

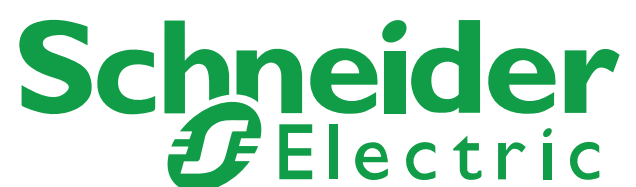
# Security Expert

## Mobile App

### User Guide

SX-MOB-IF

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# Introduction

Use the Security Expert Mobile App to monitor and control your business while on the go, all from a touch of your smartphone or mobile device. With the swipe of a finger you can connect to any of your sites, check the status, arm or disarm, control lights, locks, signage, heating - even cameras - from anywhere, at any time.

The Security Expert Mobile App provides instant awareness of system status and enables you to arm / disarm with a simple tap. No more second guessing whether you set the alarm before you left the office.

A couple of taps on your way to work and you have the heating and lights turned on, transforming a cold, dark, unwelcoming office into a warm and inviting environment. And fumbling for your access card becomes a thing of the past as you can use your phone to unlock and open the door.

When paired with Bluetooth® and NFC enabled readers, the Security Expert Mobile App makes access easier than ever. Mobile credentials provide the flexibility and added convenience of card-free access from your device. No more issues with lost or forgotten cards and tags - simply present your mobile device within range of the reader to gain entry. Customize the read range, and you don't even need to take your phone out of your pocket.

## Prerequisites

There are three main ways in which you can use the Security Expert Mobile App. The mobile credential can be used to gain access at card readers, instead of a traditional access card. The app can also connect with a Security Expert or SP-C-WEB place, allowing you to view and control the status of devices on the site.

Each usage has different requirements, as outlines below. The following prerequisites are required for all applications:

- **Security Expert Mobile App:** Can be installed for free from the Google Play Store (Android) or the App Store (iOS) (see page 6).

You can log in to your mobile app account on multiple mobile devices, such as smartphones or tablets. For more information, see *Device Limits* (page 12).

- **Security Expert Mobile Credential:** One credential is required for each mobile app account, even if it is not used for door access. Mobile credentials be purchased from Schneider Electric using the product code SX-MCR.
- **An internet connection:** Your mobile credential is issued from Schneider Electric's secure cloud server. Each time you open the app, you will need an internet connection to log in and access your credential.

Once you have logged in the credential will remain valid on your device as long as the app is running, even if you no longer have internet access. You can still use the credential while the app is minimized.

Your device may automatically terminate the app if it has been running for a certain length of time (this varies between devices). When this occurs, you will need to log in again.

### Using Mobile Credentials for Access

To use the Security Expert Mobile App to gain access at a card reader, you require the following:

- **NFC / Bluetooth® capable Android or iOS device**
- **NFC / Bluetooth® capable Multi-Technology Readers:** This feature requires firmware version 1.04.178 or higher.

### Connecting to a Security Expert Place

To connect to a Security Expert place using the mobile app, the following components must be installed and operational:

Component	Version	Notes
Security Expert	4.2.181.10 or higher	
Security Expert SOAP Service	1.2.0.15 or higher	
Security Expert Web Client	1.44.0.17 or higher	Must be accessible over the internet or local network.

It is strongly recommended that you have an HTTPS certificate from a trusted certificate authority installed on your Security Expert web client. For more information and instructions, see *Application Note 210: Securing the Security Expert Mobile App*.

### Connecting to a SP-C-WEB Place

To connect to a SP-C-WEB place using the mobile app, you need an installed and operational SP-C-WEB controller. This must be accessible over the internet or local network.

It is strongly recommended that you have an HTTPS certificate from a trusted certificate authority installed on your SP-C-WEB controller. For more information and instructions, see *Application Note 210: Securing the Security Expert Mobile App*.

## Account Binding

Security Expert Mobile App data is linked to your account and not to the device the app is installed on. This enables you to log in to the app on multiple devices and retain your settings.

# Initial Setup

## Installing the App

To begin using the Security Expert Mobile App you will first need to download and install it on your phone or mobile device. The Security Expert Mobile App is available from the Google Play Store and from the App Store.

### Downloading for Android Devices

1. On your Android device, navigate to the **Google Play Store**.
2. Enter **Security Expert Mobile** into the Search Bar.
3. Select the **Security Expert Mobile** App.
4. Tap **Install**.

### Downloading for iPhone / iPad

1. On your iOS device, navigate to the **App Store**.
2. From the search bar, enter **Security Expert Mobile**.
3. Select the **Security Expert Mobile** App.
4. Tap **GET**.

## Sign Up

After installing the Security Expert Mobile App, the next step is to sign up for a Mobile App account.

1. Open the Security Expert Mobile App. You will be presented with a **Login** screen.
2. Tap **Sign up** at the bottom of the Login screen.
2. Enter your **Email** address.
3. Enter a **Password**.
4. **Confirm** your Password.
5. Accept the terms and privacy policy.
6. Tap **Sign up** to finalize your registration.

### Logging In for the First Time

Once signup is complete you are able to log in to the Security Expert Mobile App.

1. Enter your **Email** address and **Password** credentials, then tap **Login**.
2. You will be prompted to create a PIN code for use with this account. Enter a unique four-digit PIN, then re-enter the same PIN to verify it.
3. From the **Require PIN** drop-down, select how frequently you would like to be prompted to enter this PIN while using the Mobile App.

You can edit these settings and your PIN in the future from the **Account Settings** page.

4. When finished, tap **DONE**.
5. Information about the available menus is displayed. Tap **GOT IT** to close the list.

## Updating the App

Depending on your device configuration, the Security Expert Mobile App may update automatically on your device when new updates are available, or you may need to update the app manually.

## Updating for Android Devices

1. On your Android device, navigate to the **Google Play Store**.
2. At the top right, tap the profile icon.
3. Tap **Manage apps & device**. Apps with an update available are labeled '*Update available*'.
4. Beside the Security Expert Mobile App, tap **Update**.

You can also configure the app to update automatically. In **Manage apps & device**, tap **Manage** and select the Security Expert Mobile App. Tap **More [ : ]** and turn on **Enable auto-update**.

## Updating for iPhone / iPad

1. On your iOS device, navigate to the **App Store**.
2. Tap your profile icon at the top of the screen.
3. Scroll to see pending updates and release notes.
4. Beside the Security Expert Mobile App, tap **Update**.

You can configure your device to update apps automatically. In **Settings**, tap **App Store** and turn on **App Updates**.

# Basic Navigation

## Main Menu

On the main menu you can view and access the setup and configuration options.

## Navigating the Menus

Navigating your way through the Security Expert Mobile App is simple and intuitive.

- You can access the menu pages via the main menu, or by using the shortcuts at the bottom of the screen. The available shortcuts vary depending on the menu you are viewing.
- To access the main menu, tap the menu icon in the top left, and from there tap the menu you want to access.

### Searching

1. To easily search for records using keywords, tap the search icon at the top of the screen.
2. Type the name of the record you are searching for. The records are displayed automatically and will be filtered as you type.
3. When complete, tap **X** to clear the search or **<** to close the search window.

You must scroll to the top of the menu page for the search icon to be displayed.

### Using the Filter Selection

Some pages feature a filter option. To use the filter function, tap the filter icon. This allows the records to be listed alphabetically by **name** or in priority order by **status**. Select your preferred method and tap the **X** to update.

# Account Settings

The Account Settings menu provides access to settings that allow you to select how often the app prompts you to enter your PIN, change or remove your PIN, and delete your account details.

## Changing the Security Level

Changing the security level will allow you to define how often the app prompts you to enter your PIN.

1. From the main menu, select **Account Settings**.
2. Enter your PIN to access the settings.
3. Tap the drop-down for the **Require PIN** menu.
4. Select how often you want the app to prompt you to enter your PIN.
5. Tap **Save**.

## Changing your PIN

1. From the main menu, select **Account Settings**.
2. Enter your PIN to access the settings.
3. Tap **CHANGE PIN**.
4. Enter your old PIN.
5. Enter your new PIN.
6. Re-enter your new PIN to confirm. Your PIN is updated.

## Deleting your PIN

The app allows you to delete your PIN, from any screen that prompts for PIN entry. This is helpful if you have forgotten your PIN, allowing you to delete it and create a new one after logging in securely to the app.

1. When prompted for your PIN, tap the trash can icon.
2. On the **PIN Deletion** warning, tap **OK** to proceed and delete your PIN.

Your PIN will be deleted and you will be logged out of the app.

When you next log in you will be prompted to **Enter new PIN** to create a new PIN. You will also be prompted to select the security level for your new PIN. Select your preferred **Require PIN** level, then tap **DONE**.

## Deleting your Account

Deleting your account allows you to **permanently** delete your mobile account, and remove your personal information, places and settings, mobile credentials, SIP configurations and reader configurations from the app .

1. From the main menu, select **Account Settings**.
2. Enter your PIN to access the settings.
3. Tap **ACCOUNT DETAILS**. Your account *Email* and *UserID* are displayed.
4. Tap **DELETE ACCOUNT**.
5. On the **Delete Account** warning, tap **OK** to proceed and delete your account.

This action cannot be undone and your account and settings cannot be recovered. If you delete your account you will need to establish a new account in order to use the app in the future.

# Mobile Credential Settings

Each device that has the Security Expert Mobile App installed is assigned a set of mobile credentials that you can use to unlock Security Expert controlled doors using Bluetooth and NFC. These mobile credentials can be used with compatible Multi-Technology Readers.

1. Open the main menu.
2. Tap **Mobile Credential Settings**.
3. The **Mobile Credentials** include the site code and card number (*Credential*) assigned to your device.
4. The **Settings** section allows you to enable or disable the following access features:
  - **Proximity unlock**: Unlocks the nearest door when in range. The range is determined by the Bluetooth Proximity slider setting described below. This option requires **Bluetooth** enabled on your phone.
  - **Shake to unlock**: Unlocks the nearest door when you shake your phone when in range. The range is determined by the general Bluetooth range of your phone, including external factors, not by the Bluetooth Proximity slider setting. This option requires **Bluetooth** enabled on your phone.
  - **NFC unlock**: Unlocks the door when you present your phone close to the reader, like a regular card credential. This option requires **NFC** enabled on your phone.

These features may require additional phone hardware or configuration requirements.

5. Use the **Bluetooth Proximity** slider to set the Bluetooth field range of your device. Setting the field towards *Near* means that your device won't communicate with the reader until it is presented very close to it. By setting the field towards *Far* you can use your device to unlock a door from a greater distance.

## Adding Credentials in Security Expert

When a mobile credential has been assigned to the Security Expert Mobile App, it must still be assigned to the user record in Security Expert or SP-C-WEB before the app user will be granted access.

### Adding the Credentials in SP-C-WEB

1. Launch and log in to the SP-C-WEB web interface.
2. Navigate to **Users | Users | General**.
3. In the **Access Cards** section, enter the *Credential* details as they are displayed on your device.
4. Click **Save**.

### Adding the Credentials in Security Expert

1. Launch and log in to the Security Expert client.
2. Navigate to **Users | Users | General**.
3. In the **Card Numbers** section, enter the *Credential* details as they are displayed on your device.
4. Click **Save**.

After the credential has been configured in the software, it may take a few minutes for it to download to the controller. After that, you can switch Bluetooth on and begin using your device for access.

## Device Limits

By default, each Security Expert mobile credential can be installed on an unlimited number of devices. However, in some situations your system administrator may have limited the number of devices which each credential can be installed on.

If you have reached the device limit for a credential, you can still log in to the app on additional devices, but you will not be able to use this credential. A warning will be displayed for the affected credential in the **Mobile Credential Settings**.

If you exceed the device limit, ask your building manager or system administrator to remove an old device from the list, allowing you to access your credential on the new device. Your administrator can also revoke permissions for a device which has been lost or stolen, preventing unauthorized parties for using the device to gain access.

# Managing The Home Page

The Home page is specific to the configuration of each *Place*. In order to access the Home page, you must first select the Place you want to control. From the main menu navigate to **Home** and **Select your favorite place** from the available list.

On the Home page for a Place you can:

- Add records as favorites for quick access
- Remove favorite records
- Re-order Home page favorites
- Access Doors and Areas

## Your Favorite Place

When the list is displayed you can **Edit** or **Delete** a Place by swiping left across it in the list. This will display edit and delete icons on the right side of the screen.

If you are on the Home page, tap the Place at the top of the screen to display the Places list.

When **Select your favorite place** is displayed, tap to select the Place you want to control. The Home page for the selected Place will then be displayed.

## Home Page Shortcuts

At the bottom of the Home page are shortcuts for **Favorites**, **Doors** and **Areas** to provide easy access to these frequently used functions.

Favorites is the default Home page view where you can manage the Home page with the functionality below. Selecting Doors or Areas will allow you to view and control their operation.

## Adding Records

Items can be added to the Home page as favorites. To add records to the Home page, tap the plus (+) icon and then tap the icon representing the type of item to add (Control, Sensor, Area or Door). You'll then be taken to the relevant menu page where you can select the item to be added. You can also navigate to an item directly within its menu and swipe left across it so that the favorite icon is displayed, then tap the favorite icon to add the item to the Home page.

## Removing Records

To remove favorites from the Home page, swipe left on the item so that the delete icon is displayed, then tap the icon to remove the record from the page. You can also navigate to an item directly within its menu and swipe left across it so that the delete icon is displayed, then tap the delete icon to remove the item from the Home page.

## Re-ordering Home Page Favorites

To change the order that the records appear on the Home page, tap the edit (pencil) icon. The list re-order icon will be displayed beside the items to indicate that records can be re-ordered. Drag and re-position items within the list as required. Tap the **X** to save your changes.

## Creating a Place

If you are a manager or system administrator, you can add a place in the app to control your Security Expert site, using your SP-C-WEB or Security Expert operator login.

1. From the main menu select **Home** and tap the plus (+) icon to add a place.
2. Enter a **Name** for your place. This would typically be the site name.
3. Enter the **External Address** of the Security Expert system that you are connecting the app to.

This is the URL that you use to access your system from outside the site's WiFi coverage. It is strongly recommended that you use the HTTPS address to achieve a secure connection.

- For SP-C-WEB this is the URL used to access SP-C-WEB.
  - For Security Expert this is the URL used to access the Security Expert Web Client from outside of your building's network.
4. Enter the **Internal Address** of the Security Expert system that you are connecting the app to.

This is the URL that you use to access your system on site, usually through WiFi. It is strongly recommended that you use the HTTPS address to achieve a secure connection.

5. Enter your operator login **Username** and **Password** that you use when accessing your **SP-C-WEB** or **Security Expert** system.

Your permissions in the Mobile App correspond to your *operator role* and *security levels* for the Security Expert site. You will only be able to perform functions on the app that your operator has access to on the system.

6. To enable **Push Notifications**, drag the slider across.
7. Tap **Save**.
8. One or more additional popups are displayed:
  - **Disclaimer:** If push notifications have been enabled, press **Accept** to acknowledge that you have read and understood the terms of use.
  - **Site Name:** If you are connecting to Security Expert, select the place (site) that the mobile app will connect to.
  - **Push Notification Services:** If push notifications have been enabled, select one or more Report IP services which will send push notifications. This is only required for Security Expert (see below).
  - **Select Language:** If you are connecting to Security Expert, select the language that will be used when viewing this place. For SP-C-WEB places, the app will automatically use the operator's language.

You can create as many places as you need access to. They will all be attributed to your same Mobile Account login, no matter which device you are using, and you will be assigned the access privileges of your system operator. If your operator has different access privileges at different sites this will automatically come through to the Mobile App, and you will have access to each place according to your access for the relevant site.

## Push Notifications

The Security Expert Mobile App enables you to subscribe to push notifications that send alerts for system and sensor activity. These notifications are displayed locally on your device and allow you to know when the system is disarmed at the start of the day, rearmed when everyone goes home, and when any alarms are triggered.

Push notifications for the Security Expert Mobile App are created by a specially configured ReportIP service that is associated with an area.

- If you are using SP-C-WEB, this service is created automatically when the option is enabled in the app, and associated with all areas in your system. *You cannot choose which areas to report on.*
- If you are using Security Expert, refer to the application note *AN-201: Security Expert Push Notification Setup*.

Push notifications can be enabled on the app when you are creating or editing your *Place*.

# Operation

The Security Expert Mobile App enables you to control your system remotely and monitor events as they happen. This section outlines how to change the state of each record and how to view and filter events.

## Doors

1. From the **Doors** page you can change the state of a door (e.g. locked/unlocked) by tapping the record. This enables you to toggle the available door states, depending on the door's configuration.
2. To latch unlock the door, press and hold the record to trigger the state change.

### Manual Commands

Tap the ellipsis [...] icon to open the manual commands menu for a door and apply manual commands.

- **Door Control:**
  - Lock
  - Unlock (temporarily activate the lock)
  - Unlock Latched (activate the lock and keep the door unlocked)
- **Door Lockdown:**
  - Allow Entry
  - Allow Exit
  - Allow Entry + Exit
  - Deny Entry + Exit
  - Clear (remove the lockdown from the door)

## Areas

1. From the **Areas** page, tap an area to arm / disarm.
2. Once you've tapped the area, it goes into exit / entry delay.
3. Once the delay time has elapsed, the area arms / disarms.
4. If the programming allows, you can force arm the area by pressing and holding the record.

### Manual Commands

Tap the ellipsis [...] icon to open the manual commands menu for an area and apply manual commands.

- **Disarm:**
  - Disarm (disarm the main portion of the area)
  - Disarm 24 (disarm the 24HR portion of the area)
- **Arm:**
  - Arm (arm both the main and 24HR portions of the area)
  - Force Arm (force arm the main portion of the area)
  - Arm Stay (stay arm the main portion of the area)
  - Arm Instant (instantly arm the main portion of the area and disable the entry delay)
  - Force Arm Instant (instantly force arm the main portion of the area and disable the entry delay)
  - Arm 24 (arm the 24HR portion of the area)
  - Walk Test Enable (arm the area for a walk test)

- Walk Test Disable (disarm the area to end the walk test)
- Silence Alarm (silence the alarm and disarm the area)

## Devices

The **Devices** menu provides access to sensors (inputs) and controls (outputs). Use the shortcuts at the bottom of the screen to select the required option.

To add a device to the Home page, swipe left on the record and tap the favorite icon. If the Delete icon is displayed then the item is already added to the Home page favorites.

## Sensors

1. The **Sensors** page allows you to view the status and bypass or remove the bypass from an input.
2. If the programming allows, press and hold a record to latch bypass the input.

### Manual Commands

Tap the ellipsis [...] icon to open the manual commands menu for an input and apply manual commands.

- **Bypass:**
  - Remove (remove any bypass from the input)
  - Until Next Disarm (bypass the input until an area assigned to the input is disarmed)
  - Permanently (bypass the input permanently so it is always ignored by area arming)

## Controls

1. From the **Controls** page, tap the outputs to turn them on / off.
2. To activate the outputs for a defined period, press and hold the record.
3. Select the activation time by scrolling the **hours/mins/secs** counters, then tap **ACTIVATE TIMED** to apply.

### Manual Commands

Tap the ellipsis [...] icon to open the manual commands menu for an output and apply manual commands.

- **Control:**
  - Deactivate
  - Activate
  - Activate For Time (activate the output for the time entered in the window ). Select the activation time by scrolling the **hours/mins/secs** counters, then tap **ACTIVATE TIMED** to apply.

## Cameras

The Security Expert Mobile App supports the monitoring of IP cameras that allow direct URL access to either a static JPG image feed or a streaming MJPG video feed.

### Adding a Camera

1. Open the main menu and tap **Cameras**.
2. Enter a **Name** to identify the camera.
3. Set the **Display Options** for the camera. Choose between **Display RTSP Stream** for a video feed and **Refresh Static JPG** for images.
4. Enter the **External Address** of the camera stream.

This is the URL that you use to access your system from outside the site's WiFi coverage.

5. Enter the **Internal Address** of the camera stream.

This is the URL that you use to access your system on site, usually through WiFi.

6. If the *Refresh Static JPG Display* option is selected, set the **Image Refresh Rate**. This defines how often the image is refreshed in the app.
7. If the camera requires authentication, enable the **Use Authentication** option, then enter the **Username** and **Password** that you use to access the camera.
8. Tap **Save**.

To edit camera settings, go to the cameras list and swipe left on the camera to edit, then tap the edit (pencil) icon. To delete the camera, tap the delete icon.

## Viewing Cameras

1. Navigate to the **Home** page or the **Cameras** menu and locate the camera.
2. Tap the camera to view the feed.
3. The live feed is displayed. When finished, tap **X** to return to the Home page.

## Events

1. To view live events, open the main menu and tap **Events**.
2. From the Events view you can scroll through the displayed events.
3. To easily search the events using keywords, tap the search icon at the top of the screen.
4. The events are displayed automatically and filtered as you type.
5. When finished, tap **X** to clear the search or **<** to close the search window.

You must scroll to the top of the menu page for the search icon to be displayed.

## SIP

The Security Expert Mobile App allows you to configure your smartphone or mobile device for communication with any SIP enabled device.

- **Status:** Displays the registration status.
  - If the registration is successful, **ONLINE** will be displayed.
  - If registration is unsuccessful, **OFFLINE** will be displayed.
- **SIP IP:** Enter the SIP server's IP address.
- **Account:** Enter the account name of the SIP extension that has been allocated by the SIP system.
- **Password:** Enter the password for the SIP extension that has been allocated by the SIP system.
- **Realm:** Enter the security domain where this account is valid.
- **Port:** The proxy server port. This is usually 5060.

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