

DSC Connect

DSC Connect

Android App Overview

LOGIN

Get the DSC Connect app from Google Play.


Once you've downloaded and installed the app, use the credentials provided with the device to log in to your account.


DSC Connect

Welcome!

Please Sign In to continue

Username

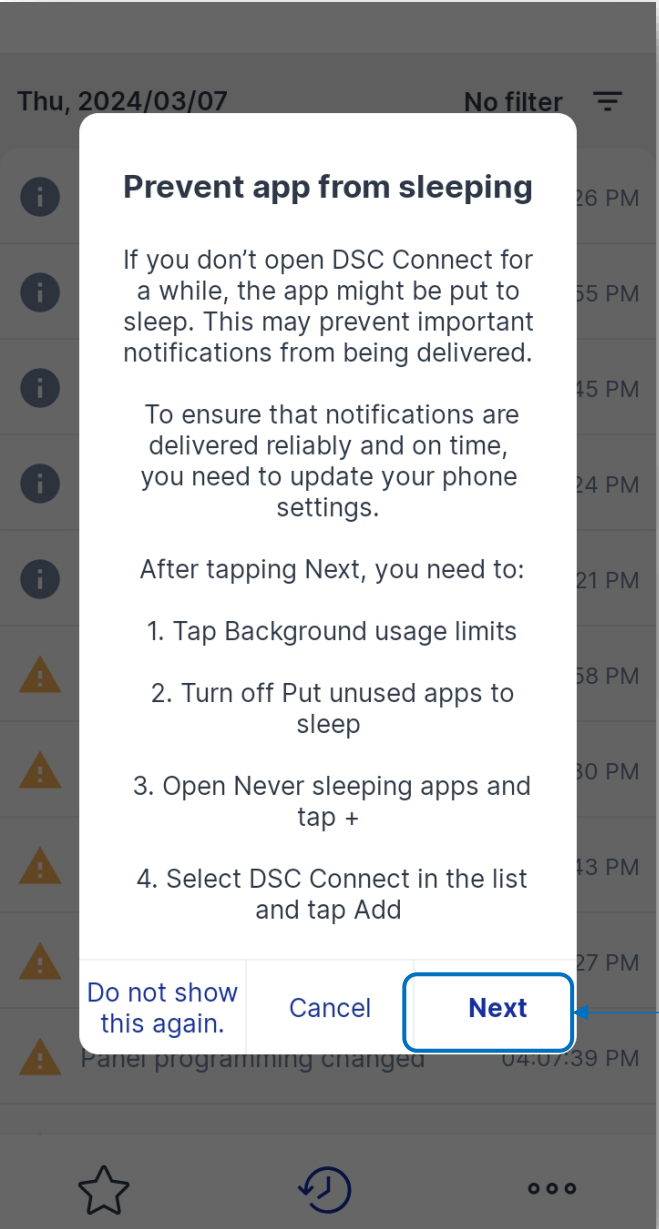
Password 

[Forgot your username or password?](#) 

Sign In

By signing In you agree with our [Privacy Policy](#).
All rights reserved by ©2024 Johnson Controls.

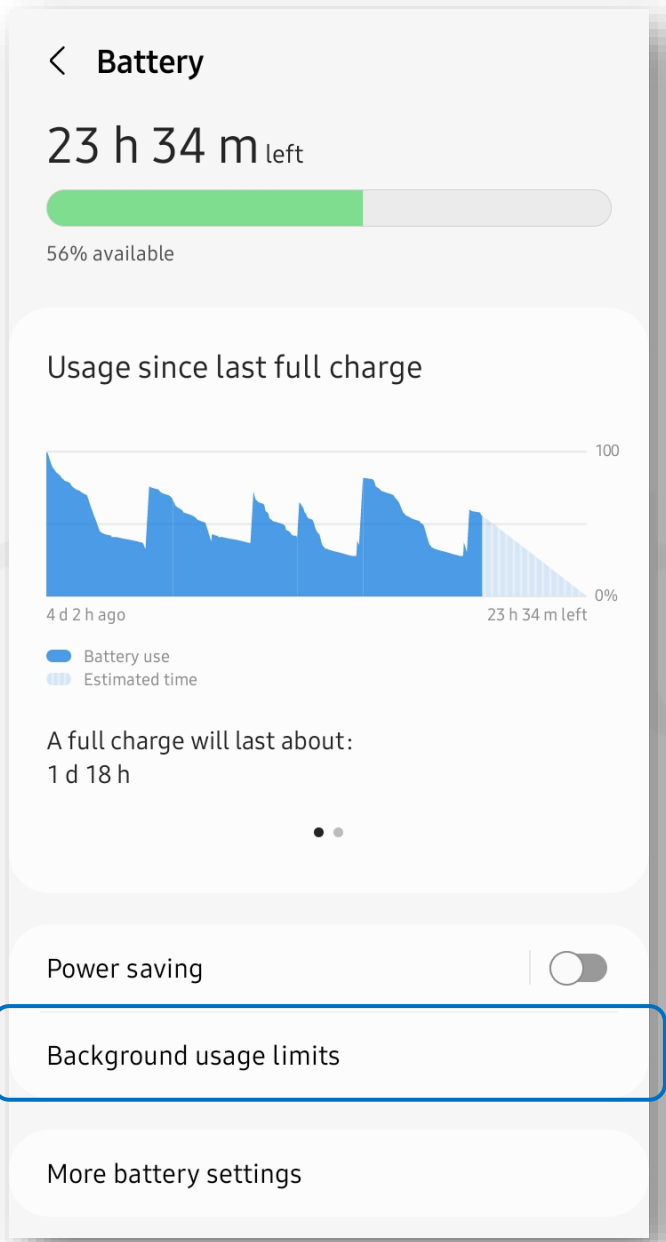
FIRST LOOK – PREVENT DEEP SLEEP



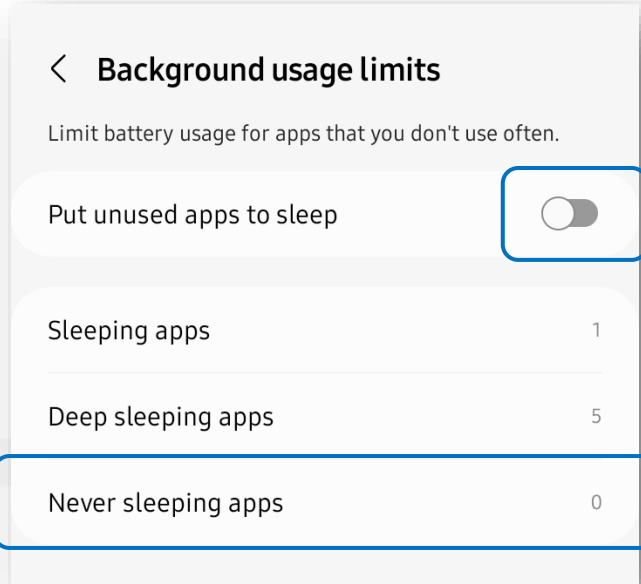
Upon first start, you will be prompted to set your app to prevent deep sleep.

To access the system menu, click Next.

Then go to Background usage limits.

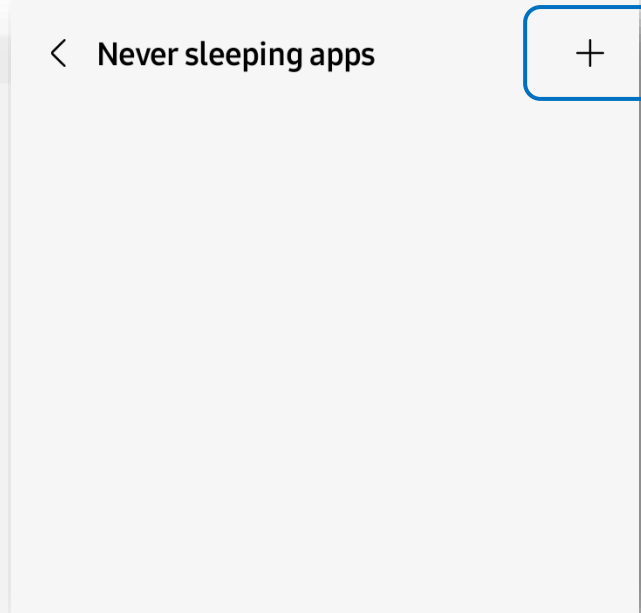


FIRST LOOK – PREVENT DEEP SLEEP



Uncheck "Put unused apps to sleep"

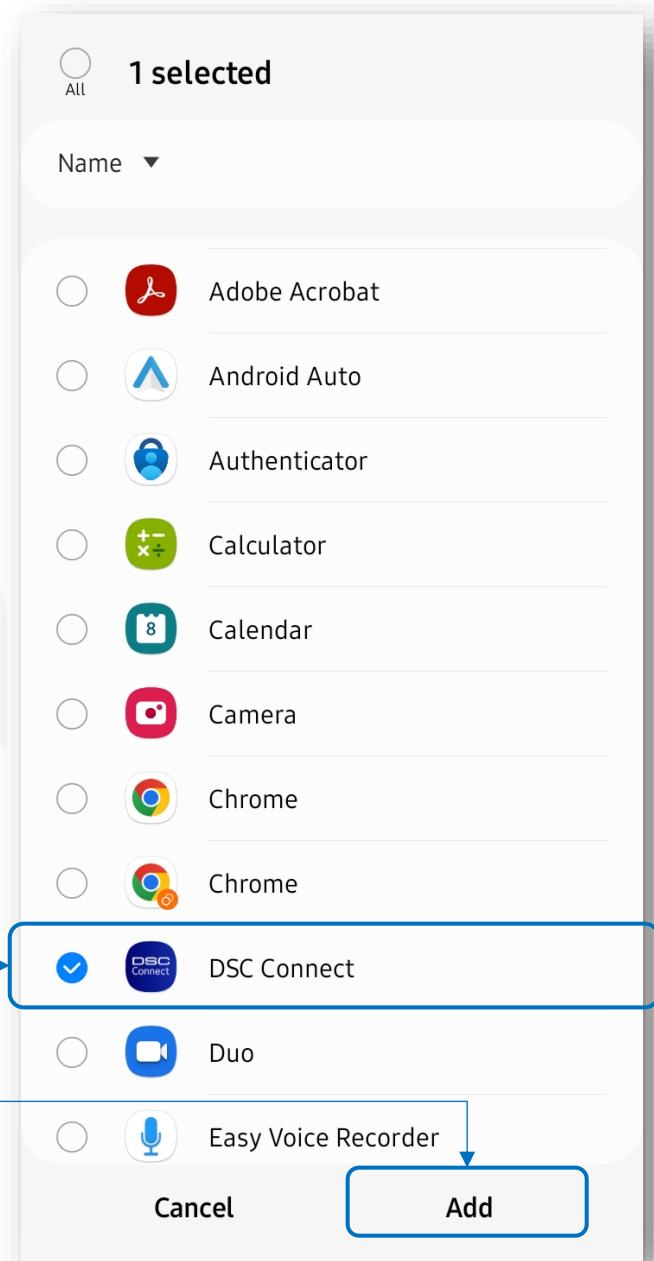
Tap "Never sleeping apps"



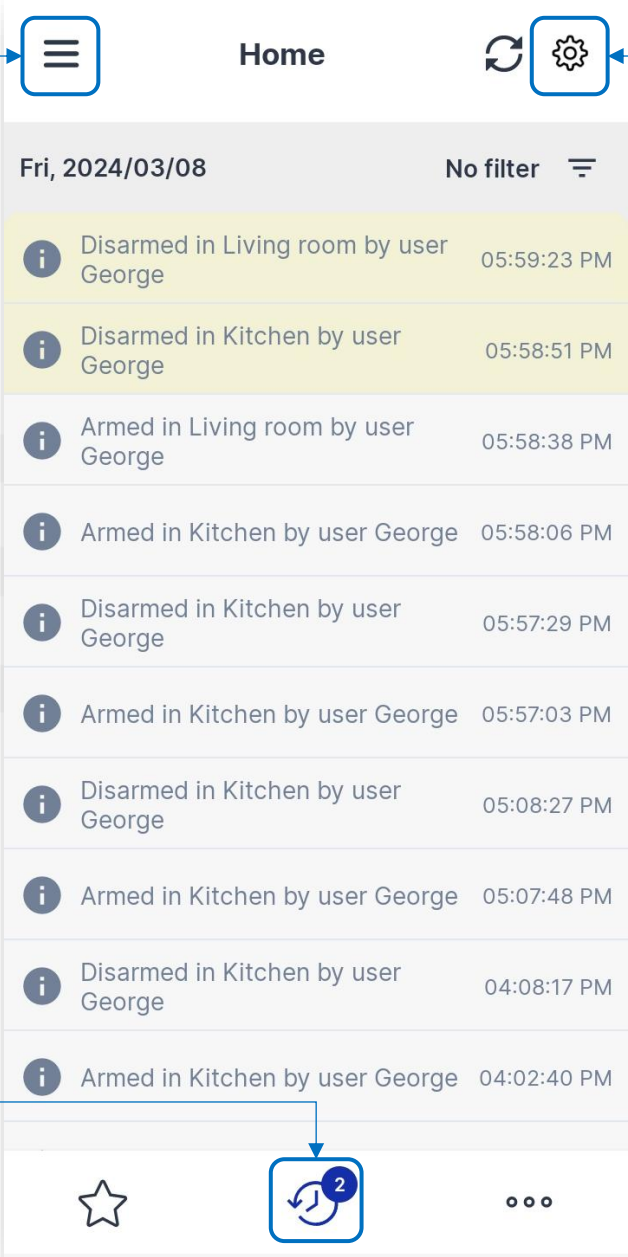
Tap the "+" button.

Select "DSC Connect" app.

Click "Add".



FIRST LOOK



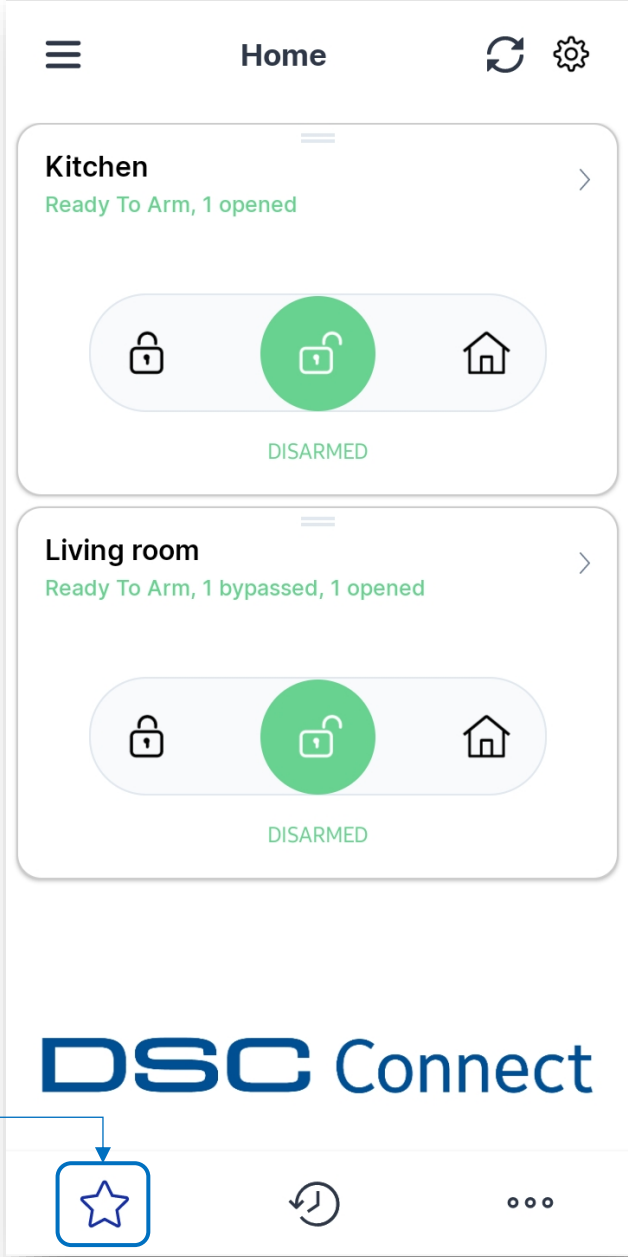
To access the account menu, tap the menu button.

Select "Events" tab from the main screen to see a list of the events back in time.

The history of events is kept for 12 months.

Go to settings to configure the app.

Select "Favorites" tab to monitor and control all your programmed partitions and zones in your Panel.

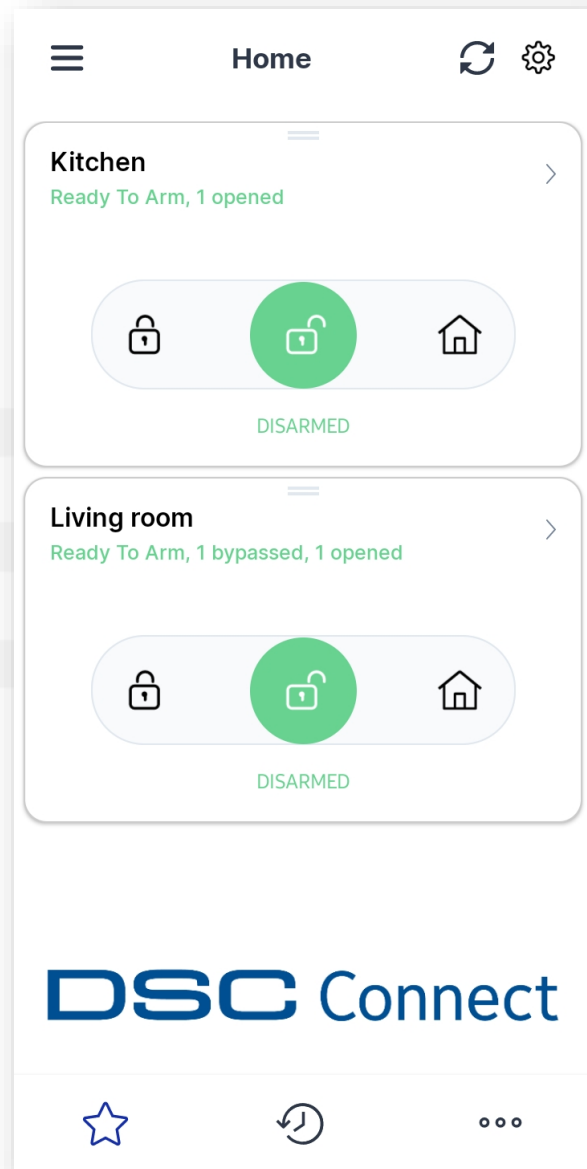


DSC Connect

FIRST LOOK

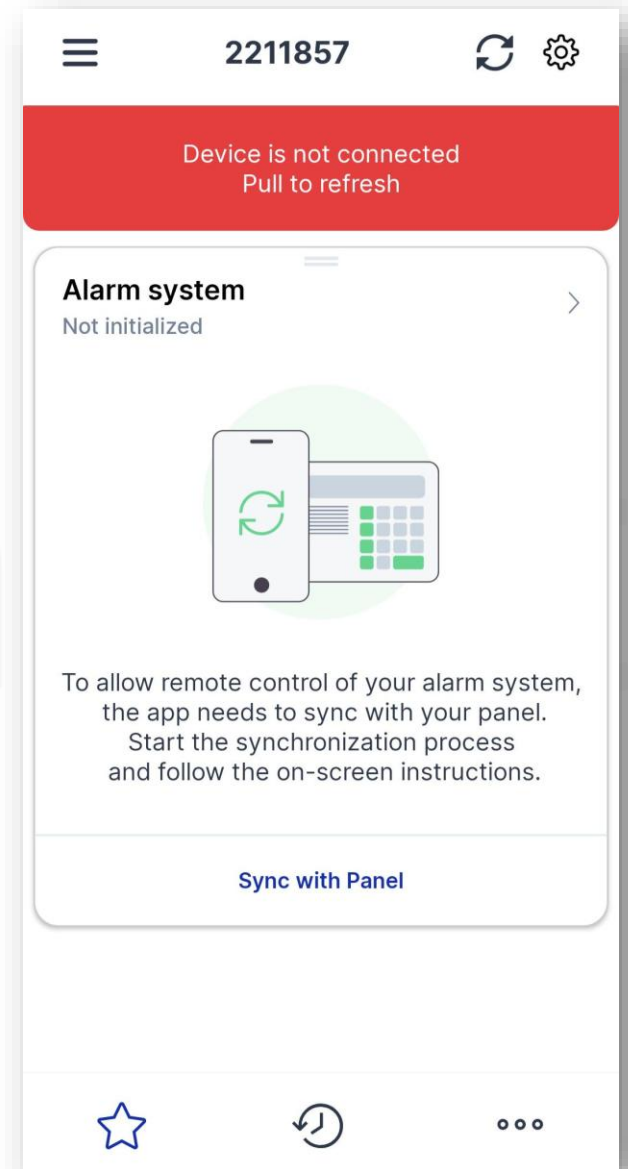
Once you start the app, Favorites tab would be the default view.

Note: It is recommended to program the Panel before wiring the communicator and logging in to the mobile app, as the app automatically synchronizes with the Panel upon initial power up.



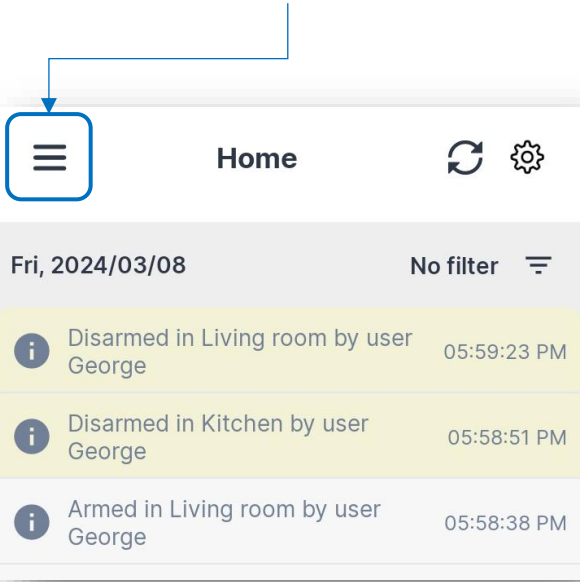
When the Communicator is plugged in and powered on, all programmed Alarm Panel features are present on the initial screen.

If no Communicator is connected and powered on, this is the initial screen:

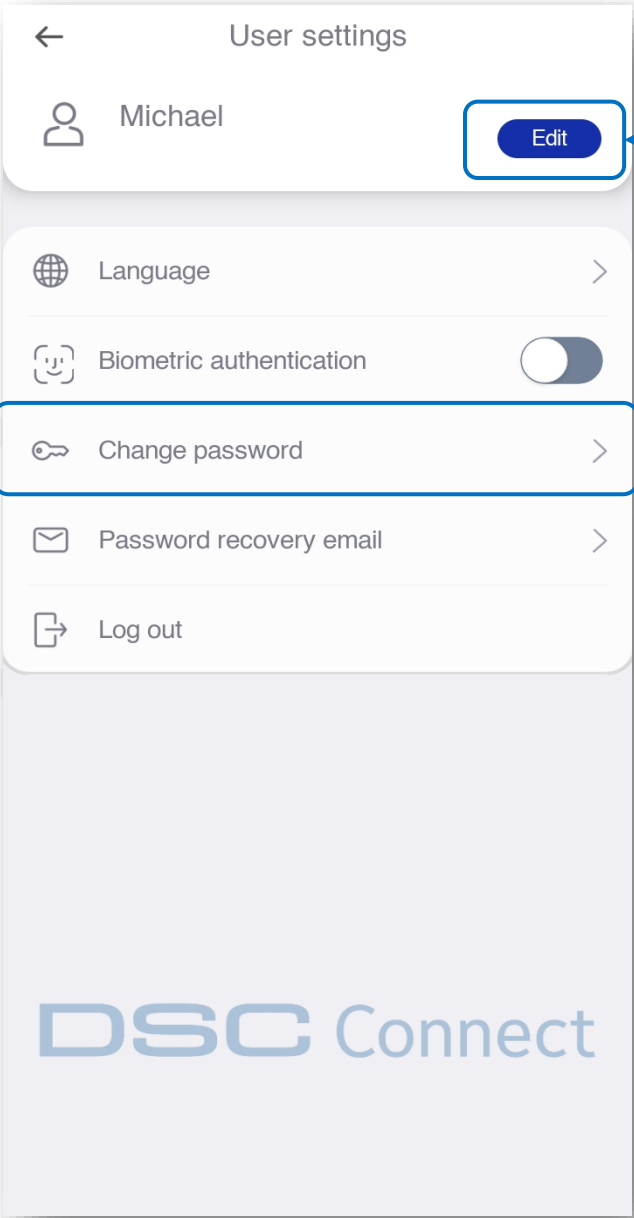
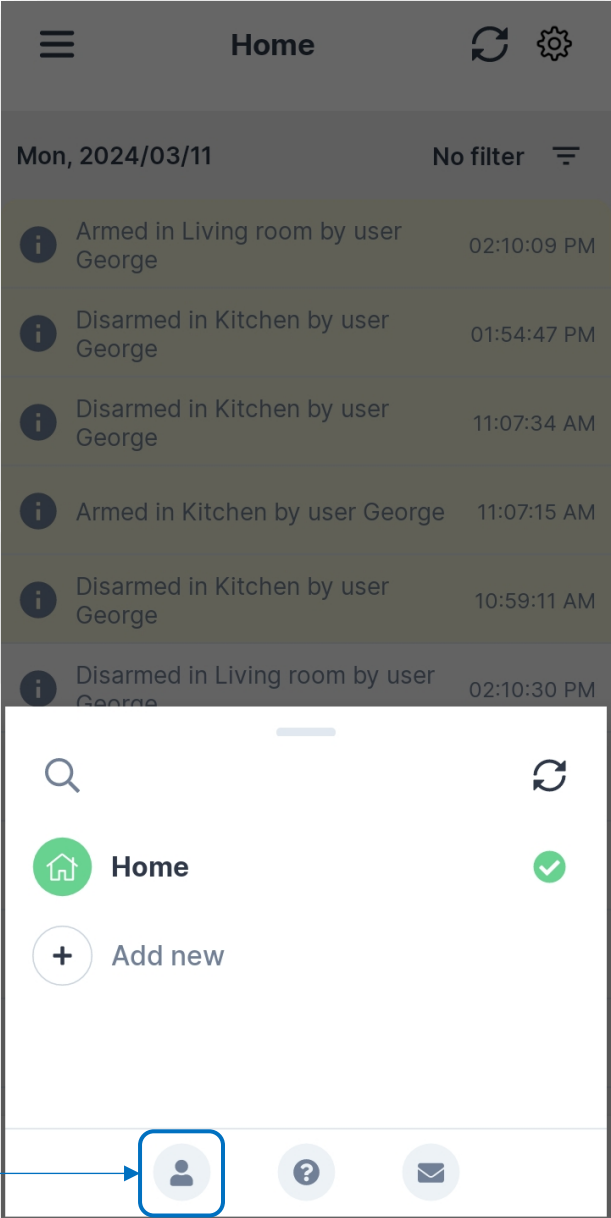


USERNAME AND PASSWORD

To change your username and password, first tap the menu button in the upper left corner of the screen.



Then go to the "My Account" icon



To change username, tap "Edit" in the User settings menu.

To change password, tap "Change password"

USERNAME AND PASSWORD

← Edit user name

Full name
Michael

Login name
u2211961

Save

Depending on the selected menu, fill in the required fields and tap "Save" when done.

← Change password

Old password

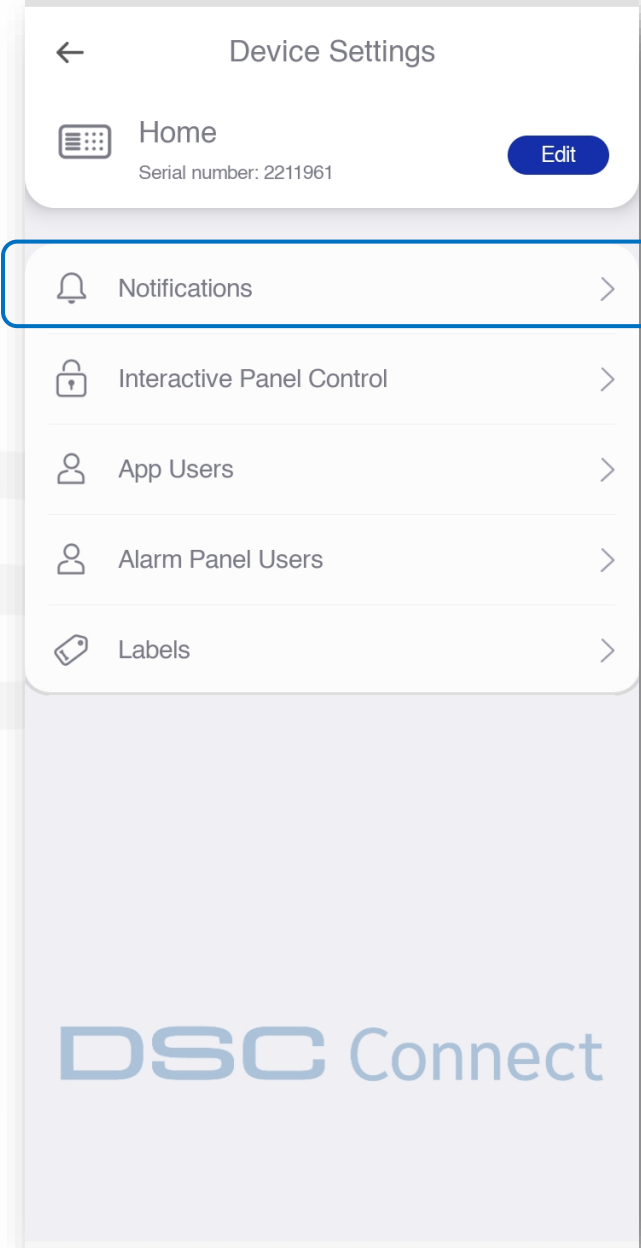
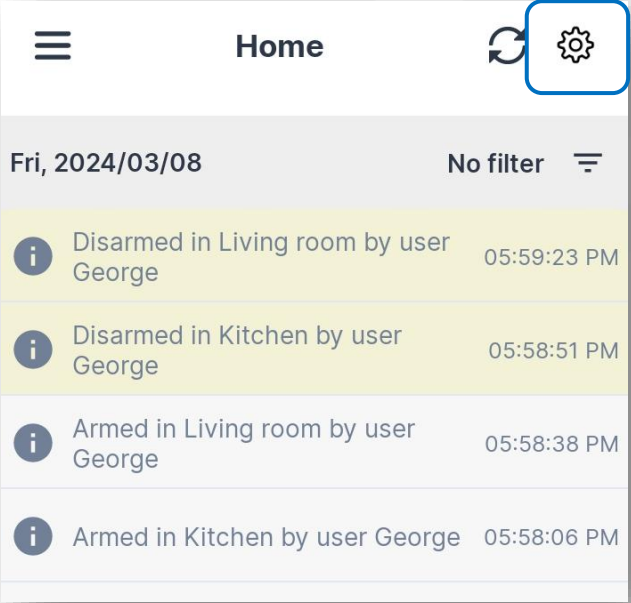
New password

Confirm password

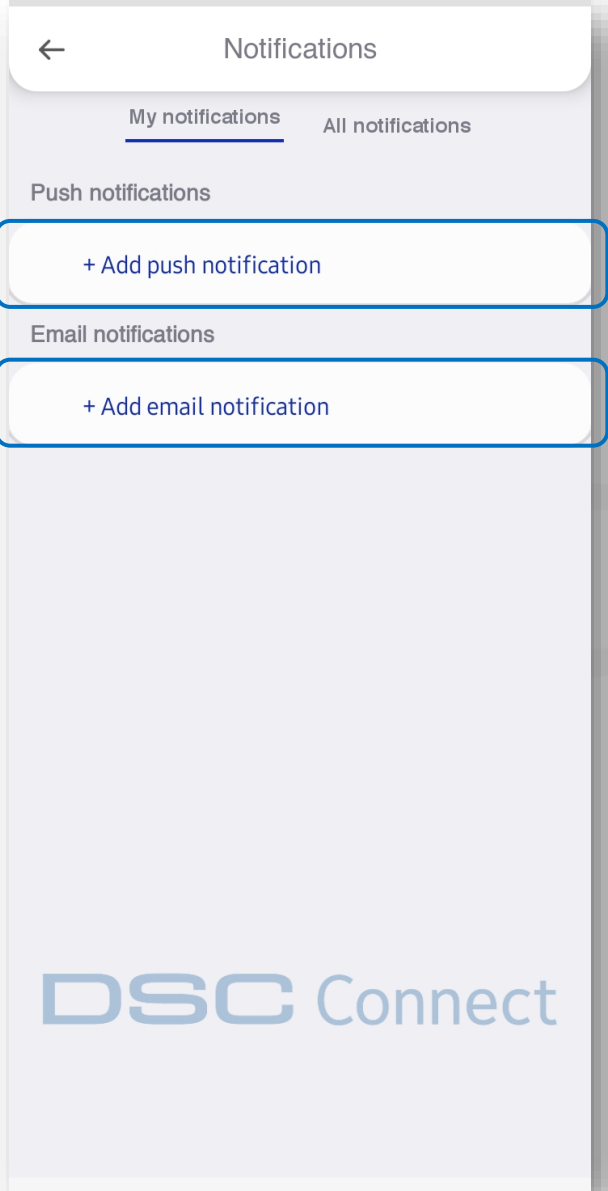
Save

NOTIFICATIONS

To choose how you would like to receive different events on your smartphone, first tap the "Settings" icon.



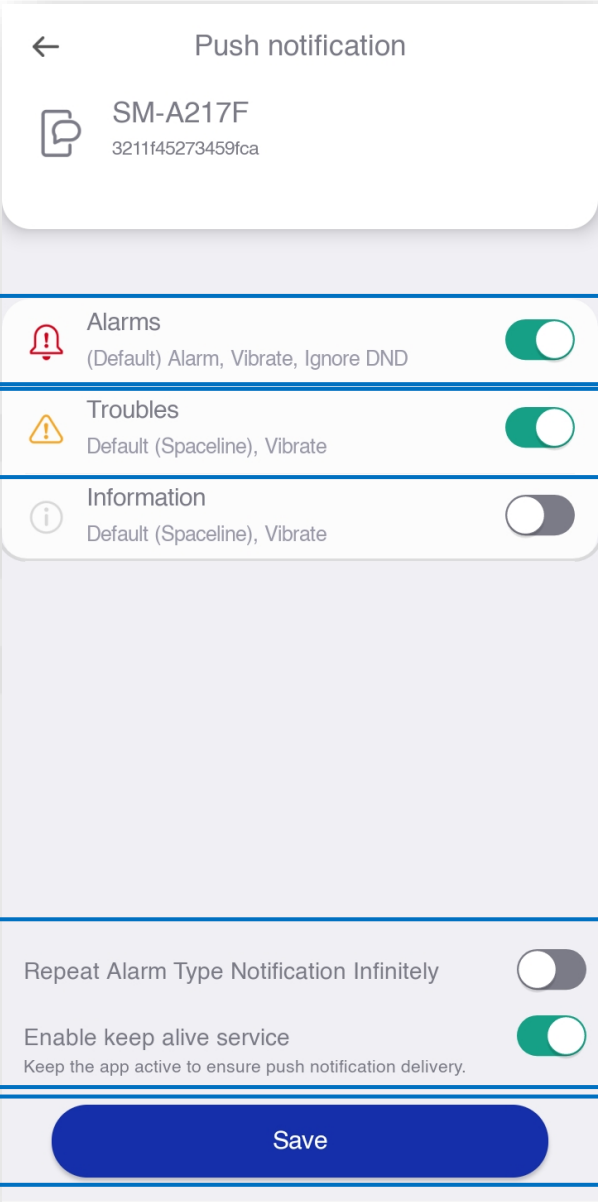
Then go to "Notifications".



Select the "+ Add" button for your preferred way of notification.

NOTIFICATIONS

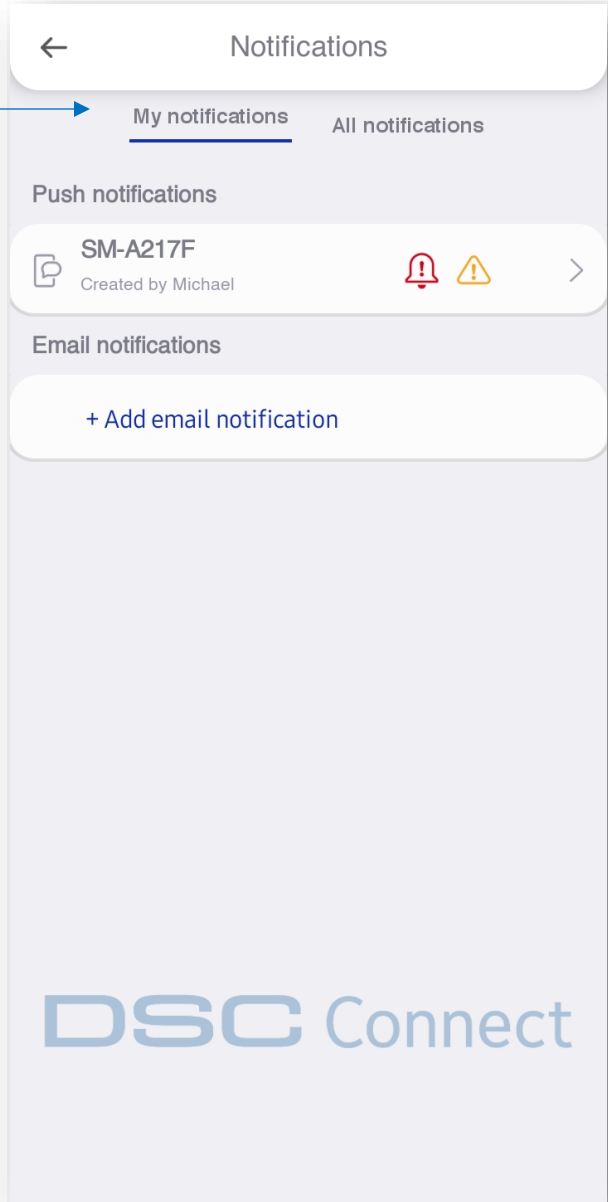
Select type of events to be reported for each notification channel.



Configure preferred options here.

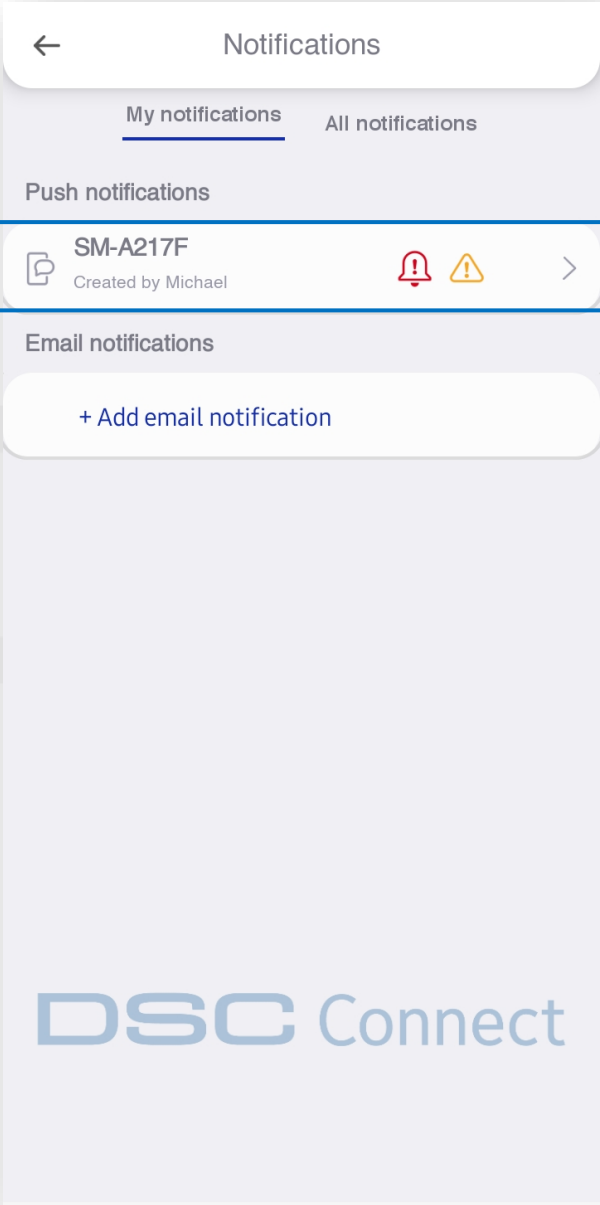
Finally, tap "Save".
After saving, you will receive a test notification.

Your notification channels will be displayed as a list.

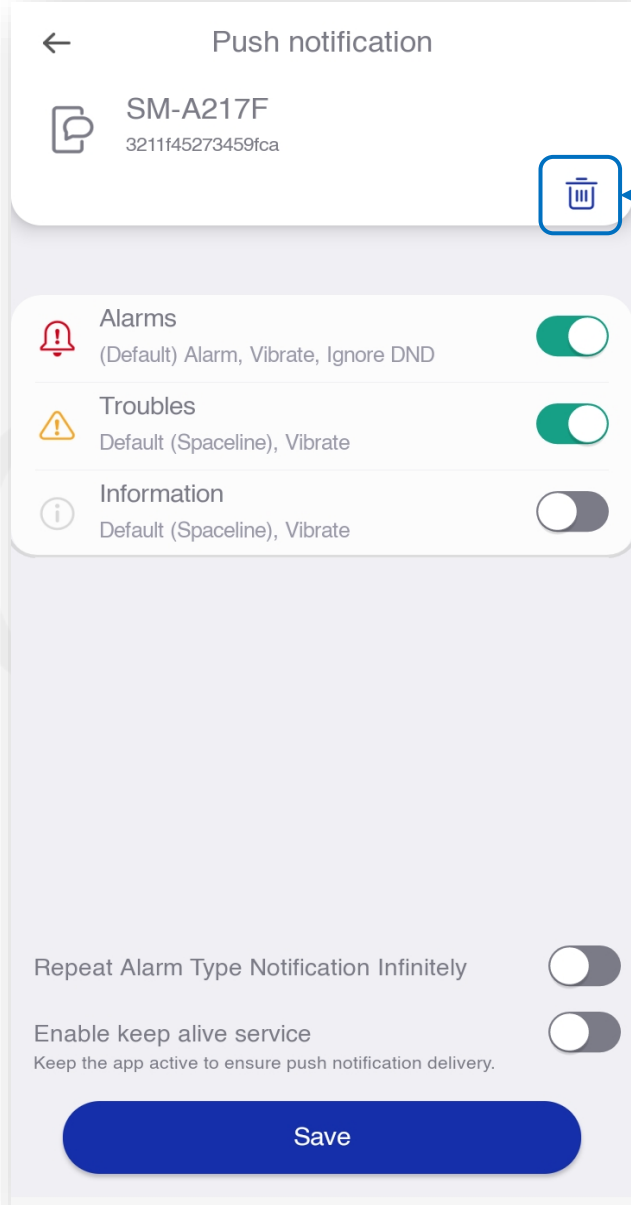


DSC Connect

NOTIFICATIONS



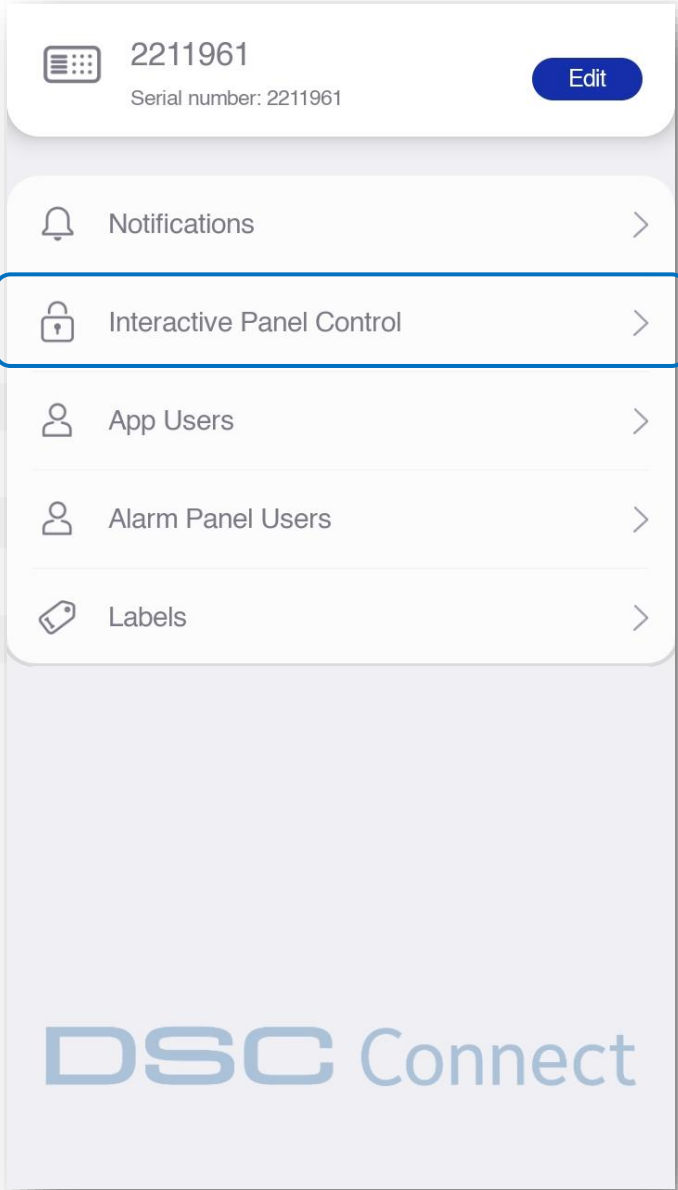
To make changes, select the notification you'd like to edit or remove. Thus, returning to the previous screen.



To delete a notification, tap the "Delete" button

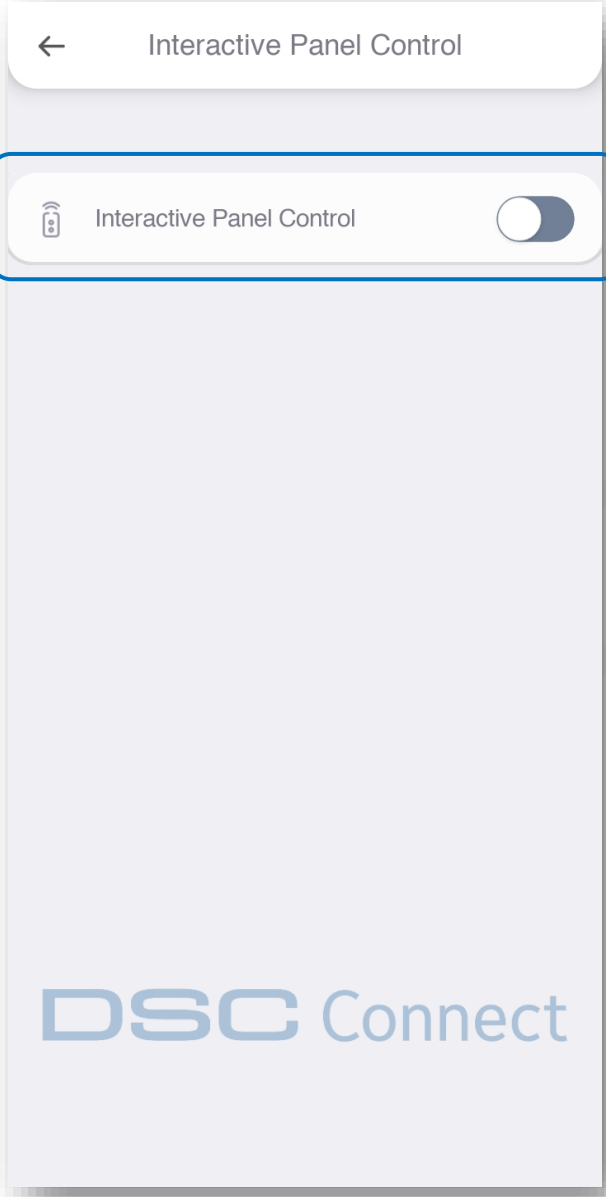
INTERACTIVE PANEL CONTROL

Go to Settings, then "Interactive Panel Control" to setup this functionality.



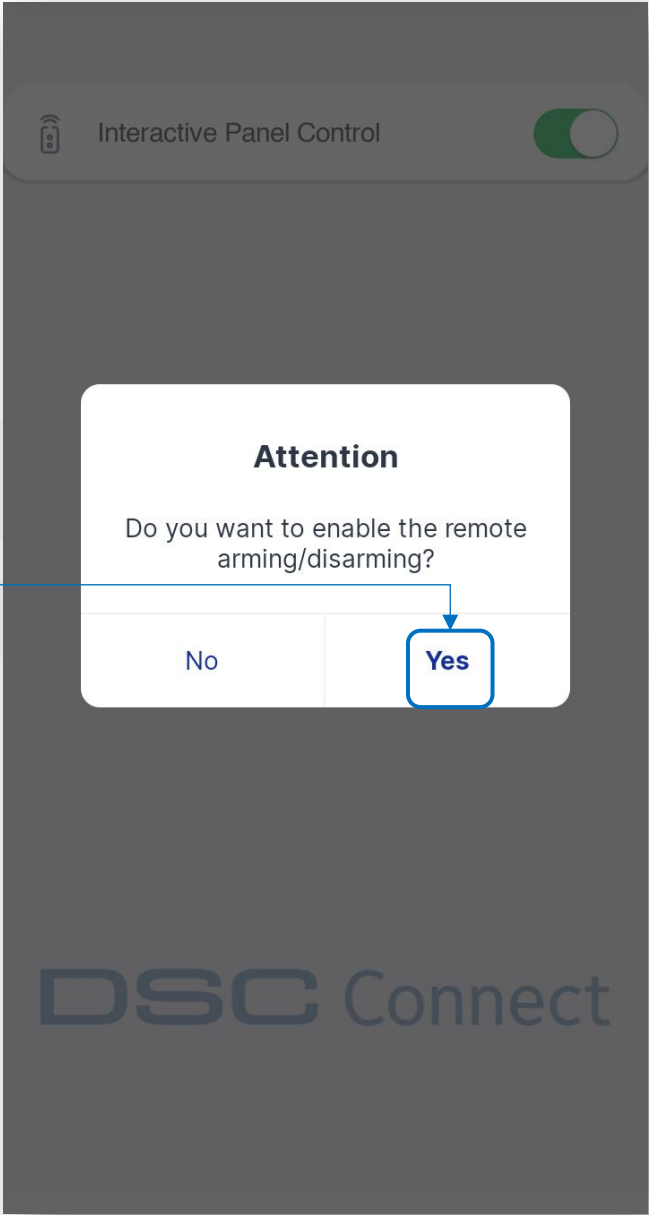
Note: Interactive Panel Control is enabled by default. If for some reason you need to access this setting and re-enable it, follow the instructions above and on the next page.

Slide to enable Interactive Panel Control.

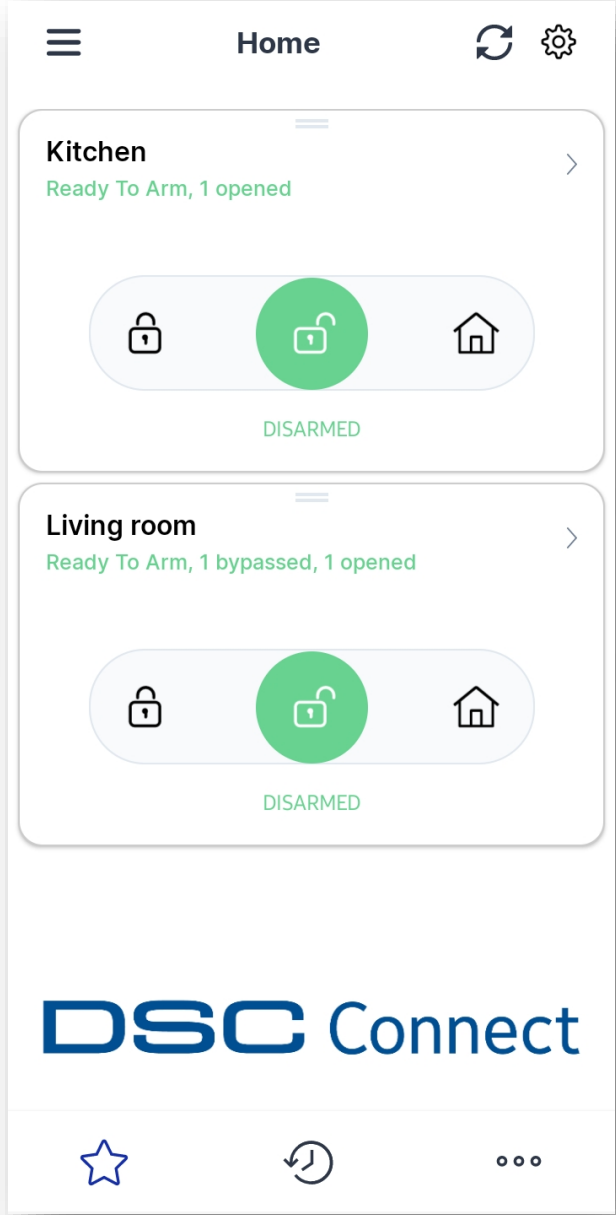


INTERACTIVE PANEL CONTROL

Then confirm to enable the functionality.



After confirmation, the Interactive Panel Control feature will be available at the homepage.

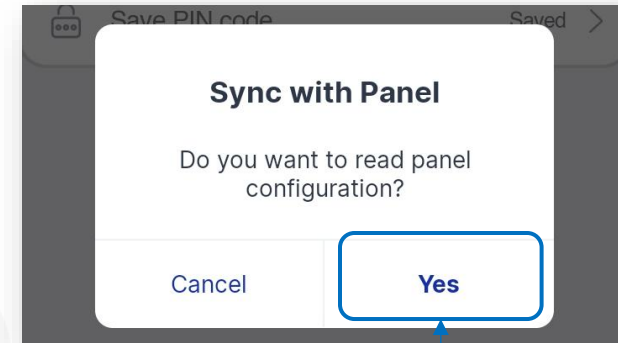
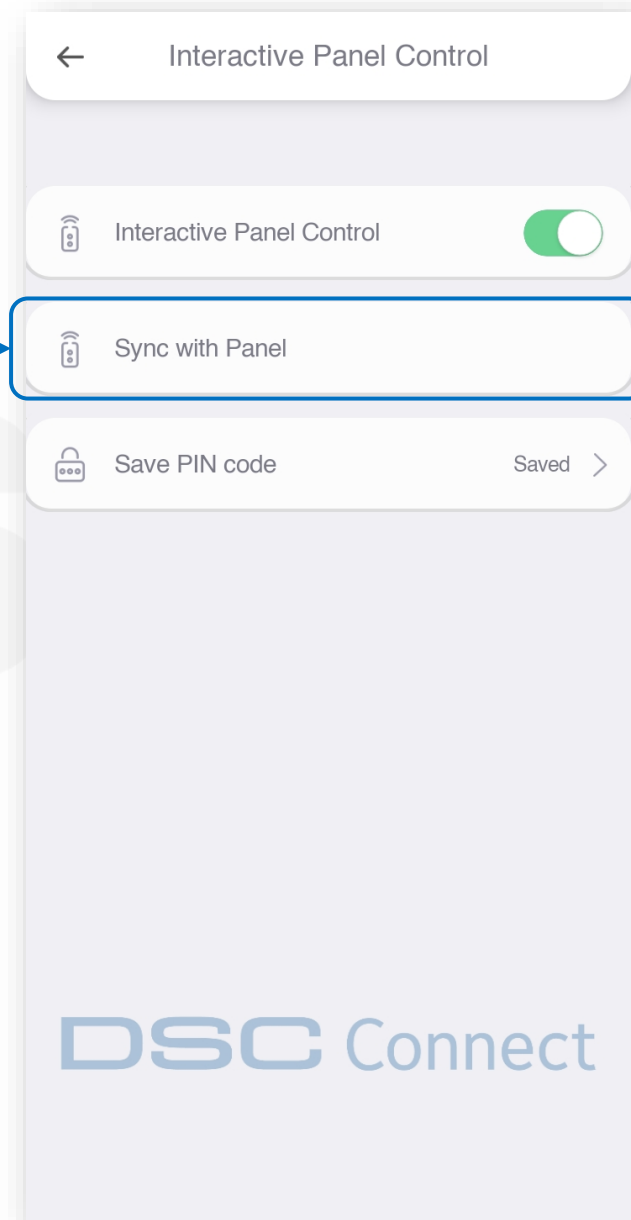


INTERACTIVE PANEL CONTROL (SYNC WITH PANEL)

The DSC Connect app automatically synchronizes with the panel once the panel programming is complete.

However, if for some reason you need to synchronize manually, select "Sync with Panel" and follow the instructions in the app.

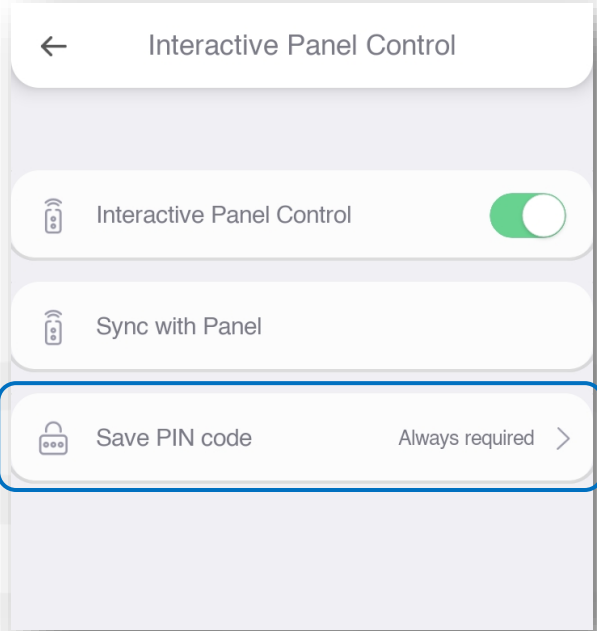
WARNING:
DO NOT operate the keypad during the sync process.



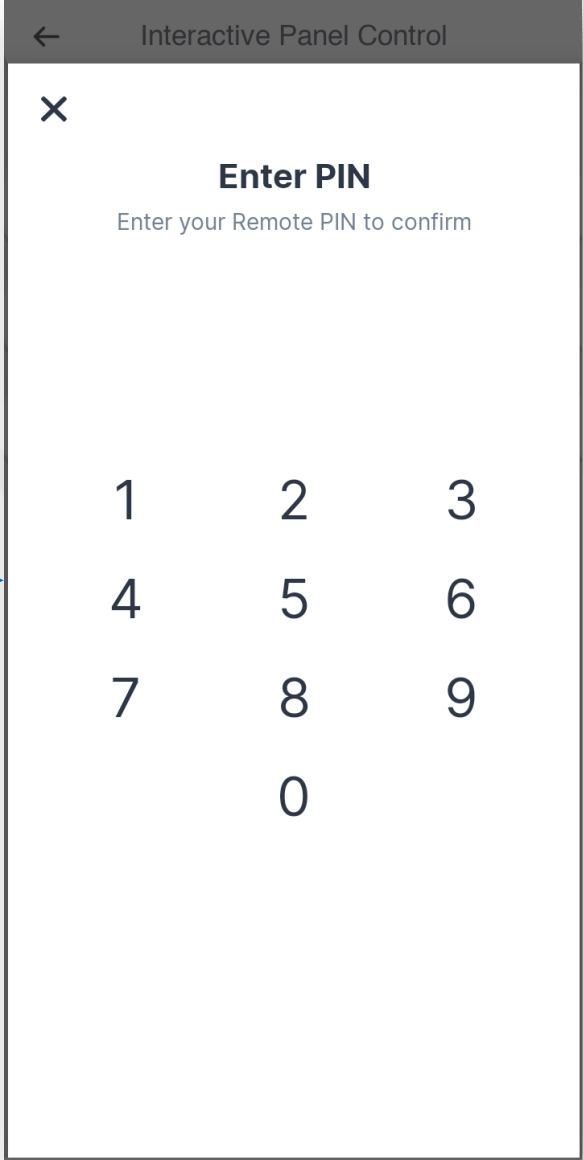
Confirm by tapping the "Yes" button.

INTERACTIVE PANEL CONTROL (SAVE PIN CODE)

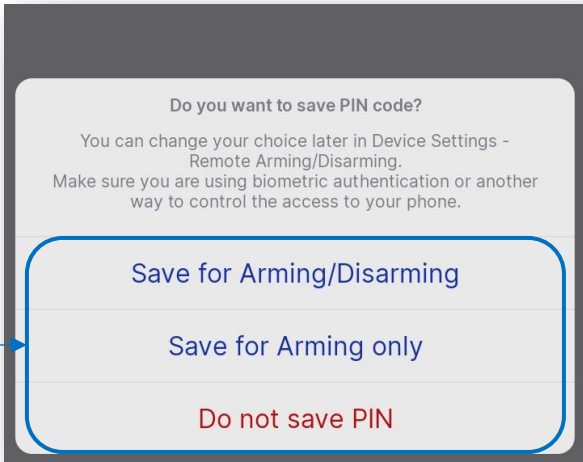
To change when your PIN code is saved in the app, tap "Save PIN code".



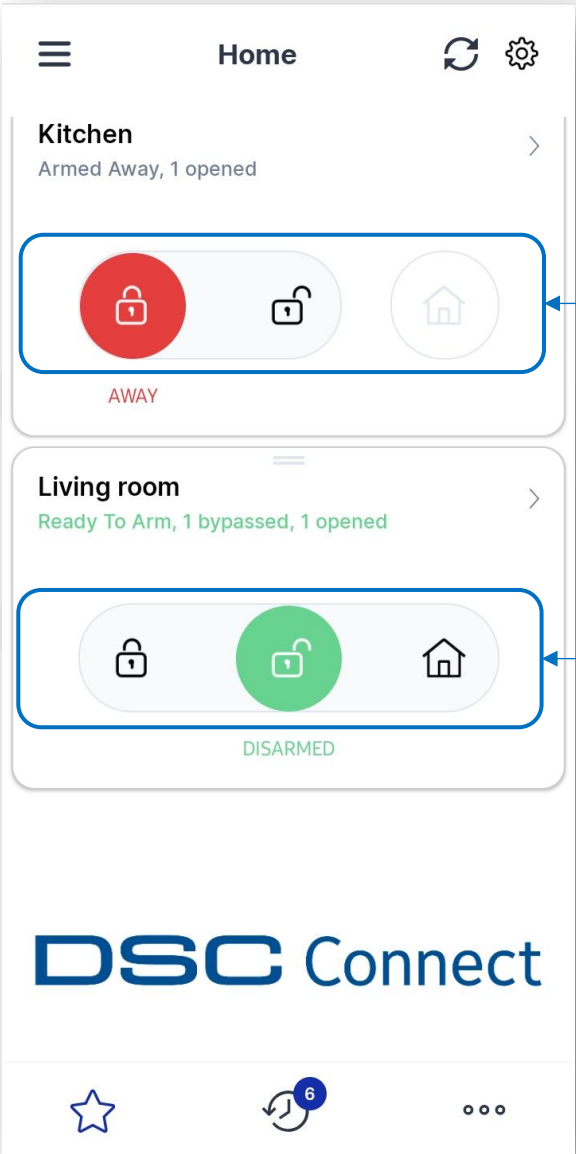
Enter your Panel PIN code. Then confirm it again.



Choose one of the options according to your preferences.

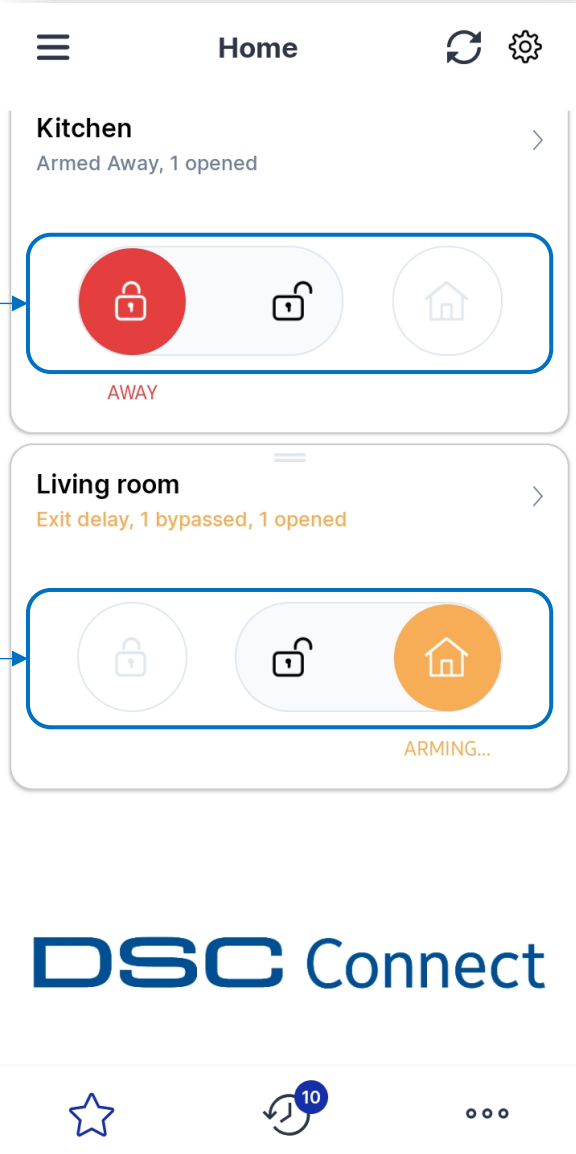


INTERACTIVE PANEL CONTROL (PARTITIONS)



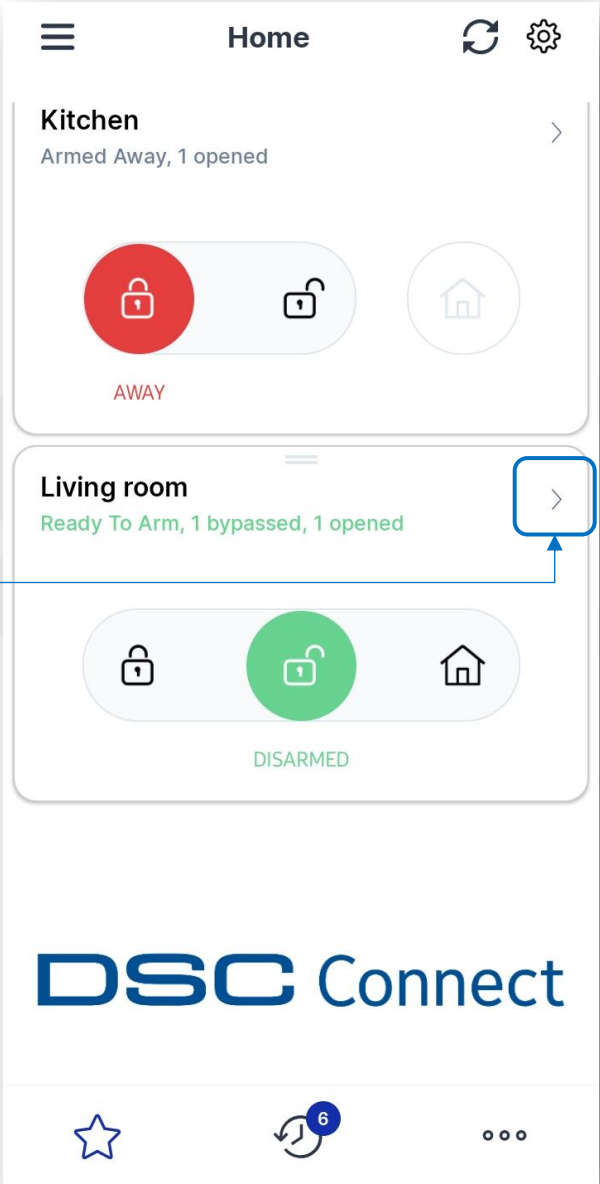
Use the slider to quickly "Stay", "Away" or "Disarm" desired partition.

App functionalities (stay arming, partitions, etc.) depend on the programming of the alarm panel.

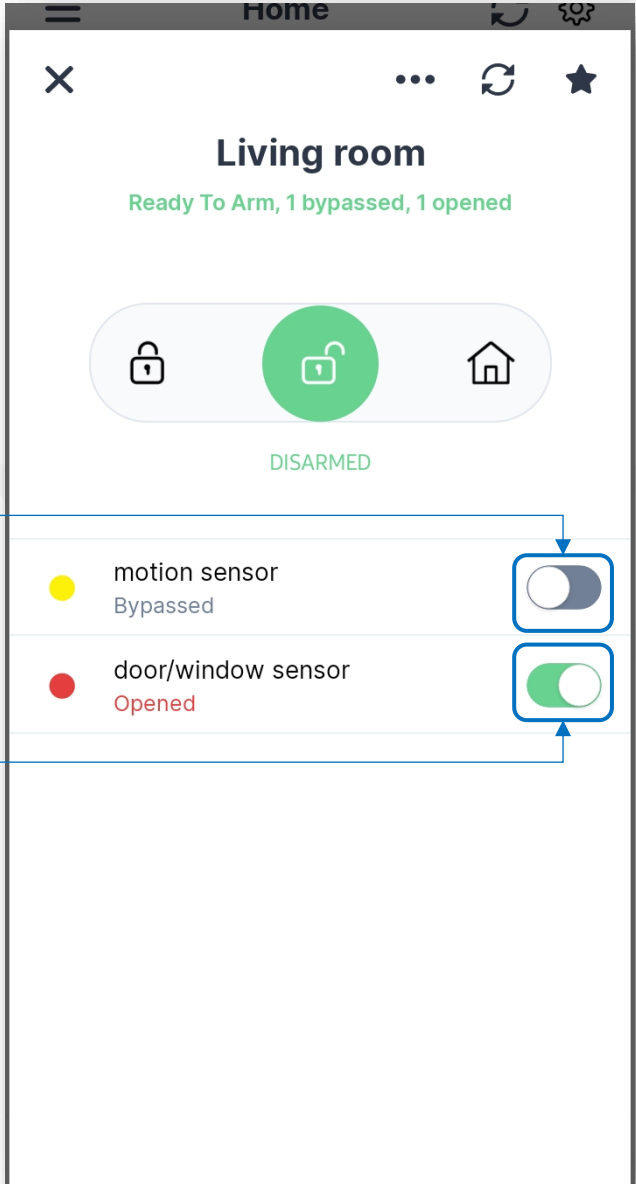


INTERACTIVE PANEL CONTROL (ZONES)

Use the arrow button to see the zones status and bypass a specific zone.



Slide the button to bypass / unbypass the zone.



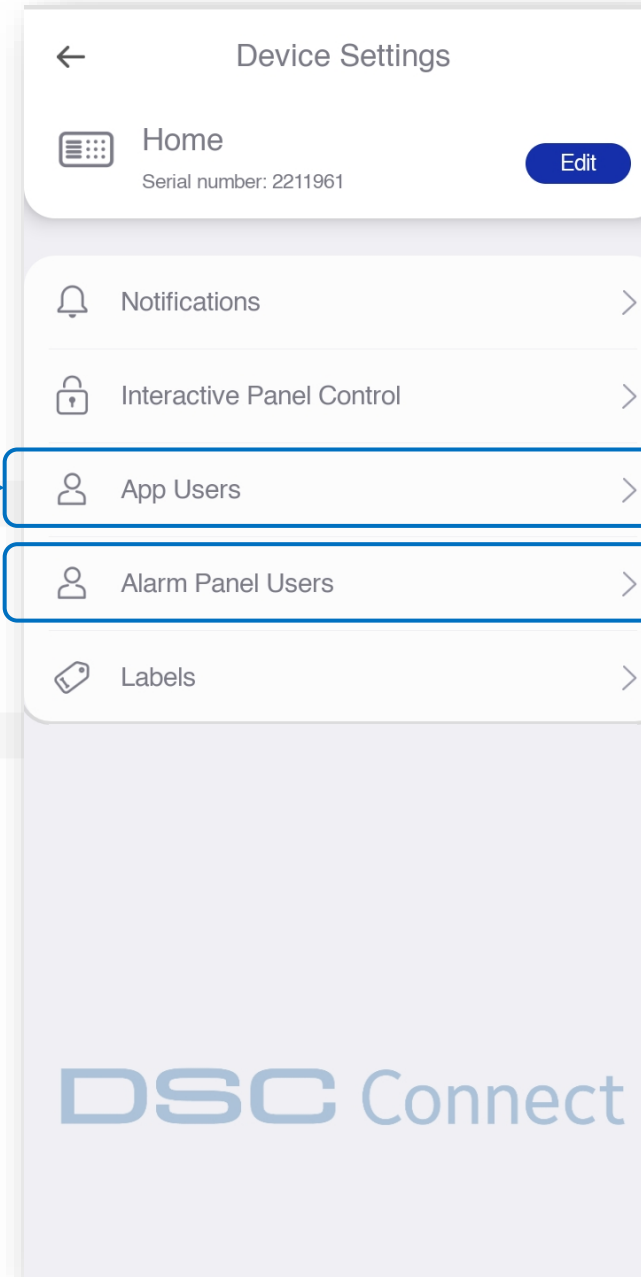
USERS

There are 2 types of users you can add to your device:

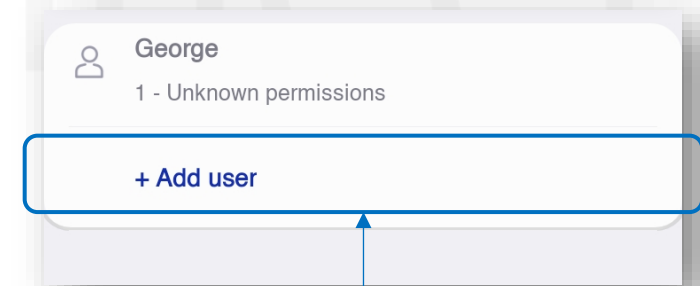
- App Users
- Alarm Panel Users

If you want to add additional user account to this device (e.g., spouse, kids, relatives), tap on one of the two options:

Select "App Users" – these are user types that are stored only on your mobile device and **not** on the Panel.



Alarm Panel Users are users stored in your Alarm Panel's memory. For example, this user can operate the panel locally.



Then tap "+ Add user".

USERS (APP USER)

Populate the required information in the following fields.

Only "Master user" accounts can add new users, additional devices and label partitions, zones and users.

**For security reasons, we recommend that you create only one master user.*

To allow the remote-control permissions select "Interactive Panel Control" option.

The screenshot shows the 'Add new user' form with the following fields and options:

- Full name
- Login name
- Password
- Confirm password
- Email address
- User Pin
- Master user (checked)
- Interactive Panel Control (checked)
- Remote Bypass (checked)
- Remote Output Control (checked)

A note below the email field states: ** This email will only be used for password recovery.*

A blue 'Save' button is located at the bottom of the form.

USERS (PANEL USER)

Populate the required information in the following fields.

The screenshot shows a mobile application interface for adding a new user. At the top, there is a back arrow and the title "Add new user". Below the title are five input fields, each highlighted with a blue border and a blue arrow pointing to it from the left. The fields are: "User Number", "User Label", "PIN code" (with a lock icon on the right), "Authority Level" (with "Arm Disarm" and a right arrow on the right), and "All Partitions" (with a blue checkmark icon on the right). At the bottom of the screen, there is a large blue button labeled "Save". The background of the app is light gray with a large, faint "DSC Connect" watermark.

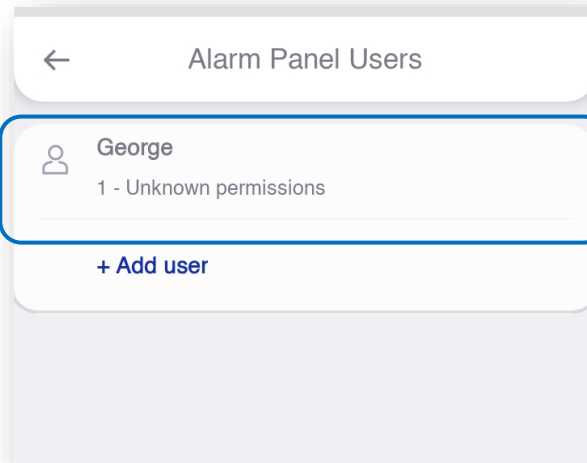
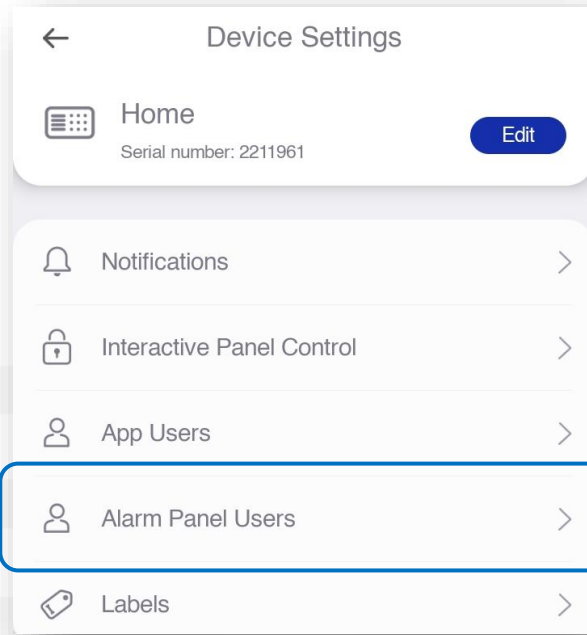
Select this if you want this user to be able to control all partitions.

CHANGE PIN CODE (PANEL USER)

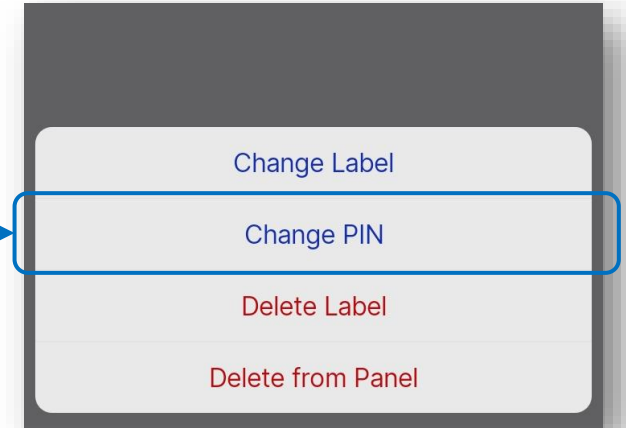
Keep in mind that before changing your Panel User PIN, the system must be disarmed!

1) To change the PIN code for your Alarm Panel User, go to Settings, then tap "Alarm Panel Users".

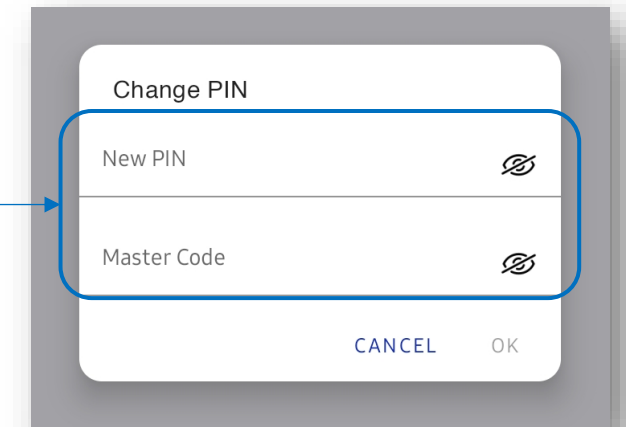
2) Tap the user whose password you would like to change



3) Select "Change PIN"

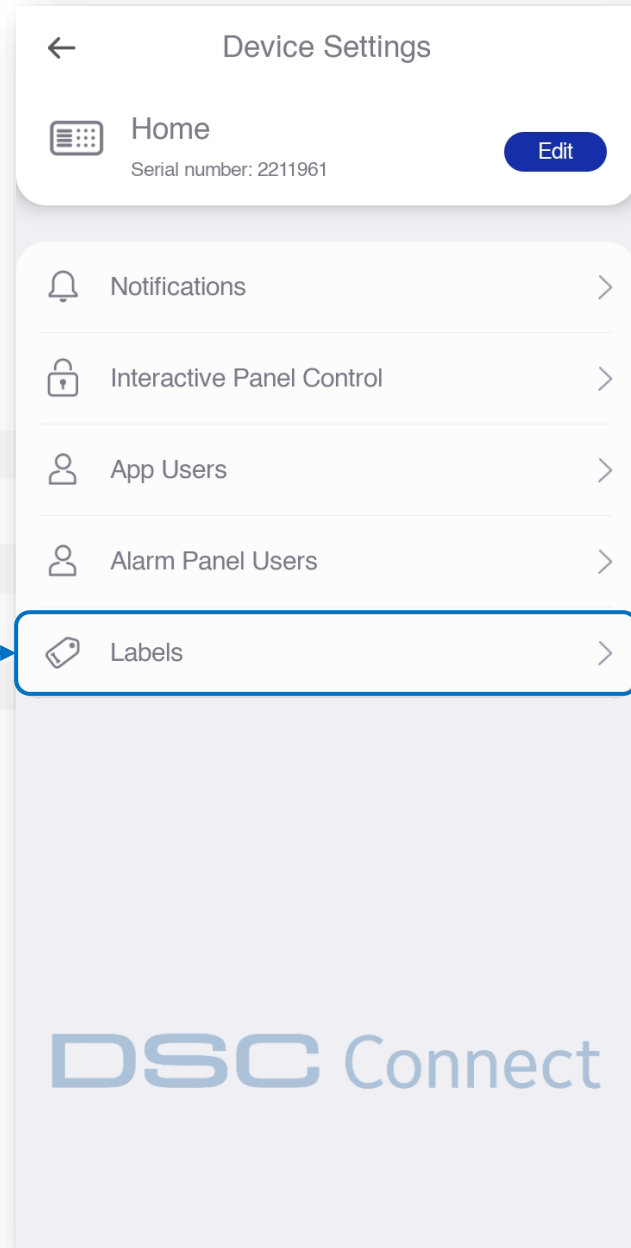


4) Fill in the new PIN and the Master Code for your alarm panel. Then tap "OK".



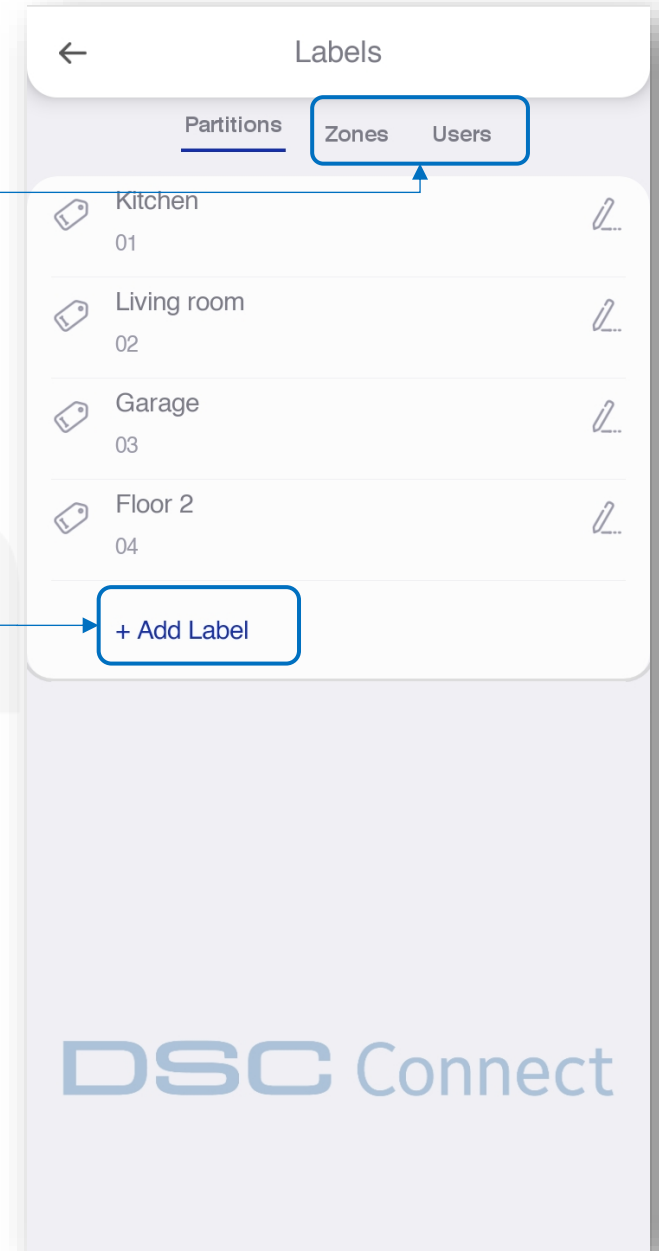
LABELS

Navigate to "Labels" menu if you want to name your partitions, zones and users.*



**To label partitions, zones and users you need to have a "Master User" account*

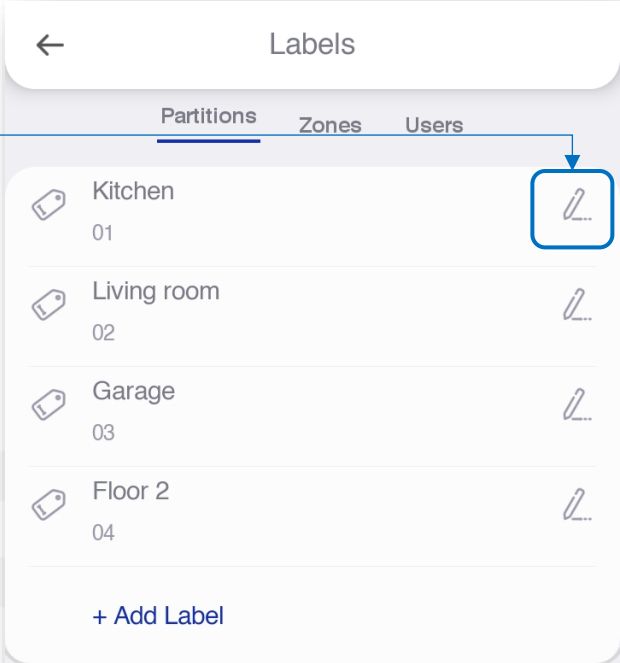
To label a zone or user use the respective tabs.



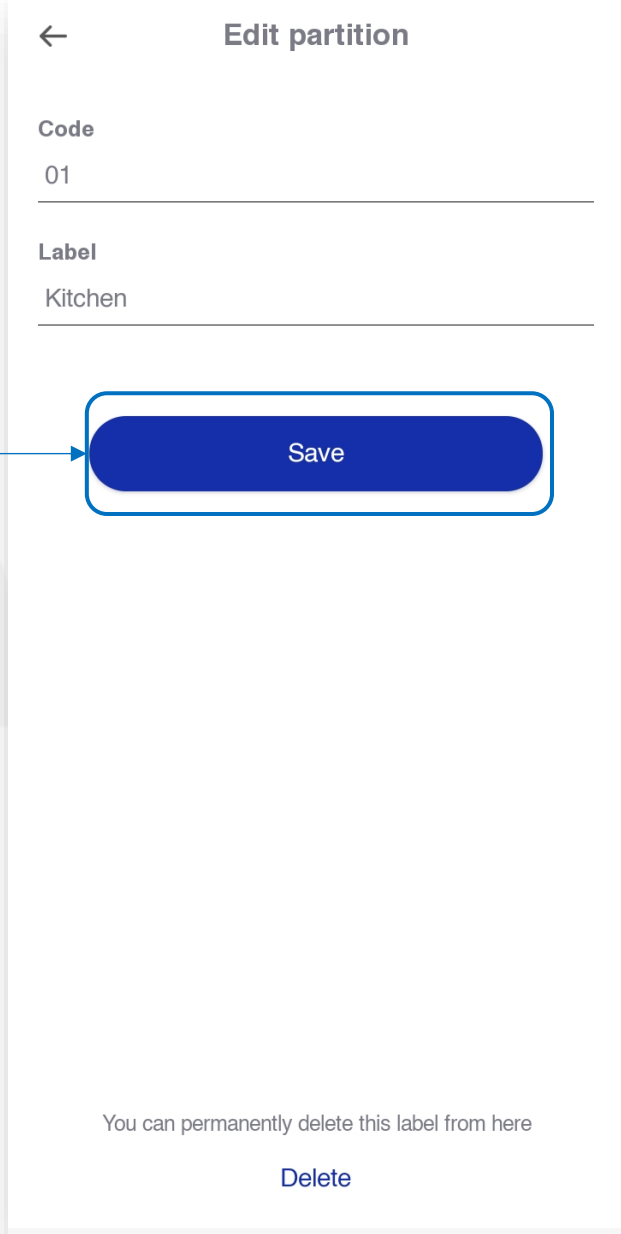
To label a partition, select "Add Label".

LABELS

Select the "Edit" button to edit existing label.

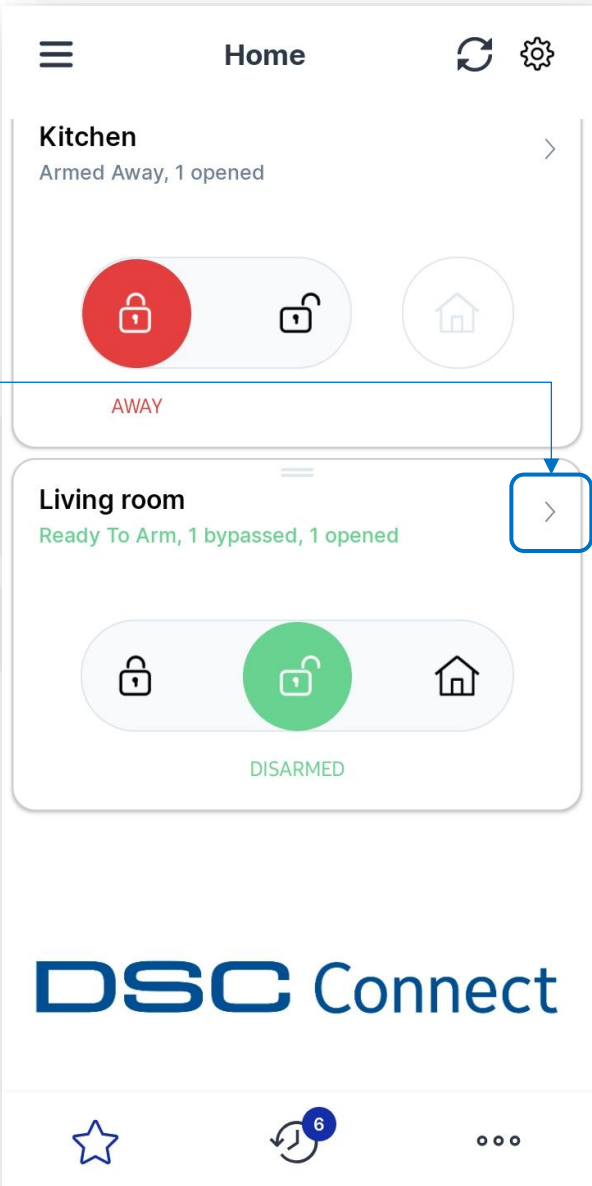


Fill in the fields and press "Save" to save the changes.

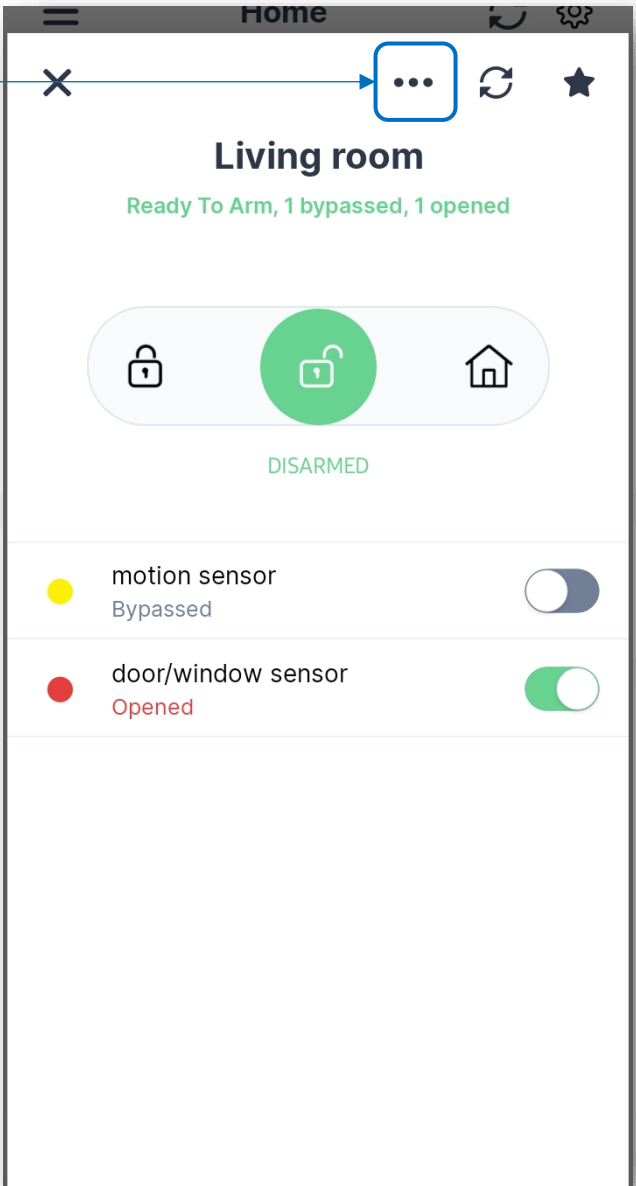


LABELS (SHORTCUT)

Select the arrow button to edit a specific partition.

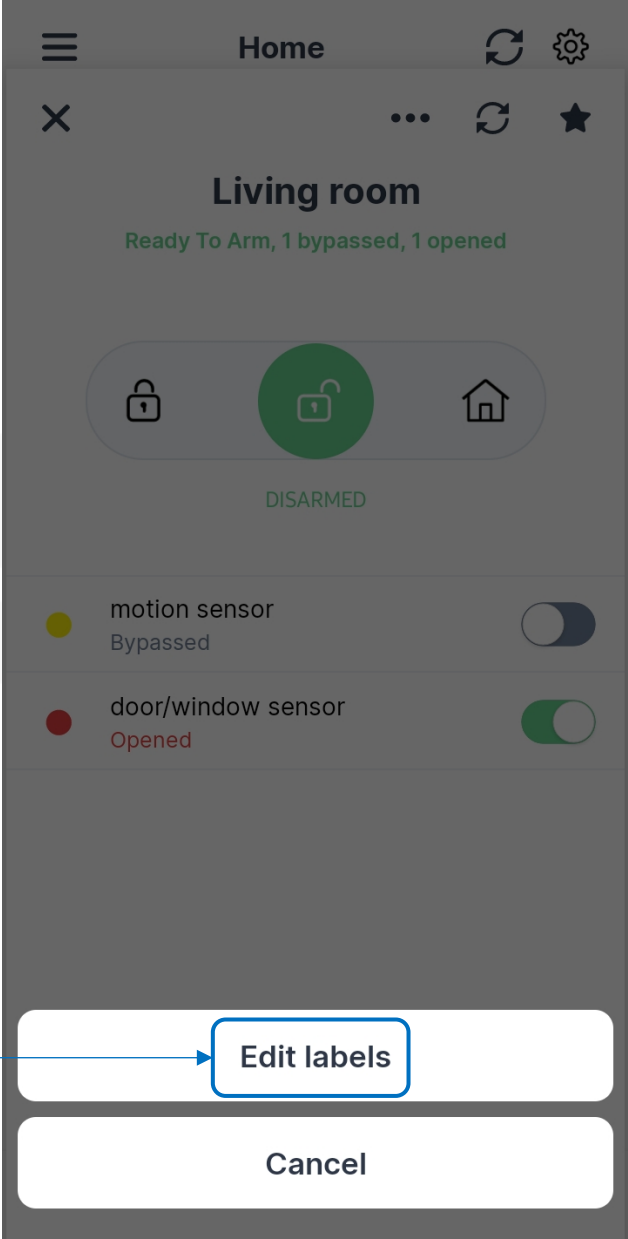


Select the "Edit" button to edit the labels of the partition.

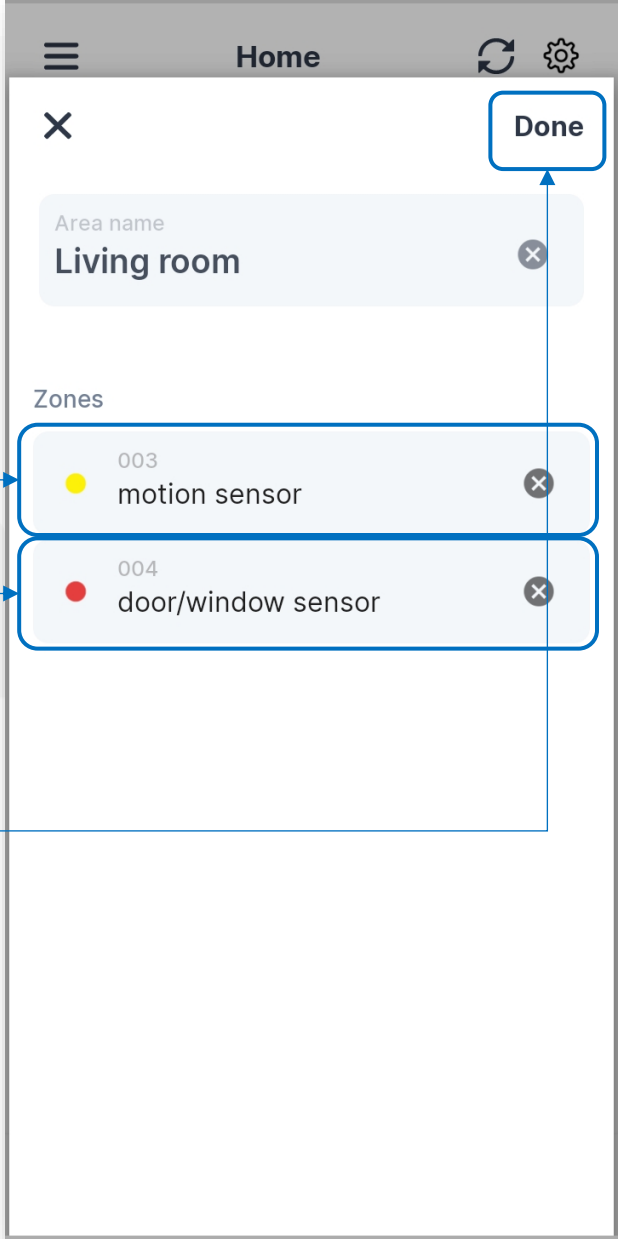


LABELS (SHORTCUT)

Then tap "Edit labels" to confirm you want to edit them.



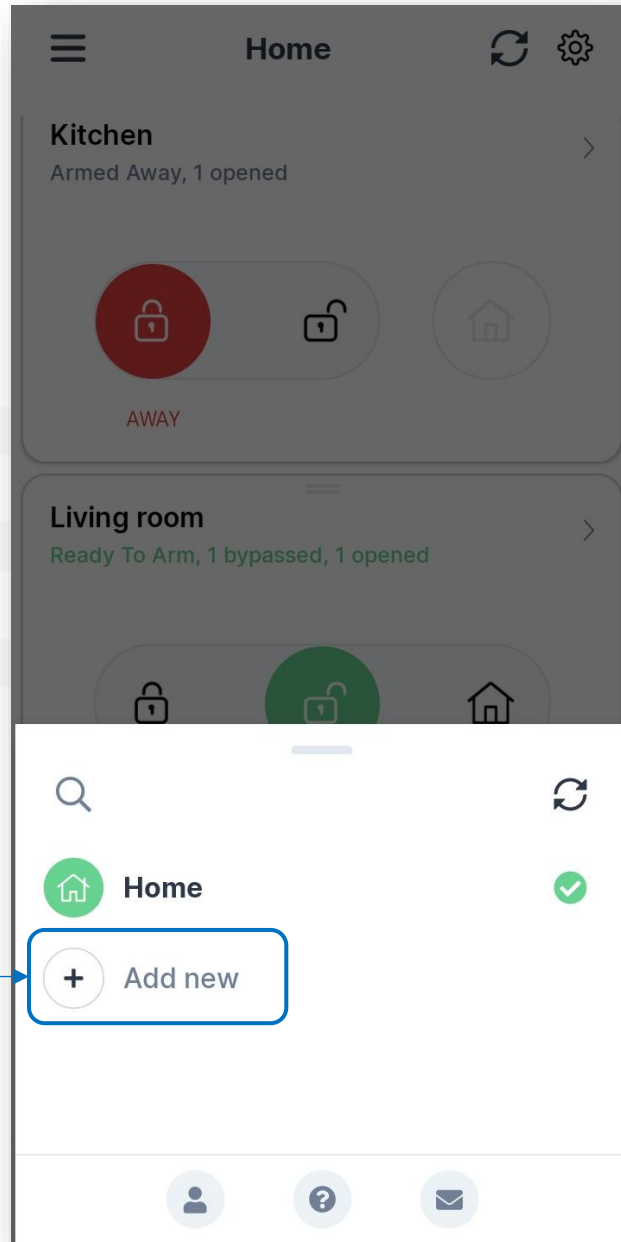
Type the new labels for each zone:



Finally, tap "Done" to save changes.

ADDING MORE DEVICES TO YOUR ACCOUNT

Go to "Add new" if you want to manage additional devices from the same account.



For new devices:

Enter the serial number of the device that you want to add to this account and the login credentials provided with the device.

For devices that have already been in use:

You will have to provide the current username and password.

