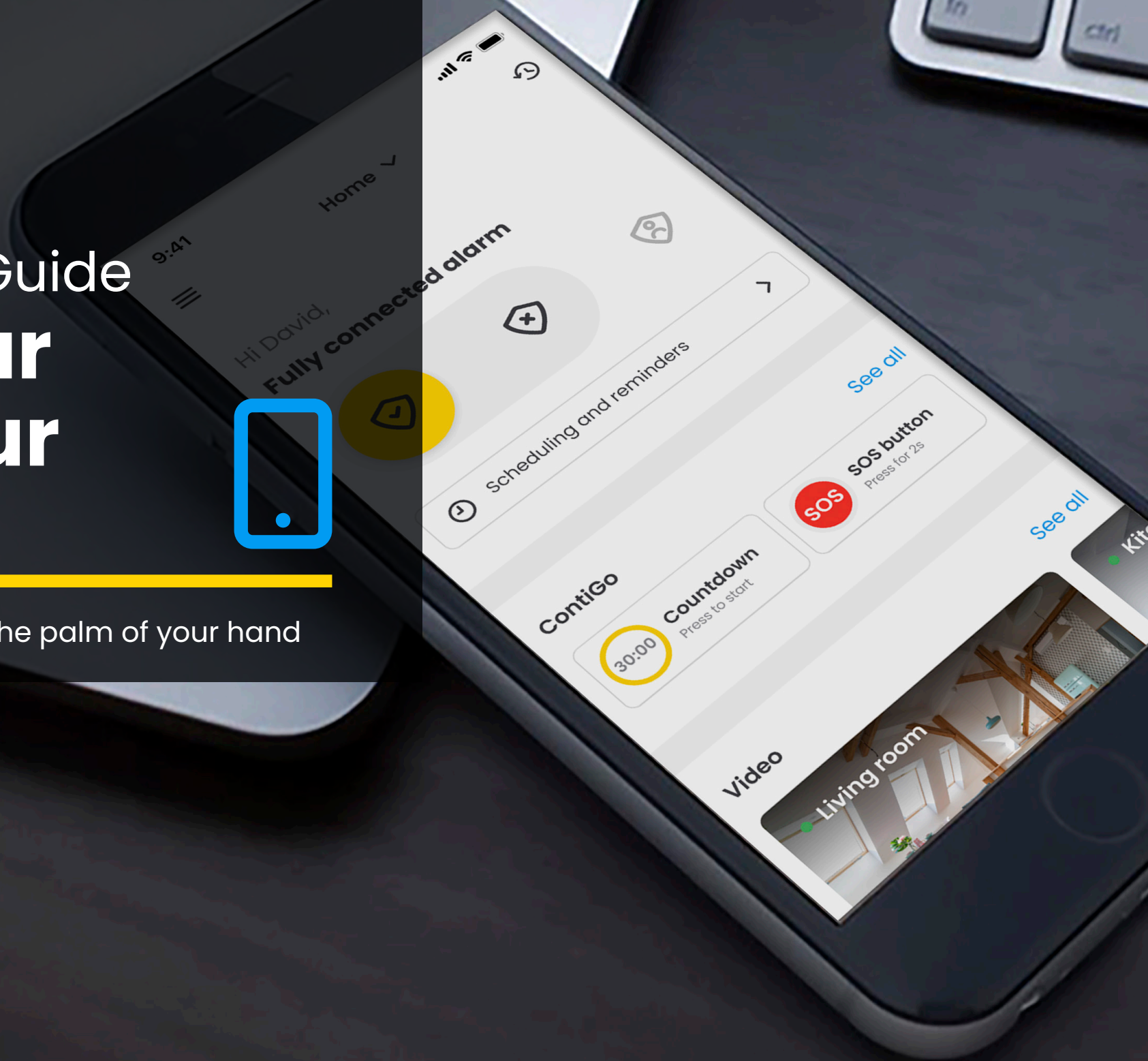# MOVISTAR PROSEGUR ALARMAS
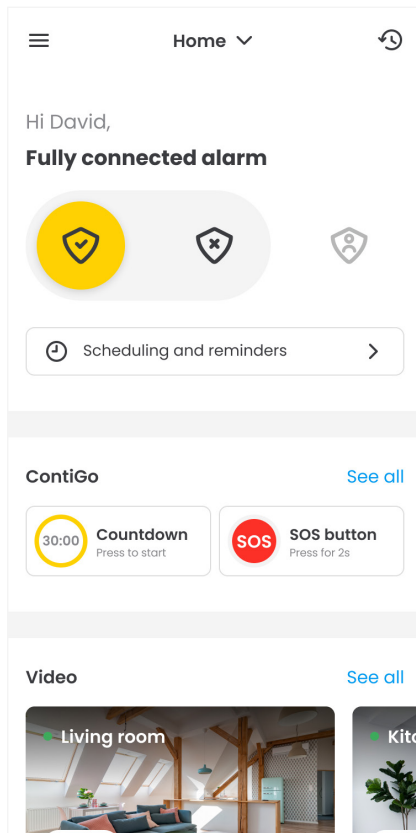
App Quick Guide
Movistar Prosegur Alarms

Your alarm system in the palm of your hand

How do I download the Movistar Prosegur Alarms app?

You can download the **Movistar Prosegur Alarms** app from Google Play or the App Store.

DISPONIBLE EN
Google Play

Consíguelo en el
App Store

Press the **Alarms** icon on your mobile.

If you have not yet registered, click on **Register** and enter your alarm contract number and the contract holder's ID number.

You can find your contract number in the contract email we sent you or in the alarm installation report.

You can **log in** to the app once you've created your username and password.

Home ⌄

Hi David,
Fully connected alarm

Scheduling and reminders

ContiGo   See all

30:00 **Countdown**
Press to start

SOS **SOS button**
Press for 2s

Video   See all

Living room   Kitc

Home screen.

When you log in you'll be redirected straight to the main **functions of the app**.

Side menu to access the app features

History

Name of the place where alarm is installed

Hi David,
Fully connected alarm

Current alarm status

Activate, deactivate or partially activate the alarm

Scheduling and reminders

Set and manage reminders for your alarm

Camera detectors   See all

Hall

Living room

Request image

Request image

Request images from detectors with cameras

ContiGo   See all

30:00 **Countdown** Press to start

SOS **SOS button** Press for 2s

ContiGo service

Digital Security   See all

Your wifi network is protected

3 threats blocked this month

5 devices connected

Manage the security of your internet connection

Video   See all

Living room

Kitc

Turn off

Turn

See videos

Access Intelligent Recognition

*Functions and video footage may vary depending on your specific device and the services you've contracted.
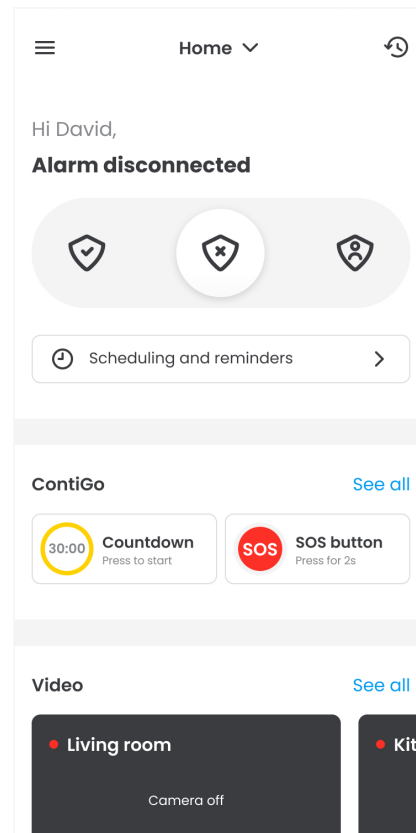
Activate or deactivate your alarm.

In order to change the status of your alarm, just **slide the button** towards the action you wish to perform.
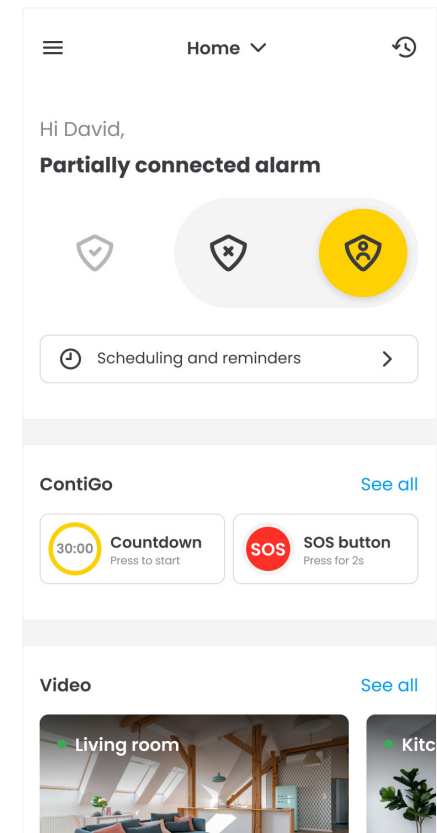
Activate

Home ⌄

Hi David,
Fully connected alarm

Scheduling and reminders ⟩

ContiGo   See all

30:00 **Countdown** Press to start

SOS **SOS button** Press for 2s

Video   See all

Living room   Kitc

Deactivate

Home ⌄

Hi David,
Alarm disconnected

Scheduling and reminders ⟩

ContiGo   See all

30:00 **Countdown** Press to start

SOS **SOS button** Press for 2s

Video   See all

● Living room

Camera off

● Kitc
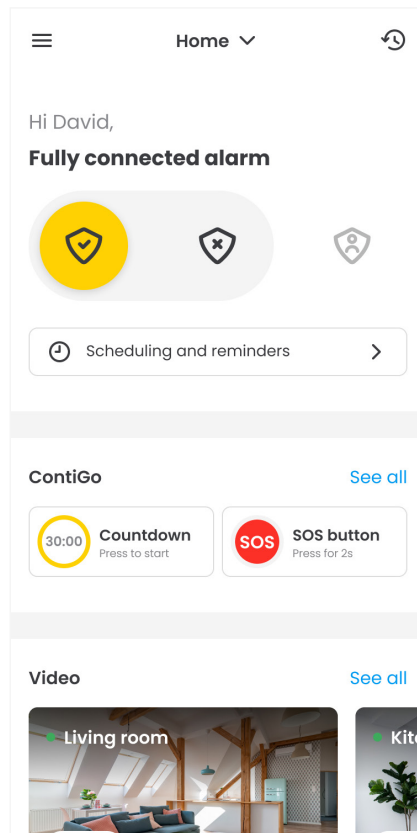
Activate in partial mode

Home ⌄

Hi David,
Partially connected alarm

Scheduling and reminders ⟩

ContiGo   See all

30:00 **Countdown** Press to start

SOS **SOS button** Press for 2s

Video   See all

Living room   Kitc

History.

See all the **events recorded** at the place where your alarm is installed, whether actions performed by you – such as activating the alarm or requesting images – or alerts due to the alarm being triggered, sabotage or intruder detection.
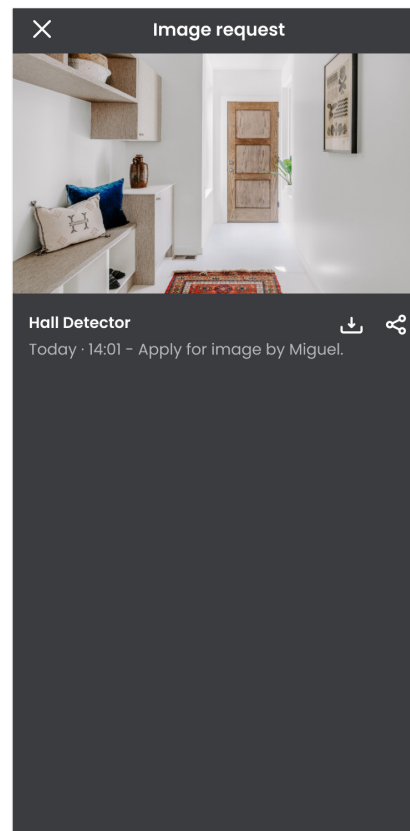
View
All actions and alerts on your alarm.

Filter activities

If you have any questions, check the help section
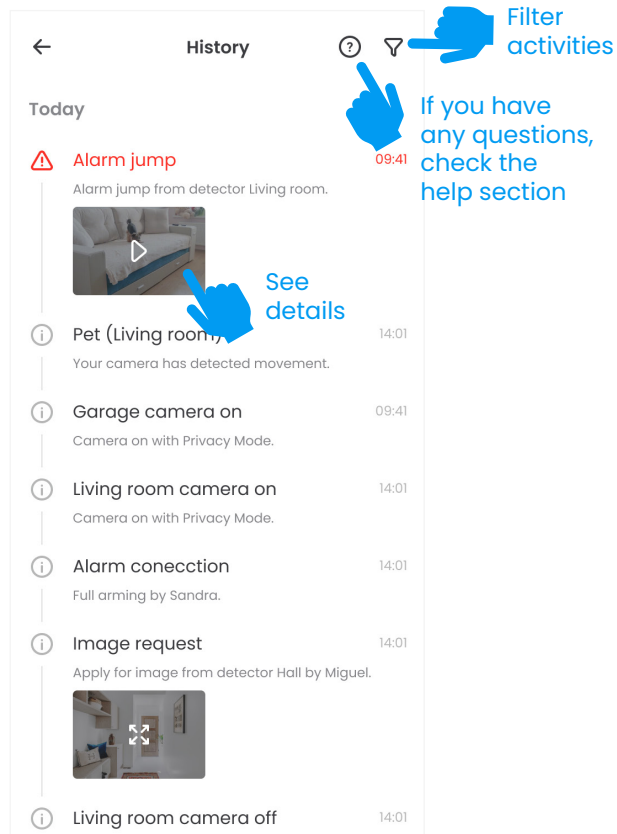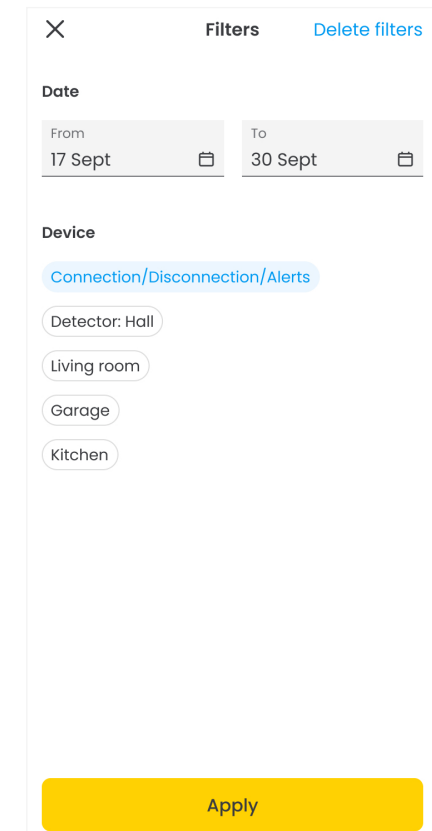
See details

See the details
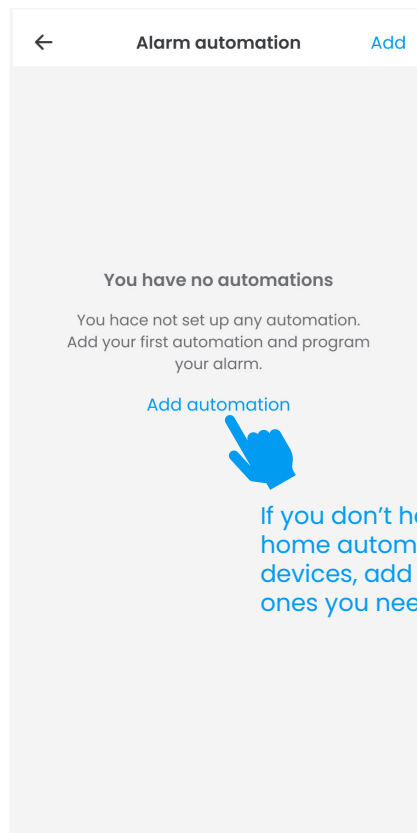Of a specific event and share it with your loved ones.

Filter
Your alarm's events by date or device.

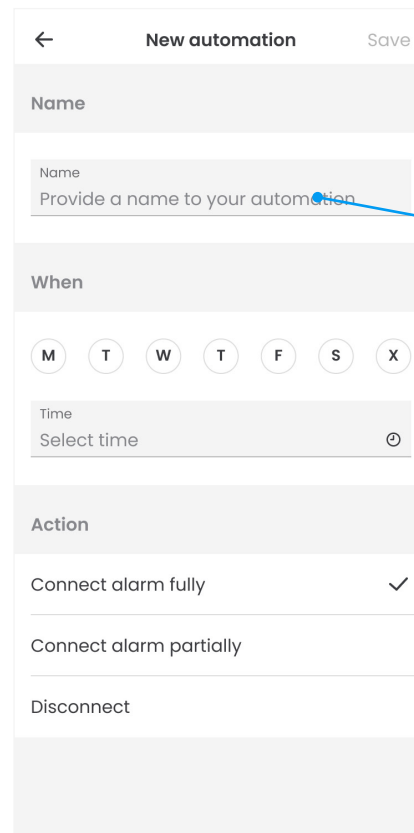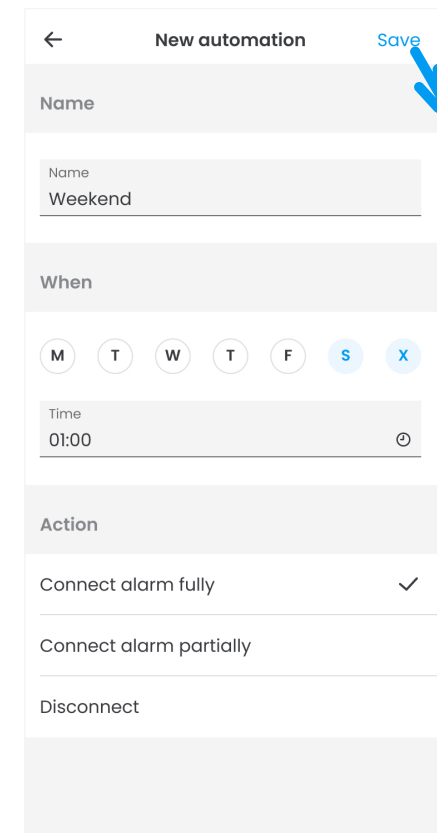# Programming your alarm.

Programme your alarm **so that you'll never forget** to activate or deactivate it.

← **Alarm automation**   Add

You have no automations

You hace not set up any automation.
Add your first automation and program
your alarm.

Add automation

If you don't have any
home automation
devices, add the
ones you need

← **New automation**   Save

Name

Name
Provide a name to your automation

When

M T W T F S X

Time
Select time   🕐

Action

Connect alarm fully   ✓

Connect alarm partially

Disconnect

Choose
the name,
day, time
and action
you wish to
programme

← **New automation**   Save

Name

Name
Weekend

When

M T W T F S X

Time
01:00   🕐

Action

Connect alarm fully   ✓

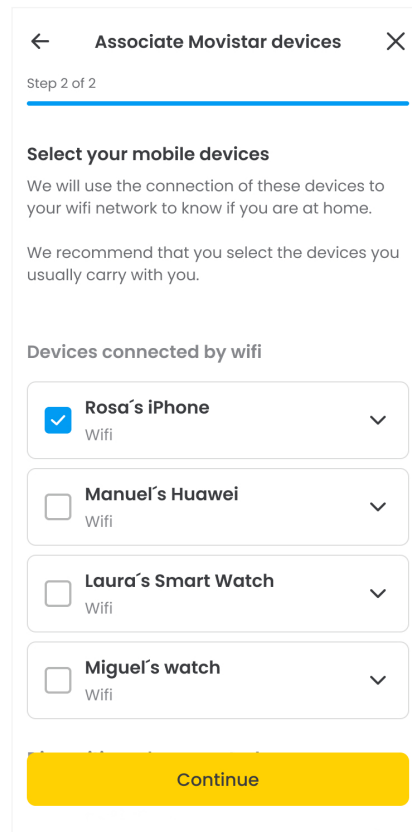Connect alarm partially

Disconnect

Click
Save.

Smart Alarm reminders.

If we notice that you've forgotten to activate your alarm, **we'll remind you** to do so. And if you're also a Movistar customer, we'll check your devices' Wi-Fi connection to see if you're at home before sending you a notification.
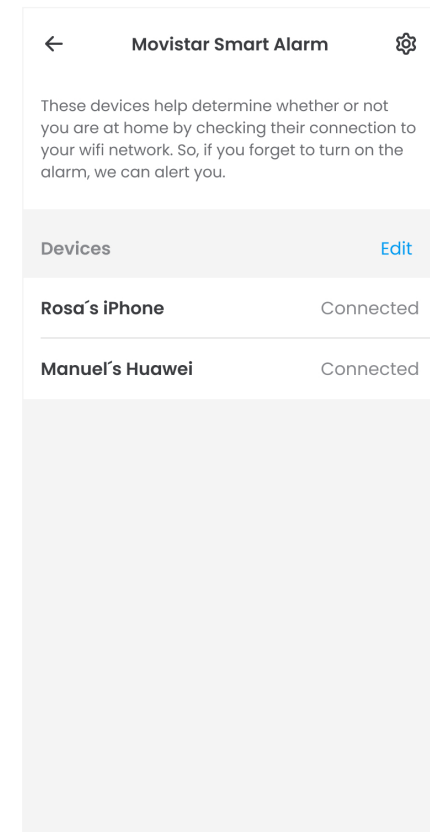
Log in with your Movistar username and password to configure the devices you want us to use to check if you're at home.
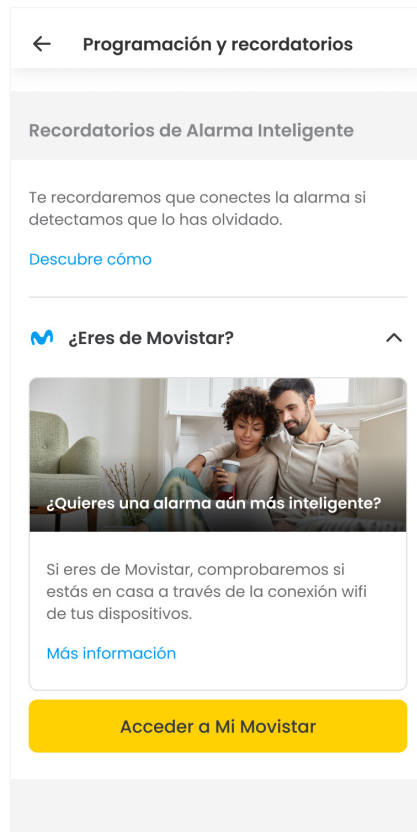
Choose the devices that we'll use to check if you're at home. We recommend selecting one that you usually carry with you.

If these devices are not connected to your Wi-Fi network, we'll determine that there's nobody at home.

← **Programación y recordatorios**

Recordatorios de Alarma Inteligente

Te recordaremos que conectes la alarma si detectamos que lo has olvidado.

Descubre cómo

M **¿Eres de Movistar?** ∧

¿Quieres una alarma aún más inteligente?

Si eres de Movistar, comprobaremos si estás en casa a través de la conexión wifi de tus dispositivos.

Más información

Acceder a Mi Movistar

← **Associate Movistar devices** ✕

Step 2 of 2

Select your mobile devices

We will use the connection of these devices to your wifi network to know if you are at home.

We recommend that you select the devices you usually carry with you.

Devices connected by wifi

☑ **Rosa´s iPhone**
Wifi ∨

☐ **Manuel´s Huawei**
Wifi ∨

☐ **Laura´s Smart Watch**
Wifi ∨

☐ **Miguel´s watch**
Wifi ∨

Continue

← **Movistar Smart Alarm** ⚙

These devices help determine whether or not you are at home by checking their connection to your wifi network. So, if you forget to turn on the alarm, we can alert you.

Devices Edit

Rosa´s iPhone Connected
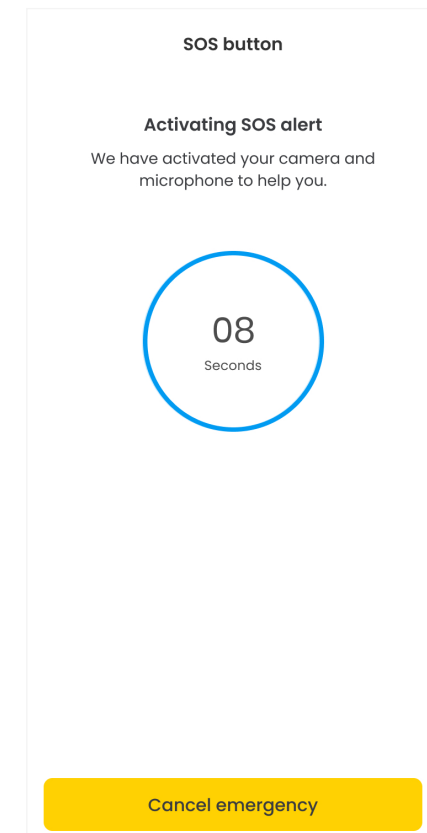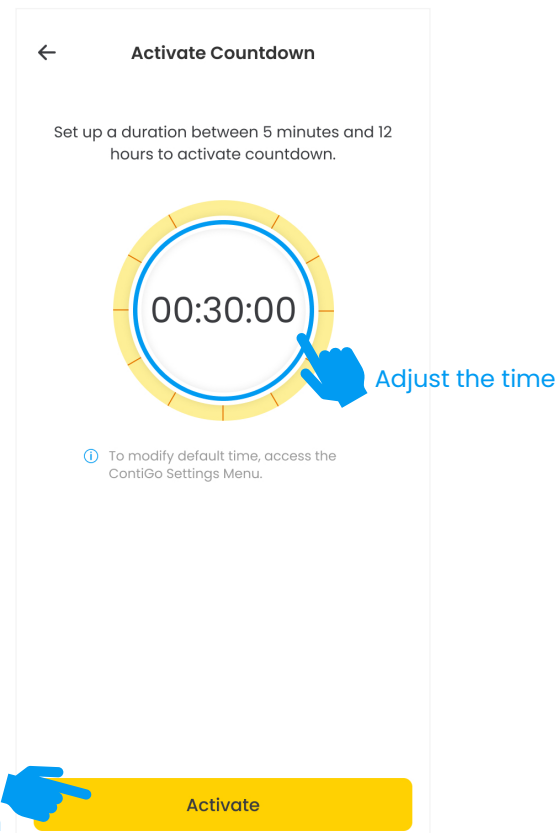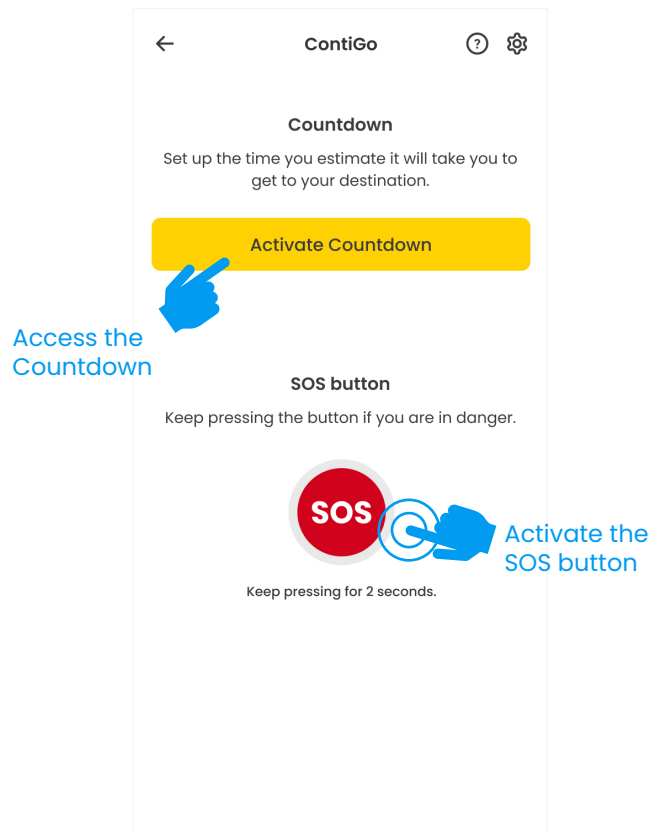
Manuel´s Huawei Connected

ContiGo.

The ContiGo service will make sure you're protected even when you're **out and about**.

Countdown
Adjust how long you think you'll take to complete your journey and start the countdown.

SOS button
Press the SOS button to activate the emergency protocol.

← ContiGo ? ⚙

Countdown

Set up the time you estimate it will take you to get to your destination.

Activate Countdown

Access the Countdown

SOS button

Keep pressing the button if you are in danger.

SOS

Activate the SOS button

Keep pressing for 2 seconds.

← **Activate Countdown**

Set up a duration between 5 minutes and 12 hours to activate countdown.

00:30:00

Adjust the time

ⓘ To modify default time, access the ContiGo Settings Menu.

Start the countdown

Activate

SOS button

Activating SOS alert

We have activated your camera and microphone to help you.

08
Seconds

Cancel emergency

8

Video. If you have an alarm at home,

see what's happening **in real time** and access **recordings** from the last few days.
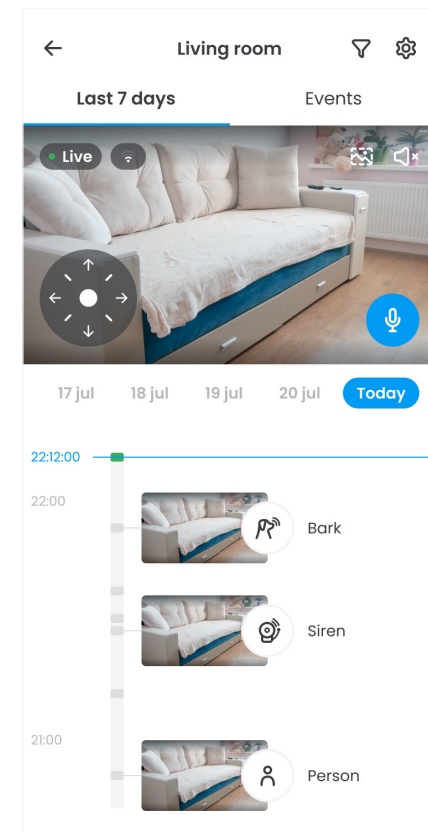
Access the camera details to see the live video or view events from recent days.
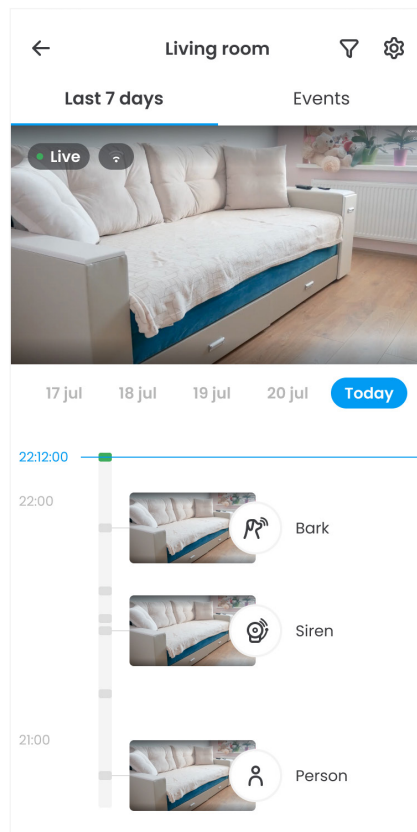
Access the event details and download the video clip or share it with whoever you like.
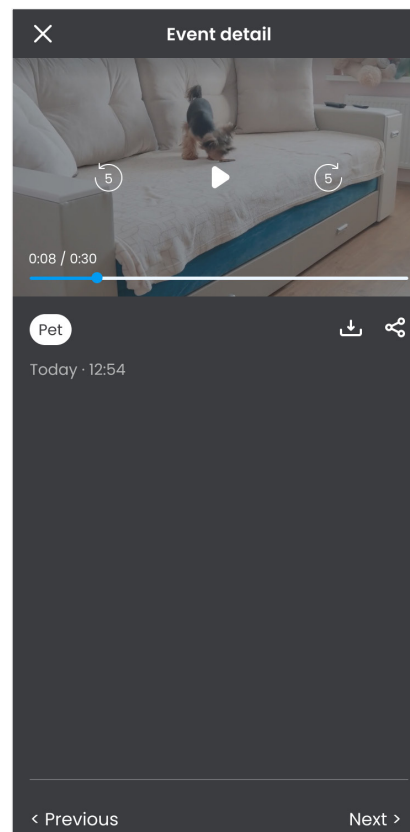
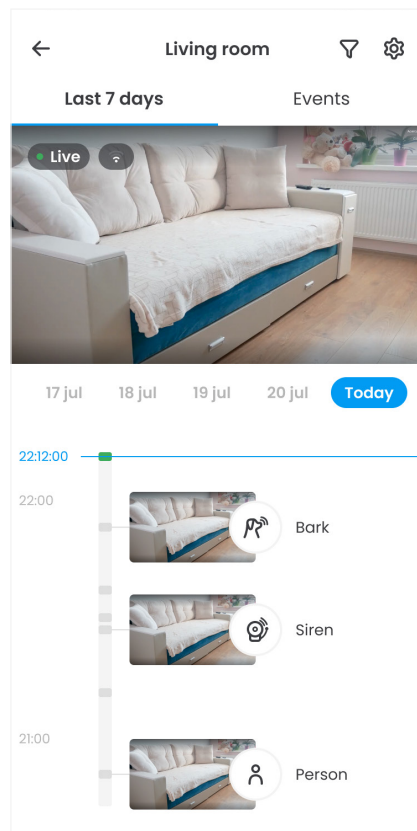Use the microphone to operate the listen/speak function.

Intelligent Recognition service.

Receive notifications when your home cameras **detect events** such as the presence of a person or your pet. This also allows you to immediately become aware of any noises, like if a window breaks or your baby starts crying.
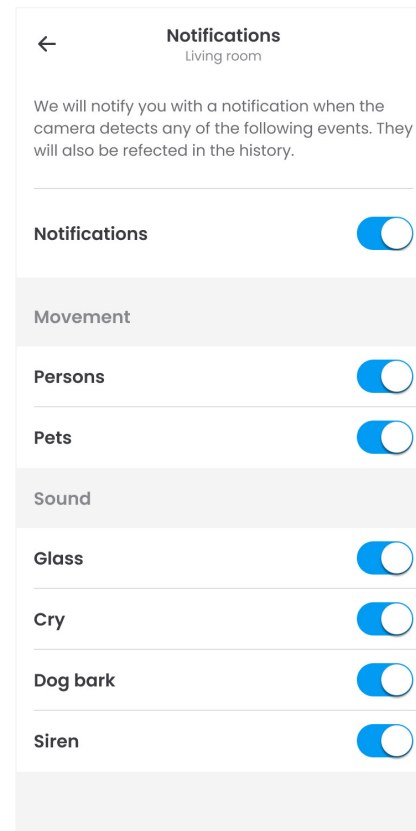
View
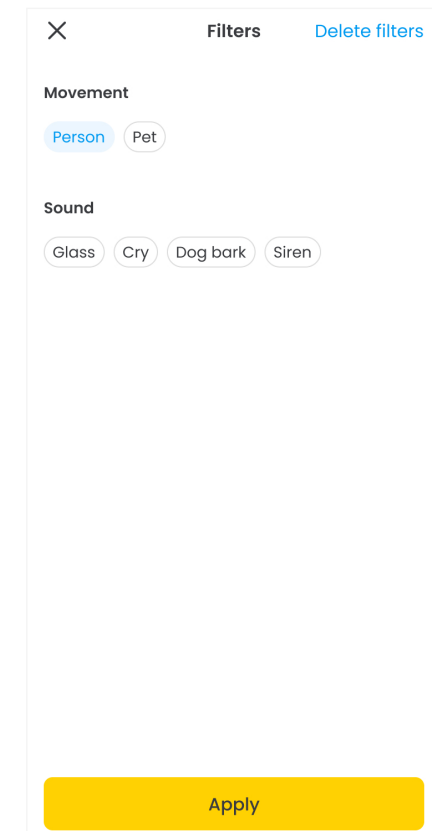Everything that your camera has detected.

Select
The events you wish to receive on your mobile as a notification.

Find
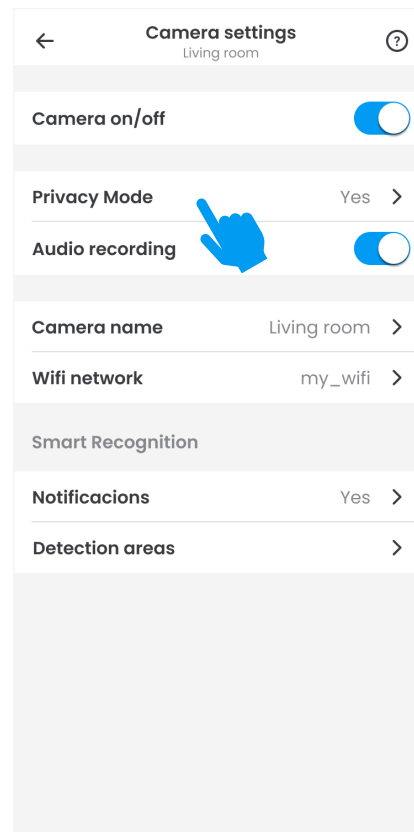The past events you're looking for by quickly filtering them.

Privacy Mode.

Activate Privacy Mode to enable your camera to turn on or off **automatically**. When you activate your alarm the camera turns on automatically, and when you disconnect it, it turns off. *Available for home clients.*
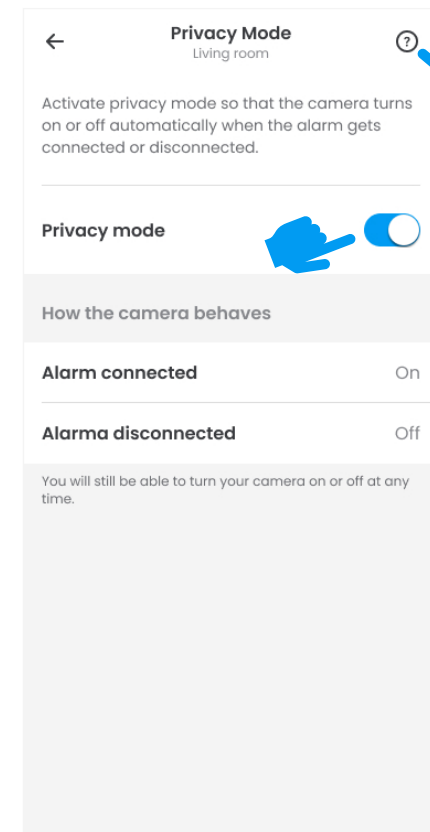
Access
Your camera's settings.
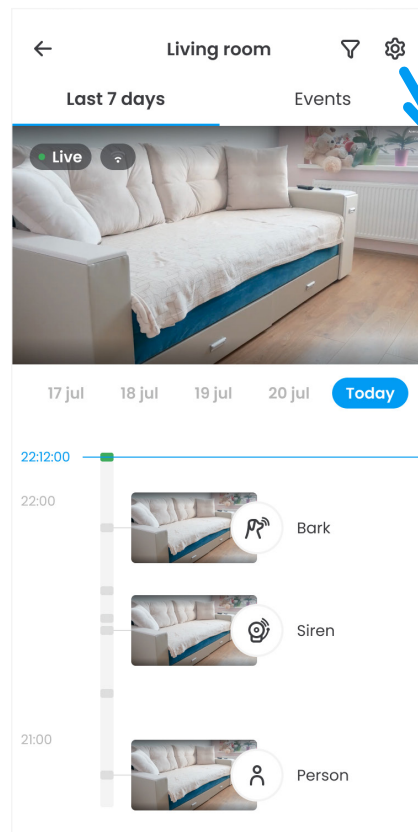
Enter
Privacy Mode.

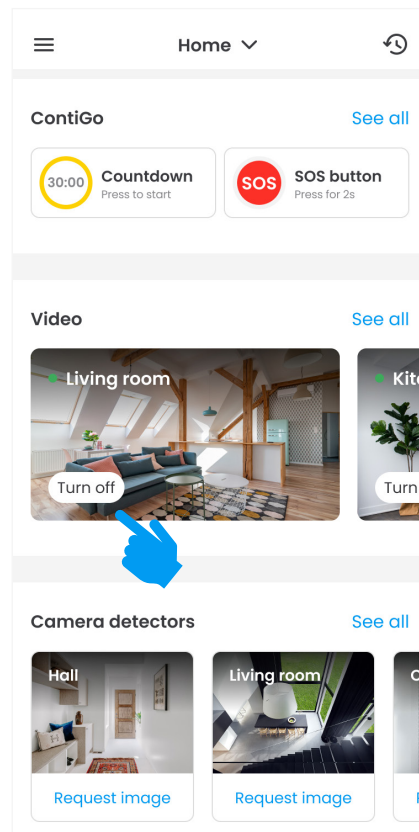**Activate**
Privacy Mode.

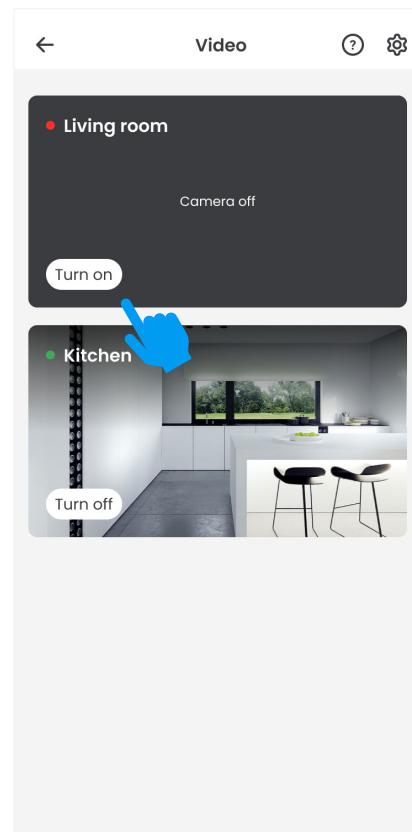If you want to know more about Privacy Mode, check the help section.

Turn cameras on and off.

Turn your cameras on and off so that they record or stop recording **whenever you decide**.
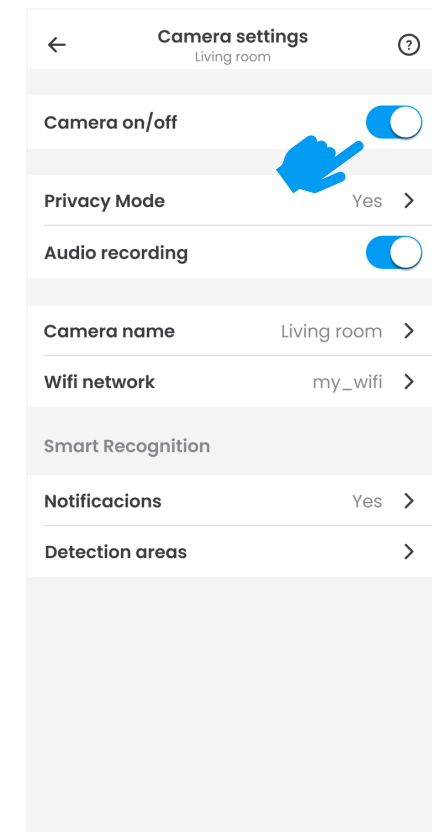
Turn your camera on or off from the home screen.

Click the Turn On or Turn Off button for the camera you wish to operate.

You can also do this from the camera's settings.

Video. If you have an alarm at your place of business,

see what's happening **in real time** and access **recordings** from the last few days. Your cameras detect movements in the area where they are installed and you can see all of the incidents they record in the **events** section.

Access the camera details to see the live video or view events from recent days.
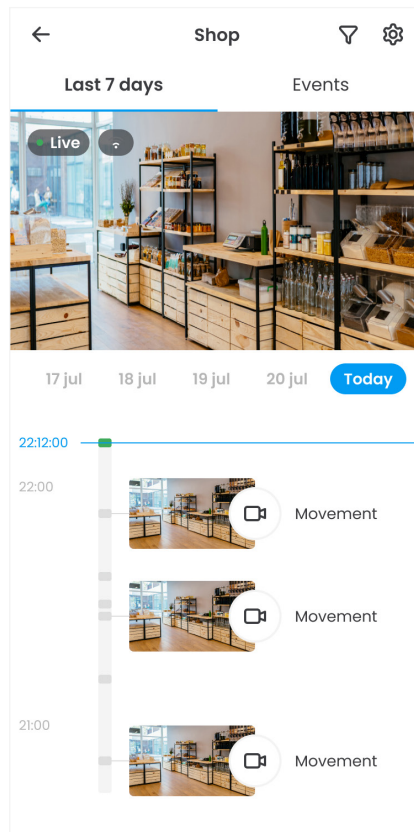
Access the event details and download the video clip or share it with whoever you like.
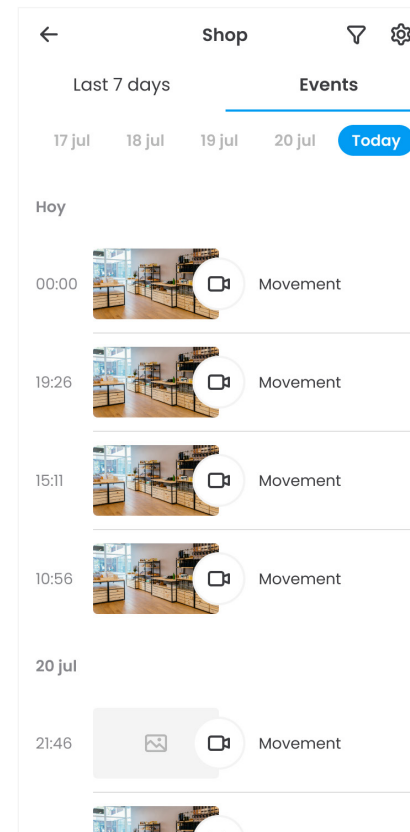
Wi-Fi connection.

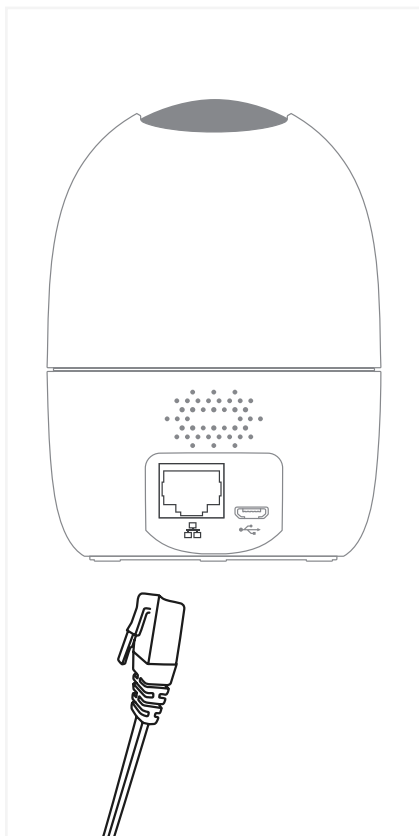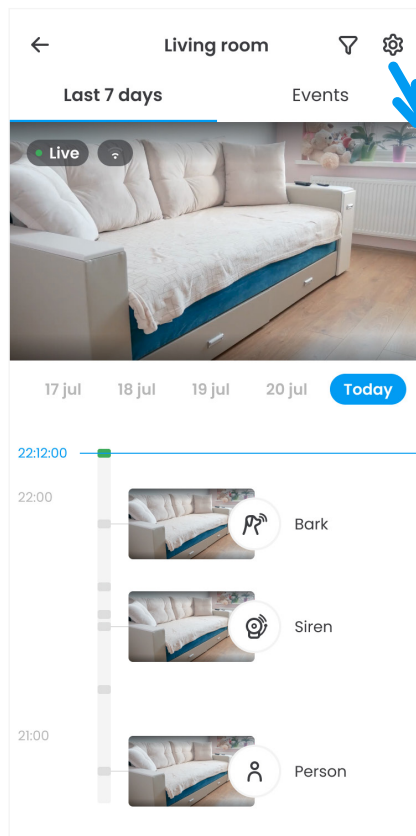If your camera is no longer connected to the internet because you have changed your internet provider or your Wi-Fi password, you can **re-connect it**.

1. Connect the camera to your router with an Ethernet cable.

2. Enter the video section of your camera's settings.

3. Select the Wi-Fi network that you want to connect your camera to and enter the password.
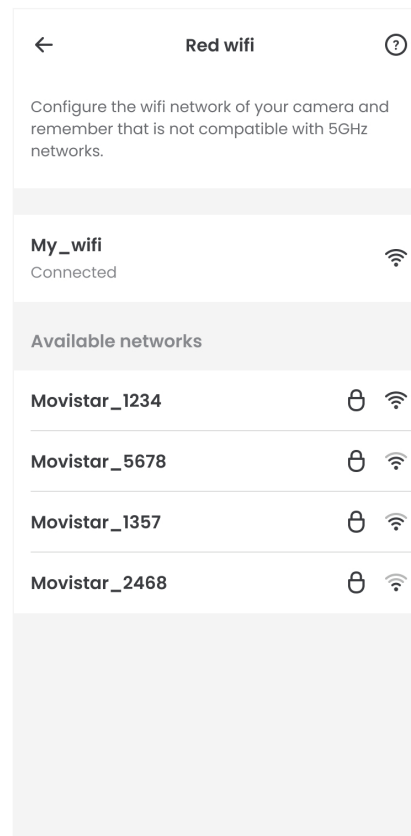
4. Once you have set up the Wi-Fi connection, unplug the cable and place the camera in your desired location.

← Living room

Last 7 days   Events

● Live

17 jul   18 jul   19 jul   20 jul   Today

22:12:00

22:00

Bark

Siren

21:00

Person

← Red wifi (?)

Configure the wifi network of your camera and remember that is not compatible with 5GHz networks.

My_wifi
Connected

Available networks

Movistar_1234

Movistar_5678

Movistar_1357

Movistar_2468

If you have any questions, check the help section.

Detectors with camera.

Request images from one or several detectors with camera to see what's happening in your home or business. The images will be sent to your **history** and we'll let you know when this is done by sending you a **notification**. You can either download these images or **share them** with whoever you like.

Request an image from a detector

We'll let you know once you've received the image

Download or share the images

15
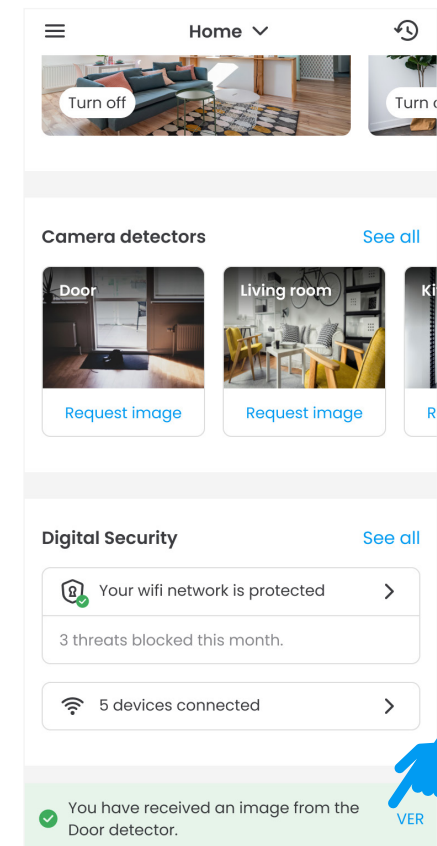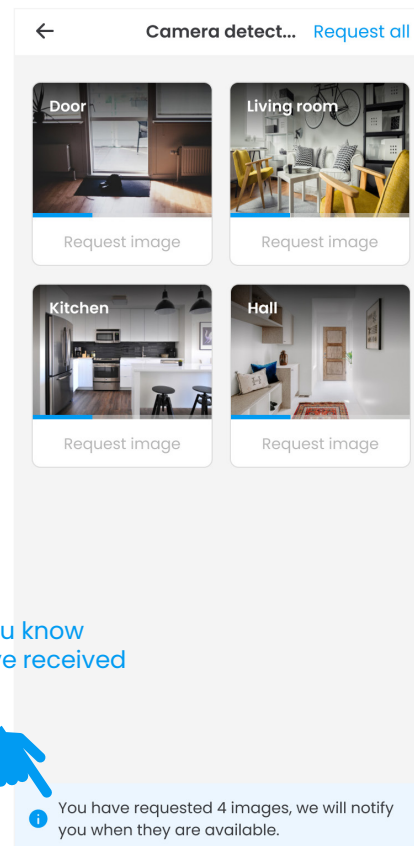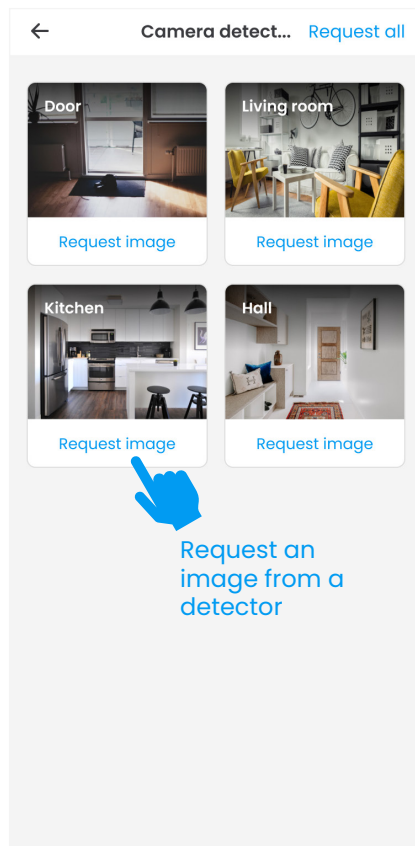
Digital security.

You can now protect your digital devices with our Digital Security service, which allows you to guarantee **secure connections**, obtain antivirus licenses and block network threats.

Access
The Secure Connection and Smart Wi-Fi sections.

View
The devices connected to your Wi-Fi network.

Manage
Access to your network devices.

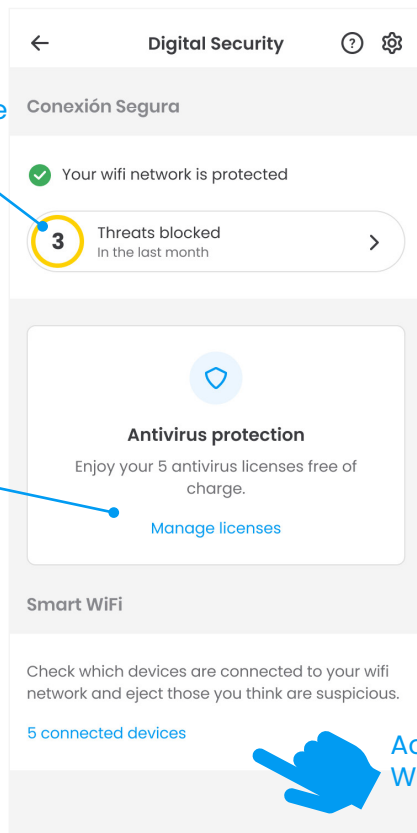View and see details of the threats you've blocked

Manage your antivirus licenses

← Digital Security ⊙ ⚙

Conexión Segura

✓ Your wifi network is protected

3 Threats blocked
In the last month 〉

🛡
Antivirus protection
Enjoy your 5 antivirus licenses free of charge.
Manage licenses

Smart WiFi

Check which devices are connected to your wifi network and eject those you think are suspicious.

5 connected devices

Access the Smart Wi-Fi list

← Smart WiFi   Refresh

All   Mobiles   Tablets   Laptops   Consoles

5 connected devices

📱 Chris Mobile 〉

📱 Elsa Huawei 〉

📱 Juan´s iPhone 〉

📱 Helen´s Xiaomi 〉

⋯ Smartwatch 〉

0 disconnected device

1 blocked device

📺 TV Samsung 〉

See details of your devices

← Device detail

📱 Juan´s iPhone

Name   Juan´s iPhone

Type   Mobile

IP address   Not available

MAC address   Not available

State   Disconnected

Unlock this device to allow it to connect to the network again.

Unlock

Block or unblock devices from accessing your network

16

Side menu.

Access more **features** related to your alarm or account. You can also contact us if you have any questions.
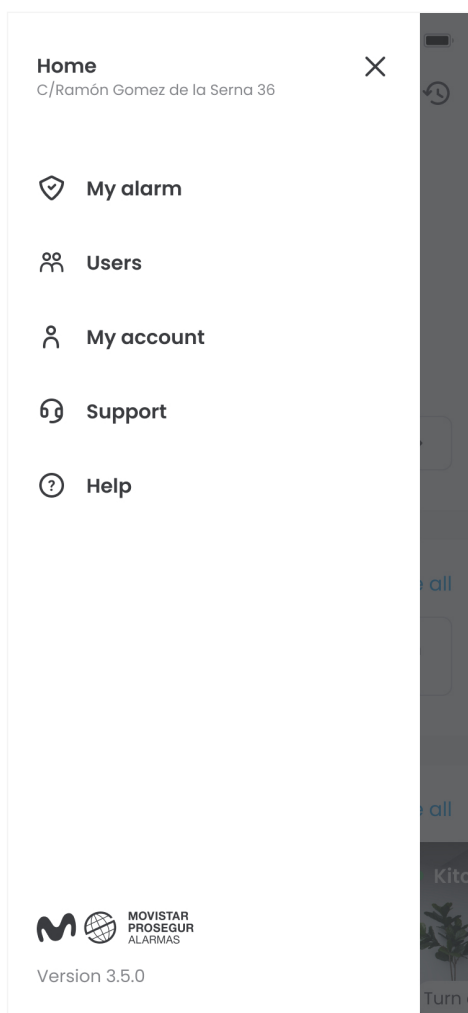
Home
C/Ramón Gomez de la Serna 36 ✕

My alarm

Users

My account

Support

Help

MOVISTAR PROSEGUR ALARMAS

Version 3.5.0

My alarm
Manage your emergency contacts, password, countersign and keypad codes.

Emergency contacts Check and sort the contact list	›	Page 18
Key word and counterkey Set up your key and counterkey	›	Page 19
Keyboard codes Check and edit keyboard codes	›	Page 20
Voices assistants Control your alarm	›	

My Account
See or edit your details, configure app access and notifications, manage your invoices and contracts and access the Recommend a Friend Programme.

My data Consult and edit your data	›	
Access settings Password and biometric access	›	
Notification adjustments Sound and vibration	›	
Invoices and contracts Invoices and contrats record	›	Page 23
Friends Program Invite friends	›	

Users
Manage the users who have access to the alarm and grant them the relevant permissions.

App and Web Users Set up permits	›	Page 21
Keyboard access Assign an alias to the last accese...	›	Page 22

Support
Contact us if you have any issues or need to make an appointment with a technician.

Incidents and requests Manage incidents and inquiries	›	Page 24
Technical appointments Consult, edit or cancel your appoi...	›	Page 25

Help
Find answers in our FAQ section.

First Steps How to use the App	›	Page 26
How to use my alarm Check all the connection modes	›	Page 26
News Last updates	›	Page 26
Frecuently asked questions Resolve your doubts	›	Page 26

My alarm > **Emergency contacts.**

Manage your emergency contacts. These will be the **people we will call** when your alarm is triggered, obtaining antivirus licences or any other incident occurs.

View
Authorised users.
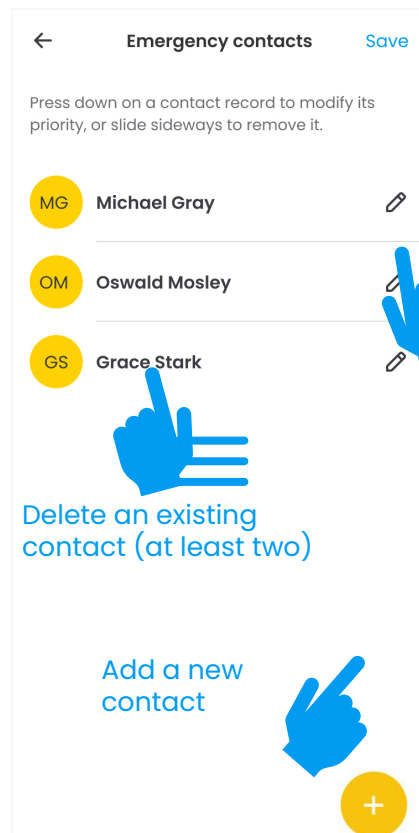
Create
A new user for your alarm installation.
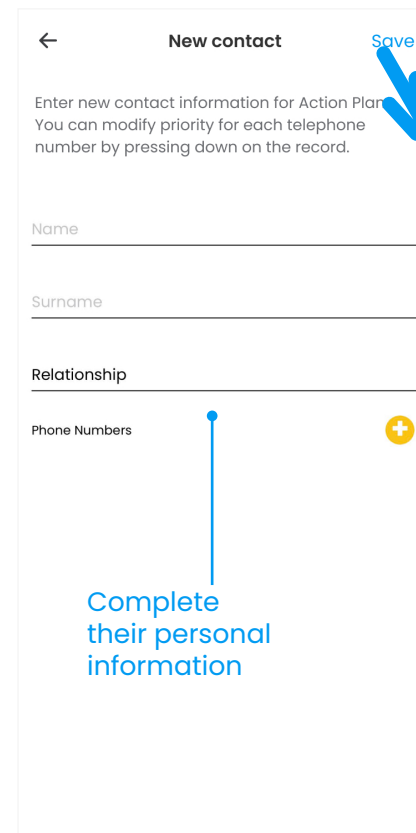
Edit
The personal information of a user you've already created.

View panel (phone mockup):

← Emergency contacts   Save

Press down on a contact record to modify its priority, or slide sideways to remove it.

MG Michael Gray ✏️

OM Oswald Mosley ✏️

GS Grace Stark ✏️

Edit a contact

Delete an existing contact (at least two)

Add a new contact   +

Create panel (phone mockup):

← New contact   Save

Enter new contact information for Action Plan. You can modify priority for each telephone number by pressing down on the record.

Name

Surname

Relationship

Phone Numbers   +

Validate the new contact

Complete their personal information

Edit panel (phone mockup):

← Edit contact   Save

Enter new contact information for Action Plan. You can modify priority for each telephone number by pressing down on the record.

Name
Michael

Surname
Gray

Relationship
Familiar

Phone Numbers

📱   Phone Number
      612345678   ✏️

Modify their details

My alarm > **Password and countersign.**

View and change the password and countersign that we'll use to **identify you** when we contact you in the event that your alarm is triggered.

Select
The password that you wish to configure.

← Key word and counterkey

With the passphrase we can know if it is really with you that we are talking.

The security passphrase heps you to verify that we are calling you from Movistar Prosegur Alarmas.

Key word •••••• >

Counterkey •••••• >

Access your password

Access your countersign

View and Edit
Your password.

← Key word   Save

Edit the passphrase so we can identify you.

Key word
••••••   👁

It must be between 4 and 20 characters long. It must not contain swear words.

Edit your password

View your passwords

View and Edit
Your countersign.

← Counterkey   Save

Edit the security passphrase that helps you to verify that we are indeed calling you from Movistar Prosegur Alarmas.

Counterkey
••••••   👁

It must be between 4 and 20 characters long. It must not contain swear words.

My alarm > **Keypad codes.**

View and edit the keypad codes **linked** to each user.

Edit the alarm code

Enter the new code
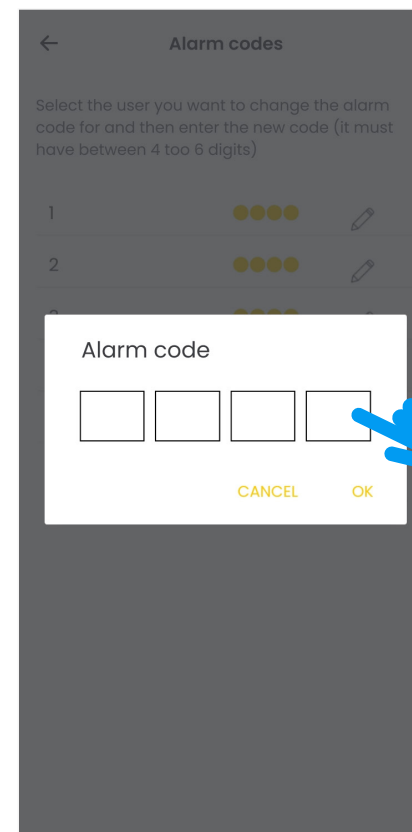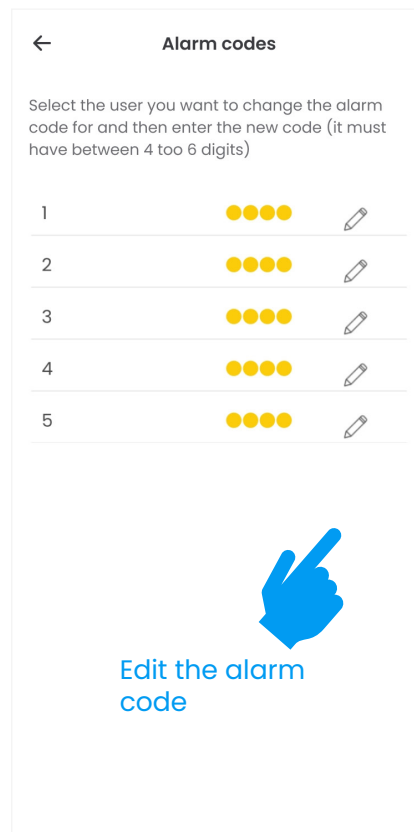
Users > **App and Website Users.**

Create users and assign them the **permissions** you want. You can also block or delete them.
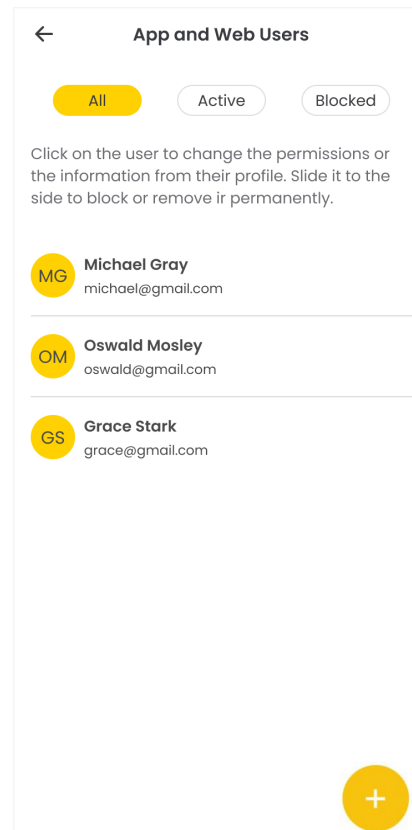
Users > **Keypad accesses.**

Assign a username to each **smart key** or **alarm code** that you use with your alarm system.

← **Keyword accesses** Save

You can assign a different name to each smart key and/or alarm code that you use in your alarm system.

MG **Michael Gray**
Alias: Michael ✏️

OM **Oswald Mosley**
Alias: Ows ✏️

GS **Grace Stark**
Alias: Grace ✏️

➕

My account > **Invoices and contracts.**

View and download your invoices and contracts.

Billing

Invoices		
←	Invoices	▽

October
Contract: 502157869 29,90 € >

September
Contract: 502157869 29,90 € >

August
Contract: 502157869 29,90 € >

July
Contract: 502157869 29,90 € >

June
Contract: 502157869 29,90 € >

May
Contract: 502157869 29,90 € >

April
Contract: 502157869 29,90 € >

March
Contract: 502157869 29,50 € >

February
Contract: 502157869 29,50 € ⬇

January
  29,50 € ⬇

Filter invoices

Pre-view invoices

See details

Invoice detail

✕ Invoice detail ⬇

Factura

MOVISTAR PROSEGUR ALARMAS

Factura

900 112 365

Download invoices

Contract

← Contract detail

Contract data

Contract number
502157869

Status
Active

Instalation date
14 September 2020

Instalation address
Calle Pajaritos, 24

Method of payment
Direct debit

Hired services

ContiGo

Video

Alarm system

Billing

Calle Pajaritos, 24

Support > **Incidents and queries.**

Get in touch with us if you need **help** with any issues or incidents related to your alarm.

Create a request and tell us what you need.

See the details of an existing request.

←	New request	Save

Management type

Select a contract

Contact email
name@host.com

Phone (optional)

Tell us what you need

You have 2000 characters left

☐ I accept the Privacy Policy

←	Admin request

PC-1-389849671
Contract: 502157869

State: `Managed`

Request Type: `Other questions or problems`

Open Date: 🕐 21 Sep 2020

Close date: 🕐 22 Sep 2020

👤 michael@gmail.com

✉ michael@gmail.com

📞 666 012 345
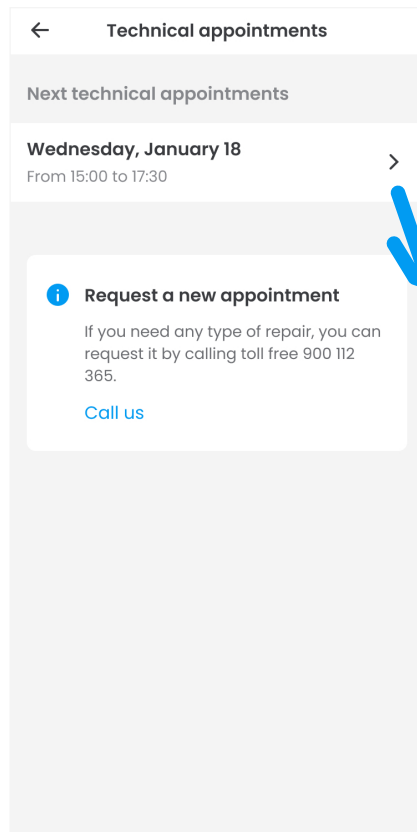
How can I add a video camera?
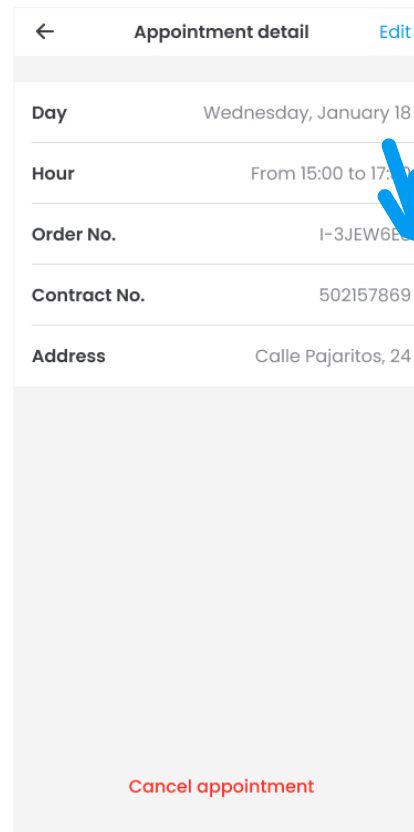
Support > **Technician appointments.**

View, modify or cancel your scheduled technician appointments and manage the date and time of your next visit in the app.

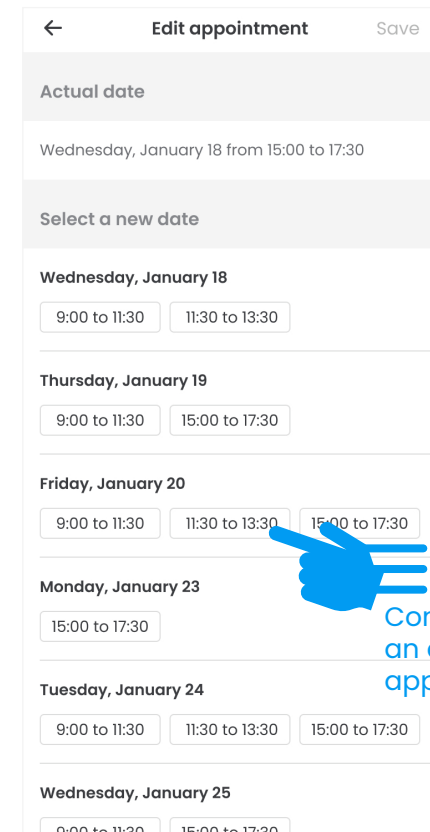See the details of your scheduled technician appointments.

←	Technical appointments	

Next technical appointments

Wedsnesday, January 18 >
From 15:00 to 17:30

ⓘ **Request a new appointment**
If you need any type of repair, you can request it by calling toll free 900 112 365.

Call us

Edit your appointments

Modify the date of your technician appointments in case anything pops up.

←	Appointment detail	Edit

Day	Wednesday, January 18
Hour	From 15:00 to 17:30
Order No.	I-3JEW6E
Contract No.	502157869
Address	Calle Pajaritos, 24

Choose a new date

Cancel appointment

Cancel your appointment if you no longer need it.

←	Edit appointment	Save

Actual date

Wednesday, January 18 from 15:00 to 17:30

Select a new date

Wednesday, January 18
9:00 to 11:30	11:30 to 13:30

Thursday, January 19
9:00 to 11:30	15:00 to 17:30

Friday, January 20
9:00 to 11:30	11:30 to 13:30	15:00 to 17:30

Monday, January 23
15:00 to 17:30

Consult an existing appointment

Tuesday, January 24
9:00 to 11:30	11:30 to 13:30	15:00 to 17:30

Wednesday, January 25
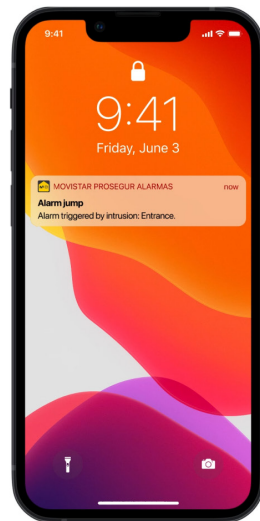| 9:00 to 11:30	15:00 to 17:30

Help > **Updates and how to use the alarm.**

Updates
Be the first to find out about all the updates that we release.

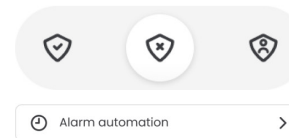**From now on, you will know what caused a false alarm.**

How to use the alarm
Find out how to use your alarm.

✕   How to use my alarm

Connect and disconnect the alarm from anywhere or you can set a rule to connect it automatically.

🕐 Alarm automation   >

Full Mode
Recommended when you leave your house or business. Every security element will be activated and your home or business will be fully protected.

Some tips

• **Before you leave**
  Check all the doors and windows are cloed.

• **Do not obstruct the detectors**
  Make sure curtains or furniture do not

MOVISTAR
PROSEGUR
ALARMAS