

Ezlo Protect

Dealer Quick Start Guide





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First Things First

Before beginning the installation, **you must first setup your dealer account!** To set up your account, send an email to sales@ezlo.com. In that email simply state that you wish to set up a dealer account for Ezlo Protect.

Include the following information:

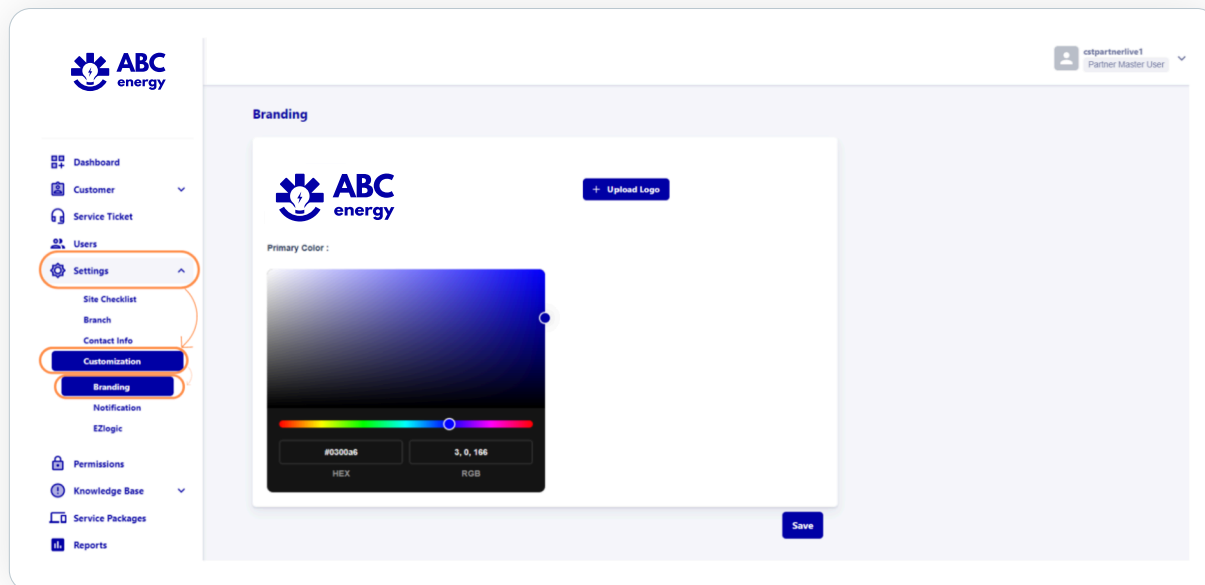
- Company Name
- Main Contact Name
- Phone Number
- Email address to be associated with the account (often a general email address for the company)
- Full company address including street, city, state and Zip/postal code

Within 24 business hours you will receive an email to the email address associated with the account providing login information. Once you're able to log into your account, you can then proceed with the rest of the installation and set-up process as directed in this Quick Start Guide.

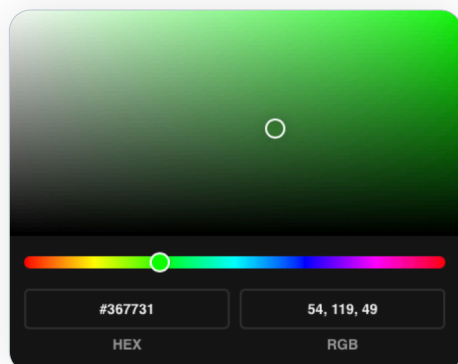
1. Branding

One feature of Ezlo Protect that dealers love the most is that your brand - your logo and your color scheme - are front and center in the app you share with your customers. You get this capability with job number 1. Here's how:

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

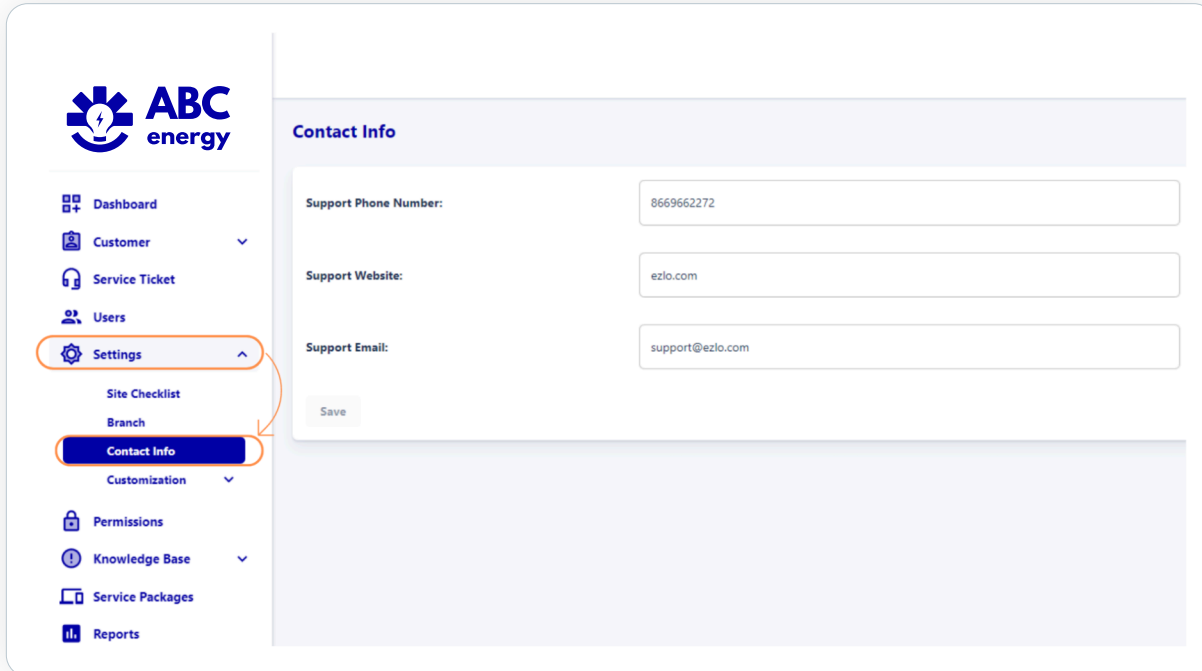


Change your font color by selecting one from the color palette. Click 'Save' to apply your changes:



2. Contact Info

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



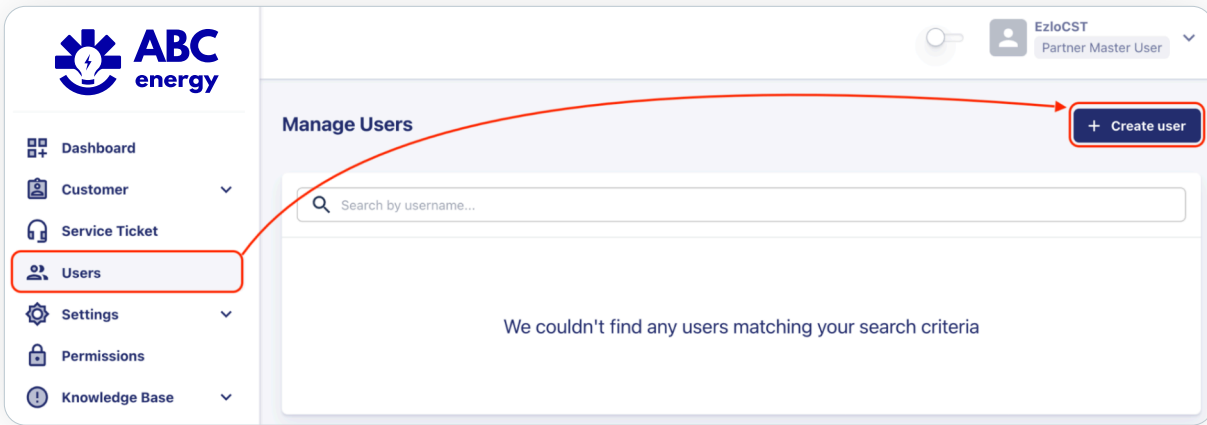
The screenshot shows a web interface for 'ABC energy'. On the left is a sidebar menu with icons and labels: Dashboard, Customer, Service Ticket, Users, Settings (highlighted with an orange circle and an arrow pointing to the 'Contact Info' sub-item), Site Checklist, Branch, Contact Info (highlighted with an orange circle), Customization, Permissions, Knowledge Base, Service Packages, and Reports. The main content area is titled 'Contact Info' and contains three input fields: 'Support Phone Number' with the value '8669662272', 'Support Website' with the value 'ezlo.com', and 'Support Email' with the value 'support@ezlo.com'. Below these fields is a 'Save' button.

3. Installers

In order to set up a customer account you must first create at least one installer account from the **'Users'** tab. Installers will be your technicians in charge of going onsite to onboard your equipment and will hand off the system to the customer once the installation is done.

To set up an installer account:

- Login to the partner portal <https://security.mios.com/> with your partner username and password.
- Click **'Users' > 'Create User'**:



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

Create User
Enter User Information

User Name

First name

Last name

Email

Role
Installer

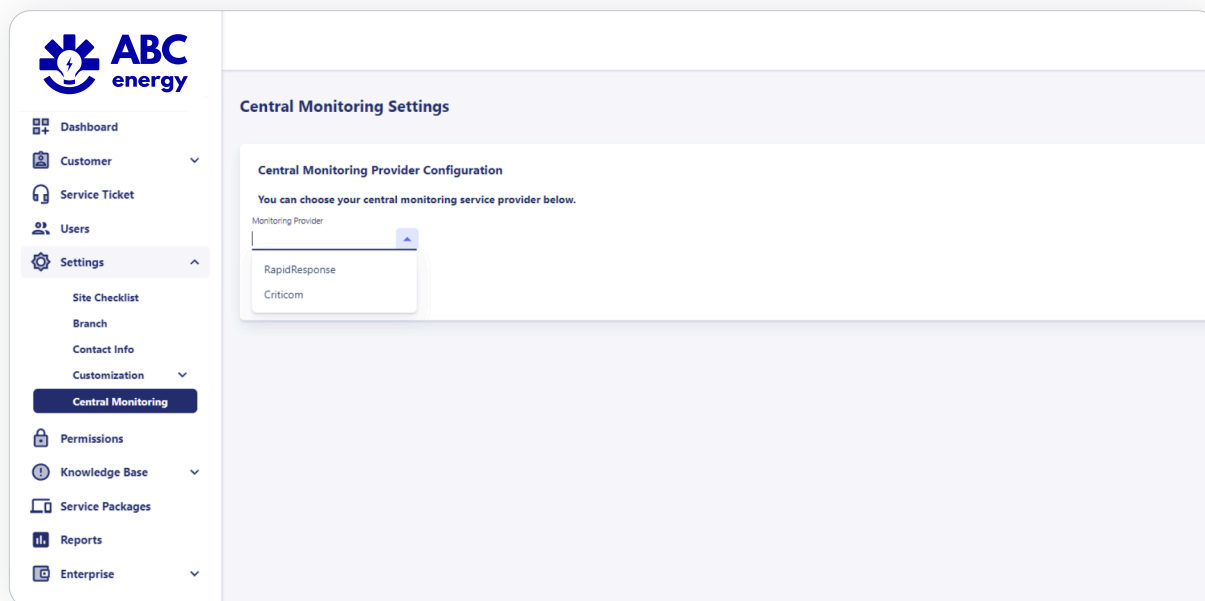
Permissions
Default Permissions (Access ...

Cancel Create


- Click '**Create**' to add the installer user.
- We will send an account verification email to the new installer which contains their username and password.

4. Central Monitoring Settings

- Go to 'Settings' > 'Central Monitoring' > 'Central Monitoring Settings'.
- In this tab you can choose your Central Monitoring service provider when first configuring your partner account. As of now, you can only choose from RapidResponse or Criticom as providers. This selection cannot be reversed.



- If you select Criticom, the portal will request your Criticom Receiver ID. You can also provide multiple receiver IDs, by clicking the **+ Add Receiver ID** button.



- Dashboard
- Customer
- Service Ticket
- Users
- Settings
 - Site Checklist
 - Branch
 - Contact Info
 - Customization
 - Central Monitoring
- Permissions
- Knowledge Base
- Service Packages
- Reports
- Enterprise

Central Monitoring Settings

Central Monitoring Provider Configuration

You can choose your central monitoring service provider below.

Monitoring Provider

Criticom

Please provide your Criticom Receiver ID below in order to be able to use the Criticom Monitoring Service.

ReceiverId

+ Add Receiver Id

save

- If you select Rapid Response, you can provide your Rapid Response sub-account number.

Central Monitoring Settings

Central Monitoring Provider Configuration

You can choose your central monitoring service provider below.

Monitoring Provider

RapidResponse

While not mandatory, you can provide your Rapid Response sub-account ID below if you would like your customers to be connected to your Rapid Response sub-account.

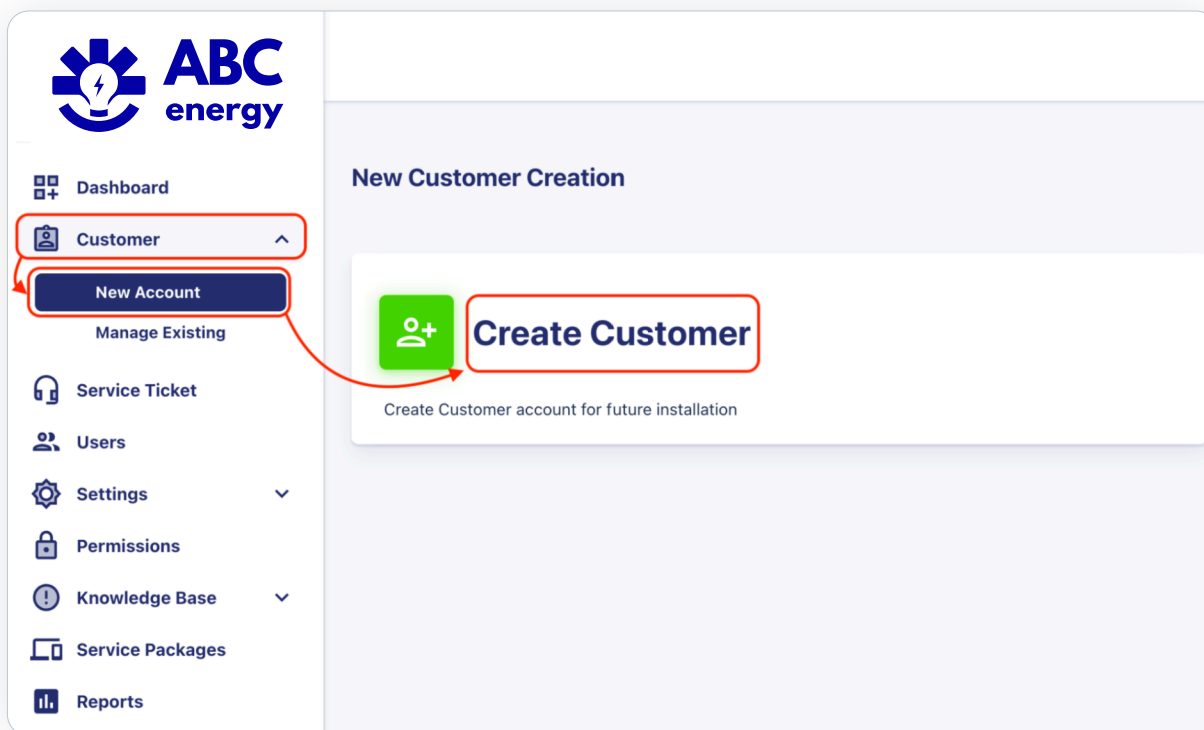
Sub-account number

save

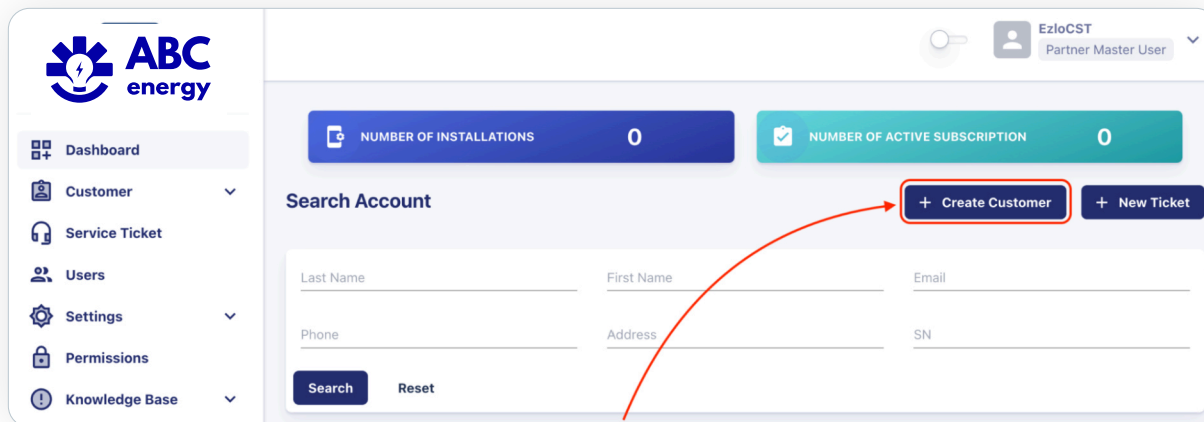
5. Customer Management

Create a New Customer

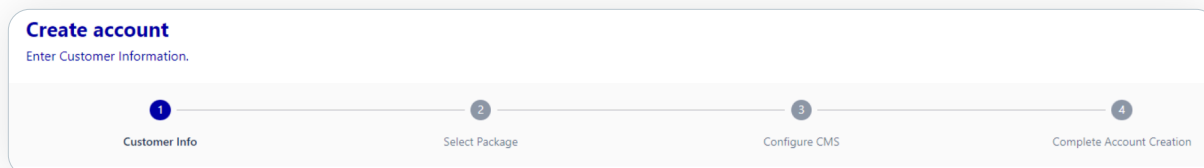
- Login to your partner account at <https://security.mios.com/>
- Click 'Customer' > 'New Account' > 'Create Customer':



Alternatively, click 'Dashboard' > 'Create Customer'



- There are four stages:
 1. Basic account details.
 2. Select Package (choose the type of customer).
 3. Configure CMS (only available if the customer has purchased a package that includes Professional Monitoring service).
 4. Additional details and finalization.



- Enter your new customer's contact and address details in the first page. '**Installation Address**' is the address at which the controller is located:

ABC energy

Create account
Enter Customer Information.

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

Customer Information

First name * Last name *

User Name * Company Name

Phone number * Email *

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

Installation Address

Street Address * Additional Street Address

Country * State * City *

Zip Code * Time Zone

Billing Address ▾

Mailing Address ▾

Navigation: Dashboard, Customer (New Account, Manage Existing), Service Ticket, Users, Settings, Permissions, Knowledge Base, Service Packages, Reports

User: cstpartnerlive1 Partner Master User

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

ABC energy

Customer Info

Customer Information

First name *
Customer

Last name *
Test

User Name *
CustomerTest

Company Name

Phone number *
(866) 454-6895

Email *
CustomerTest@mail.com ☐ Empty Residence ⓘ

Dealer Customer ID

Installation Address

Select Package

Select installer

13172832 (cstprotect-testing+installer4@ezlo.com)

13166392 (daniel+cstinstallerlive1@ezlo.com)

13169582 (daniel+cstinstallerlive2@ezlo.com)

13172822 (cstprotect-testing+installer3@ezlo.com)

13172832 (cstprotect-testing+installer4@ezlo.com)

13175132 (cstprotect-testing+installer5@ezlo.com)

13239012 (fae_inst_1205@yopmail.com)

- Click 'Next' to move onto the 'Select Package' screen
- Select one of the available packages depending on your CMS provider choice.

Criticom

Service Package

☒ EZ Smart Home w/Video Storage

- IP Only Connectivity
- Home Automation
- Notifications
- Video + Doorbell Live View & 60 Days Storage
- Self Monitored Notification

☒ Include cloud video storage

☐ IP Smart Security

- IP Connectivity
- Alarm Signal Forwarding to approved central stations
- Home Automation
- Notifications
- Video + Doorbell Live View & 60 Days Storage
- Notifications

☐ LTE Smart Security

- IP Connectivity
- 4G LTE Connectivity
- Alarm Signal Forwarding to approved central stations
- Home Automation
- Notifications
- Video + Doorbell Live View & 60 Days Storage
- Notifications

Rapid-Response

Service Package

☐ EZ Smart Home w/Video Storage

- IP Only Connectivity
- Home Automation
- Notifications
- Video + Doorbell Live View & 60 Days Storage
- Self Monitored Notification

☒ Include cloud video storage

☐ EZ Smart Security

- IP Only Connectivity
- Central Station Monitoring
- Home Automation
- Video Doorbell
- Notifications

☒ EZ Smart Security+

- IP Connectivity
- Central Station Monitoring
- Home Automation
- Video Doorbell
- Notifications
- Cell Connectivity

- Click on '**Create account**' to complete the account creation if a package without CMS is selected.
- If a package with CMS included is selected, click on '**Next**' to fill in the '**Professional Monitoring Info**' for your selected CMS provider and package.

If you selected Criticom as your CMS provider the website will request the customer's Criticom Account ID:

Create account
Enter Customer Information.

Customer Info Select Package Professional Monitoring Info Complete Account Creation

If you have created the customer on the Criticom Monitoring Service management portal, please enter their account ID here. Please note that while it is not mandatory to fill in this field at the moment, the customer's account ID is needed in order for central monitoring to function.

Account ID
7856

Please choose the receiver ID you'd like to be associated with this customer.

CMS Dealer ReceiverID #
14663

Go Back Create Account

If you select Rapid Response as Central Monitoring Service Provider, some **emergency contacts** information will be requested:

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

Create account

Enter Customer Information.

✓

✓

3

4

Customer InfoSelect PackageProfessional Monitoring InfoComplete Account Creation

Emergency Contact Info

First name *

Last name *

Phone number

Emergency PinCode

Emergency Contact Info

First name

Last name

Phone number

Emergency PinCode

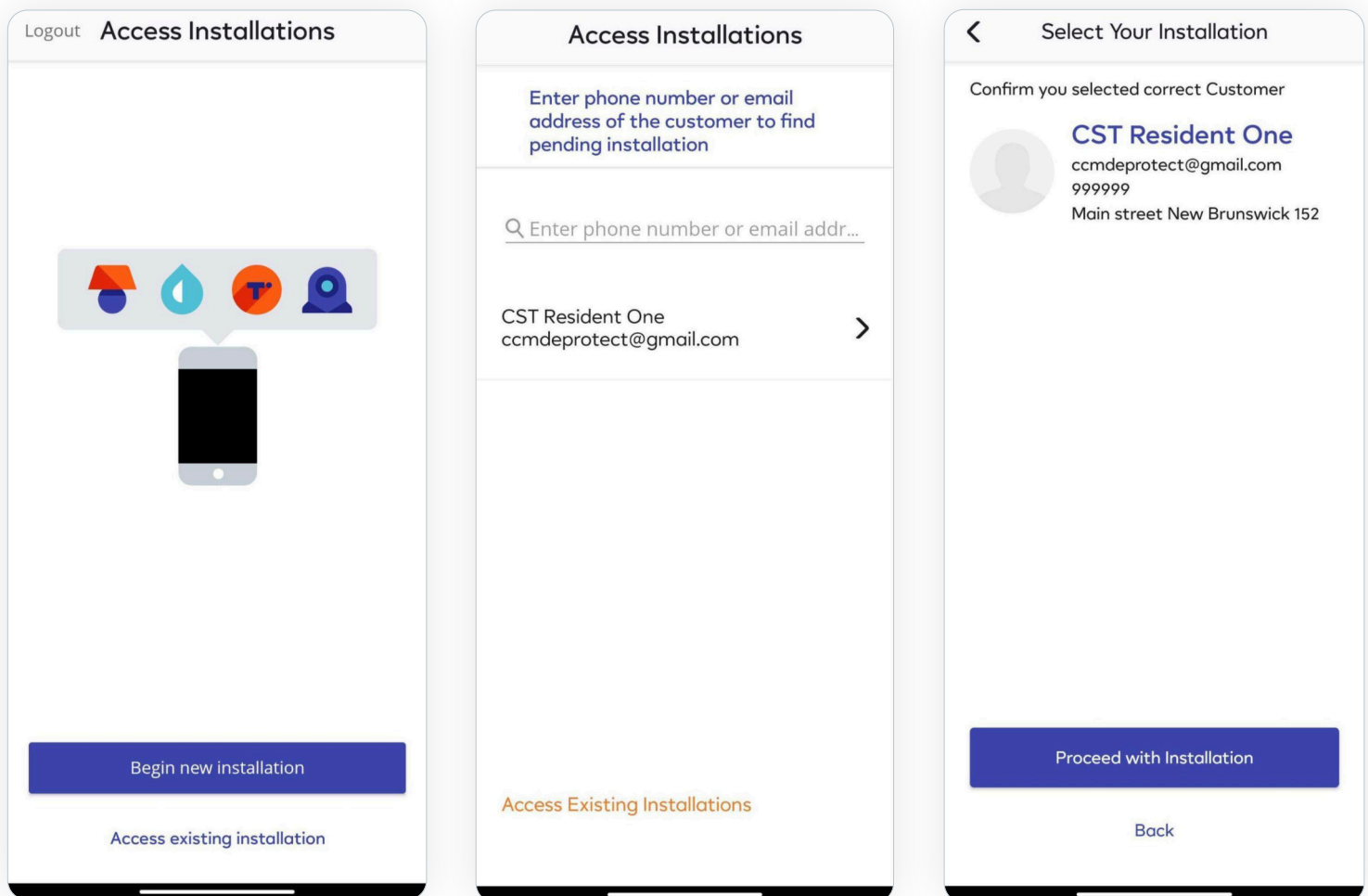
Additional Dispatch Instruction

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

6. Installation

Installer App Flow

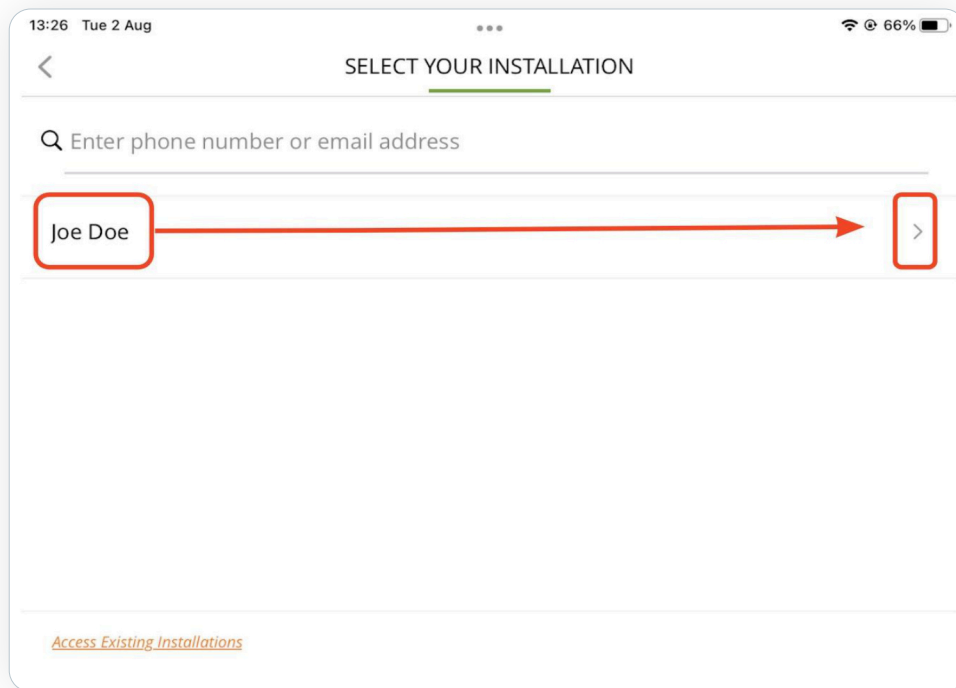
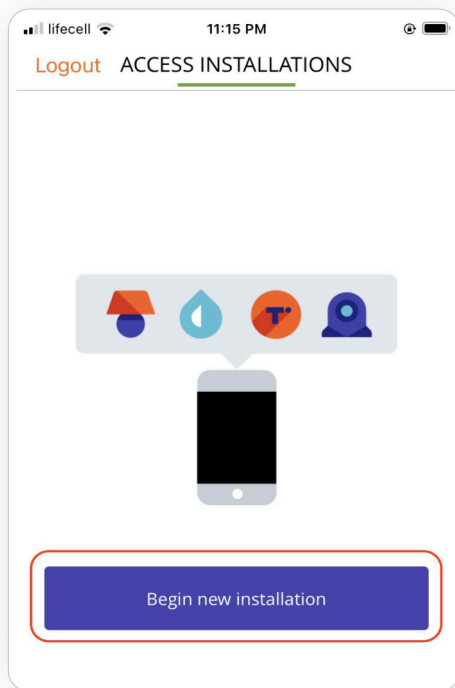
- Log into the Ezlo Installer app with the credentials sent to the installers email.
- After logging in, click '**Begin new installation**' to view and begin work on pending customer installations. This screen also lets you view and inspect previously completed installations.
- Go to '**Begin new installation**'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



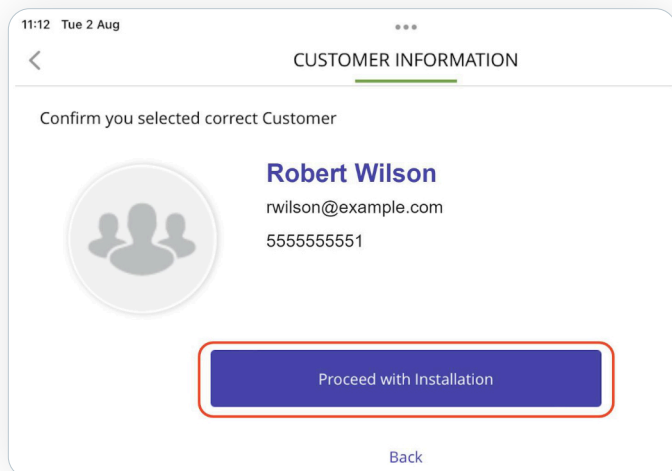
- Locate the customer for whom you want to complete the installation.
- Click the '**Proceed with installation**' button to start the setup.

Add controllers

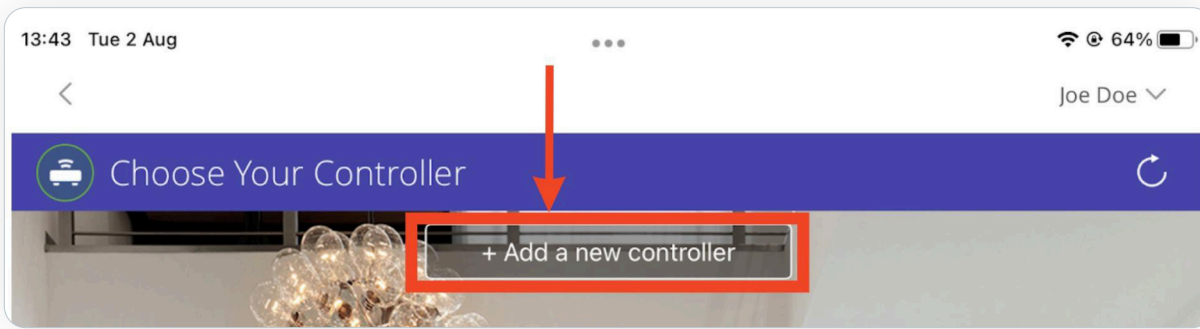
- Open the Ezlo Installer app on iOS or Android.
- Technicians should log in with their installer-user credentials.
- Tap on '**Begin new installation**'.
- Then tap on the arrow next to the name of the resident for whom you want to perform the installation:



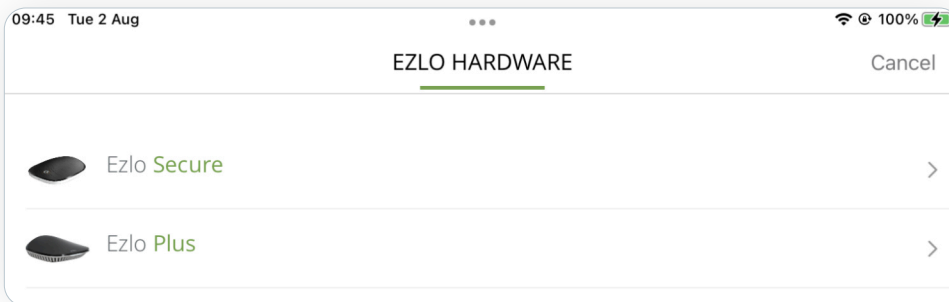
- On the next screen, confirm you selected the correct customer then click '**Proceed with installation**':



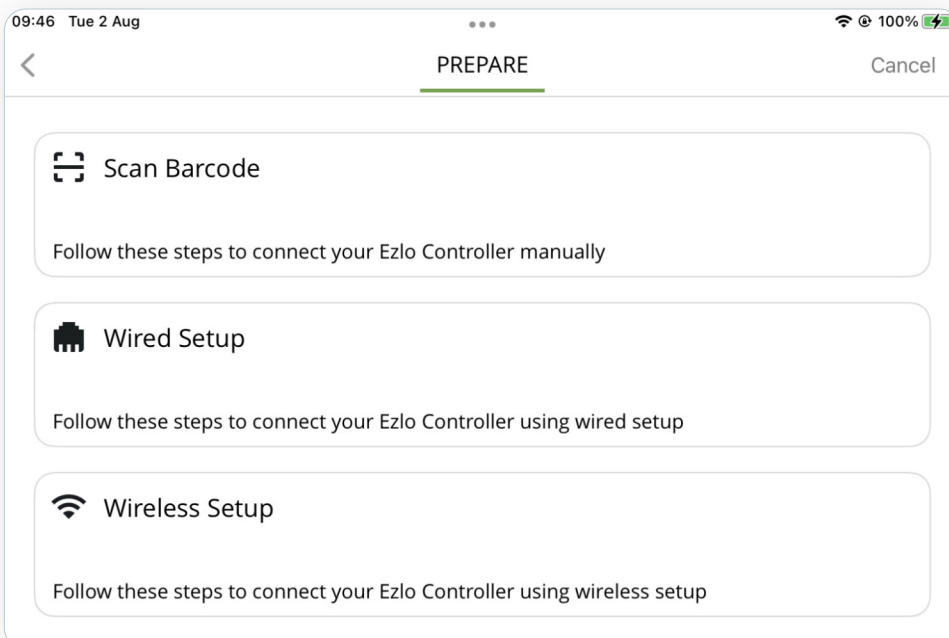
- Next, tap '+ Add a new controller' to add a new hub to the resident account:



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



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



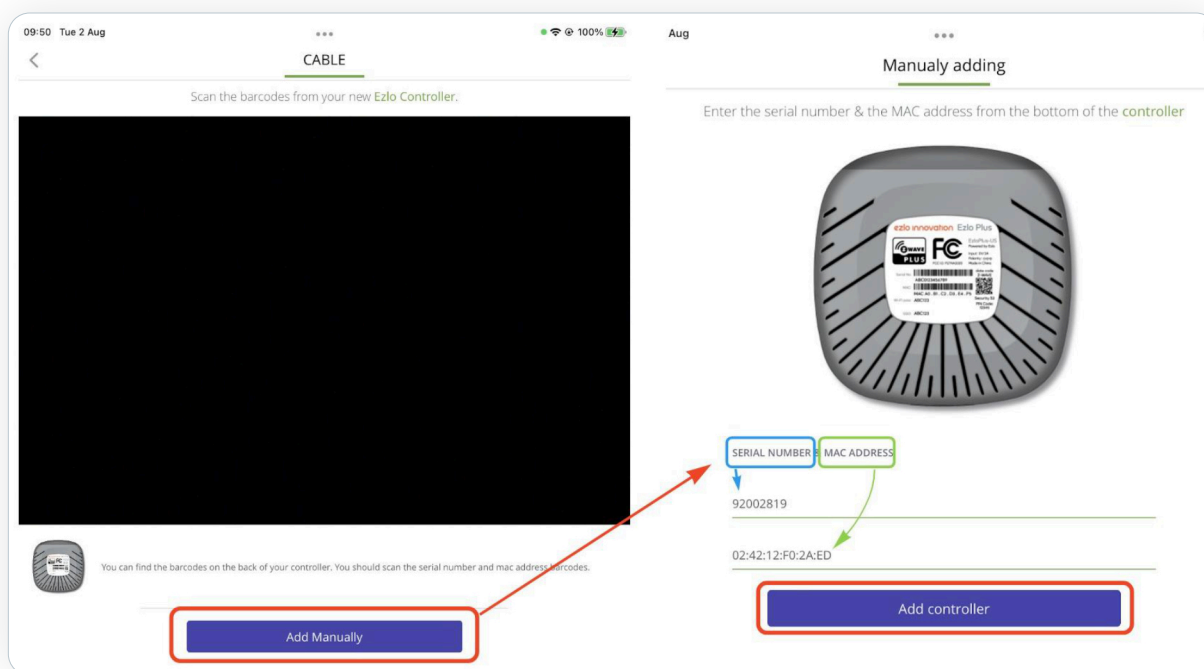
Scan Barcode

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

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

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

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

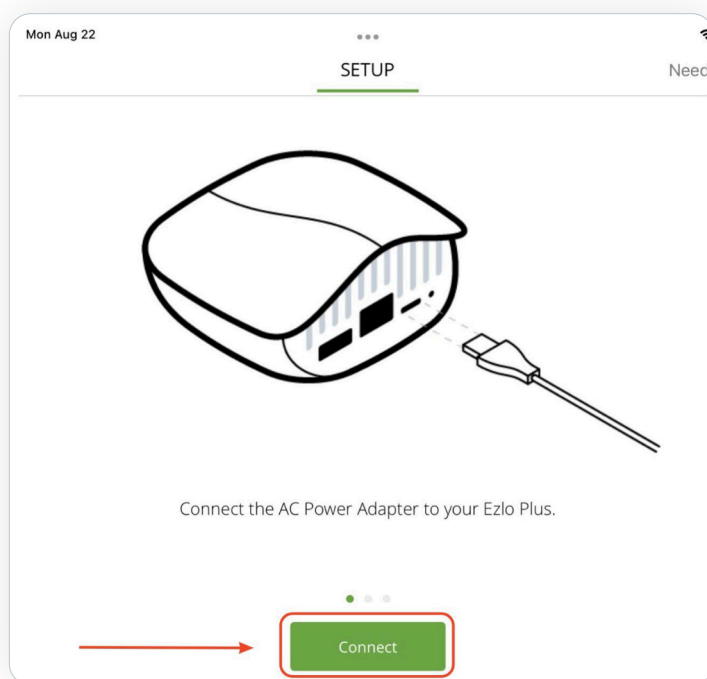


Wired setup

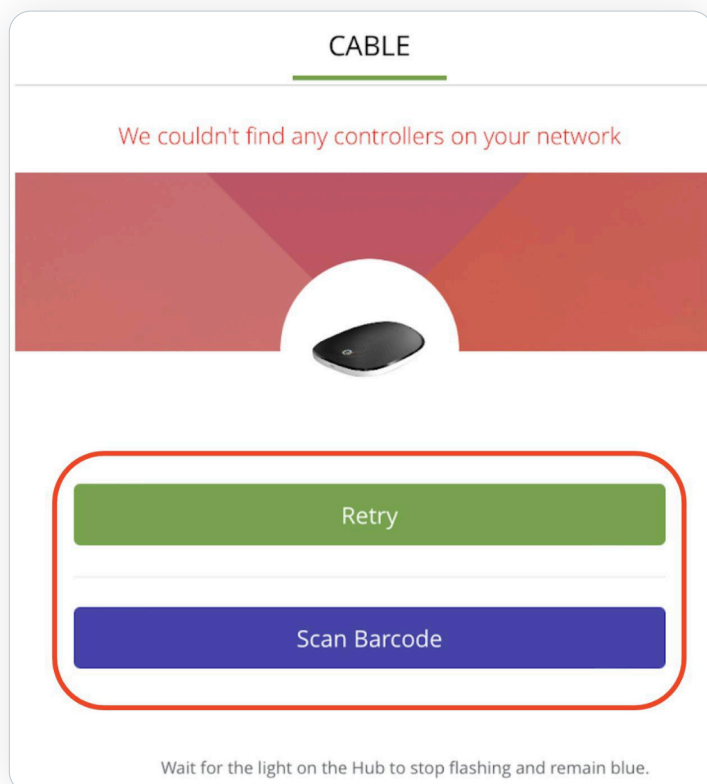
Before proceeding, make sure the controller is:

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

Tap on '**Connect**' to add the controller after you have confirmed the above:

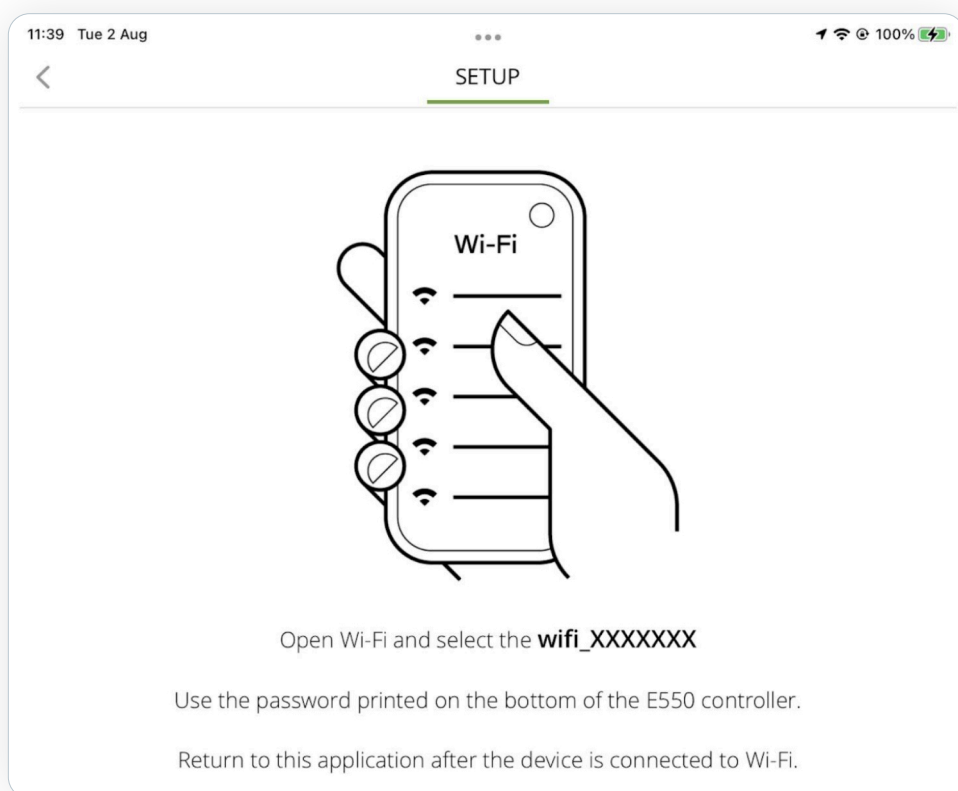


- If this step fails you can retry, or instead tap '**Scan Barcode**' to scan the code on the back of the controller:

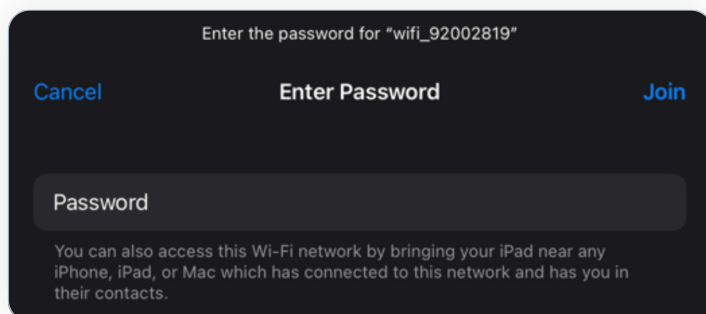


Wireless setup

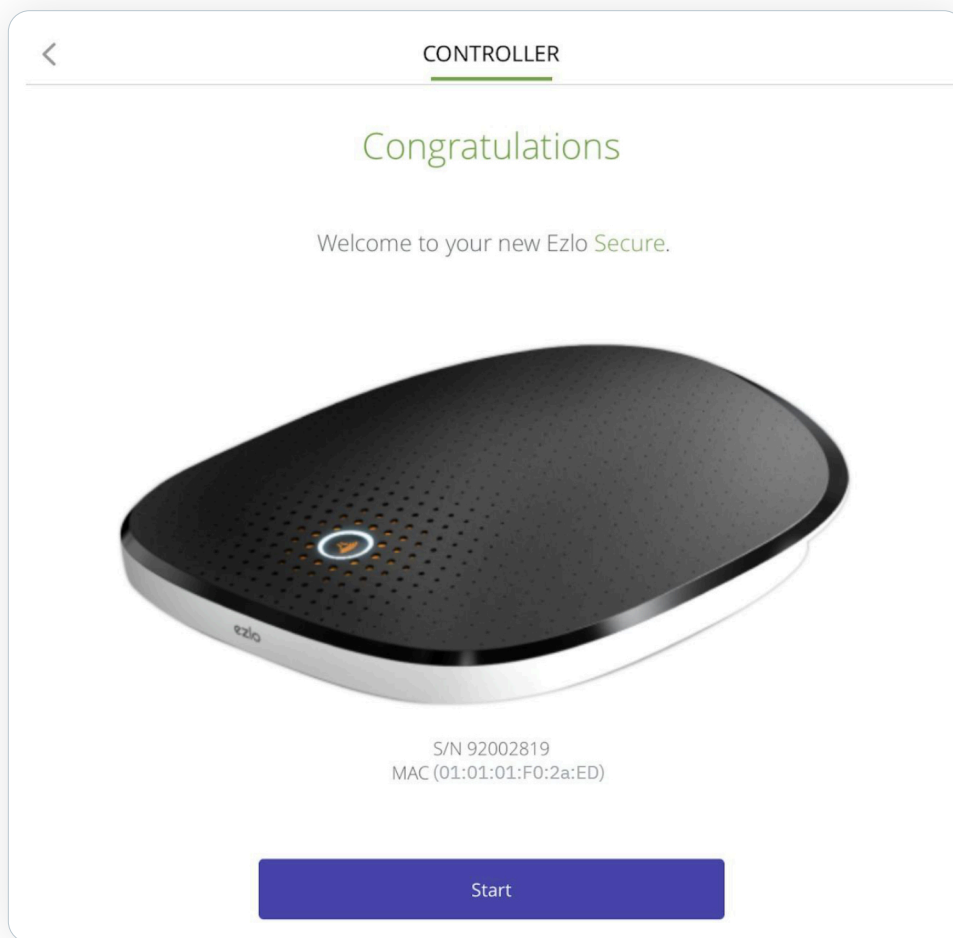
- Make sure your controller is connected to the power supply.
- Open the native Wi-Fi settings on your mobile device.
- Connect to the controller Wi-Fi network. The name of the network is the same as your controller serial number. For example, 'wifi_92002819'.



- Enter the password printed on the bottom of the controller when prompted:

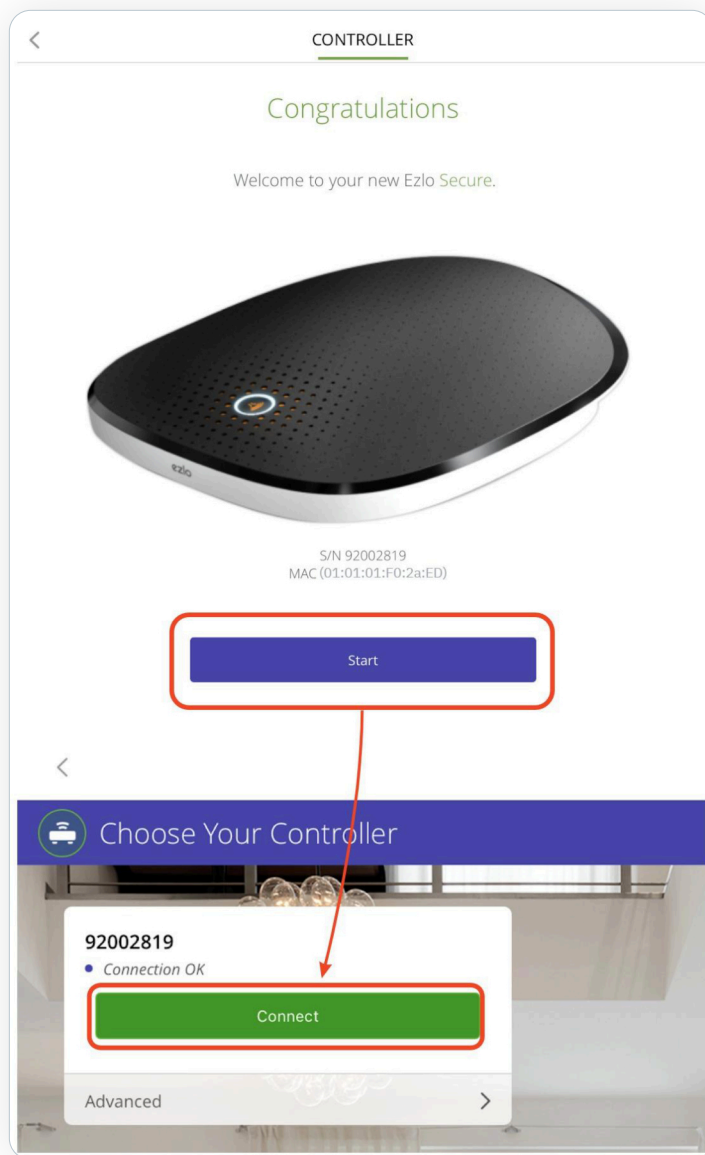


- Return to the Ezlo app once your mobile device is connected to your controller's Wi-Fi.
- Select the network to which you want to connect, enter the password then tap on 'Connect'.
- You will see the following confirmation screen after a successful connection.



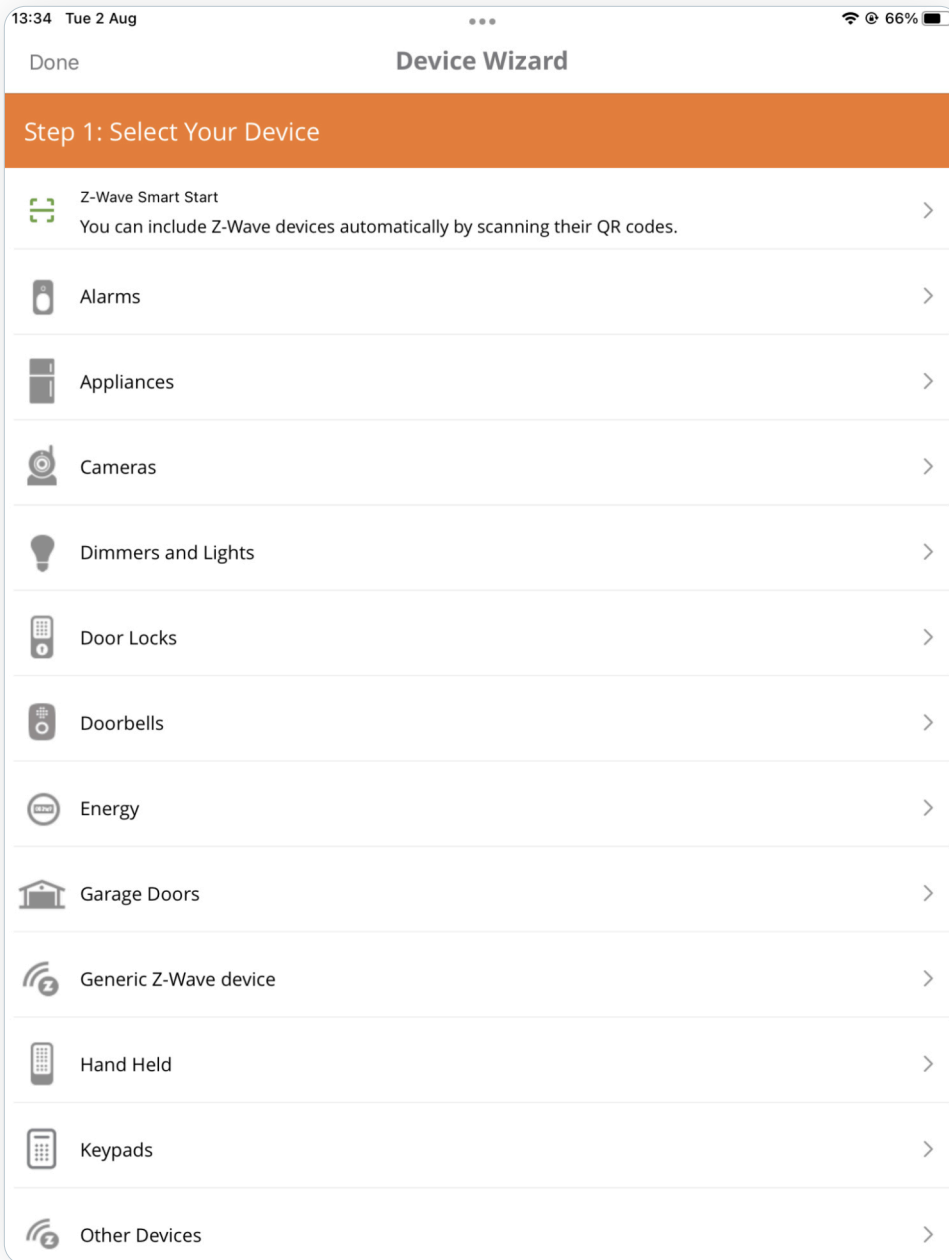
7. Pair Devices

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

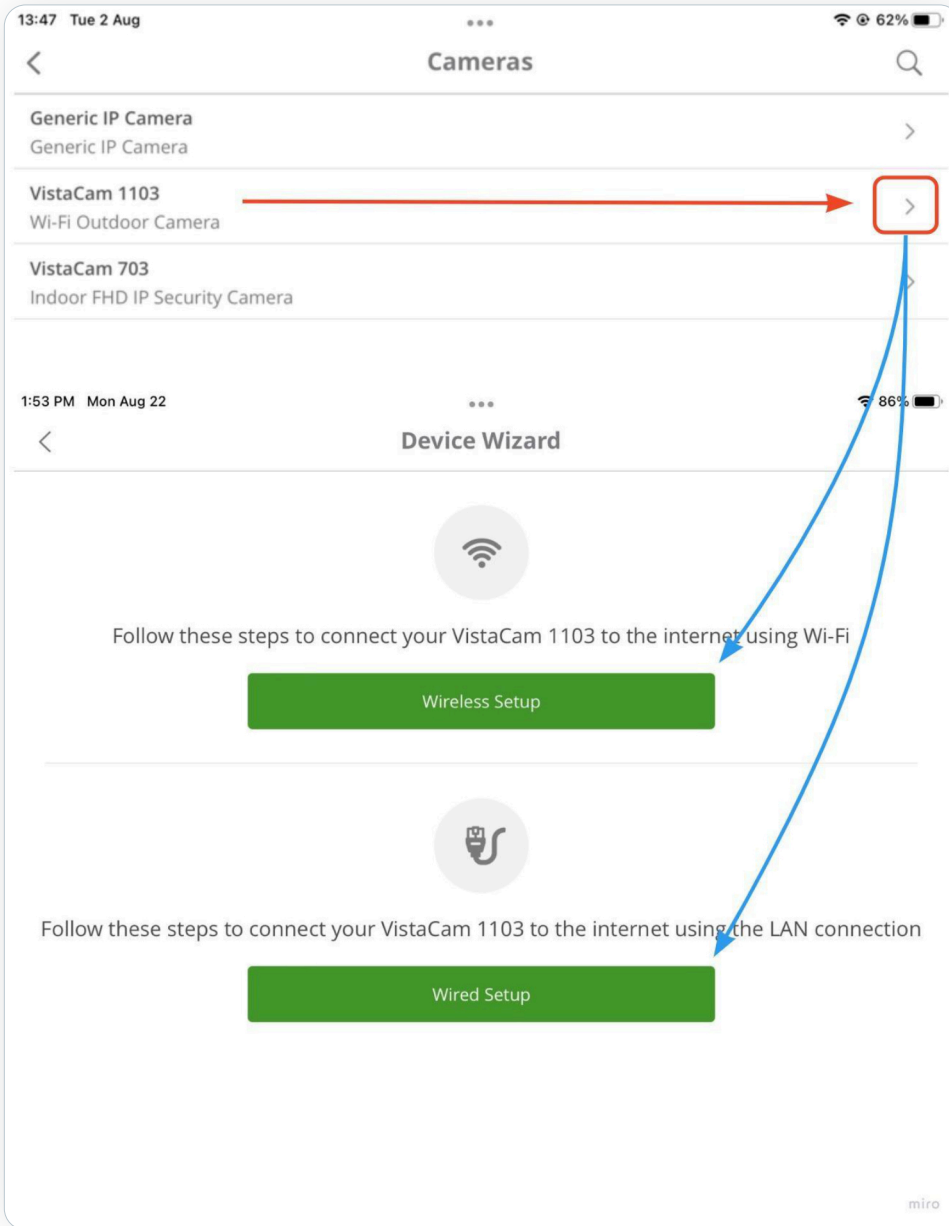


- This opens the device wizard screen which lets you pair various types of device with your controller.

- Select a device category, choose the device you want to add, then follow the pairing instructions in the wizard:



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

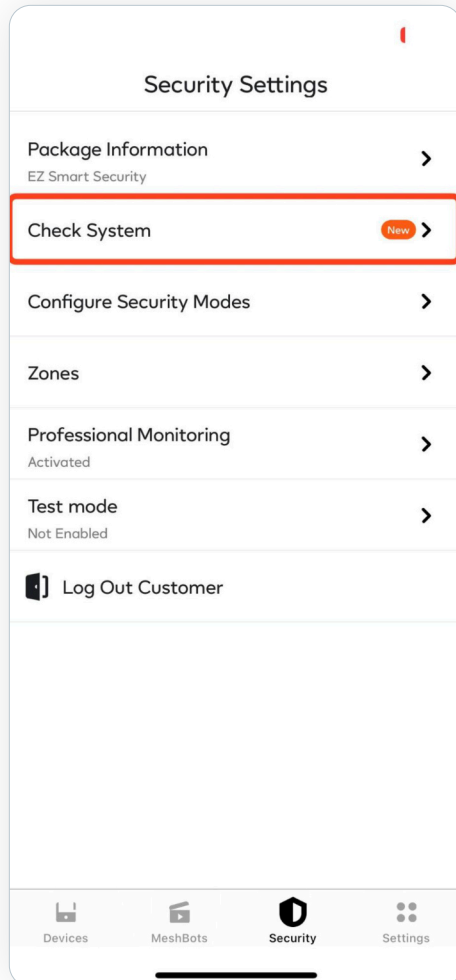


8. Security Settings

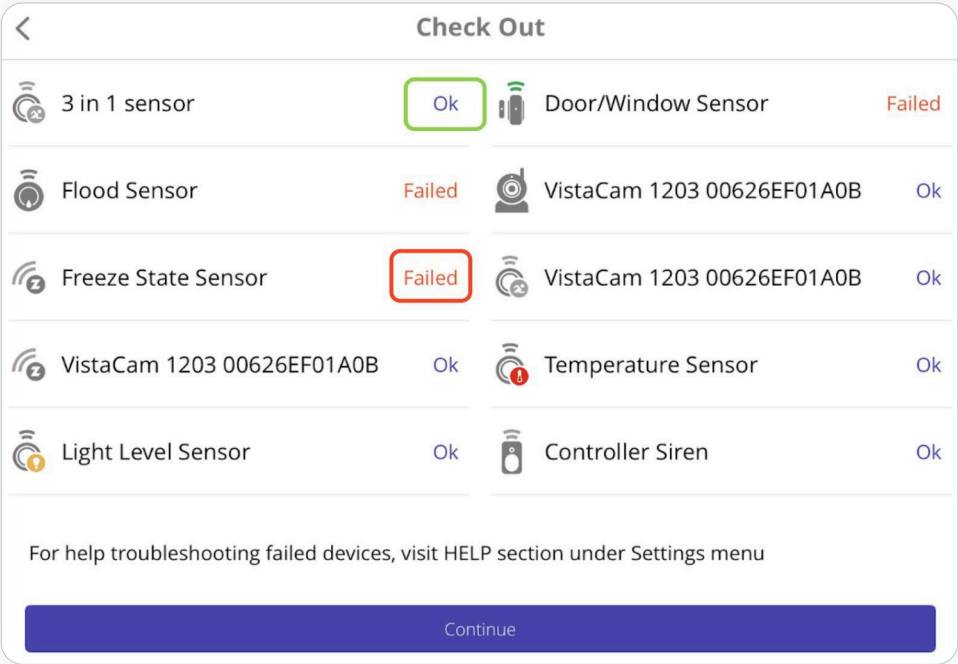
Verify the installation

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

- Tap 'Security' > 'Check System':

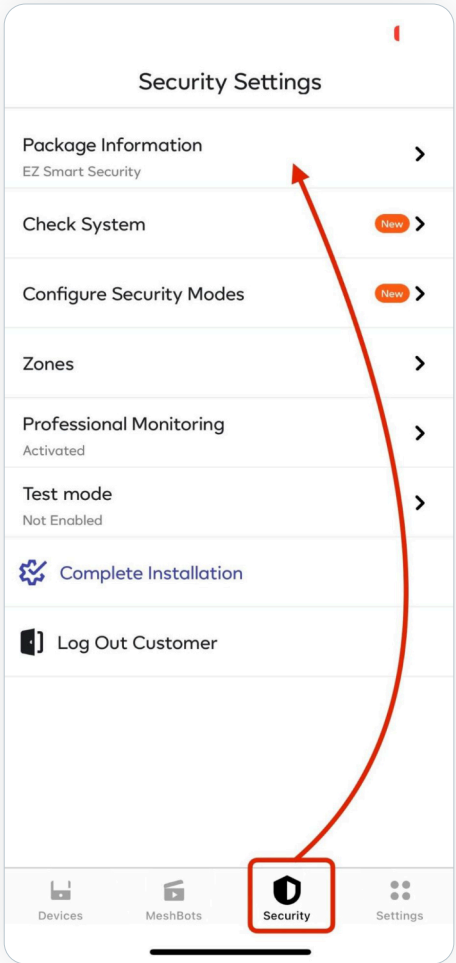


Correctly added devices have a purple 'OK' next to them. Incorrectly paired devices have a red 'Failed' next to them:

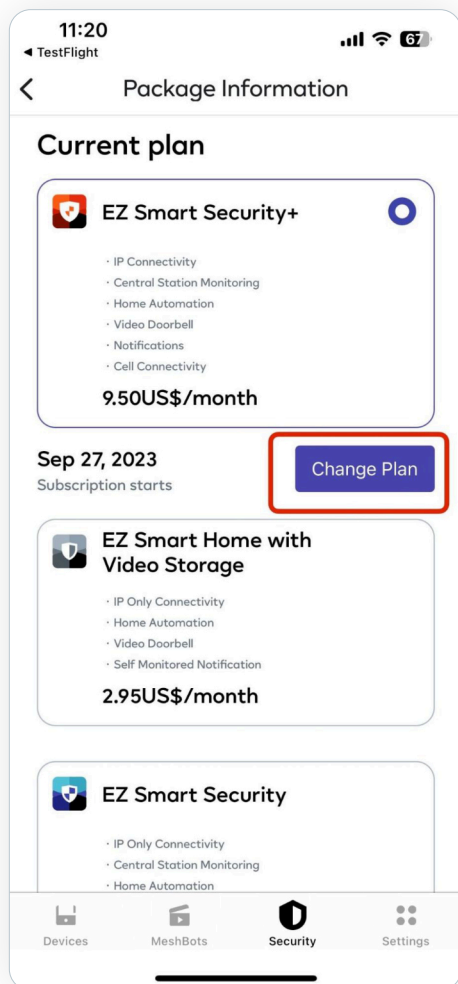


Package Information

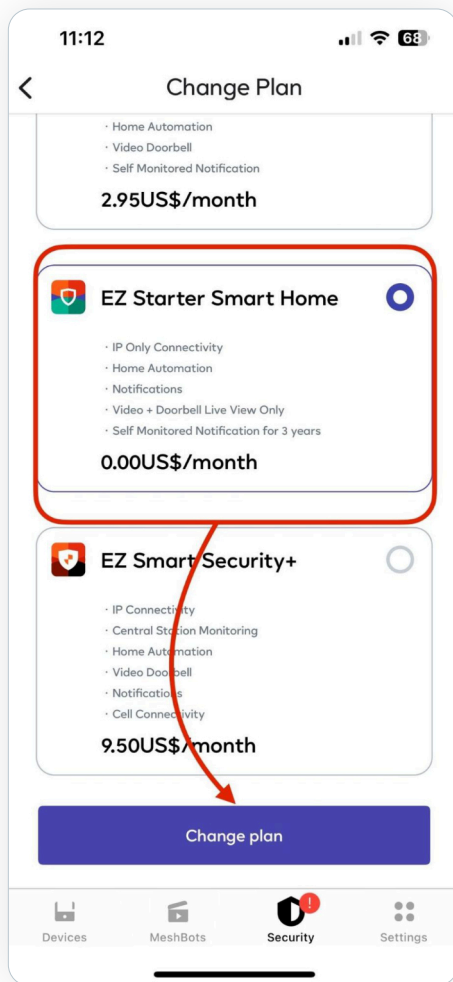
You can verify or update the user's active package from the 'Security' > 'Package' information' tab:



You will be able to select from the available packages and update them at any time during the installation process. Tap on 'Change plan' under the current plan to change it



Then select the new package and confirm with the 'Change plan' button again.

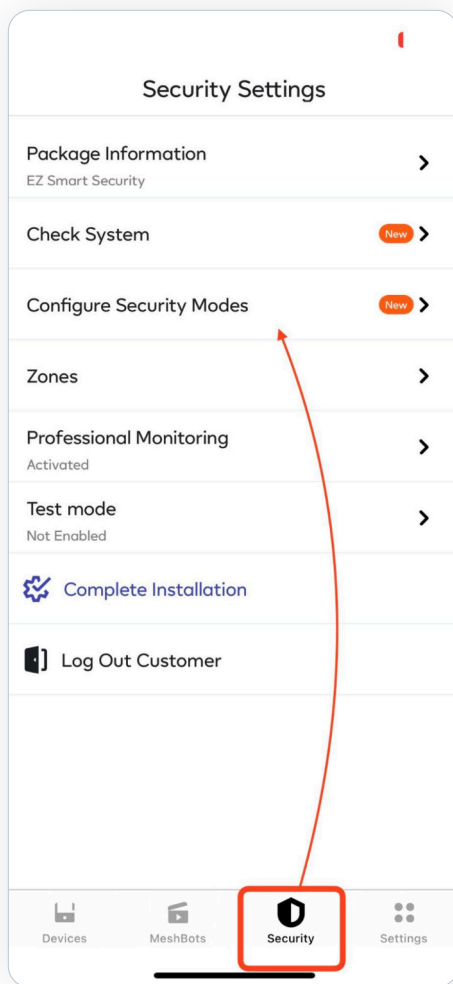


Keep in mind that not all packages include a Central Monitoring System service. Be careful when you make these changes.

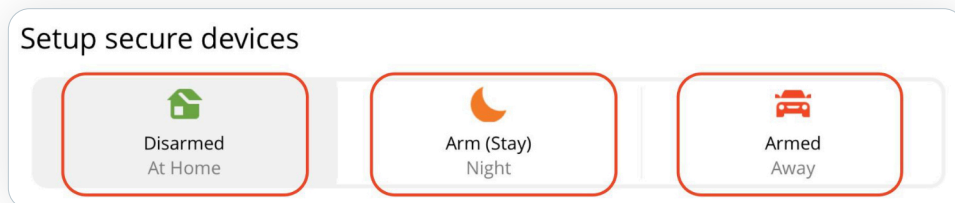
Configure Security Modes

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

- While connected to customer's controller go to 'Security' > 'Configure Security Modes':



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

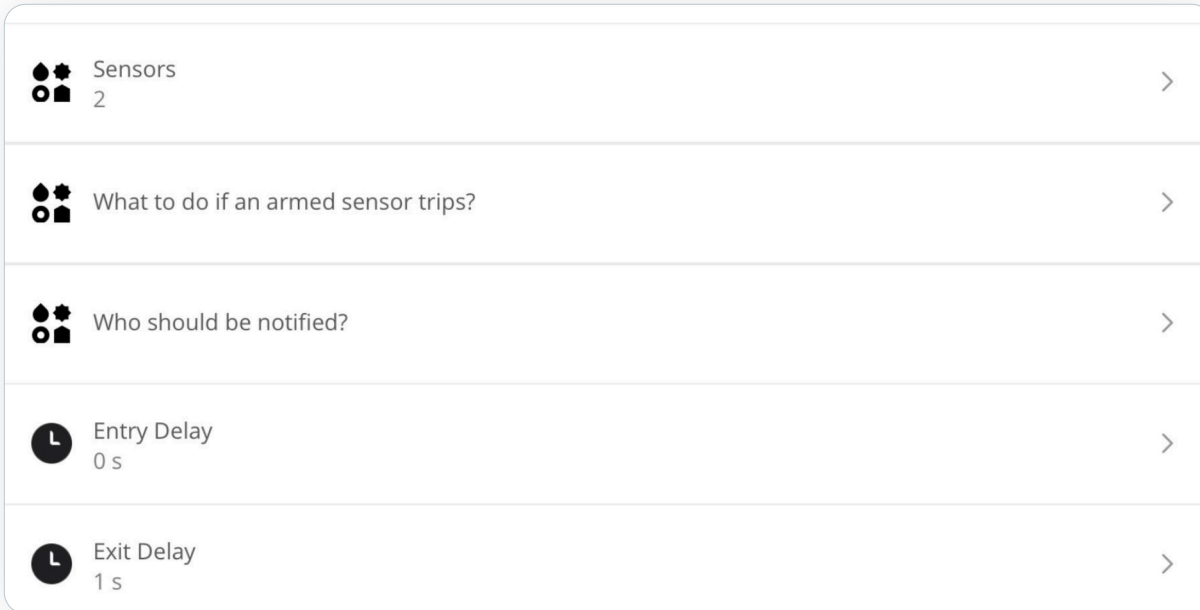


Disarmed - Disarms all sensors on the controller.

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

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

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

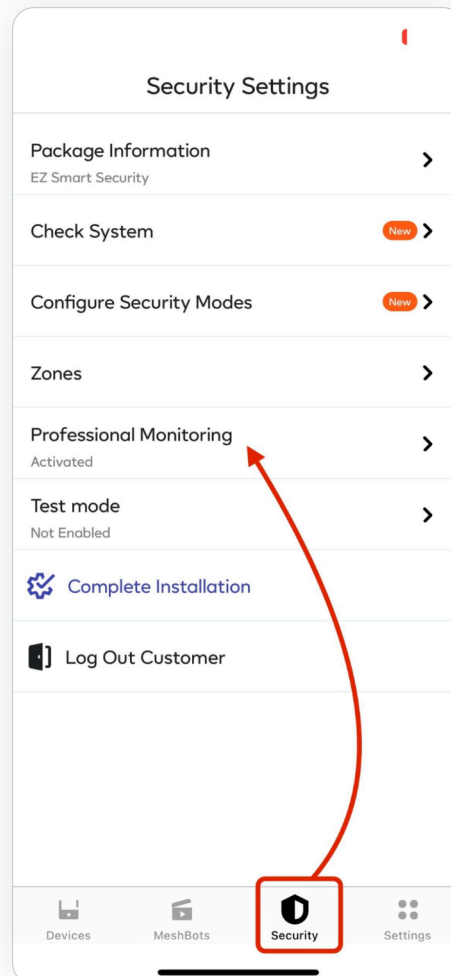


CMS

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

RapidResponse

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



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

14:12 Tue 2 Aug

...

53%

<

Verify Information

Please confirm below information


First Name *

Joe

Last Name *

Doe

Please Verify Monitored Location

 Elm
Altamont, IL, IL

Zip Code *

12345

Cross Street *

Cross street

?


* Required


Special Dispatch Instructions


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

Some direction

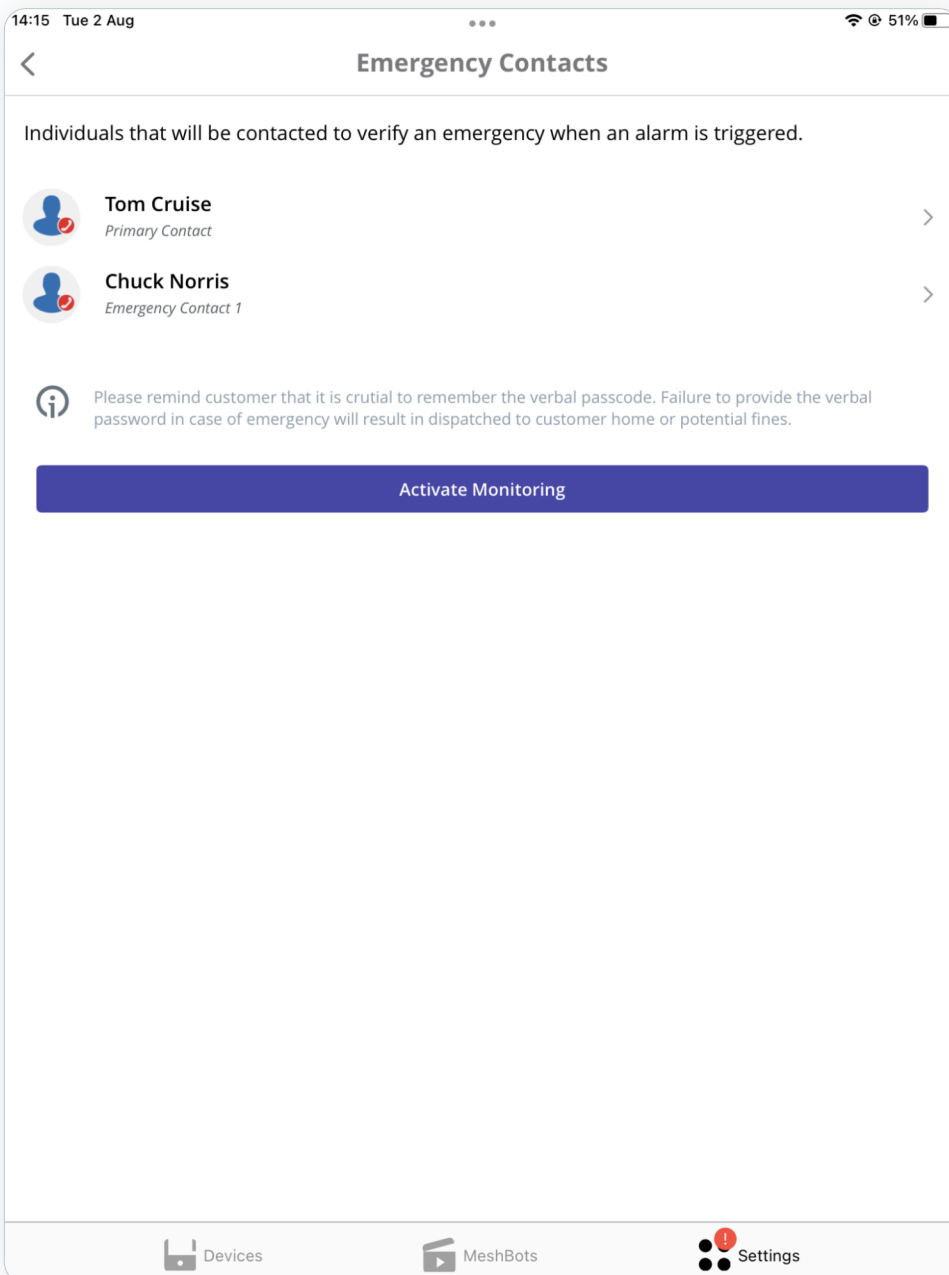
Proceed

 Devices

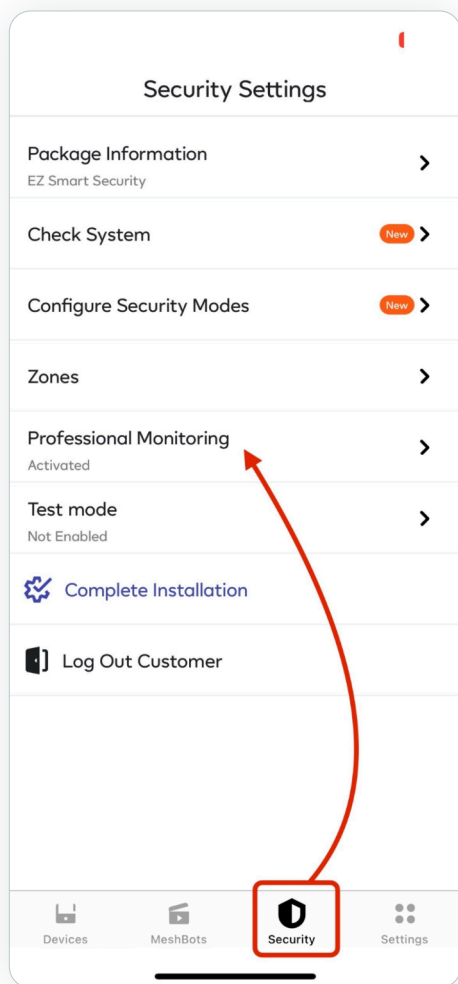
 MeshBots

 Settings

- Next, choose the emergency contacts who the **CMS Team** will reach out to if the alarm is triggered.
- Remember, these contacts must know the **PIN Code** you set up for them. The **CMS Team** will request verbal confirmation of the code before they will proceed.
- Tap on '**Activate Monitoring**' once you have added all required contacts:



Tap on 'Security' > 'Professional Monitoring':



- Complete the required customer information on the form then tap on '**Proceed**'. Make sure to include detailed dispatch instructions, if any:

14:12 Tue 2 Aug
53%

Verify Information

Please confirm below information

First Name *

Last Name *

Please Verify Monitored Location

Elm
Altamont, IL, IL

Zip Code *

Cross Street *

?

* Required

Special Dispatch Instructions

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

Proceed

Devices

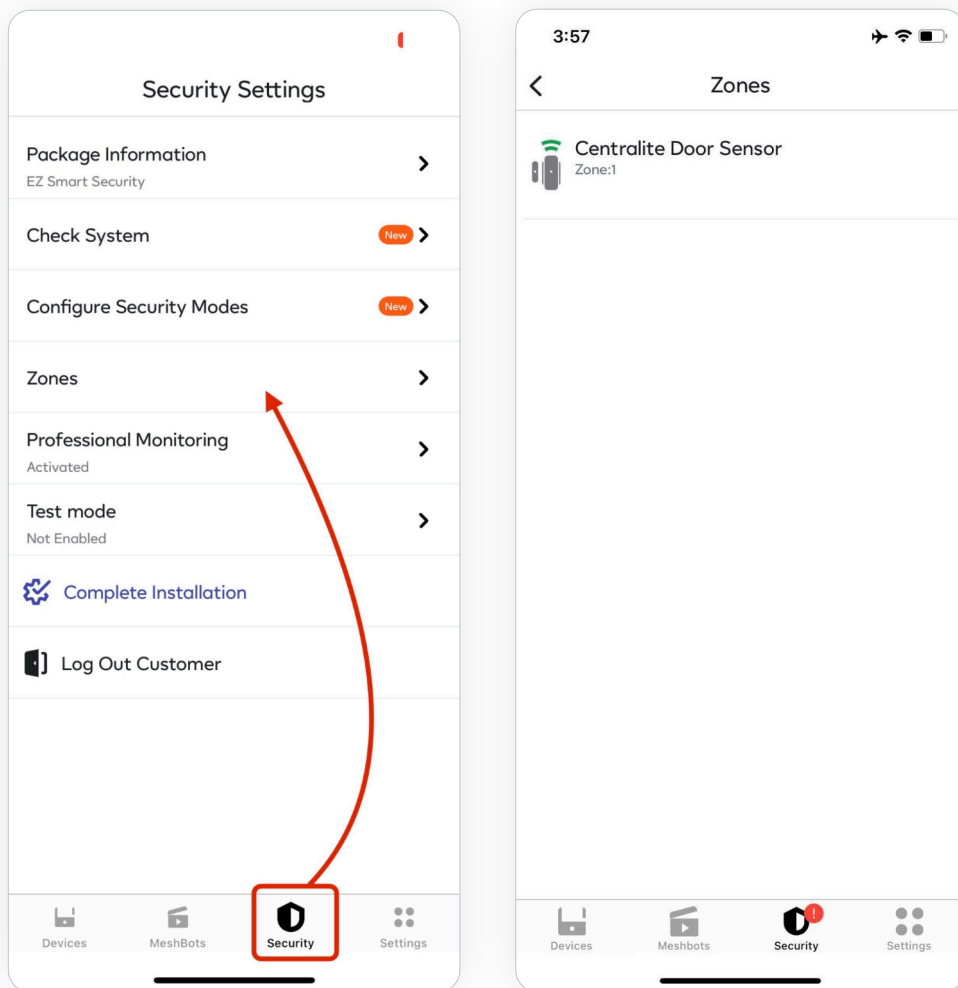
MeshBots

Settings

Zones

Each security sensor added to the system is considered a zone for the Criticom system. In the **'Security' > 'Zones'** tab you will be able to visualize which sensor is connected to the system and associated with a security zone.

At least one zone has to be set up by an installer on-site in order to activate the customer's Central Monitoring System with Criticom as provider.

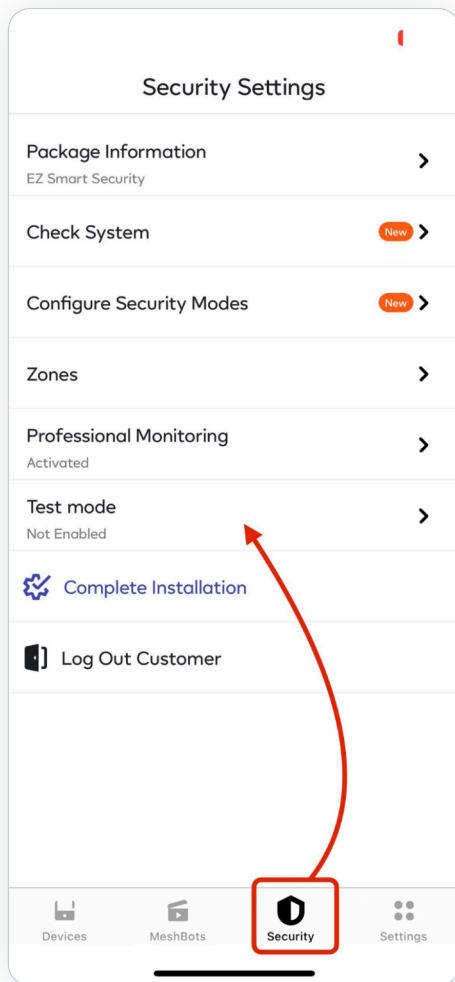


There are four stages for activating the service on the Criticom end:

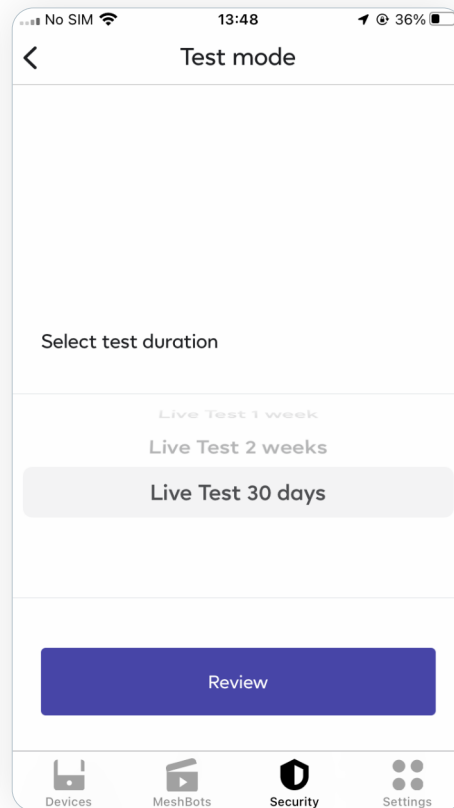
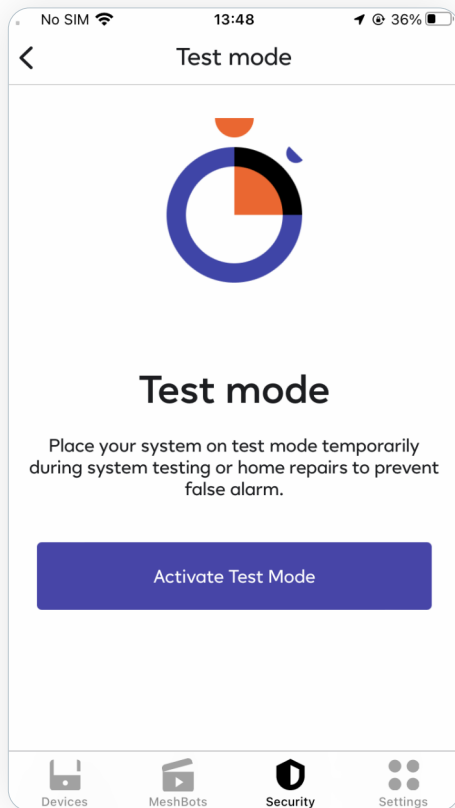
1. A Criticom ReceiverID is provided to you as a partner by Criticom.
2. Criticom is selected as your monitoring service provider and a ReceiverID is entered during your CMS configuration as a partner.
3. A customer is created on the Criticom side and an account ID belonging to the customer is provided.
4. An installer has set up zones on-site during the installation.
5. Partner enables or disables CMS per account in customer details from the partner portal.

Enable Test Mode (Rapid Response Only)

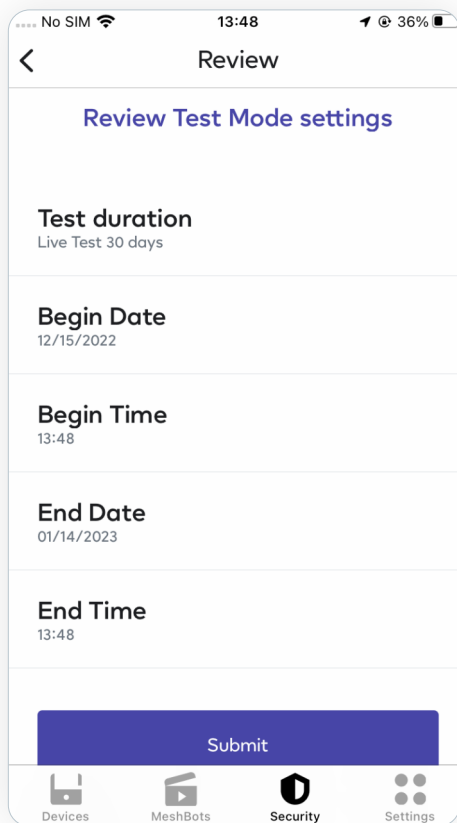
Enabling Test Mode gives you a chance to test your system without triggering false alarms on the Rapid Response end. To place the account in Test Mode you will need to access the 'Security' tab, press on 'Test Mode'



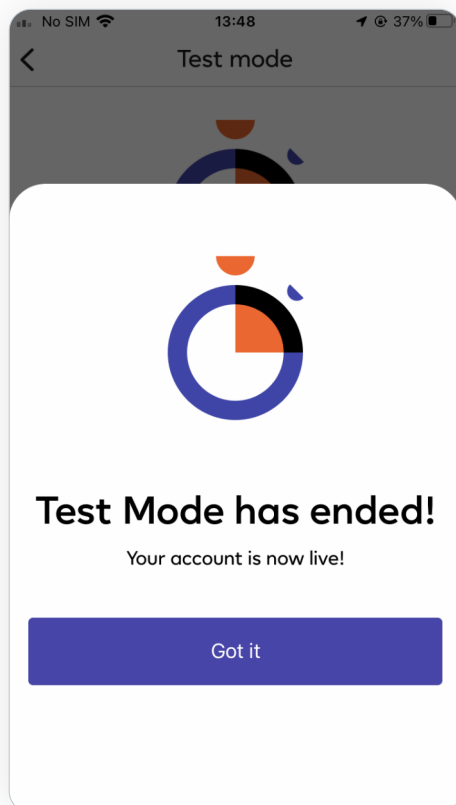
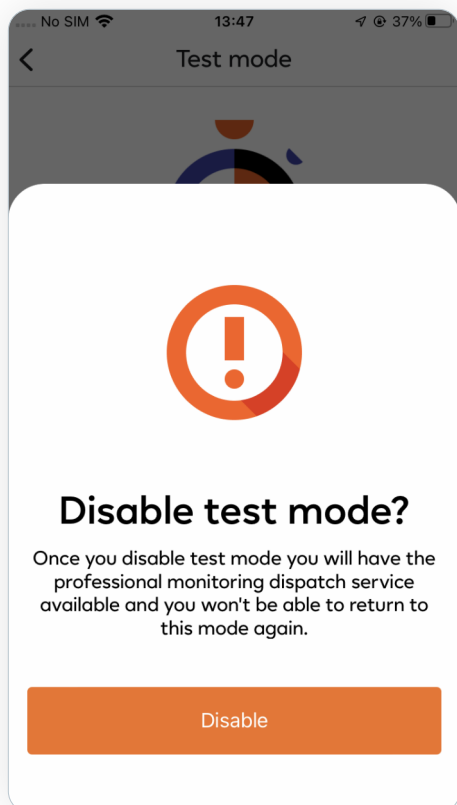
Then, tap on 'Activate Test Mode' and then **Select the test duration** > **Review** the Test Mode settings and 'Submit'



During the time set under test duration, whatever triggers are detected in the system will be ignored and no alarm will be set off and no emergency service will be dispatched as a result. This is important in order to be able to test the system without causing false alarms.

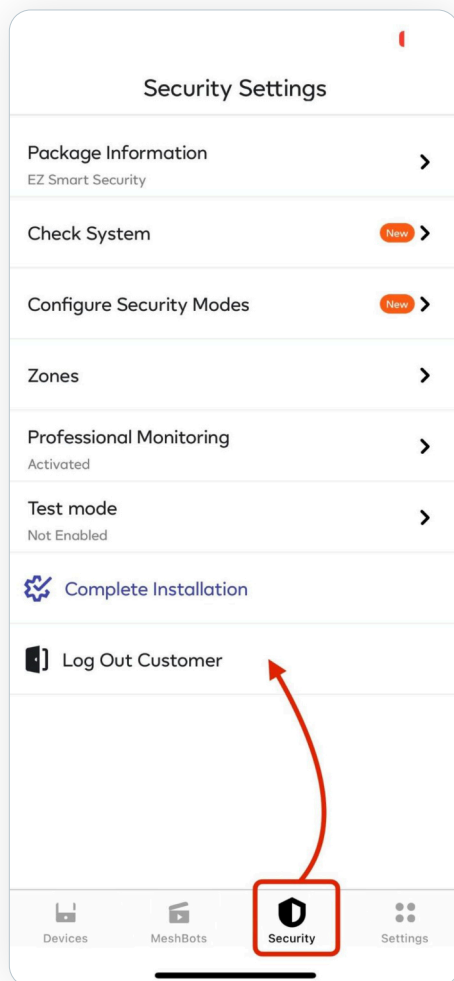


Disabling the Test Mode will place your account on live and you will have the professional monitoring dispatch service available.



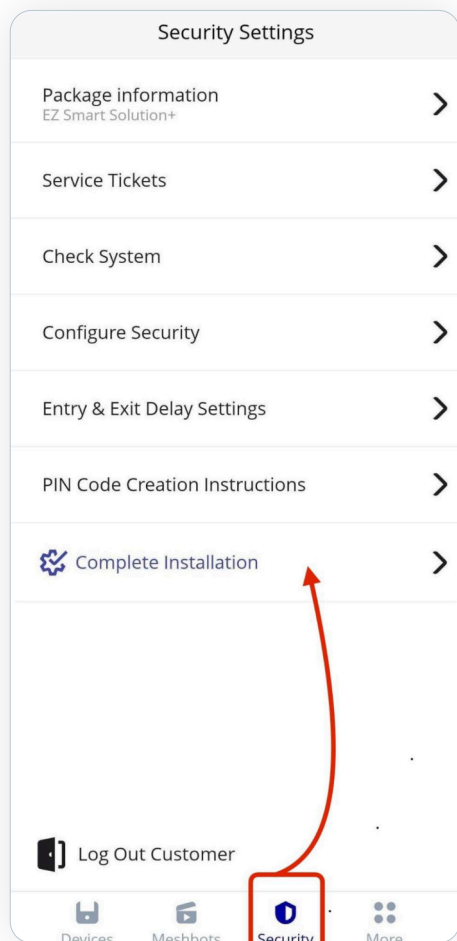
Log out of the installation

Go to 'Security' > 'Log Out Customer' in order to log out the current installation provided it is not finished yet. You can resume the installation at any time as long as it has not been finished.

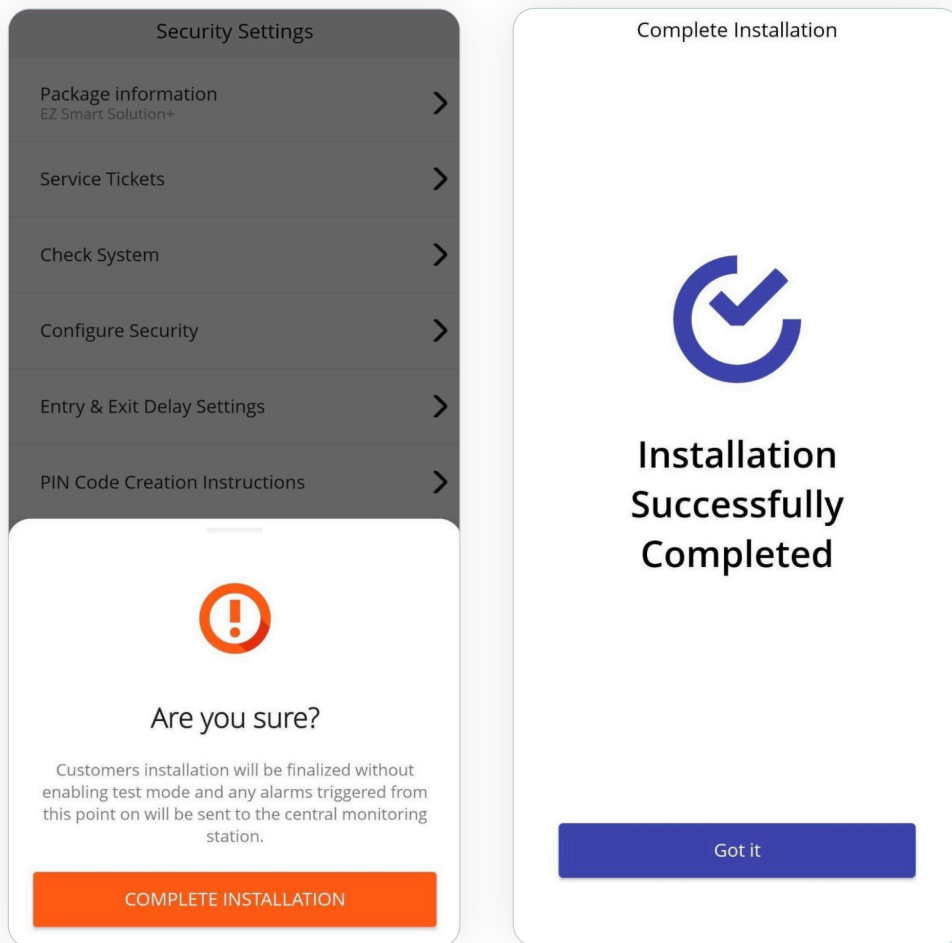


Finalize the Installation

- If test mode has already been disabled and you are sure to finish the installation, tap on the **'Complete Installation'** button in the **'Security'** tab to finalize the installation.



- You will see a confirmation message to proceed indicating that all alarm triggers will be sent to the central monitoring station from this point on, followed by a success message if the installation is finished correctly:



After this the installation will go live and you will only be able to access the installation again if the customer has remote access enabled on their application.

Access existing controllers

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

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

9. Dealer Tech Support

If you get stuck on something, don't hesitate to contact our Dealer Tech Support. We can be reached at **+1 (888) 907 9357** or protect-support@ezlo.com

We are open 7 days a week from 7 am to 10 pm Eastern. We are here to ensure your success.

