Beam User Guide

A quick reference guide for setting up and using your Smart Home Security System

beam.

powered by NRMA Insurance

Table of Contents
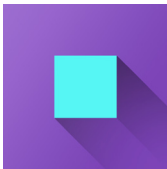
Welcome to your new Smart, Secure and Connected Home

This guide explains the most commonly used functions of your Smart Home Security System. It focuses on using the app wherever functionality is available, although most features are also available in the web portal.

beam. powered by NRMA Insurance

Download the iOS or Android app by visiting the App Store or Play Store from your smartphone and searching for "beam. powered by NRMA Insurance".

Access the web portal by entering the following URL into your browser:

beam.secure.direct

You can sign into the app and web portal with the username and password credentials provided to you.

To begin, we recommend signing into the web portal and changing your username, password and panel access code. This is also a good time to create any additional users, although you can edit these details at any point from the web portal.

If you wish to skip this stage, you can advance to the *Introduction to the Beam App* section on page 5 of this document.

Managing Users and Passwords

Changing your username, password or panel access code can be done from the web portal. Once logged in, navigate to the *Contacts* page and select the *Edit Icon* next to the contact you wish to update.

Enter in the newly desired *Username*, *Passcode* or *Panel Access Code* in the respective fields, then select *Save* at the top of the page to save changes.

> *Username* must be between 3–32 characters long and can include alpha, numeric or the "@" (at), "_" (underscore), "." (period) characters.
>
> *Password* must be between 6–16 characters and can contain only alpha or numeric characters. For security purposes, the previous password will never be displayed.
>
> *Panel Access Code/Pin* must be a 4-digit numeric code. This code will be pushed to the security panel and will be the code you will enter to disarm your system either at the panel/pinpad or Beam app.

To add a new user, in the web portal *Contacts* page, select *Add Contact*. Create the new contact by completing all fields under the *Contact Details* section (only 1 phone number is required). The *Username* and *Password* must be unique. Check the username availability by clicking the *Check Availability* button before continuing.

Under the *Alarm User* section, the new user will automatically be assigned an available *User ID*. You must enter a 4-digit *Pin* (Panel Access Code). This will be the code the user will use to disarm the security system.

Leave the remaining sections as default and click *Save* to create the new user. The user will appear in the user list on the *Contacts* page. They can now download the Beam App and sign in with their newly created username and password.
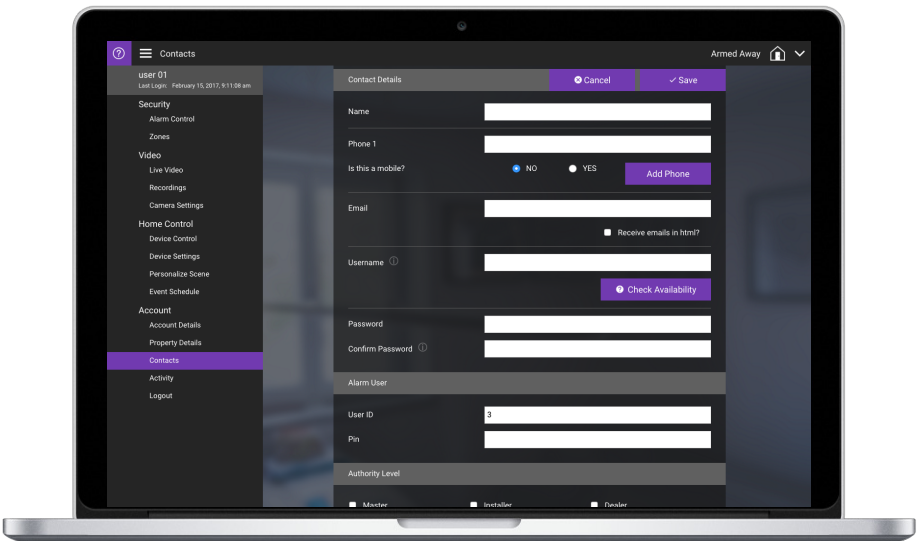
Introduction to the App

Once signed into the app, you will see the *Main Menu* page. The *Main Menu* displays icons for each of the sections/pages of the app.
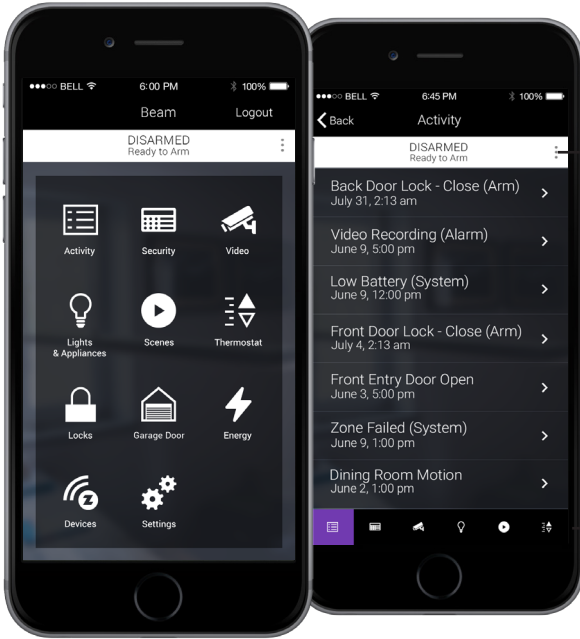
The *Status Bar* displays the security system status, as well as any warnings or errors your system may have.

For additional details on the status of the system and devices, pressing the *Status Bar* will take you to the *Status Page*.

The *Footer Navigation* is located at the bottom of most pages, allowing you to easily switch between menu items. Scroll the footer navigation from right to left to reveal additional items.

Activity lists all security system events including alarms, arming, disarming and trouble conditions.

Security allows you to control your security system.
See Controlling your Security System on page 6

Video is where you will interact with your cameras, viewing live and recorded footage. See Viewing Live Video and Recordings on page 7

Lights & Appliances contains controllable Z-Wave devices including lights and switches. See Controlling Lights & Appliances on page 8

Scenes are groups of devices and actions you can set to run collectively. Scenes are created in the web portal, however the *Scenes* page allows you to trigger pre-set and created Scenes on demand. See Running a Scene and Setting up a Scene on page 9

Thermostat, *Locks* and *Garage Door* each list and allow you to control respective devices. Locks can also be controlled from the *Security* page. The *Energy* and *Devices* pages include non-controllable devices such as Energy Meters or Z-Wave powered Sensors, Sirens and Range Extenders.

Controlling your Security System

To Arm your Security System, from the *Security* page in the app, press one of the following options:

Away sets your system to Arm Away mode, and should be set when nobody is home. This will arm all sensors including internal motion detectors.

Stay sets your system to Arm Stay mode. This will arm perimeter door or window sensors, but not motion detectors, allowing you to move freely within your home.

Night (if available) sets your system to Night Arm mode. Night Arm allows homes with multiple motion detectors to arm the motion detection on some areas, while allowing occupants to move freely in other areas such as bedrooms.
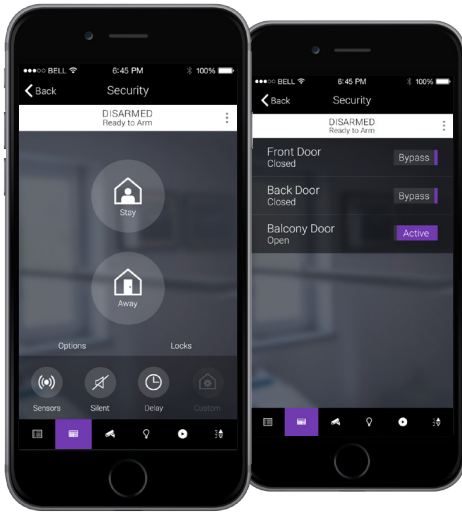
Upon pressing an arming option, the alarm system will begin its normal exit countdown. At the end of this exit delay the system will be armed.

If a sensor is open while arming, you will be prompted to bypass the sensor (zone) or cancel arming. Bypassing a sensor tells your alarm system to ignore that sensor and continue arming as normal. This is helpful if you wish to leave a specific window open, however that window will not be monitored.

To view or bypass sensors, press the *Zones/Sensors* button under the Options tab at the bottom of the *Security* page.

To Disarm your alarm system, press the icon/circle in the center of the *Security* page, then enter your 4-digit panel access code (pin).

Setting Thermostats

The current temperature is displayed in the center of the screen. You can adjust the target temperature at the bottom by pressing up or down on the arrows. The target temperature will update in real time as you set it.

By pressing the Mode or Fan options at the bottom you can switch between Heat/Cool/Off mode and On/Auto fan options.
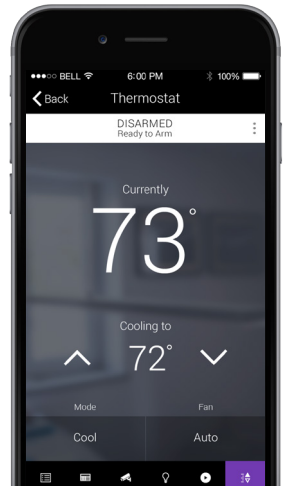
Viewing Live Video and Recordings

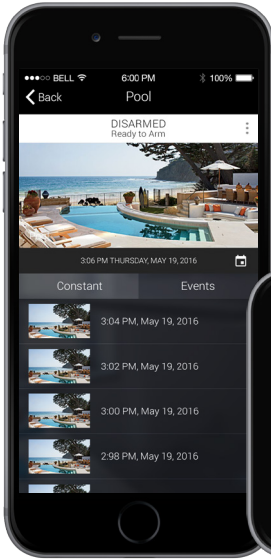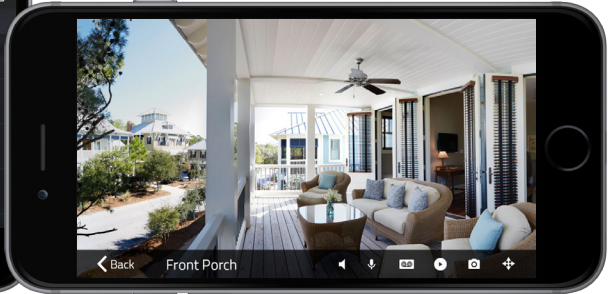The *Video* page in the app lists all cameras installed on your system. Select a camera to view the live footage from that camera.

When viewing vertically you will see tabs for *Constant* and *Event* recordings below the footage (on supported cameras). Tilt your smart-phone horizontally to switch to full screen viewing.

🔊 *Mute* will toggle on and off the volume captured through the camera.

🎤 *Microphone* will launch the Push to Talk functionality. A *Push to Talk* button will appear in the top right of the screen. While holding down the *Push to Talk* button, you can speak from your smartphone through the camera's built-in speaker.

📼 *Recordings* will display an overlay of the *Constant* and *Event* recordings.

▶ *Control* displays an overlay list of your devices. You can control them without leaving the live viewing screen.

📷 *Snapshot* saves an image of the current video frame to your device.

✛ *Pan/Tilt* will launch the pan and tilt overlay controls on supported pan/tilt cameras

Search for recordings with the Calendar filter by pressing the *Calendar* icon to the right side directly above the *Constant* and *Event* tabs. Selecting a date and time will return the most recent recordings prior to that selected point in time. If searching for constant recordings, the days encompassing the recording range are highlighted within the calendar.

Constant Recordings are stored locally on the Camera's MicroSD card (on supported cameras). If the card is missing, in the vertical view the *Constant* recording list will be replaced with a prompt to insert a blank MicroSD card.

Event Recordings are stored securely in the cloud. They include recordings that are triggered by a security event such as an alarm, arming, and disarming or via a Scene.

To set up Event Recordings, in the web portal, navigate to the *Camera Settings* page, via the left side menu. Press the down arrow, then the *Edit* icon on the desired Camera, then *Edit* again, taking you to the settings page for that camera.

For the *Recording On* option, check *Enable record on arms* and *Enable record on disarms* to activate recording on each event type. To record on alarm events, under the *Recording on Zones* header, check all listed zones (sensors). Alarm events will only record if the sensor that triggers the alarm is checked.

You can also trigger event recordings on individual zone/sensor, time or Z-Wave events, by setting up an *Event Schedule* in the web portal.

Constant Recording Playback begins when you select a recording from the *Constant* recordings list.

You can pause and resume playback by pressing on the video, or scrub to a point in the video by dragging the horizontal playback slider.

The *Recording List* icon on the right side of the footer allows you to choose another constant recording time range to play, while the *Back* button returns you to live viewing.

To Add, Edit or Remove Cameras see page 11 of this guide.

To Add, Edit or Remove Devices including lights, appliances, thermostats, locks, garage doors and other Z-Wave powered devices, see page 13.


Controlling Lights & Appliances

Controllable Z-Wave devices such as lights, switches and appliances are listed on the *Lights & Appliances* page.

All devices with dimmer functionality are considered lights. Devices with only on and off capability, such as a smart switch are considered appliances.

Items can be turned on and off via the toggle switch/button to the right of the device name.

If the device is dimmable (lights only), the brightness can be controlled by adjusting the slider underneath the device name.
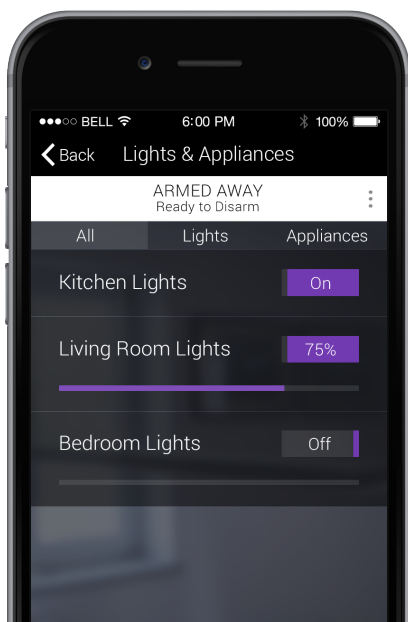
Running a Scene from the App

A Scene is a group of device actions you can set to run collectively. A Scene can be triggered by an Event Schedule, or on demand within the app or web portal.

The *Scenes* page in the app allows you to run your created Scenes plus system preset Scenes such as *All Lights*, *All Devices* or *All Appliances*.

Press the triangular *Play* button to the right of the Scene name to run a custom created Scene.

Use the slider or toggle switches to control the preset *All Lights*, *All Devices* or *All Appliances Scenes*.
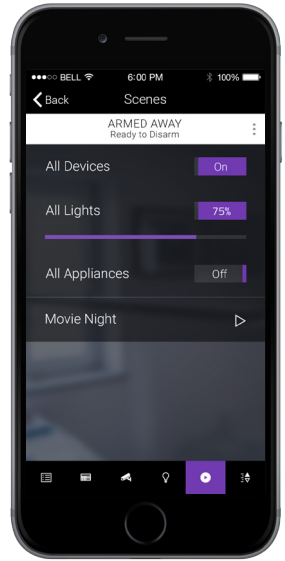
Setting up a Scene

To create a Scene, from the *Personalize Scene* page in the web portal, select the *Create Scene* button. Give your Scene a name and select *Next*.

Select an *Action Type*, specific device and state/action. You can choose from *Alarm, Z-Wave* or *Camera* devices and actions.

Click *Add* to add the device and action to the Scene. You can repeat this process, adding multiple actions to your Scene before clicking *Save* to create your Scene.
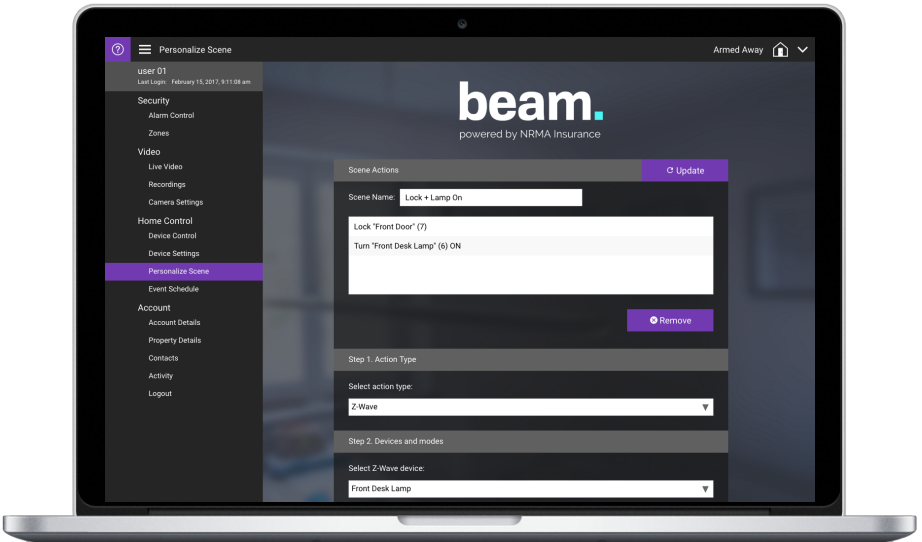
Creating an Event Schedule

Event Schedules are event based triggers that you can use to run Scenes or individual devices automatically.

To create an Event Schedule, from the web portal *Event Schedule* page, select *Create Schedule*.

Give your schedule a name and select a trigger *Type*. Trigger types can be *Alarm* events, *Time* (once off or repeated), individual *Zones* (sensors) or *Z-Wave* devices.

Upon selecting a trigger type, the fields on the page will update, allowing you to select a specific device and/or condition for time, the zone/sensor, alarm event or device.
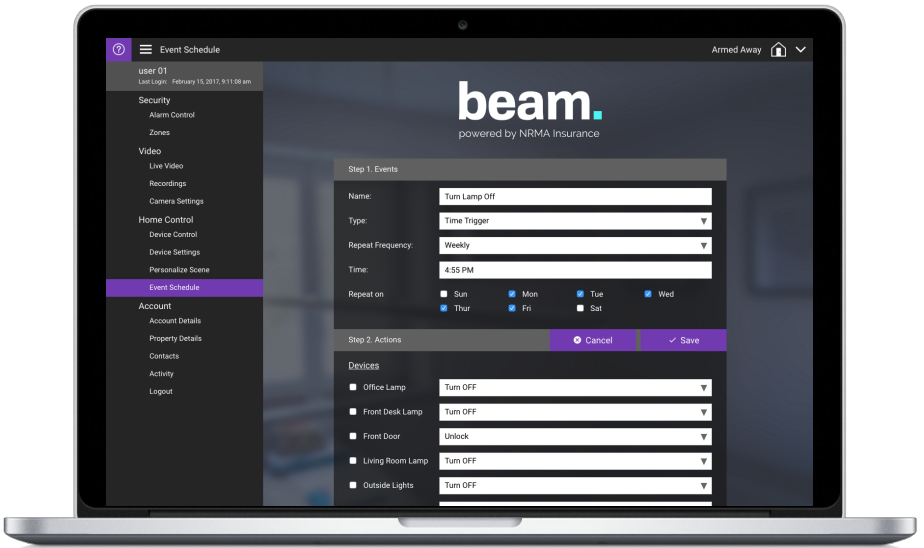
In the *Actions* section, select one or more devices and the state you would like them to be set to on the Event Schedule conditions being met.

Scenes are listed at the bottom of the page. You can select any Scene, or combination of Scenes and Devices to run on the event occurring. Click *Save* to create and activate your Event Schedule.

Adding a Camera

The app only supports adding SNET branded cameras. The web portal can also be used to add cameras if preferred.
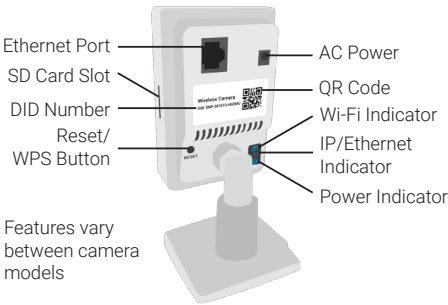
Before adding a camera, make sure your smartphone is connected to your home Wi-Fi network.

The camera will only work over a 2.4Ghz network. If using a dual band router, do not use the 5Ghz network.
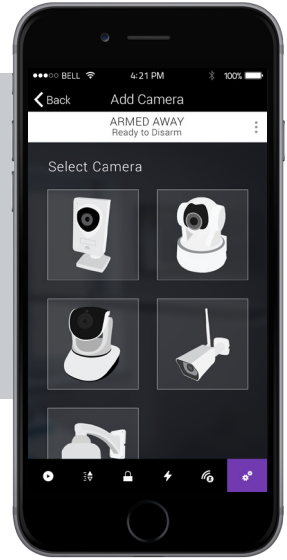
Navigate to the *Settings* page within the app, then select *Add Camera*. Select the image that matches your camera. On the following page enter a name for your camera before pressing *Next*.

Choose between *Scan QR Code* or entering the Camera DID manually. We recommend scanning via QR Code for ease of entry. This method uses your smartphone camera to obtain the DID (unique ID of the camera) automatically. You may need to grant permission for the app to access your smartphone camera before using this option.

Ethernet Port
SD Card Slot
DID Number
Reset/ WPS Button
AC Power
QR Code
Wi-Fi Indicator
IP/Ethernet Indicator
Power Indicator

Features vary between camera models

The QR code and DID number are located on either the back or bottom of the camera. The DID will start with the letters "SNP". If entering manually, include all following dashes and characters. Press *Next* once the DID has been entered.

From the *Connect Your Camera* page, first plug the camera into a power outlet using the included AC Power cable.

Select how you would like to connect the camera to your network. Indoor cameras have the option to *Connect via Soundwave*. This is recommended, along with the *Connect via IP* option. *Connect via IP* is recommended for both indoor and outdoor camera models.

Connecting via IP offers an option to push the Wi-Fi settings to the camera, allowing you to remove the Ethernet cable once connected. Alternatively, you can connect permanently over IP connection instead of using Wi-Fi.

To connect via IP, plug the camera into your router using the included Ethernet cable. The IP/Ethernet indicator light on the back of the camera will remain on when connected.

Connect via IP (Ethernet)

The camera will automatically connect to your local network (over IP only).
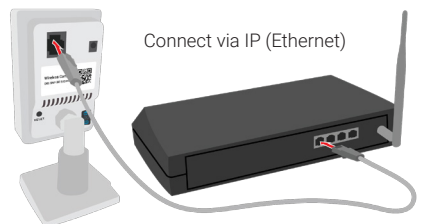
To connect Wi-Fi via Soundwave or **Wi-Fi via IP**, wait 90 seconds after powering the camera up. Enter the Wi-Fi network name and password credentials, then press *Play Sound* (Soundwave option) or *Check Connection* (Wi-Fi via IP option).

If using the Soundwave option (available for indoor cameras only), hold your smartphone near the camera, making sure the volume on your phone is turned up. Your smartphone will play an audible sound, passing your Wi-Fi network information to the camera. The Wi-Fi indicator light will flash slowly while the camera is in listen mode.
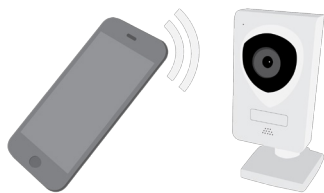
Connect Wi-Fi via Soundwave

On successful Wi-Fi connection, indoor cameras will beep twice and the Wi-Fi indicator light will remain on. If using Wi-Fi over IP, you can now remove the Ethernet cable.

To enable constant recording for an indoor camera, you must have a MicroSD Card inserted into the SD Card Slot. During the Add Camera process the MicroSD Card will be formatted and the camera will automatically begin recording. You may add a card at any time after installing the camera. Outdoor cameras include a built-in SD Card and will automatically record.

> We recommend using a MicroSD Card that has at least 64GB of storage space. This will enable up to a week of constant recording depending on several factors.
>
> Environments with a lot of motion and cameras with higher resolution/quality settings will constant record for shorter time durations. Constant Recording records consecutive 2 minute clips. Once the card capacity is reached, the oldest clip will continually be deleted to make room for new recordings.
>
> Event Recordings are stored securely in the cloud, not on the SD card. Although they will likely contain the same footage as a constant recording clip, they are treated separately.

Upon receiving the *Camera Successfully Added* message, wait a minute before operating the camera from the *Video* page in the app.

Editing or Removing a Camera

From the *Settings* page in the app, select *Edit Camera* then select the camera you would like to edit or delete/remove from your list of cameras. Once selected, you can update the camera name, pressing *Done* in the top corner to save changes. To delete the camera from your system, press *Remove Camera*.

To update your camera Wi-Fi or network settings, press *Update Network Connection*. This will repeat the process of connecting via Soundwave, IP or WPS (where options are available), giving you the opportunity to update the Wi-Fi network credentials.

Adding a Z-Wave Device

You can add lights, switches (to power appliances), door locks, garage doors and other Z-Wave powered devices directly from within the app.

Power up your device per manufacturer instructions. If using a Z-Wave smart switch, simply plug it into an AC Power Outlet.

In the app, go to *Settings* and select *Add Z-Wave Device* to initialize learn mode.

The following page will display an example image. Find the bind button on your devices and press it. You may need to refer to the device user manual, as each device is different.

The status in the app will change to *In Progress* while the device enrolls. Once complete, give the device a name by entering into the *Name Device* field and select *OK*. Your Z-Wave device is now enrolled and ready to use.

If your device is a thermostat, door lock or garage door, it will appear in the app on the applicable page. Most devices including lights and switches will appear on the *Lights & Appliances* page.

If using a Z-Wave switch, simply plug in a lamp or appliance such as a fan to control remotely via the app. If your switch has a dimmer functionality, be sure to use this only on a supported appliance to prevent damage.
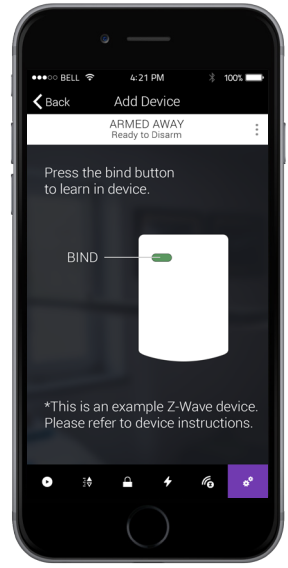
Editing or Removing a Device

From the *Settings* page in the app, select *Edit Device* then select the device you would like to edit or delete/remove from your list.

Once selected, you can update the device name, pressing *Done* in the top corner to save changes. Pressing *Remove Device* will delete the device from your system.
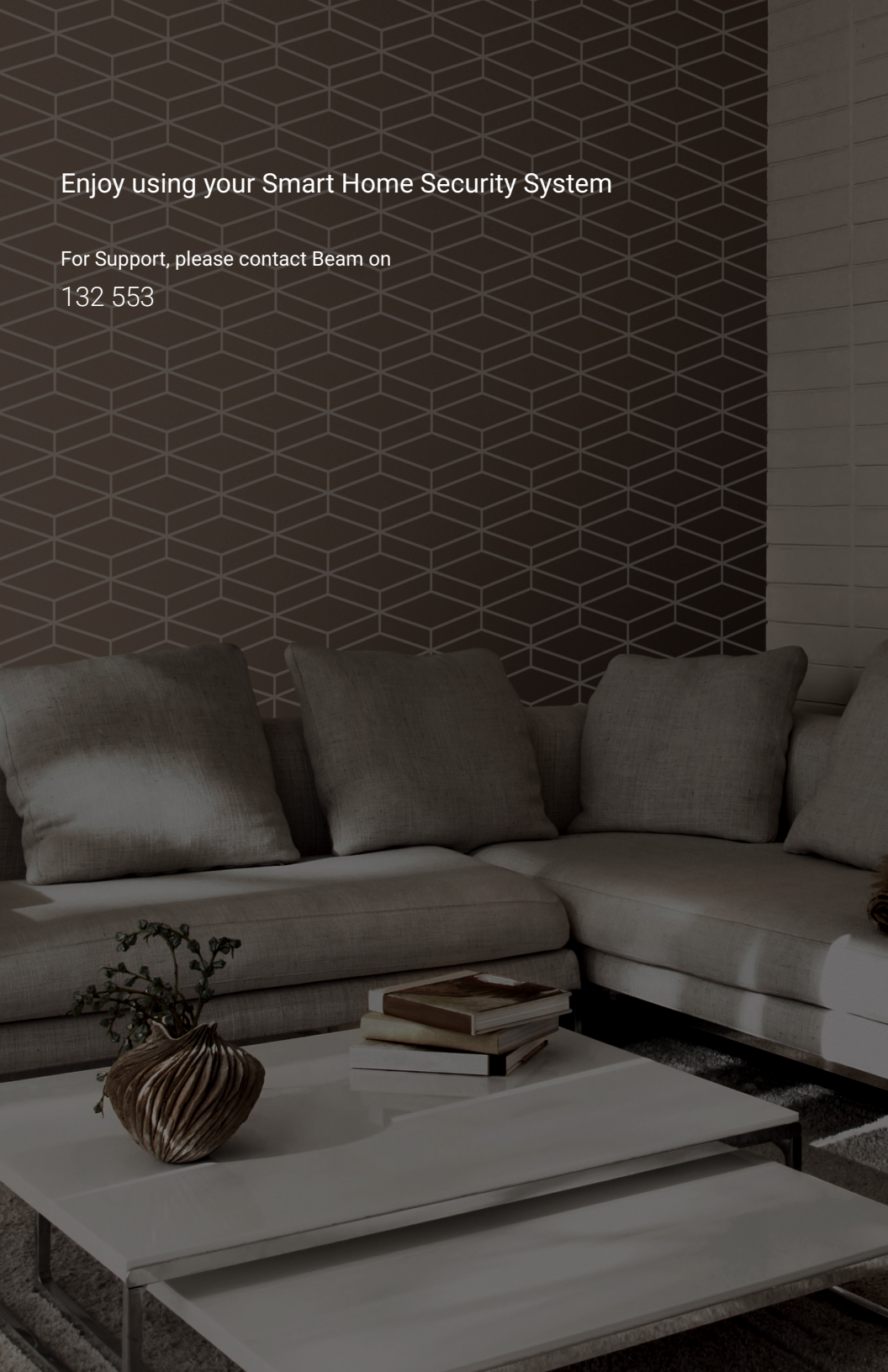
Settings and Notifications

To turn on or off Auto Login, go to the *Settings* page in the app. If Auto Login is turned on, the app will not require you to enter your password each time you open it.

To manage Notifications, press *Notifications* from the *Settings* page in the app. Turning on or off the *Notifications* toggle switch or checking/unchecking the individual notification types will enable or disable the related notifications.

You can further manage notification methods from the web portal. Go to the *Contacts* page, expand the *Contact* (user) in the list. Turn on or off the *Text* or *Email* icons to enable or disable the respective notification methods.

Enjoy using your Smart Home Security System

For Support, please contact Beam on
132 553

beam.

powered by NRMA Insurance