



Ezlo Protect

Dealer Quick Start Guide

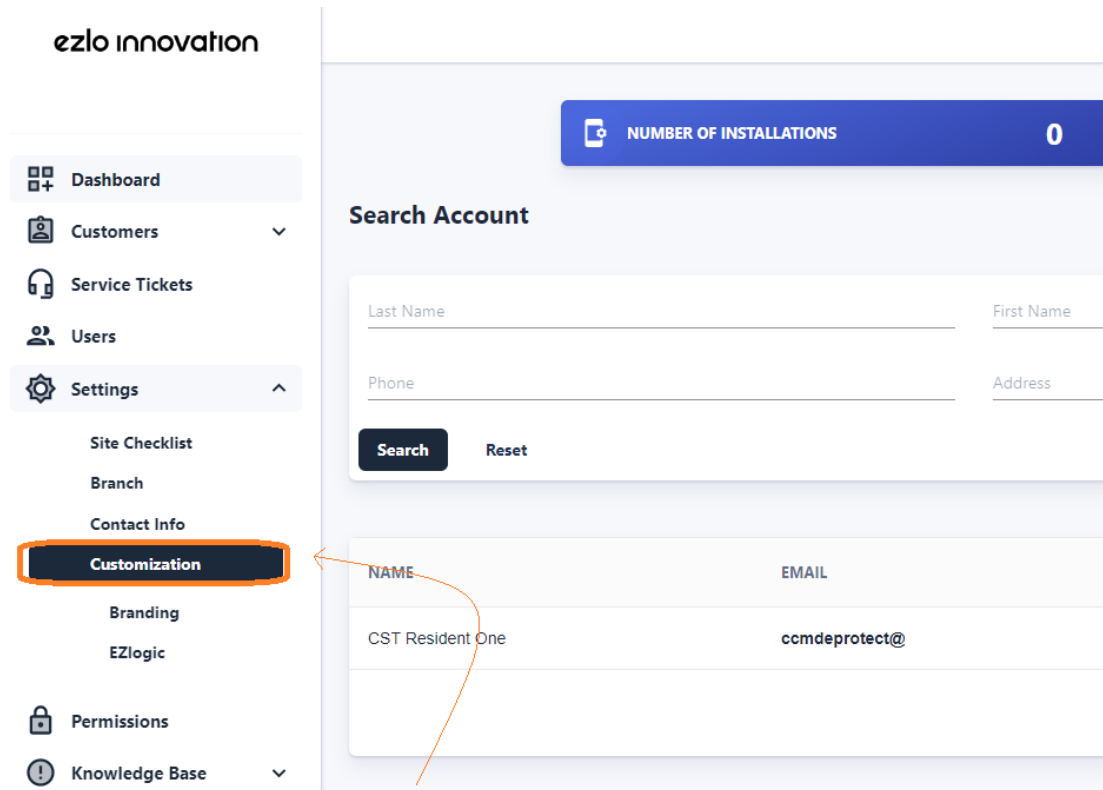
ezlo
property. empowered.

Index

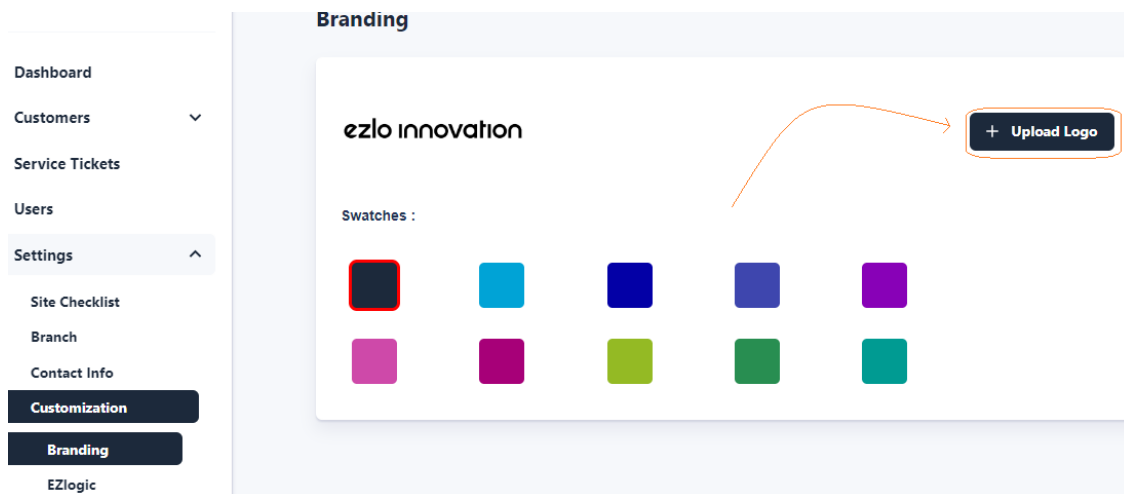
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1. Branding

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



- Change your font color by selecting one of the color swatches. Click **'Save'** to apply your changes:



2. Contact Info

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

ezlo Partner

- Dashboard
- Installations
- Customers
- Service Tickets
- Users
- Settings**
 - Site Checklist
 - Branch
 - Contact Info**
 - Customization

Contact Info

Support Phone Number:

Support Website:

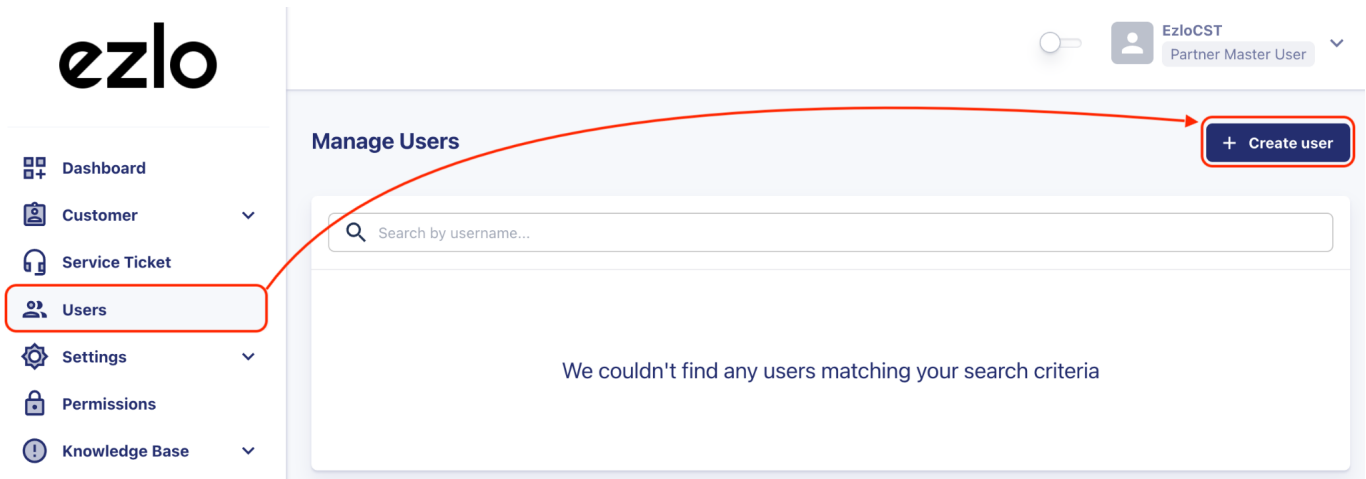
Support Email:

[Save](#)

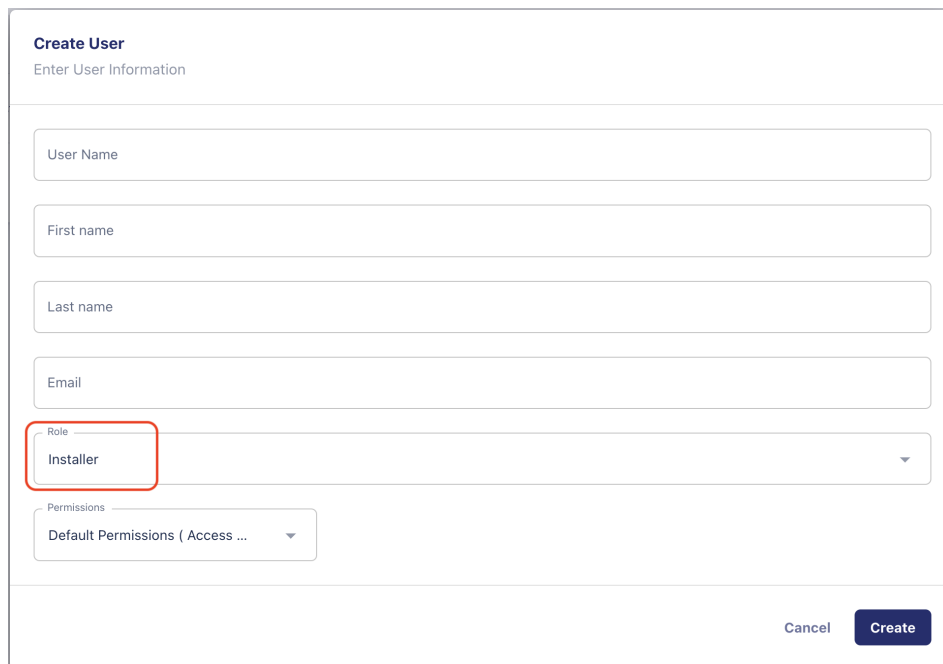
3. Installers

Installer accounts are for your technicians who set up the automation systems for your customers (residents). **'Installer'** is a type of user that you must create in the partner portal.

- 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:



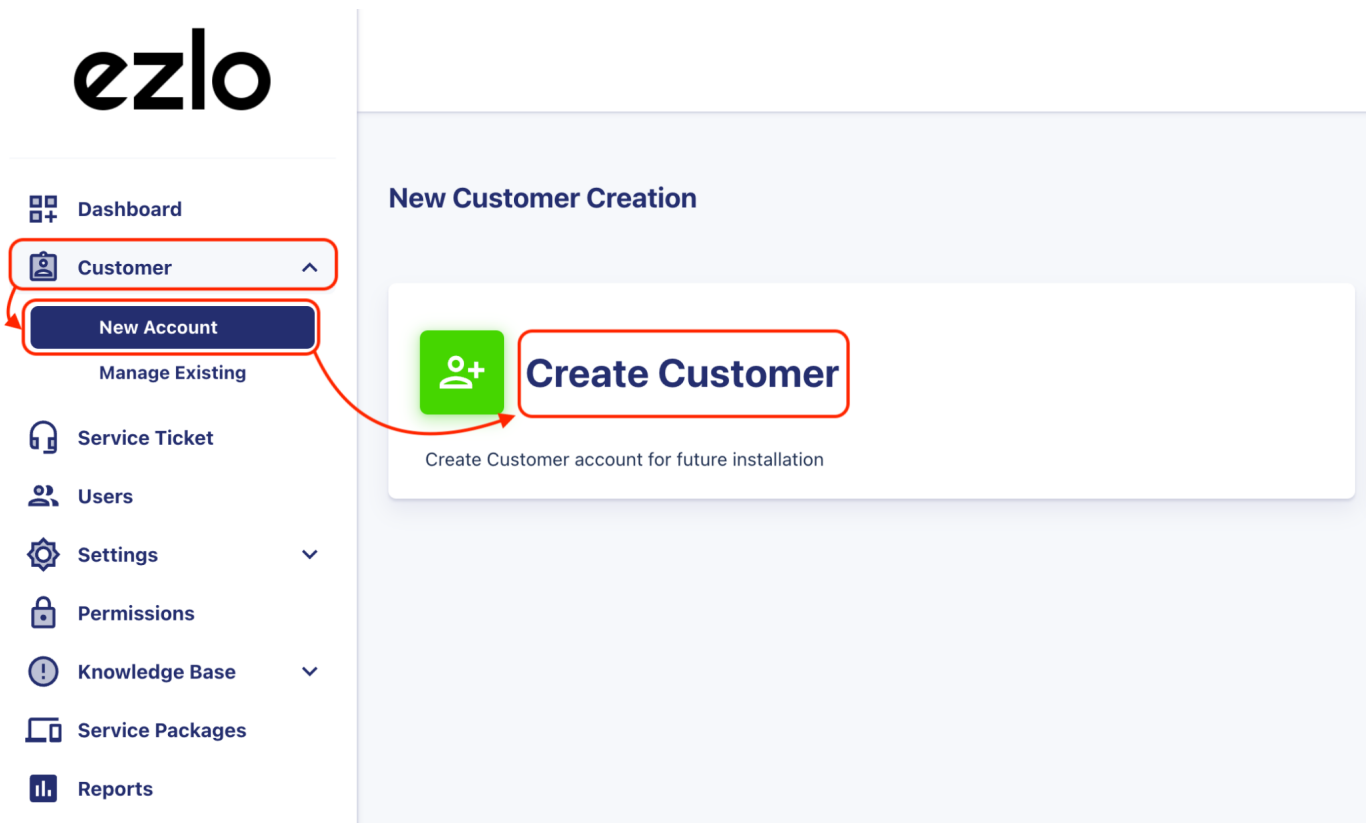
- Click **'Create'** to add the installer user.

- We will send an account verification email to the new installer which contains their username and password.

4. 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'**

NUMBER OF INSTALLATIONS
0

NUMBER OF ACTIVE SUBSCRIPTION
0

Search Account

+ Create Customer

+ New Ticket

Last Name

First Name

Email

Phone

Address

SN

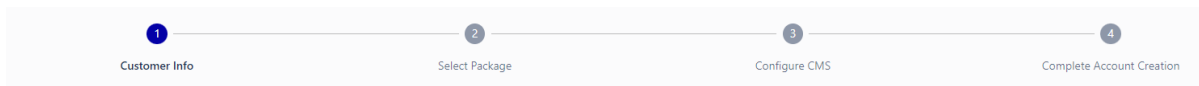
Search

Reset

- There are four stages:
 - Basic account details
 - Select Package (choose the type of customer)
 - Configure CMS (if the customer has the Professional Monitoring service)
 - Additional details and finalization

Create account

Enter Customer Information.



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

Dashboard

Customer ^

New Account

Manage Existing

Service Ticket

Users

Settings v

Permissions

Knowledge Base v

Service Packages

Reports

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

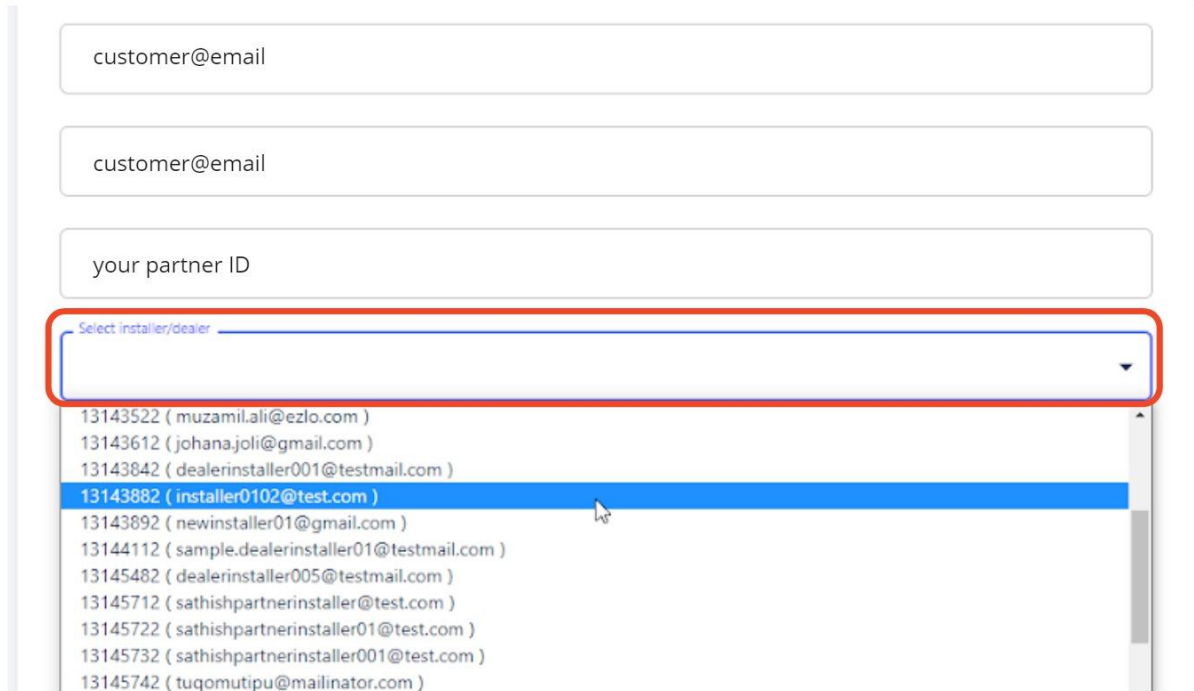
13166392 (daniel+cstinstallerlive1@ezlo.com)

Installation Address

Street Address *

Additional Street Address

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



customer@email

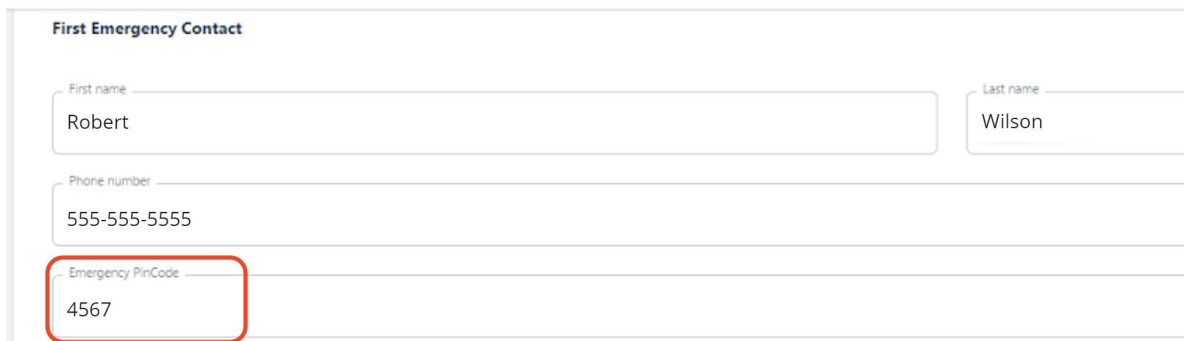
customer@email

your partner ID

Select installer/dealer

- 13143522 (muzamil.ali@ezlo.com)
- 13143612 (johana.joli@gmail.com)
- 13143842 (dealerinstaller001@testmail.com)
- 13143882 (installer0102@test.com)**
- 13143892 (newinstaller01@gmail.com)
- 13144112 (sample.dealerinstaller01@testmail.com)
- 13145482 (dealerinstaller005@testmail.com)
- 13145712 (sathishpartnerinstaller@test.com)
- 13145722 (sathishpartnerinstaller01@test.com)
- 13145732 (sathishpartnerinstaller001@test.com)
- 13145742 (tuqomutipu@mailinator.com)

- **'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:



First Emergency Contact

First name: Robert

Last name: Wilson

Phone number: 555-555-5555

Emergency PinCode: 4567

- Click **'Next'** to move onto the **'Select Package'** screen.

- Select one of the available packages then click **'Next'**:

Create account

Enter Customer Information.

1

2

3

4

Customer InfoSelect PackageProfessional Monitoring InfoComplete Account Creation

Service Package

☐ EZ Smart Home

- IP Only Connectivity
- Home Automation
- Video + Doorbell
- Self Monitored Notification

\$ 3 monthly per account

☒ EZ Smart Security

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

\$6.50 monthly per account

← Go Back

Next

- On the next page you can configure the **Emergency Contacts** for the new user.

Create account
Enter Customer Information.

Customer Info Select Package **Configure CMS** Complete 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

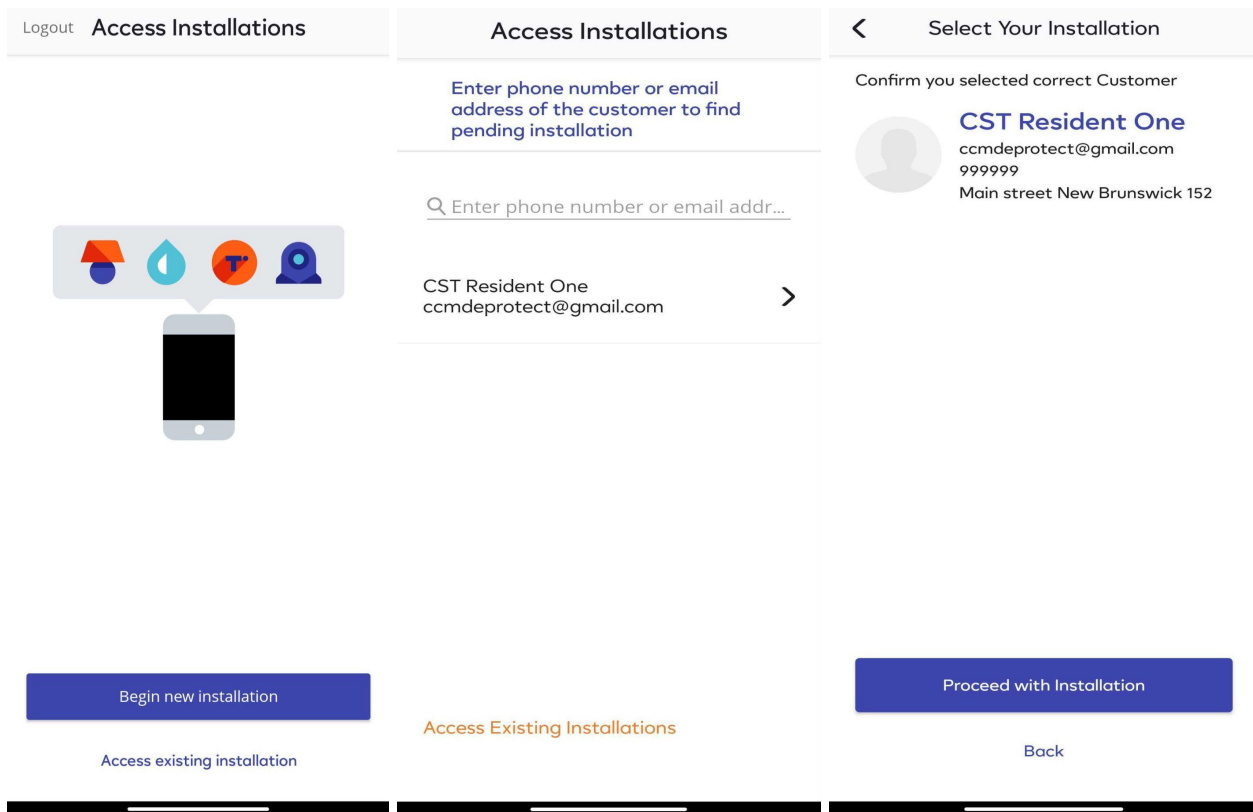
Go Back Create Account

- 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.

5. Installation

Installer App Flow

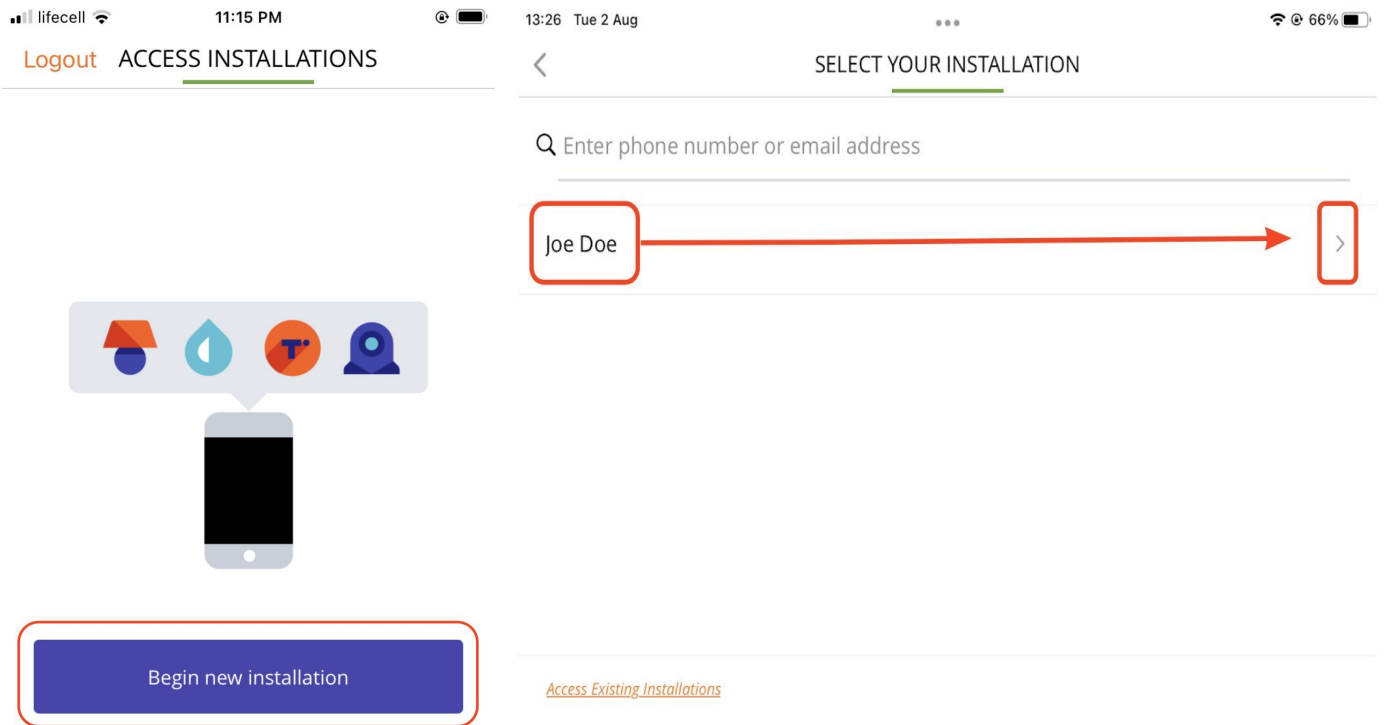
- Log into the Ezlo Installer app with the credentials sent to the installers email.
- After logging in, click **'Begin new installation'** to view and begin work on pending customer installations. This screen also lets you view and inspect previously completed installations.
- Go to **'Begin new installation'**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



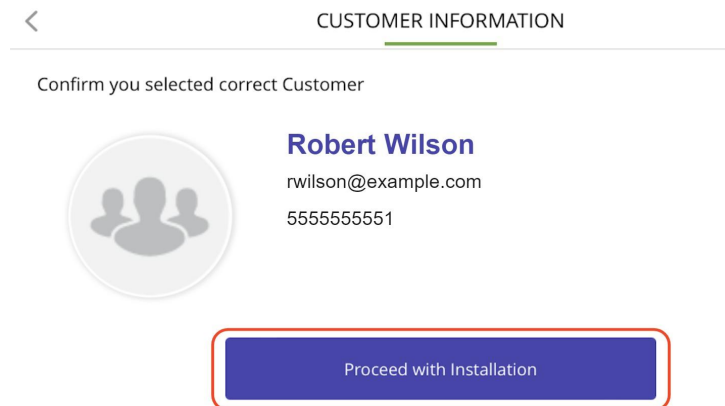
- Locate the customer for whom you want to complete the installation.
- Click the **'Proceed with installation'** button to start the setup.

Add controllers

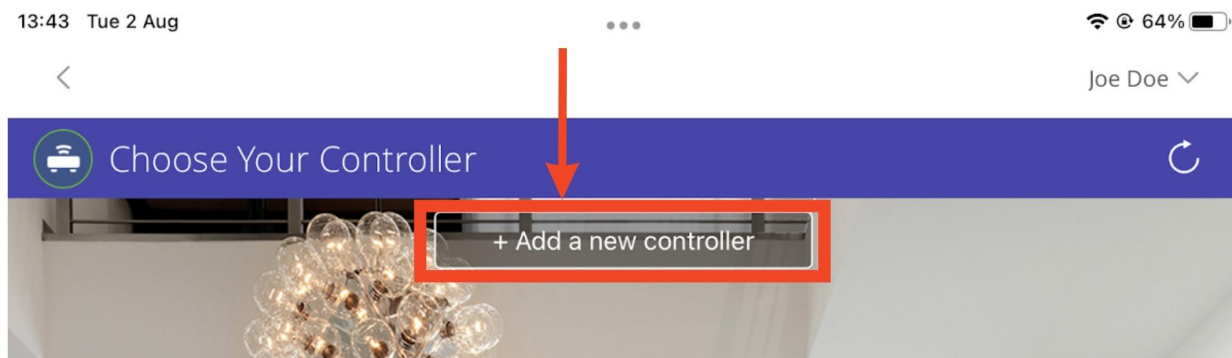
- Open the **Ezlo Installer** app on iOS or Android.
- Technicians should log in with their installer-user credentials.
- Tap on **'Begin new installation'**.
- Then tap on the arrow next to the name of the resident for whom you want to perform the installation:



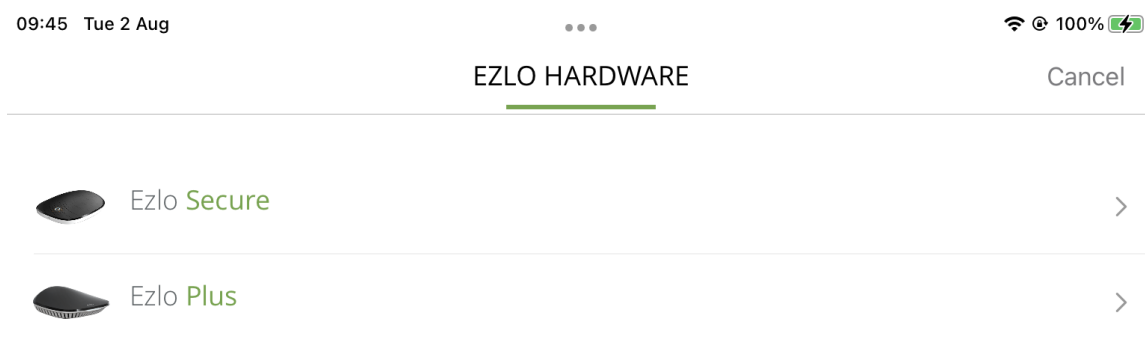
- On the next screen, confirm you selected the correct customer then click **'Proceed with installation'**:



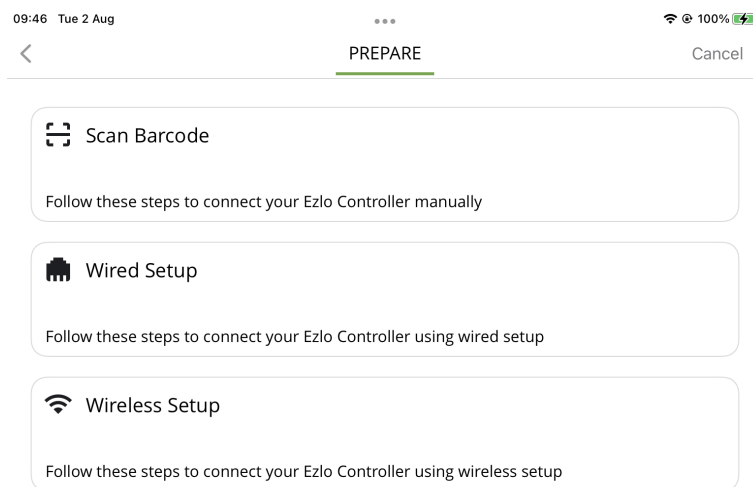
- Next, tap **'+ Add a new controller'** to add a new hub to the resident account:



- 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:

09:50 Tue 2 Aug

...

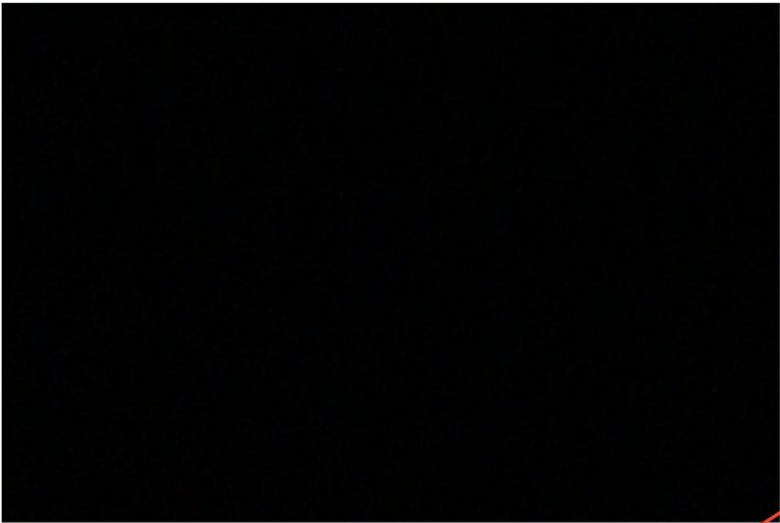
100%

Aug

<

CABLE

Scan the barcodes from your new Ezlo Controller.





You can find the barcodes on the back of your controller. You should scan the serial number and mac address barcodes.

Add Manually

...

Manually adding

Enter the serial number & the MAC address from the bottom of the controller



SERIAL NUMBER

MAC ADDRESS

92002819

02:42:12:F0:2A:ED

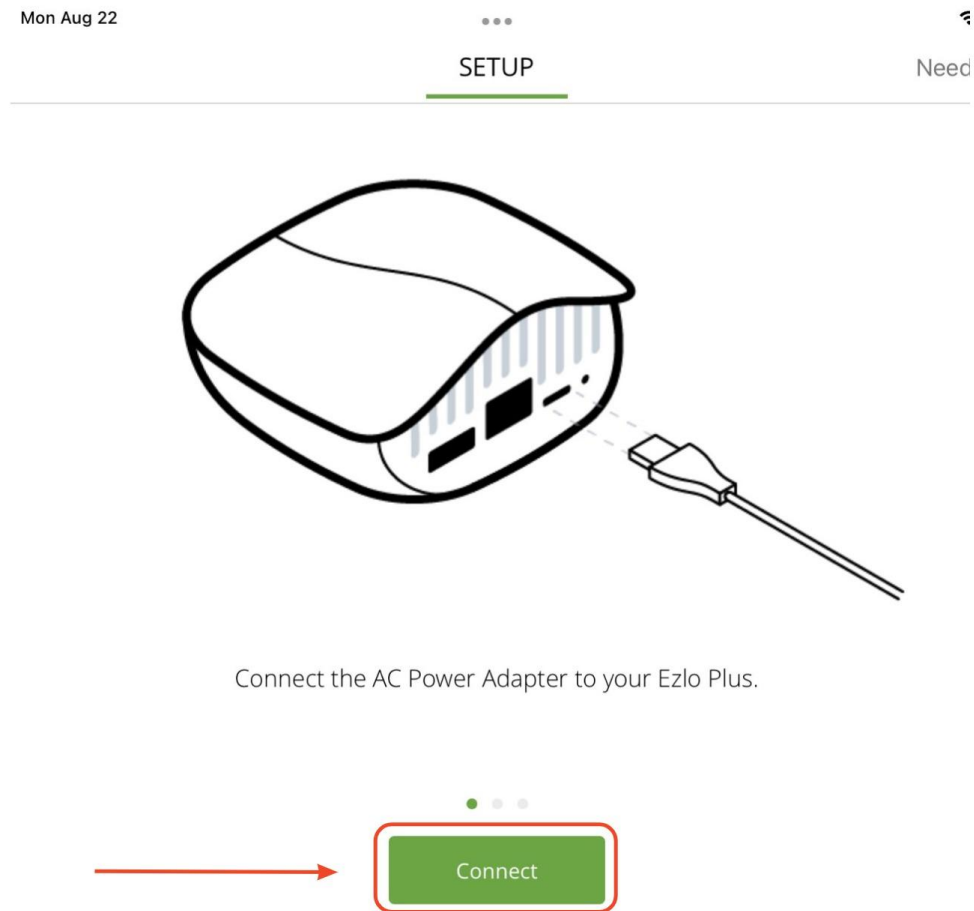
Add controller

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.

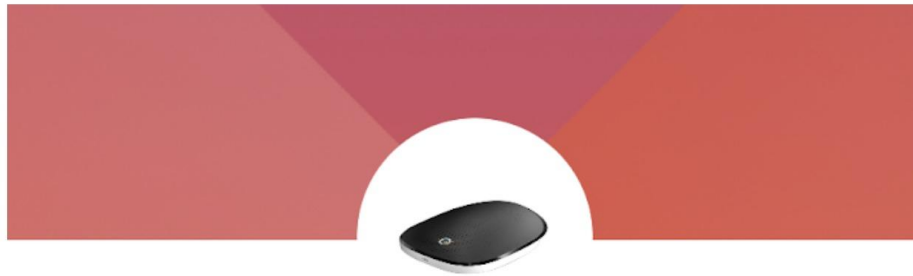
Tap on **'Connect'** to add the controller after you have confirmed the above:



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

CABLE

We couldn't find any controllers on your network



Retry

Scan Barcode

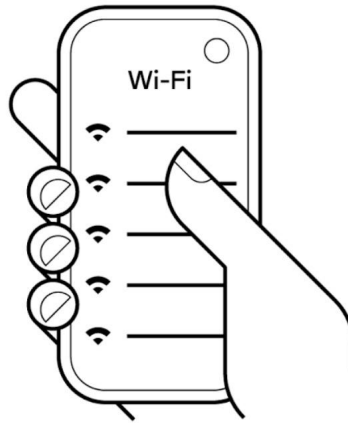
Wait for the light on the Hub to stop flashing and remain blue.

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'**.



SETUP

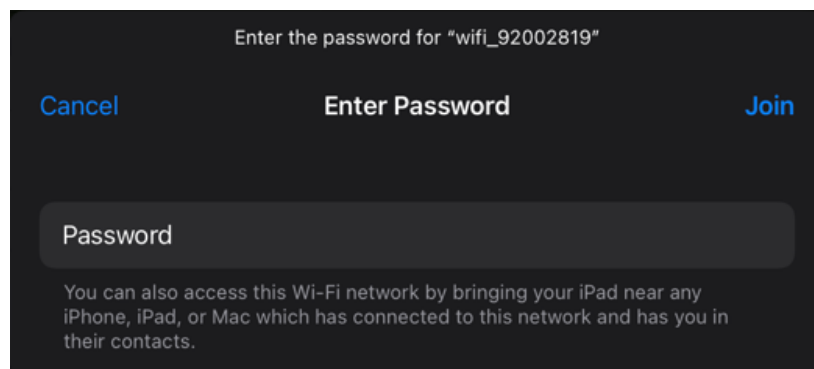


Open Wi-Fi and select the **wifi_XXXXXXX**

Use the password printed on the bottom of the E550 controller.

Return to this application after the device is connected to Wi-Fi.

- 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.



CONTROLLER

Congratulations

Welcome to your new Ezlo **Secure**.

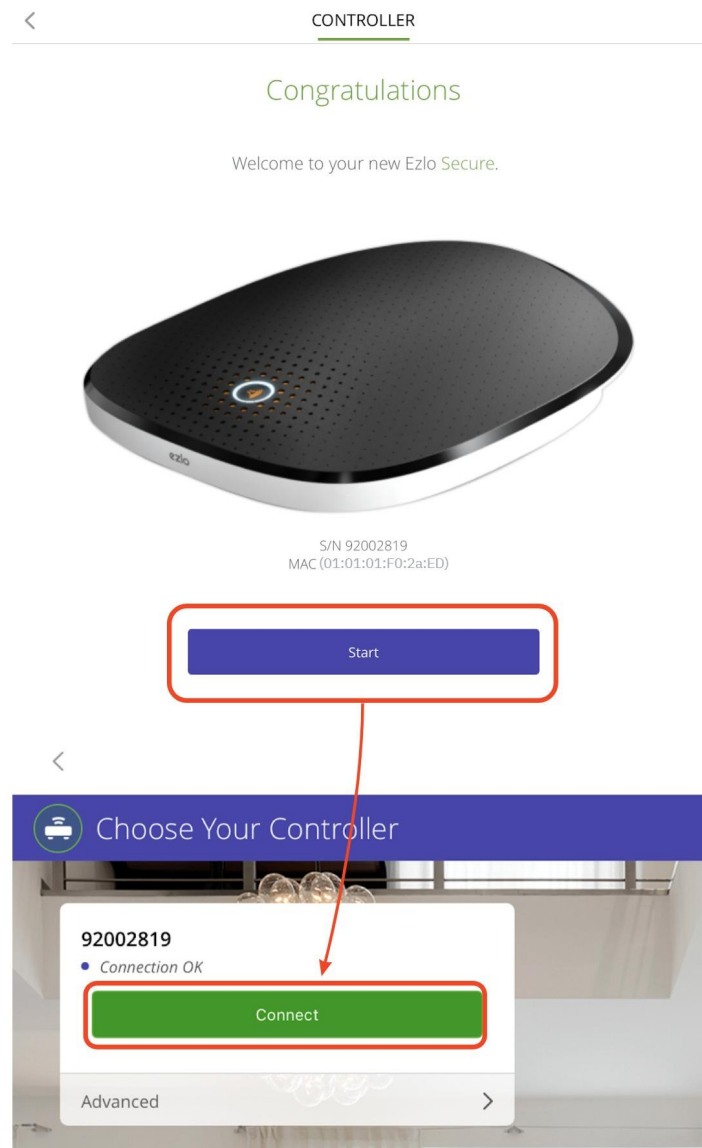


S/N 92002819
MAC (01:01:01:F0:2a:ED)

Start

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:

Step 1: Select Your Device



Z-Wave Smart Start

You can include Z-Wave devices automatically by scanning their QR codes.



Alarms



Appliances



Cameras



Dimmers and Lights



Door Locks



Doorbells



Energy

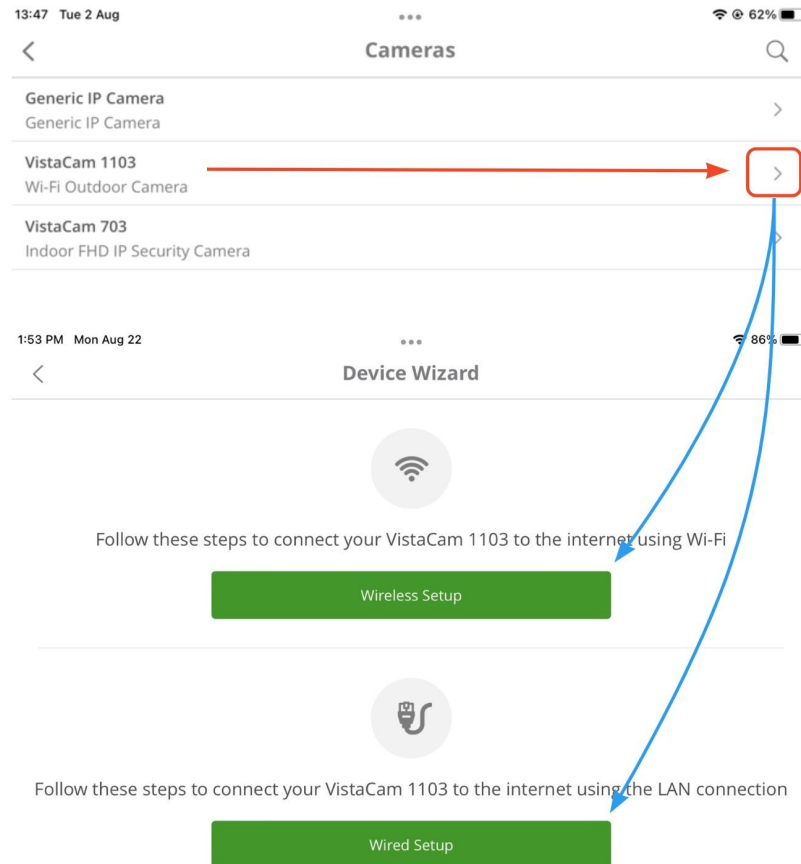


Garage Doors



Generic Z-Wave device

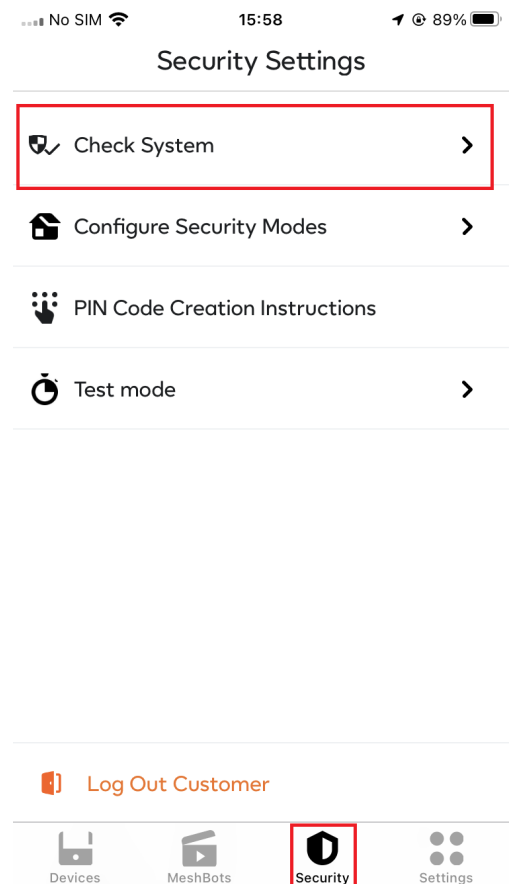
- For example, select **'Cameras'** in **'Step 1'** then **'VistaCam 1103'** to start pairing that device model:



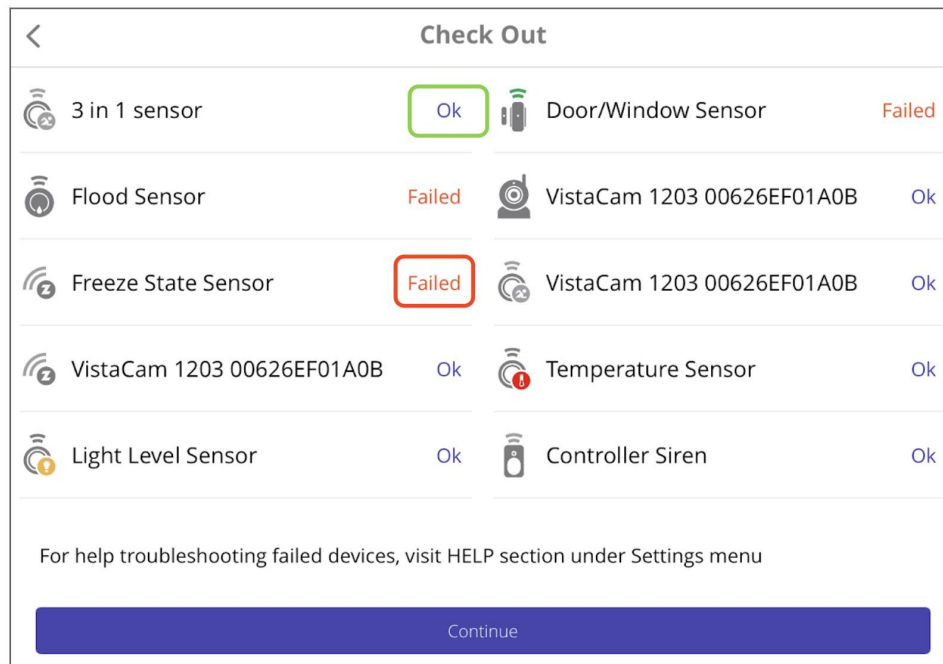
Verify the installation

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

- Tap **'Security' > 'Check System'**:



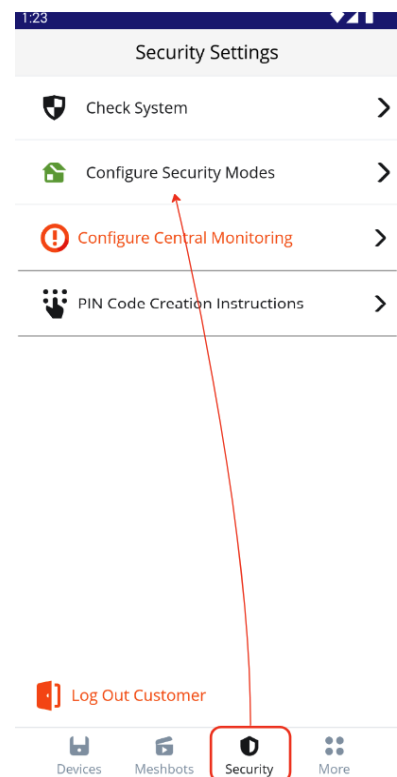
- Correctly added devices have a purple **'OK'** next to them. Incorrectly paired devices have a red **'Failed'** next to them:



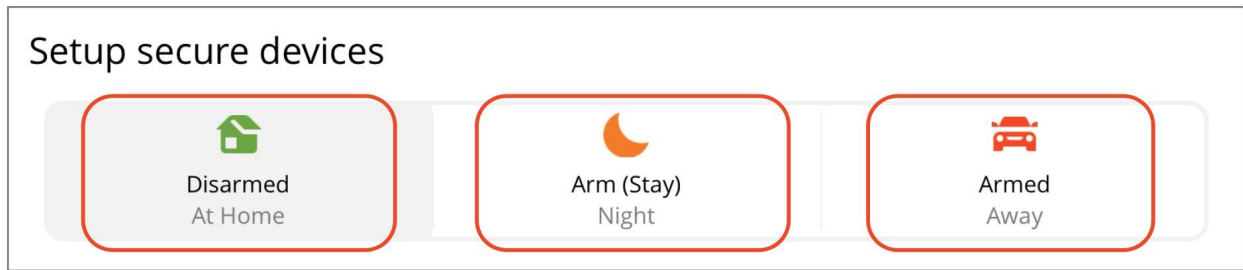
Configure Security Modes

'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.

Armed (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.

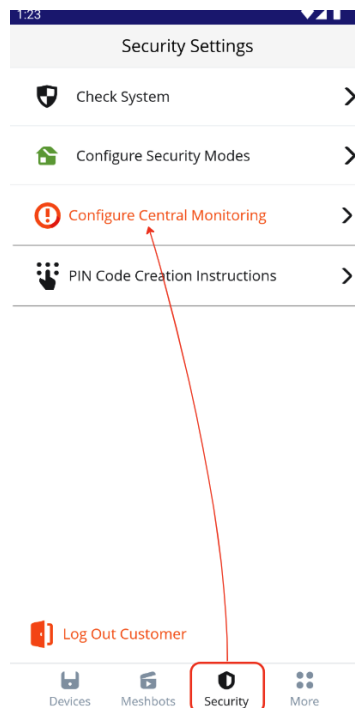
- The settings underneath the mode selection buttons let you configure the behavior of armed sensors:

 Sensors 2	>
 What to do if an armed sensor trips?	>
 Who should be notified?	>
 Entry Delay 0 s	>
 Exit Delay 1 s	>

CMS

CMS (Central Monitoring System) refers to the Rapid-Response 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:

- Tap on **'Security' > 'Configure Central Monitoring'**:



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



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

- 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:



Emergency Contacts

Individuals that will be contacted to verify an emergency when an alarm is triggered.



Tom Cruise

Primary Contact



Chuck Norris

Emergency Contact 1

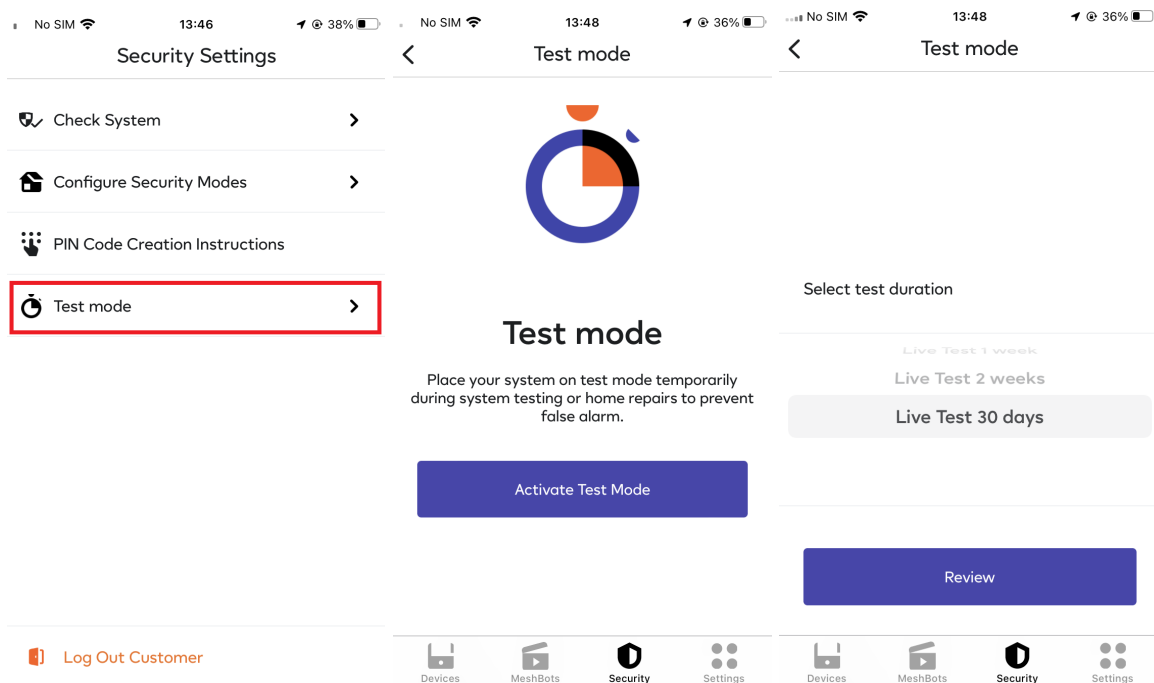


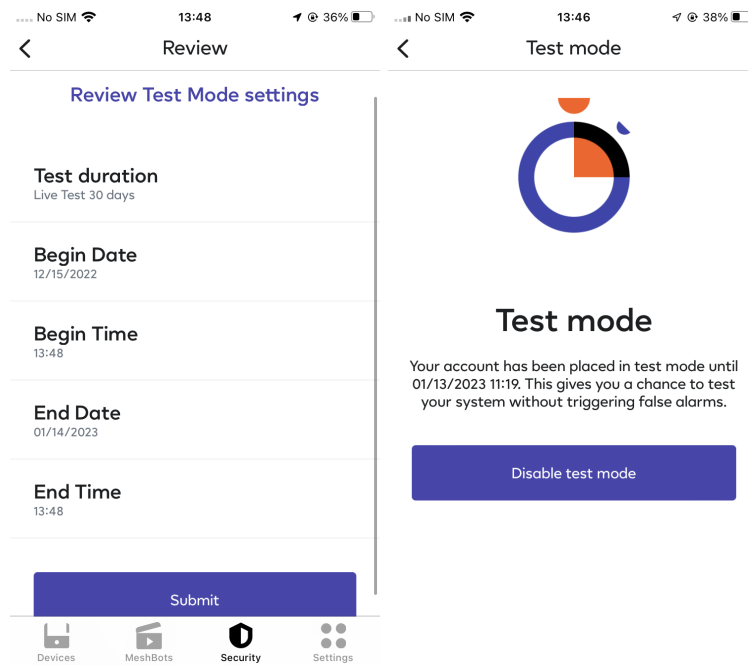
Please remind customer that it is crucial to remember the verbal passcode. Failure to provide the verbal password in case of emergency will result in dispatched to customer home or potential fines.

Activate Monitoring

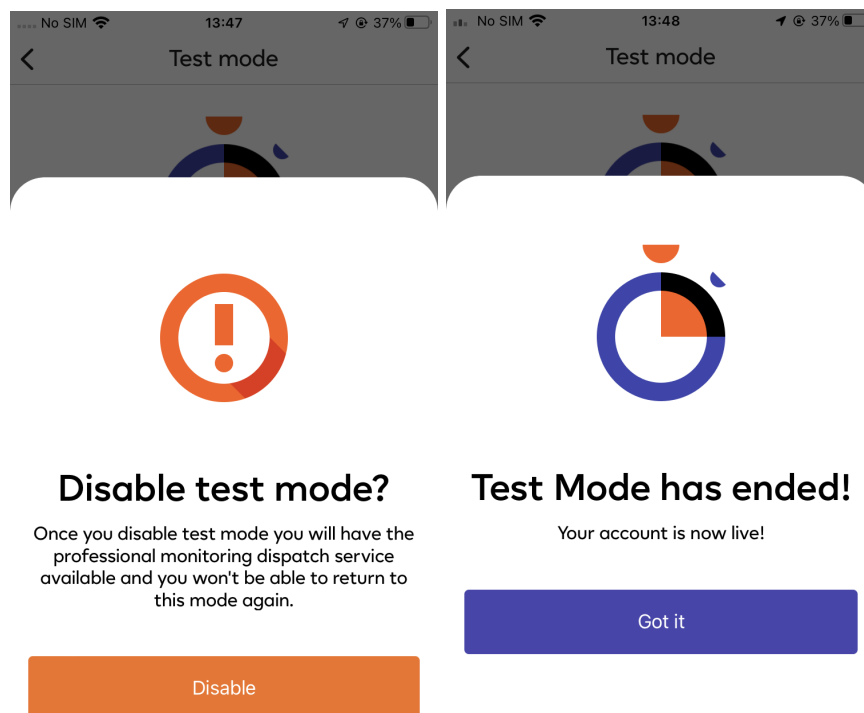
Enable Test Mode

Enabling Test Mode gives you a chance to test your system without triggering false alarms. To place the account in Test Mode you will need to access the 'Security' tab, press on 'Test Mode' > 'Activate Test Mode' > Select the test duration > Review the Test Mode settings and 'Submit'.



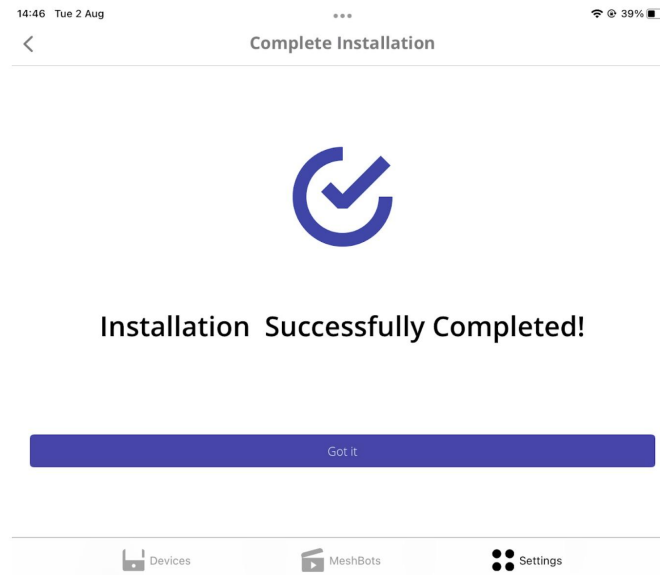


Disabling the Test Mode will place your account on live and you will have the professional monitoring dispatch service available.



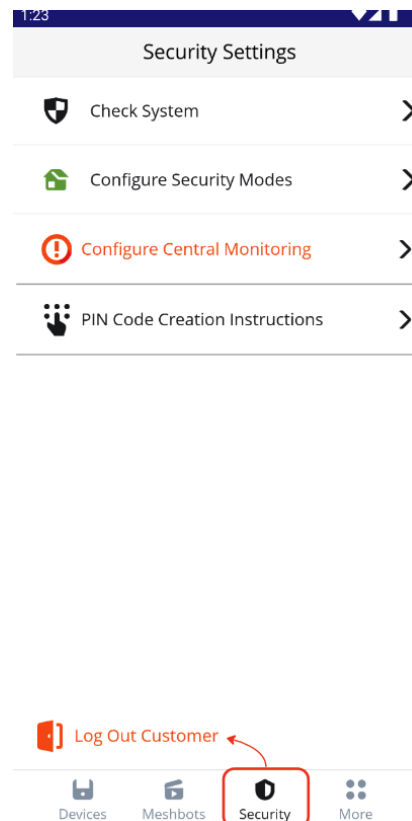
Finalize the Installation

- Tap on the **'Complete Installation'** button in the **'Security'** area to finalize the installation.
- You will see a confirmation message if the installation is successful:



Log out of the installation

- Go to **'Security' > 'Log Out Customer'**:



Access existing controllers

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

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

