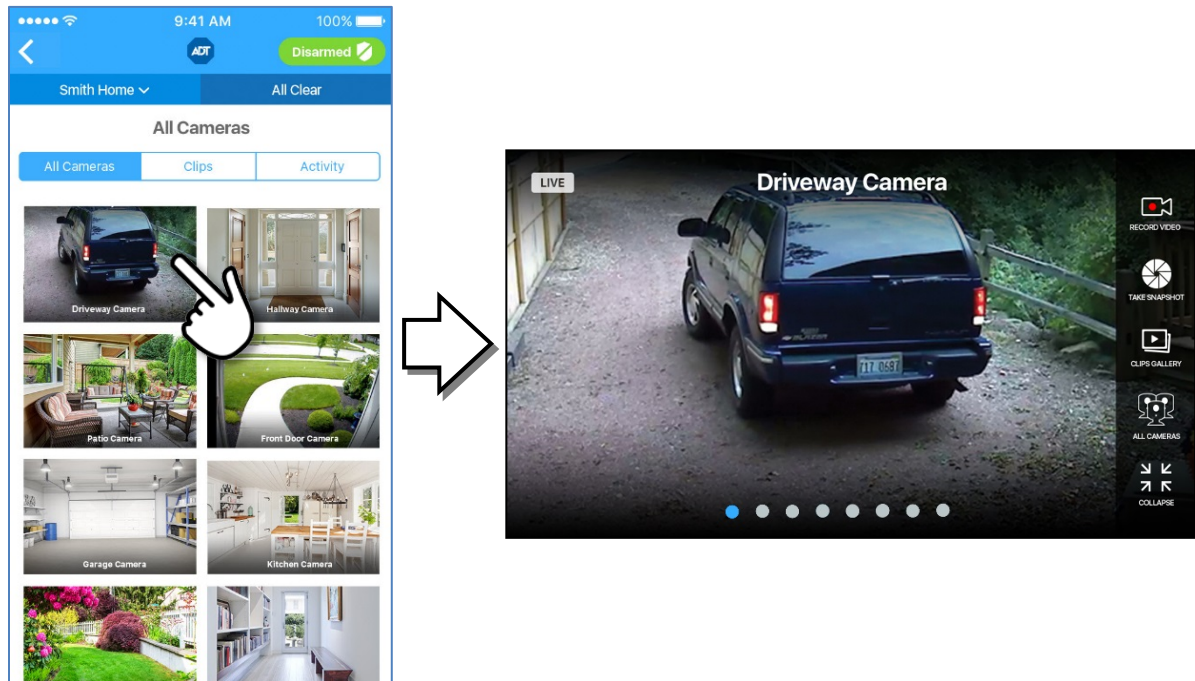
Tap the **Full Screen** icon  on the lower right corner of the image to display the video image full screen. To return to the previous screen, tap the Back button on your Android device; or, for an iOS device, tap the **Collapse** icon  on the video screen pop-up menu.



Viewing from the Menu

To access your full list of cameras, tap **Cameras** from the hamburger ☰ menu. The All Cameras list screen appears, showing thumbnails for all the cameras installed at your site. Tap the thumbnail to view a specific camera.

The image appears full size in landscape orientation.



Controlling the Cameras

Live Streaming

The **LIVE** tag appears in the upper right corner when the Dashboard image is streaming (as in the figure on the left above). When not streaming, a snapshot appears in the Dashboard instead, along with the tag **NOT LIVE** (as in the figure on the right above). Typically, live streaming is only used when the device is connected to Wi-Fi. To [stream live video over data network \(3G/LTE\)](#), change the preference under the DASHBOARD & VIDEO SETTINGS under ⚙️ Settings.

Video Menu

The video menu on the right side of the video image. After several seconds, the menu disappears. Tap the screen to have it display again.

Then tap an icon to make your selection:

Record Video. Creates a 30-second clip from the currently selected camera.

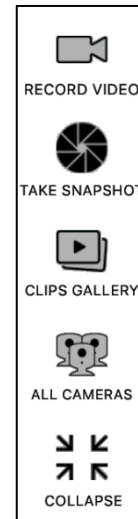
Take Snapshot. Captures a still image from the currently selected camera.

Clips Gallery. Displays thumbnails (with time stamp) of the photos and video clips captured the currently selected camera.

All Cameras. Displays the Cameras screen, which shows thumbnails (with camera name label) of all cameras in the system.

Collapse (iOS only). In iOS devices, returns to the previous viewing screen, either the Dashboard or the Cameras screen, depending on which you were viewing.

Collapse does not appear on Android, as the device's Back button performs this function.

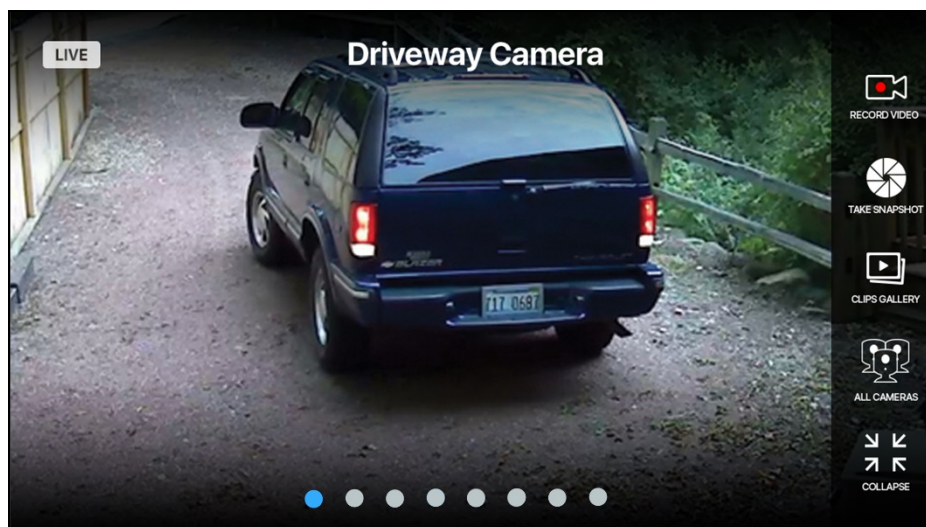


Taking Photos and Capturing Video Clips

You can take photos or capture video clips from the live video screen on your mobile device.

➤ To take a photo or capture a video clip:


1. Select a camera from the Cameras list screen.
Live streaming video from that camera is displayed.

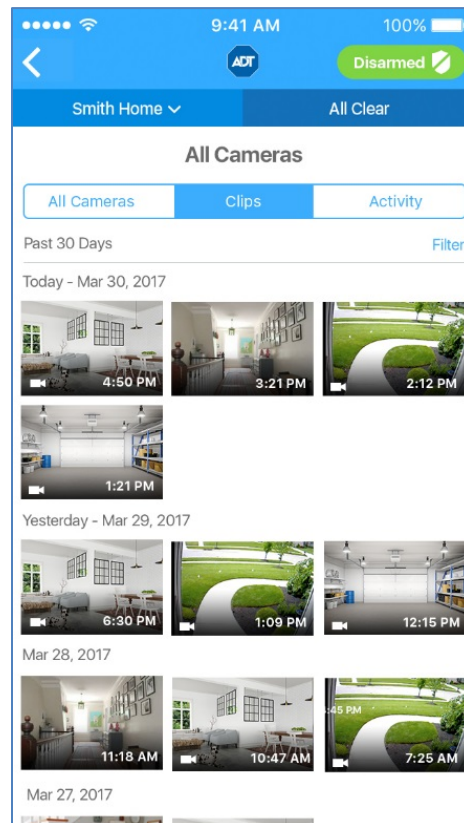


2. From the Video menu on the side of the screen, tap **Record Video** or **Take Snapshot**.


Viewing Photos and Video Clips

When you tap **Clips Gallery** for the selected camera, the thumbnails screen is displayed.



The gallery screen displays the thumbnails of the most recent photos and video clips from that camera. Both image types are separated by date. Video clips are marked with the  icon. The thumbnails without this icon are photos. The time stamp appears above each thumbnail group. You can scroll down to see more thumbnails by flicking your finger upward across the thumbnails.



If you want to view the thumbnails a different camera, tap the All Cameras list screen, and then tap a different camera in the list.

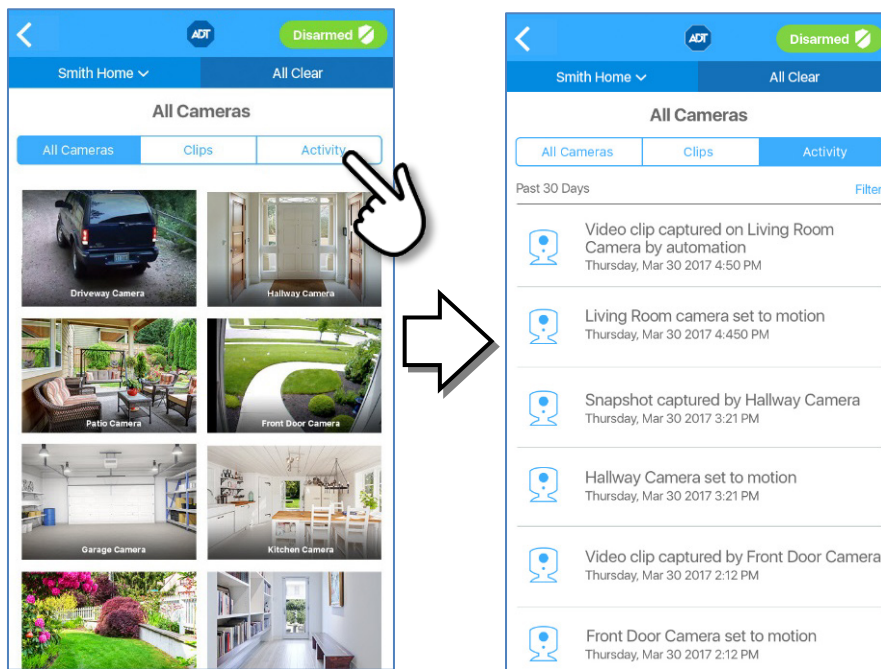
The Play Video icon  appears in the center of each video clip. Tap this icon to play the clip.

The video screen displays some video controls at the bottom of the screen. After a few seconds, the overlay disappears, and only the video is displayed. You can tap the screen to display the overlay again.

- A progress bar indicating how much of the video clip has been played. The number to the right of the progress bar is the number of seconds remaining. Drag the circle on the progress bar to the left or right to move backward or forward in the video clip.
- Tap  to pause the video. A play button  appears. Tap this to continue playing the video.

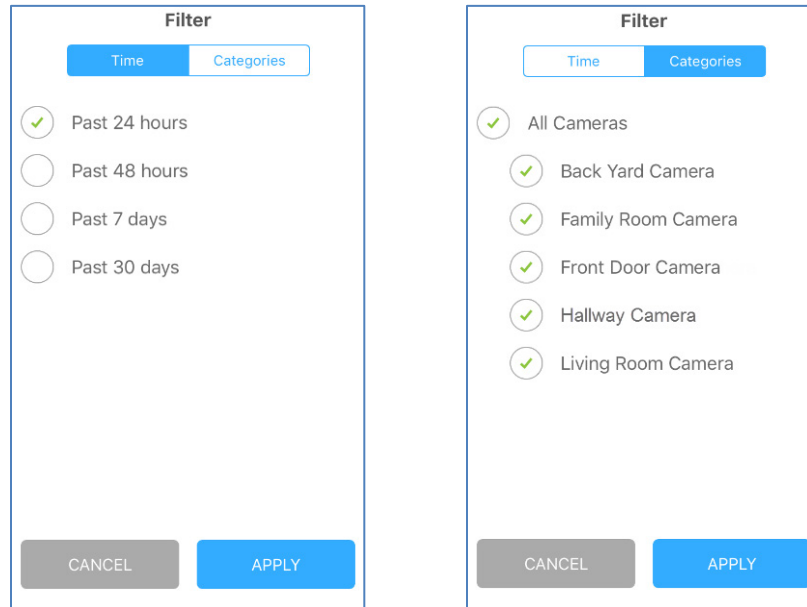
Activity

To view a list of all camera activity, tap **Activity** at the top of the All Cameras screen. This displays a time-stamped log of all camera activity that has occurred within the designated time period; the default is the past 24 hours.



Tap **Filter** to organize the activity list.

- Select **Time** to change the time period for your list of Cameras activity to something other than the default of the past 24 hours.
- Select **Categories** to organize activity by specific camera.



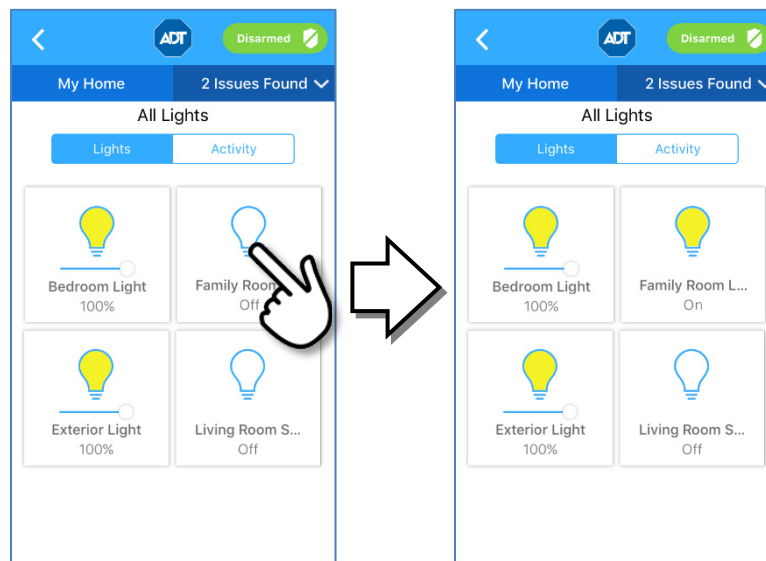
After you have set the filter parameters, tap **Apply** at the bottom of the screen to initiate the new search.

Lights & Switches

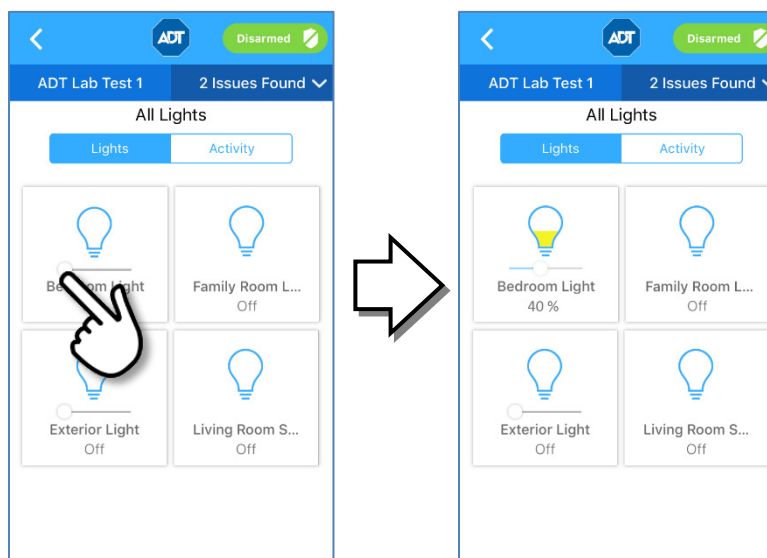
Tap the ☰ hamburger menu in the upper left corner of the dashboard screen to display the main menu.

Then tap **Lights & Switches** to display tiles for all the switches installed at your site and the current state of each—ON (yellow bulb icon) or OFF (clear bulb icon). Swipe up/down to see the next or previous light in the list.

The screen can also be used to change the state. If the light is ON, tap to turn it OFF. If it is OFF, tap to turn it ON.

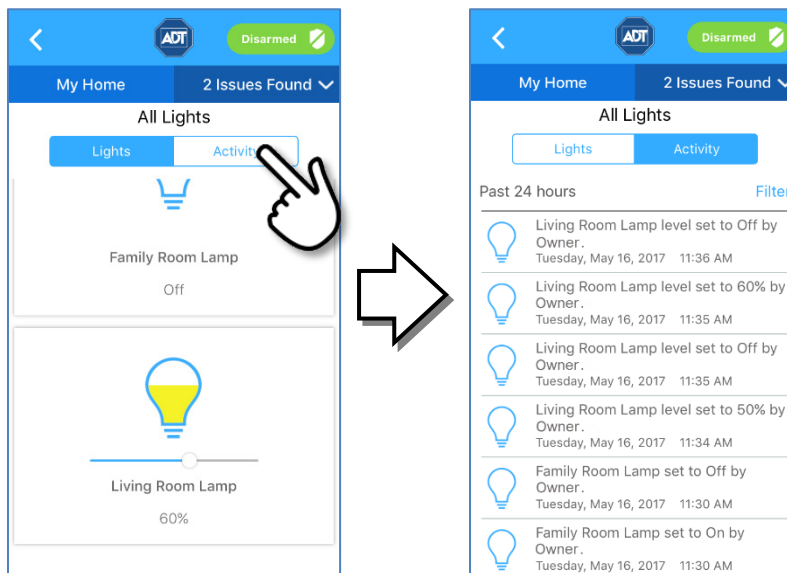


When a dimmer switch is off, slide the dimmer to the right to turn on the light at the selected brightness. When you turn off a light with a dimmer, the brightness level goes all the way to the left. When you turn on to that light on again, the brightness level returns to its previous brightness level.



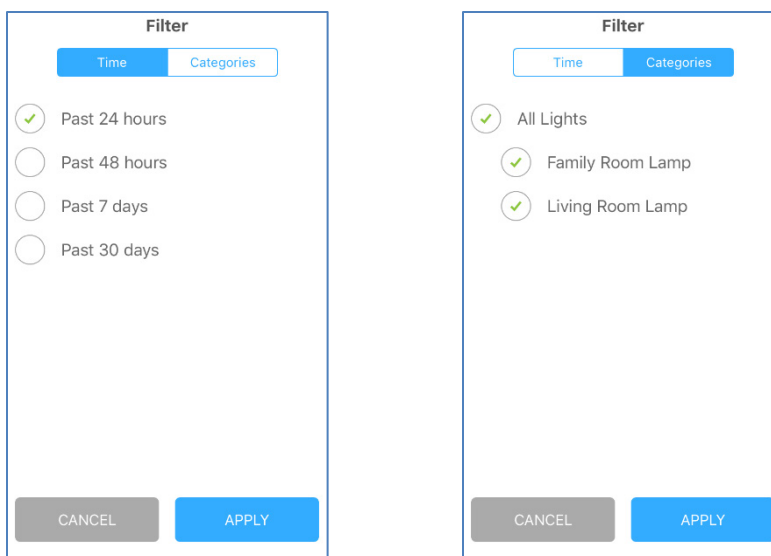
Activity

To view a list of all lights activity, tap **Activity** at the top of the All Lights screen. This displays a time-stamped log of all lights activity that has occurred within the designated time period; the default is the past 24 hours.




Tap **Filter** to organize the activity list.

- Select **Time** to change the time period for your list of Lights activity to something other than the default of the past 24 hours.
- Select **Categories** to organize activity by specific light.

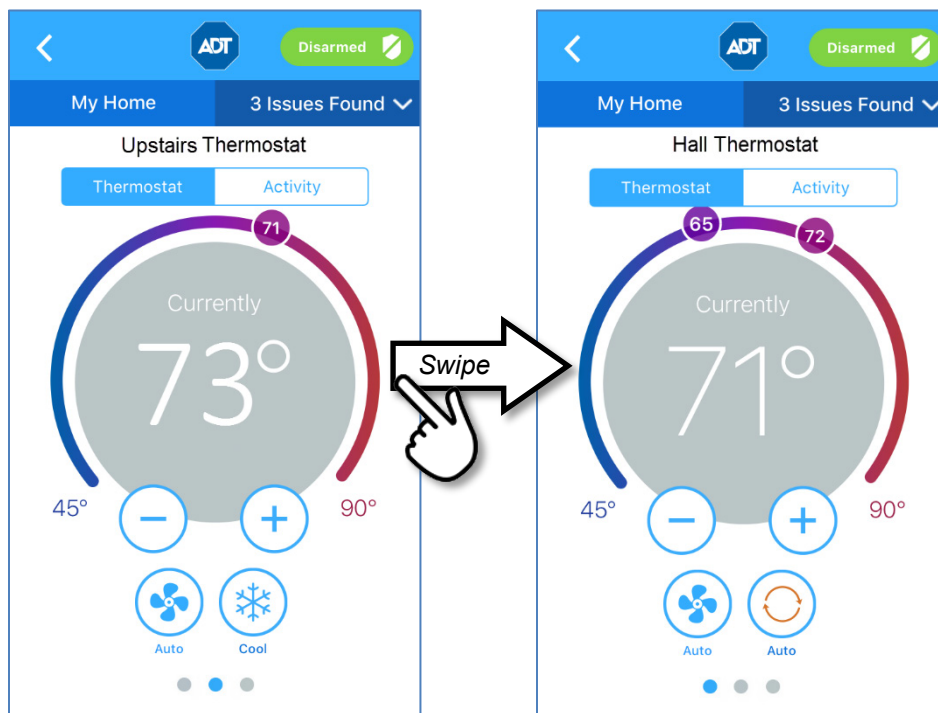


After you have set the filter parameters, tap **Apply** at the bottom of the screen to initiate the new search.

Thermostats

Tap the  hamburger menu in the upper left corner of the dashboard screen to display the main menu.

Then tap **Thermostats** to display the first installed at your site and its current state. Swipe left / right to display other installed thermostats.

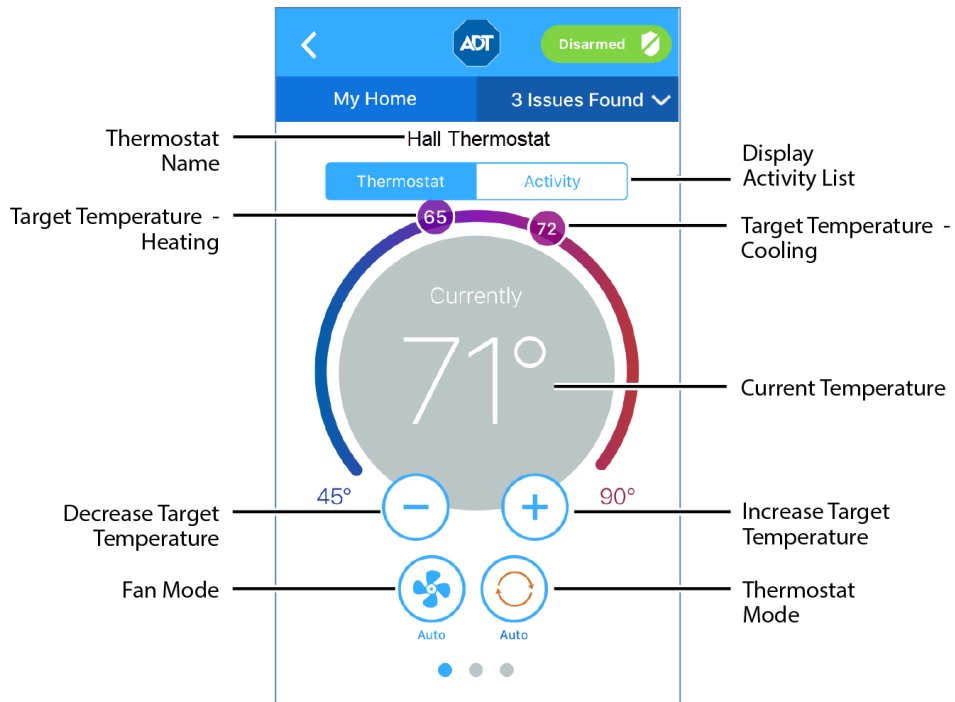


The Thermostats screen displays the current temperature at its location. The circled numbers represent the target temperature for heating and cooling; both appear in Automatic Thermostat mode.

The currently-selected Fan and Thermostat modes appear below the temperature display. The Fan mode indicates whether the fan is on, off or in auto mode. Thermostat mode indicates whether the thermostat is controlling heating, cooling, both (Auto), or is turned off.

Nest Thermostats

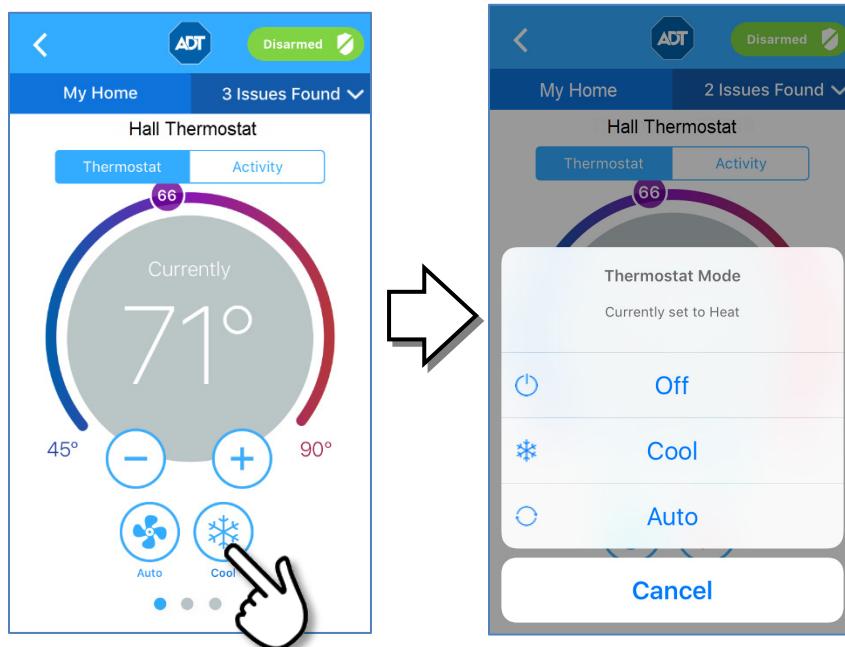
You can also monitor and control your Nest Learning Thermostat from the Pulse Mobile App. Refer to [Nest Thermostats](#) in the [Partner Device](#) chapter for details.



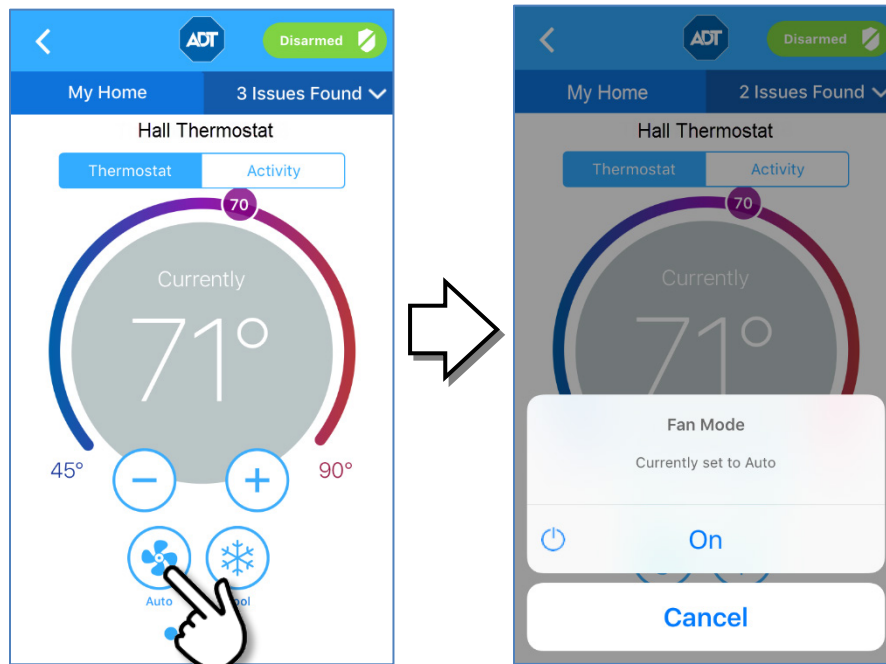
Changing Settings

If the **Auto** mode is selected, both the heating and cooling settings are displayed. If the temperature goes below the heat setting, the thermostat activates the heater/furnace. If the temperature goes above the cool setting, the thermostat activates the air conditioner.

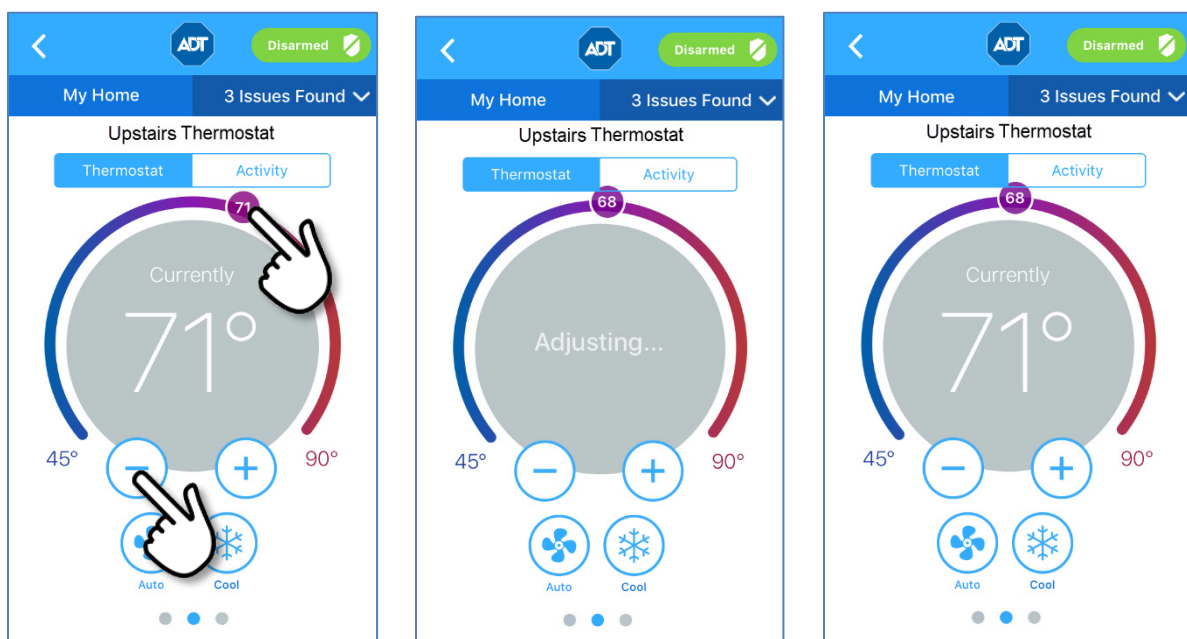
If the **Heat** mode is selected, only the heating setting appears and is active. If the **Cool** mode is selected, only the cooling setting appears and is active. If the **Off** mode is selected, neither of the settings appear, and the thermostat does not control the temperature.



The settings for Fan work the same way. The currently selected Fan mode appears below the temperature display. The Fan mode can be either **On** to keep the fan always on, or **Auto** to have the fan come on automatically only when heating or cooling is active. To change the mode, tap the Fan mode button to view the list of Fan modes, and then tap the desired setting.



To change the target temperature, tap the **+** or **-** buttons or else rotate the slider to the desired setting. The following example decreases the desired temperature setting from 71° to 68° F.



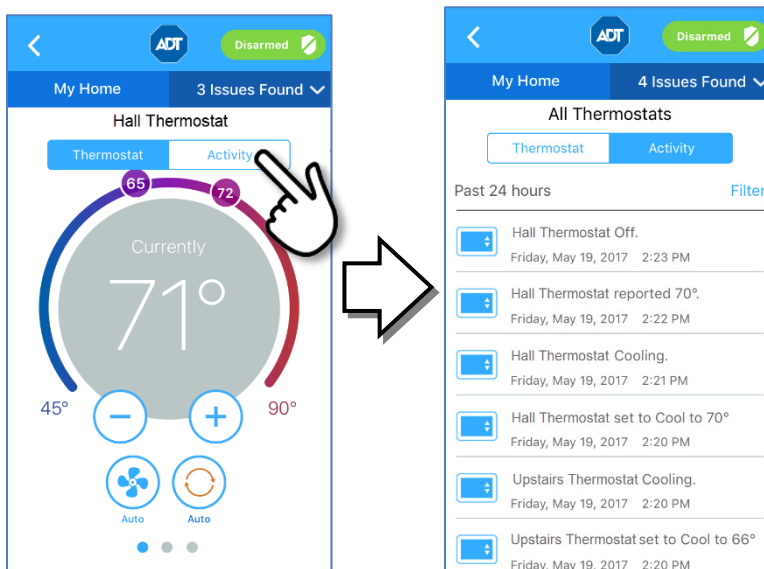
① *Set Target Temp.*

② *Thermostat Adjusts*

③ *Target Setting Changed*

Activity

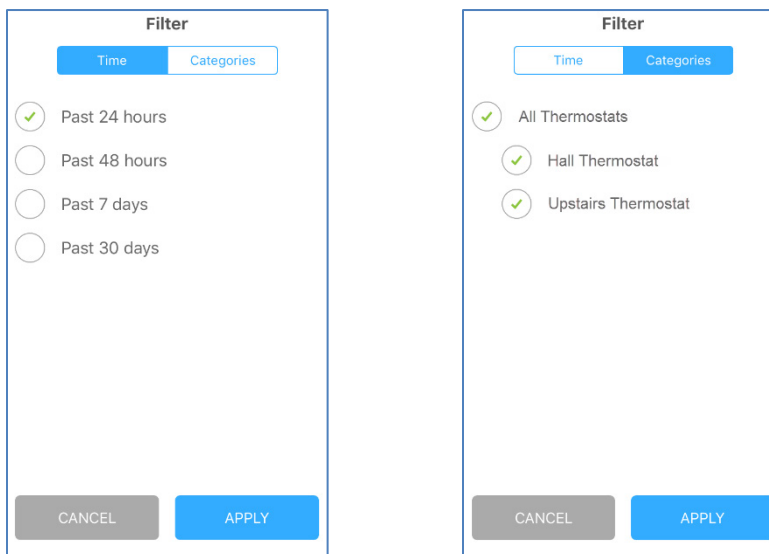
To view a list of all thermostat activity, tap **Activity** at the top of the thermostat screen. This displays a time-stamped log of all thermostat activity that has occurred within the designated time period; the default is the past 24 hours.



Filter

Tap **Filter** to organize the activity list.

- Select **Time** to change the time period for your list of thermostat activity to something other than the default of the past 24 hours.
- Select **Categories** to organize activity by specific thermostat.



After you have set the filter parameters, tap **Apply** at the bottom of the screen to initiate the new search.

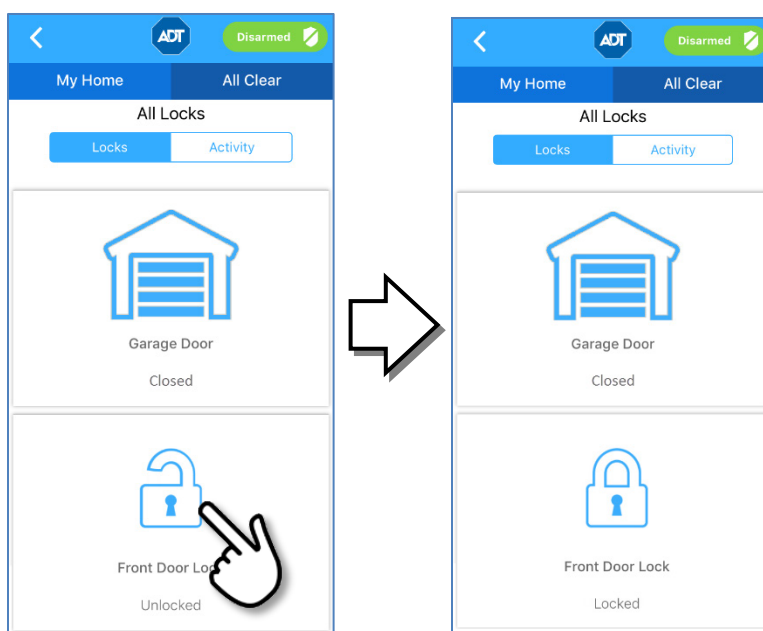
Locks & Garages

Tap the ☰ hamburger menu in the upper left corner of the dashboard screen to display the main menu.

Then tap **Locks & Garages** to display The All Locks screen shows:

- ❑ All the garage doors installed at your site, displaying the current state of each (open or closed); and
- ❑ All the door locks installed at your site, displaying the current state of each (locked or unlocked).

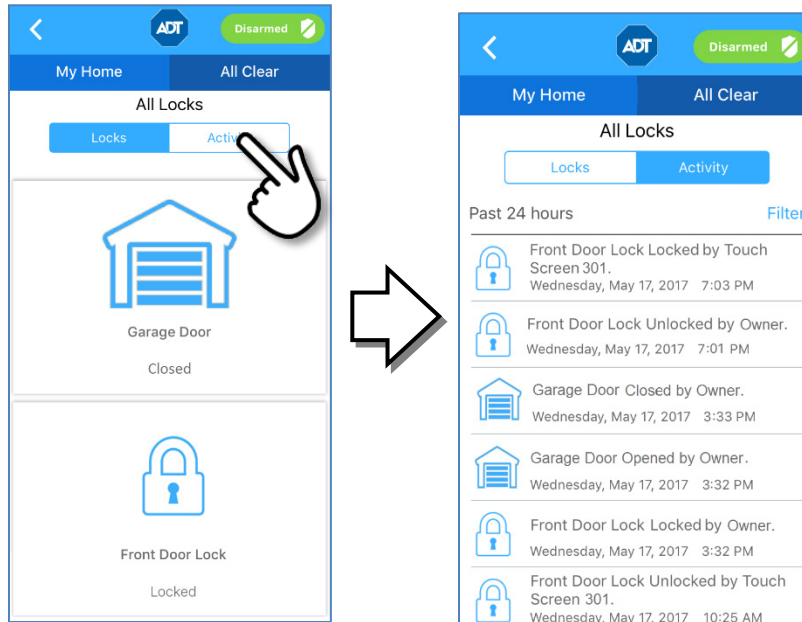
You can use this screen to remotely lock/unlock any door lock or open/close a garage door



Note: Although it is convenient to lock a door from your mobile device when you are in another part of the house, for your security, please use caution when unlocking a door remotely.

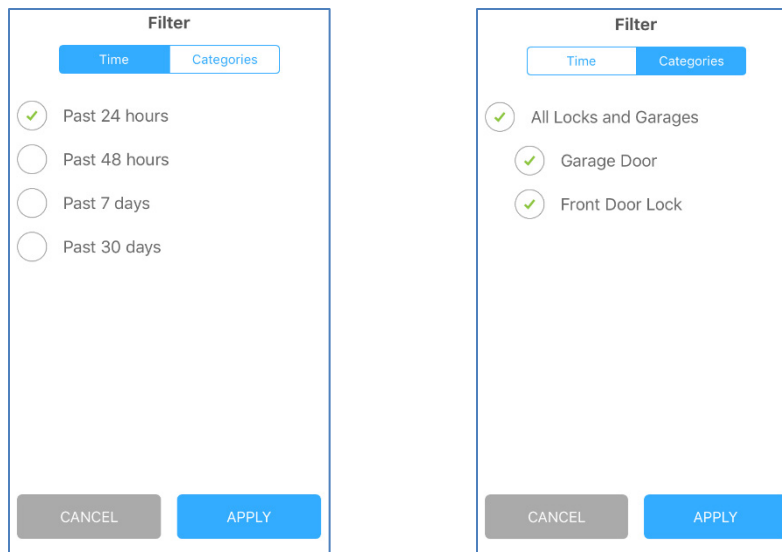
Activity

To view a list of all lock and garage door activity, tap **Activity** at the top of the All Locks screen. This displays a time-stamped log of all locks and garage door activity that has occurred within the designated time period; the default is the past 24 hours.



Tap **Filter** to organize the activity list.

- Select **Time** to change the time period for your list of locks or garage door activity to something other than the default of the past 24 hours.
- Select **Categories** to organize activity by specific lock or garage door.



After you have set the filter parameters, tap **Apply** at the bottom of the screen to initiate the new search.

Partner Device

The Pulse Mobile App provides access to devices from the following ADT partners:

- Ring Doorbell Cameras
- Nest Thermostats

You'll need to install the partner app and integrate the partner device with the Pulse app before you can access them from Pulse.

Ring Doorbell Cameras

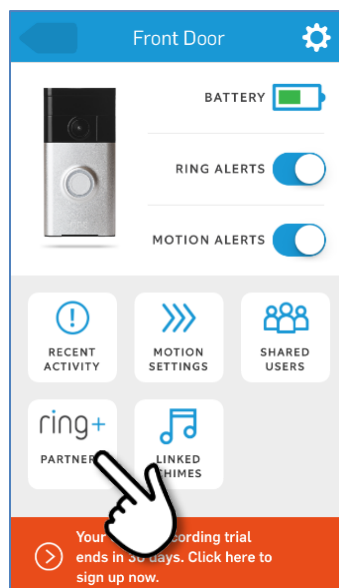
You can access your Ring Doorbell Camera app directly from the Pulse Mobile App. This requires you to:

- Install the Ring app on the same phone as the Pulse app
- Integrate ADT Pulse with the Ring App
- Add Ring as a Partner Device in the Pulse app

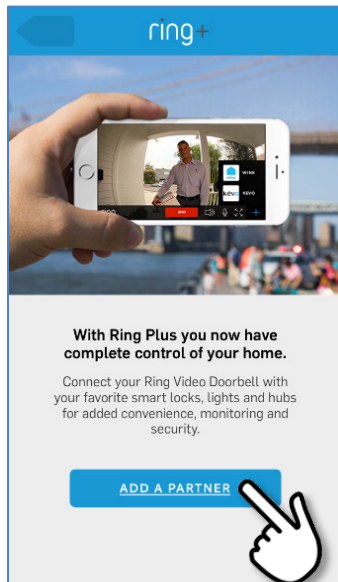
Adding Pulse to the Ring App

➤ **To integrate the Ring Doorbell with the ADT Pulse mobile app:**

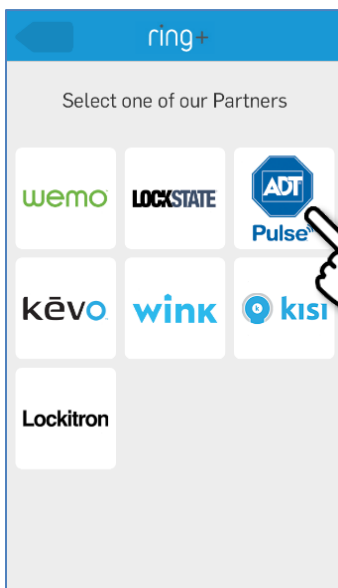
1. Open the Ring app and tap the menu at the top left.
2. Tap ring + **PARTNERS**.



3. Tap **ADD A PARTNER**.

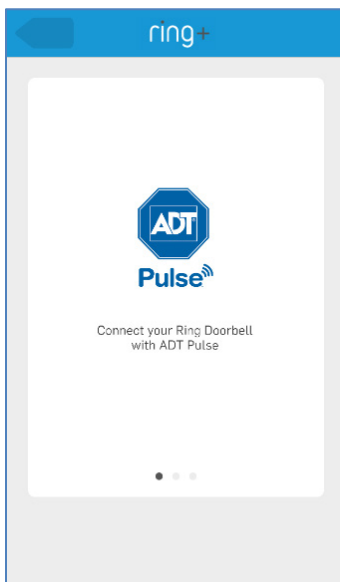


4. Tap **ADT Pulse**.

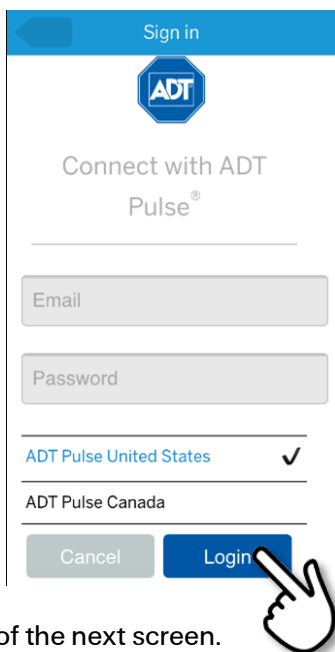


5. Swipe to move to the next screen.

6. Tap **Continue** to integrate Pulse with the Ring Video Doorbell.

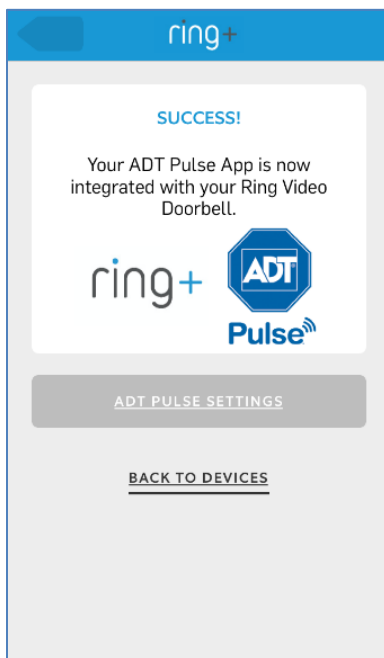


7. Enter your Pulse credentials, and then tap **Login**.



8. Continue to scroll to the bottom of the next screen.

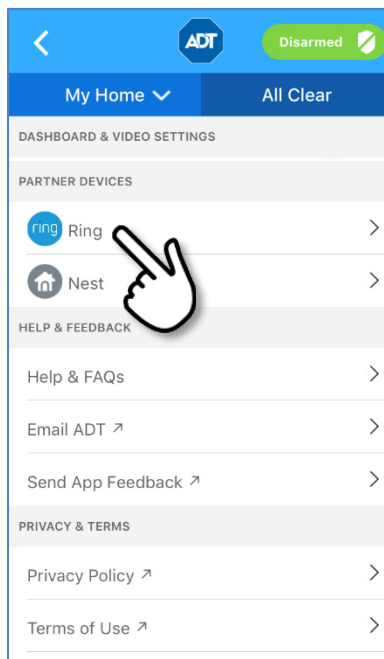
When you see the following screen, the Pulse account was successfully integrated with the Ring Video Doorbell.



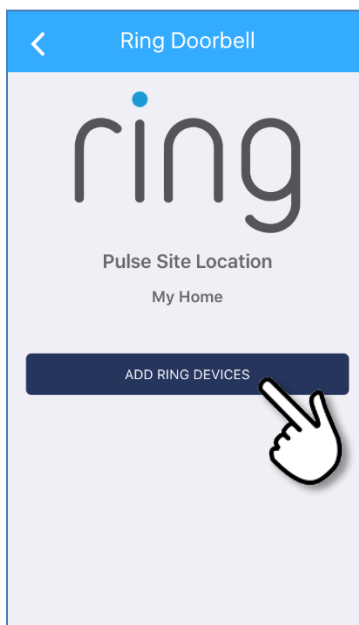
9. Now go to the Pulse app to continue the integration, as described in the following section.

Adding Ring as a Partner Device to the Pulse App

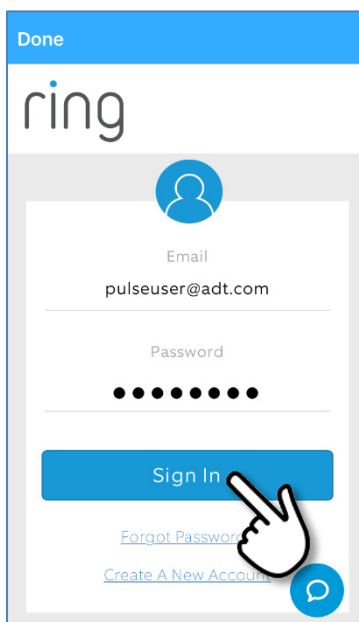
1. Open the Pulse app and tap **Settings** from the Main Menu.
2. Scroll to the bottom of the menu, locate the PARTNER DEVICES section and tap **Ring**.



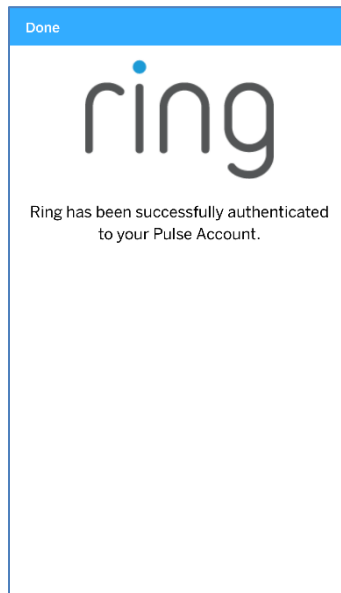
3. In the Ring Device page, tap **ADD RING DEVICES**.



4. When prompted, enter the Ring account credentials that you have created, and then tap **Sign in** to link your Ring and Pulse accounts.



5. Wait for the acknowledgement screen that appears when the Ring device has been added.

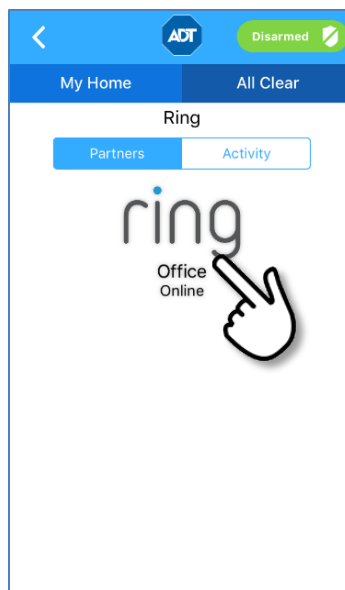


10. The Pulse mobile app restarts. Login to Pulse again.

A tile is created for the Ring device on the Dashboard and on the Partner Device detail page of the Pulse app.

11. Select **Partner Device** from the main menu to display the Ring detail page.

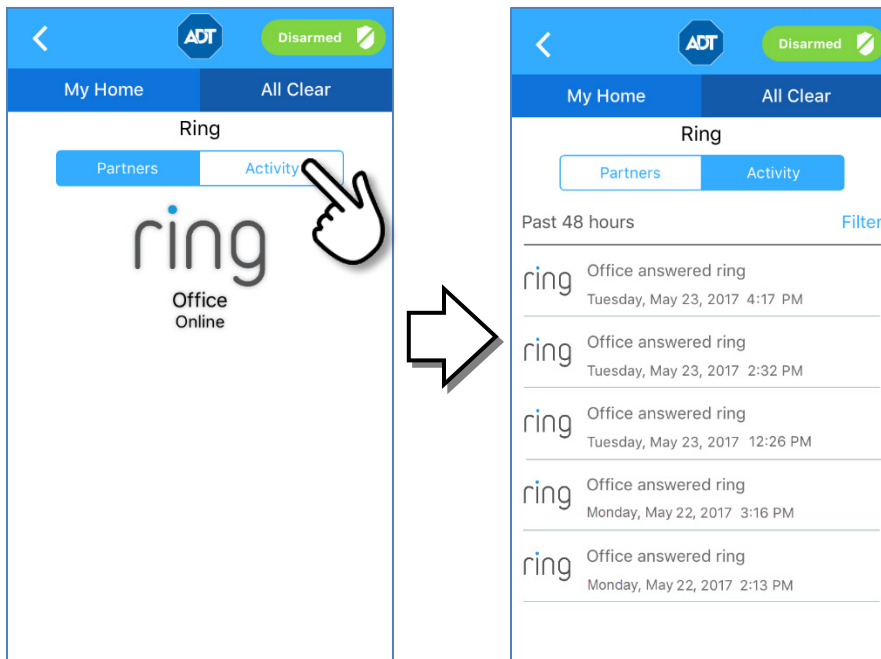
12. Tap the Ring tile to open the Ring app.



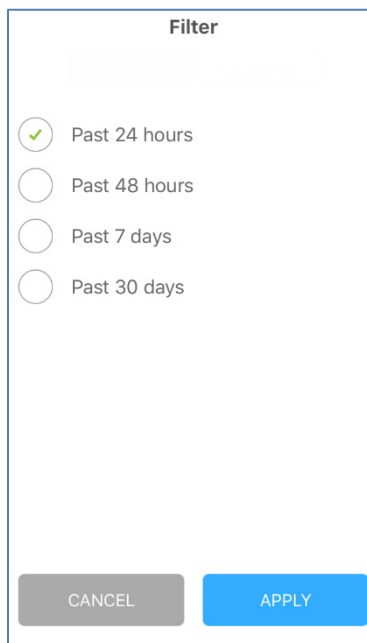
Note: Alternatively, you can tap the newly-created Ring tile on the Dashboard to open the app.

Activity

To view a list of Ring activity, tap **Activity** at the top of the Ring details screen. This displays a time-stamped log of all activity that has occurred within the designated period; default is past 24 hours.



Tap **Filter** to change the time period for your list of Ring activity to something other than the default of the past 24 hours.



After you have set the time filter parameter, tap **Apply** at the bottom of the screen.

Nest Thermostats

You can also monitor and control your Nest Learning Thermostat from the Pulse Mobile App.

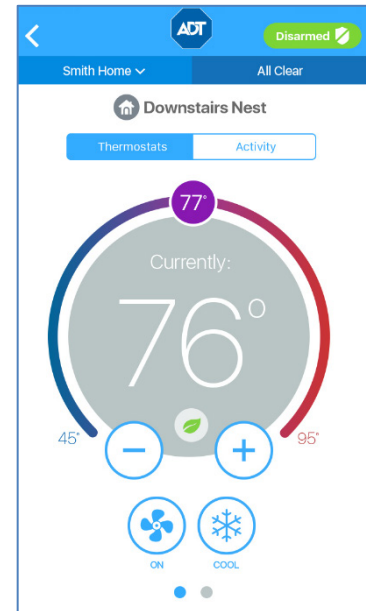
Note: Nest integration is only available for sites with Pulse Video or Control service. Those sites that have Pulse Video Lite or Remote arm/disarm only service will not be able to view the Nest integration options in the Pulse mobile app.

➤ From the Pulse Mobile App, you can control the following on the Nest Thermostat:

- Set the mode: Auto/Cooling/Heating/Off
- Control the temperature
- Set the "Heat to" and "Cool to" temperatures
- Control the fan speed: Auto/On/Off

➤ On the Pulse Mobile App, you can view the following activities that are performed by the Nest Thermostat:

- Set the mode: Auto/Cooling/Heating/Off
- Control the temperature
- Set the "Heat to" and "Cool to" temperatures
- Control the fan speed: Auto/On/Off
- Auto-Away
- Auto-Schedule



Adding the Nest Thermostat

Go to the Settings screen on the Pulse Mobile App for prompts to add the Nest device, as detailed below.

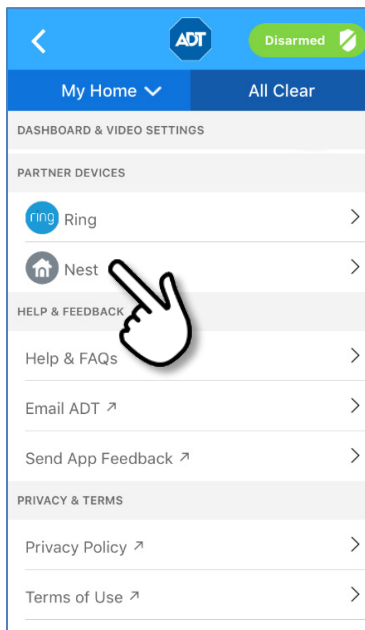
Note: For the Pulse Mobile App to control the Nest Thermostat from your mobile device, you must be the owner of the Pulse site where the Nest Thermostat is installed.

Before using the Pulse Mobile App to control your Nest Learning Thermostat you must:

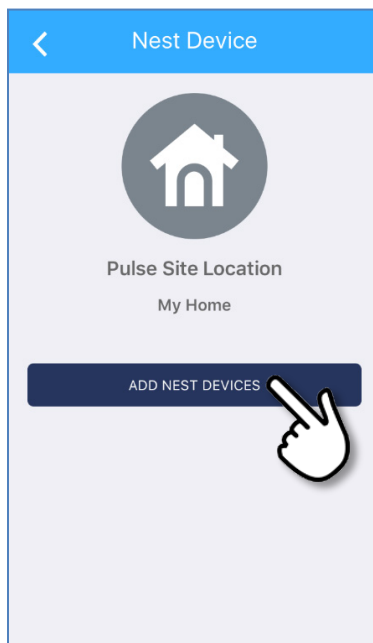
- Install your Nest Thermostat
- Set up your Nest account in the Nest app, following the Nest directions
- Install the Nest app on the same mobile device as the Pulse Mobile App

➤ **To add the Nest Thermostat to the Pulse Mobile App:**

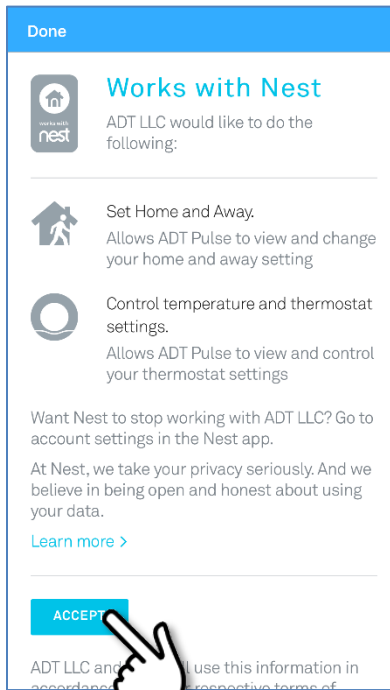
1. Tap **Settings** from the Main Menu.
2. Scroll to the bottom of the menu, locate the PARTNER DEVICES section and tap **Nest**.



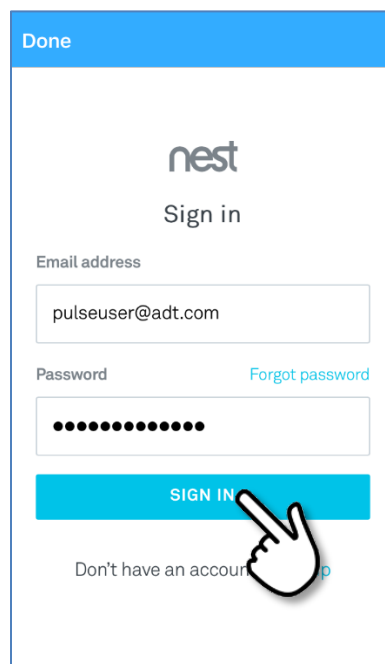
3. In the Nest Device page, tap **ADD NEST DEVICES**.



4. Scroll down the screen that appears and tap **ACCEPT**.

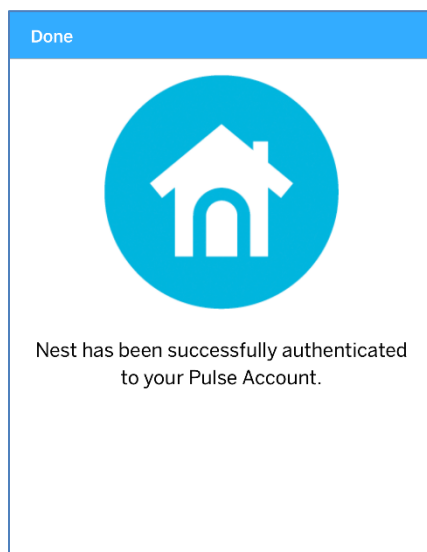



5. When prompted, enter the Nest account credentials that you have created, and then tap **SIGN IN** to link your Nest and Pulse accounts.

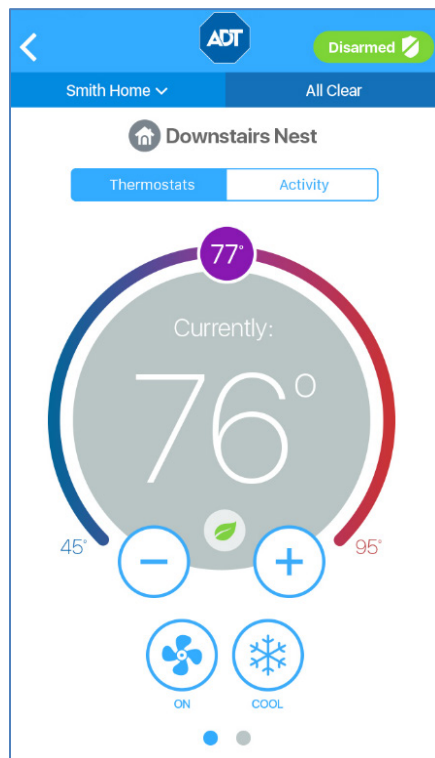


6. Wait for the acknowledgement screen that appears when the Nest device has been added.

Note: A tile is created for the Nest device on the Dashboard.



7. To verify that the Nest Thermostat was enrolled properly, open the main menu on the Pulse mobile app screen and tap the **Thermostats** category. The Nest Thermostat appears as another device in the Thermostats group. The Nest Thermostat is identified by the Nest icon .



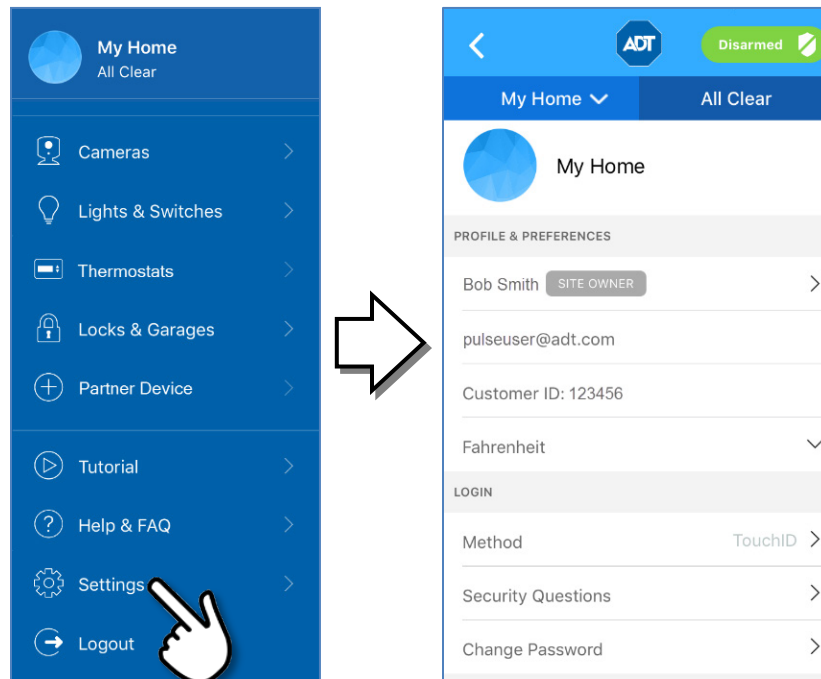
Note: Alternatively, you can tap the newly-created Nest tile on the Dashboard to view the Nest thermostat.

Limitations:

- The Nest thermostat can only be installed via the Pulse Mobile App; it cannot be installed using the Pulse web portal.
- The Nest thermostat is displayed only in the Pulse Mobile App; not in the Pulse web portal.
- The Nest thermostat cannot be added to Pulse automations and schedules.

Settings

Tap the ☰ hamburger menu in the upper left corner of the dashboard screen to display the main menu. Scroll down the main menu and tap **Settings**.



The Settings screen is divided up into several sections.

Profile & Preferences

If you have access to more than one site, all of the sites that you can access are listed in a dropdown menu under Current Site/Location. To select a different site to view, select the name of the site from the list.

The first several fields store editable settings. These are identified by the right arrow > on the right side of the field. Username and Permissions are not editable settings using the mobile app. The following describes how to use the editable settings.

Site Owner

To change your display name, tap the right arrow >, and then enter your new name in the Change Display Name field. Your new name appears in the Settings screen.

Username

This field cannot be edited in the Pulse Mobile App; it can be changed by selecting **My Profile** on the System tab of the Pulse web portal.

Customer ID

This field cannot be edited.

Temperature Setting

Shows whether the temperature is displayed in degrees Fahrenheit or Celsius. This field cannot be edited in the Pulse Mobile App; it can be changed by selecting **My Profile** on the **System** tab of the Pulse web portal.

Login

Method

To change your login method, tap the right arrow >, and then tap whether you want to use a Password, PIN or TouchID.

Security Questions

If you forget your password, these questions and answers will help you access your account. To change your security question, select a question from the dropdown, and then enter your answer. When complete, enter your password in the **Confirm Password** field, and then tap **Save**.

Change Password

To change your password, you must enter your current password, new password, and then scroll down the page and confirm the new password. Tap **Save**.

There are rules that any Password must meet to be accepted for use:

- Password must have at least 8 characters.
- Password must not contain more than 2 of the same characters in a row.
- Password must have at least 1 letter
- Password must not contain your email address, username or actual name
- Password must have at least 1 number or symbol (!, @, #, etc.)
- Can't be the same as the previous password

Dashboard and Video Settings

Default Dashboard View

Here you can determine which view that you see when you first log in to the app:

- Dashboard
- Home View

Default Camera View

Here you can determine which camera appears on the dashboard.

Stream Live Video

This preference provides the option for toggling ON/OFF live streaming of your Dashboard View when on a mobile network. The **LIVE** tag appears in the upper right corner of the image on your Dashboard when the image is streaming. When not streaming, a snapshot appears in the Dashboard, along with the tag **NOT LIVE**.

- When set ON, the image displayed on the Dashboard is always live streaming, regardless of the available network.
- When set OFF, live video streaming only occurs on the Dashboard when the device is connected to Wi-Fi. When connected to a cellular network instead of Wi-Fi, a snapshot is displayed.

Partner Devices

Here you add / remove partner devices to / from the ADT Pulse Mobile App. ADT partners include the following:

- Ring Doorbell Cameras
- Nest Thermostats

Help and Feedback

Here you add or remove Pulse Partner devices, such as a Ring Doorbell Camera or Nest Thermostat.

Help & FAQs

Tap to display a list of responses to frequently asked questions.

Email ADT

If you need help with using the Pulse Mobile App, you can tap this link to create an email addressed to ADT App Support. Briefly describe the issue you are having and tap **Send**. An ADT representative will reply to you by email.

Send App Feedback

This section provides a method for providing ADT with feedback about the Pulse product. For example, you can tell us what features, functions, and /or partners you would like to have added to Pulse.

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L9444-02 (06/17)