

# Mobile App Set Up and Basic User Guide

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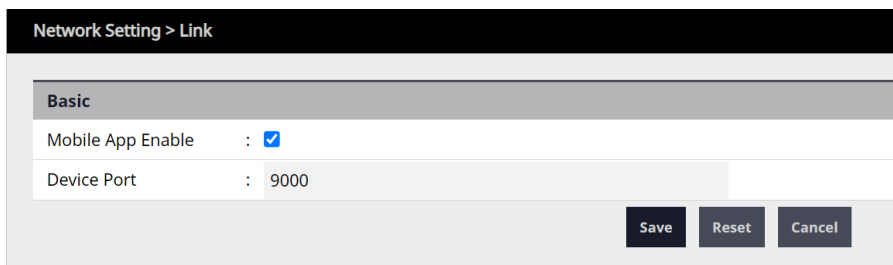
# 1.0 Introduction

This manual contains information regarding the mobile configuration and configuration of the access control system app. This system offers multi-station ability to secure doors, manage access of personnel, create, and analyze reports, and monitor the system remotely from supported smart app devices.

## 2.0 Activate Mobile App “Link” in access system.

### Turning on App in User Interface of Panel

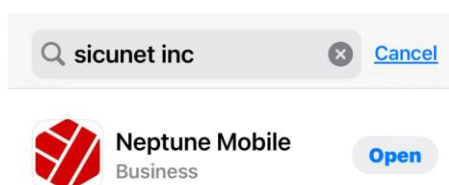
1. Device ID can be checked in Device's Network Setting > Link.
2. Click edit and check the on box Mobile App Enable” then save



## 3.0 Mobile App Set Up

### 3.1 Site Set Up

Download and open the mobile app on your phone from Google Play and Apple App Store – Search for Sicunet – Neptune Mobile



## Neptune Mobile - Access System Mobile Manager Software

The mobile manager software interface is simple and easy, users are available to the operator for programming and navigation. This capability may not be available on certain models. Consult the factory for feature capability.

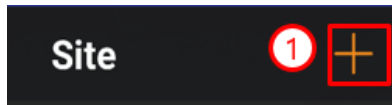
**IMPORTANT: Be sure your Bluetooth is turned on (IOS and Android)**

**IMPORTANT: Be sure NFC is turned on / enabled on phone setting. (Android)**

### Setting up the Mobile App:

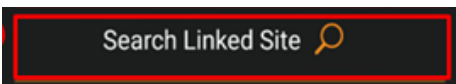
Open the app.

1. Open the “App”, click the + key next to add a Site

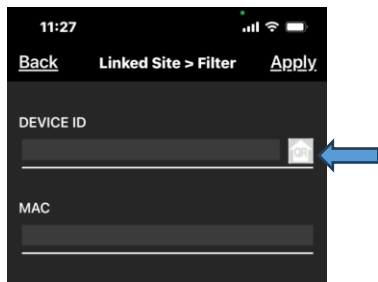


### 3.2 Linking App to System

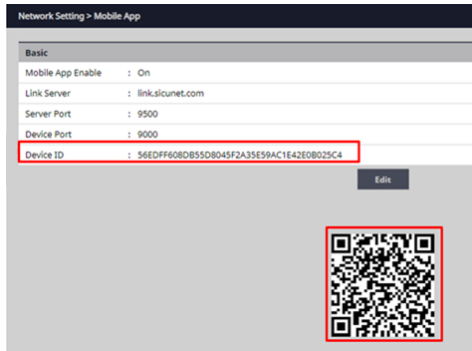
1. Roll the App on the bottom this page Click “Search Linked Site”



2. Next the app will ask you to enter the Device ID or MAC address



3. The easiest way to enroll is to click on the QR code symbol, the app will ask you to access your camera. Present your phone to the QR code and the Device ID data will be auto populated.



### 3.3 Linked Site > Filter

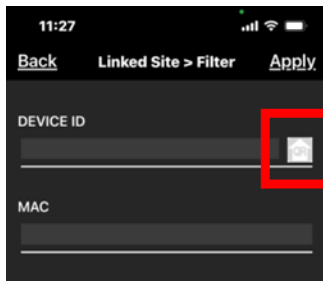
1.Option 1: Enter the Device ID of the device to be searched.

**Device ID can be input easily by using QR code. Allow the camera access to the App and present to the QR code.**

**This will auto entry your Device ID if fails or not able to populate the Device ID data then option 2**

2.Option 2: Manually enter the MAC address of the device to be searched. The MAC Id can be located on the license page.

**Note: You only need one box completed Device ID or MAC**



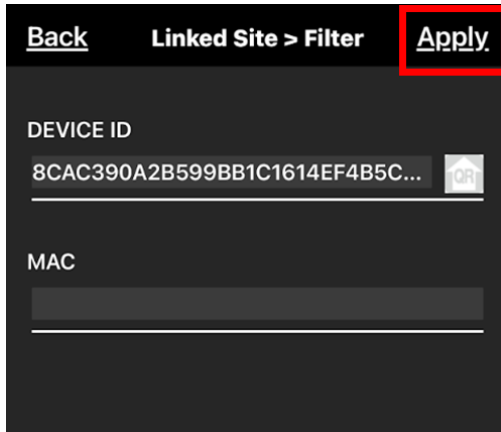
3. Click the check box to enter.

### 3.4 Linked Site

1. Display device list.

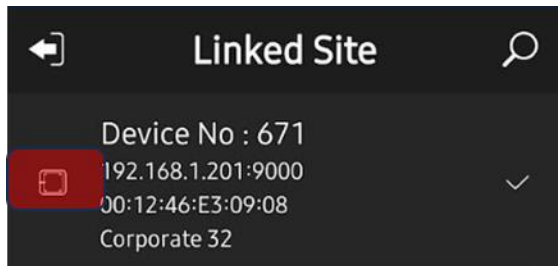
2. Search your Linked Site.

3. Click on the Device No: text and select, the screen is closed, and the No of the selected device is automatically entered on the Site Add screen. If not enter device No: to the site page.



Click Apply – Installing on the IOS version the app will skip the next step.

Adding to Android the set up requires you to check the “Device Box



### 3.5 Site > Add/Edit

**1. Enter Site Name** – Name of the System you are accessing.

Note: You can have up to 10 sites managed from one app.

**2. Select the method to connect to the device.**

There are two ways to connect: Linked or Address

The App will default to Linked. Linked uses cloud connectivity to remotely access your panel. If the location that you are looking to access has poor cellular service, then you have the option to set you phone on the local network and set the app for the IP address of the server.

**3. Device number will be auto filled with the device number.**

**4. Enter your Username and Password.**

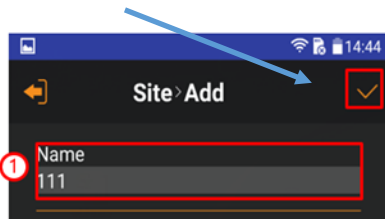
Enter your Username and Password are the identical Username and Password used to log into the access system. It is important that each App user should have their own individual username and password. This will allow for user information to be tracked via the audit reports.

The screenshot shows a mobile application interface for adding a site. The title is "Site > Add". The form contains the following fields:

- 1. Name: 111
- 2. Connection: Linked
- 3. Device No: 33
- Link Type: AUTO
- 4. Username: admin
- Password: (empty)

### 3.6 Site Add Check Box

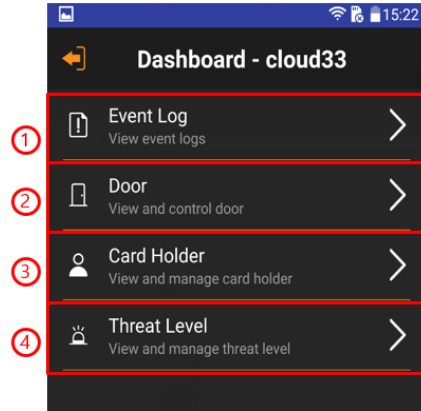
1. You are now on the Site Add page.
2. To apply information you must click the Save box



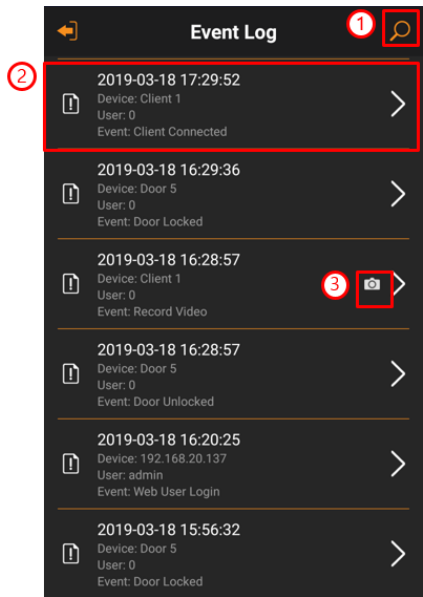
# How to Use the App Neptune Mobile

## 1. Now you can use the App to manage your system via the Dashboard

1. Displays Event Log information.
2. Display and control door information.
3. Display Card Holder information.
4. View and manage Threat Level information.



## 2.1 Event Log

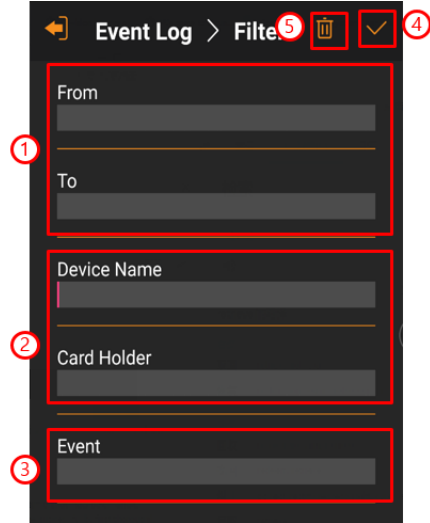


1. View Event Log.
2. Displays detailed information of Event Log.
3. Displays Event Video information.



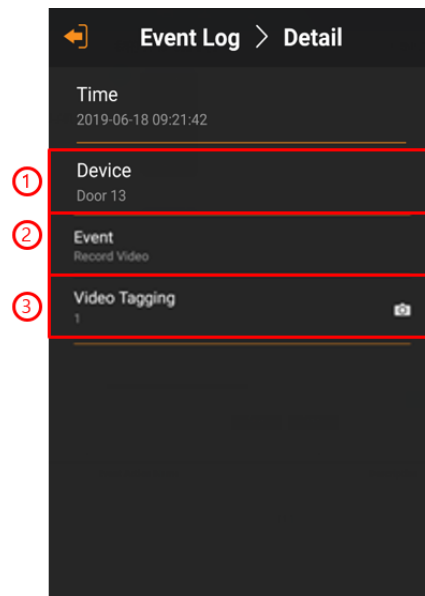
## 2.2 Event Log > Filter

1. Enter Event Log start and end times.
2. Enter Device Name and User Name.
3. Select Event.
4. Search Event Log using search condition.
5. Delete the search filter.



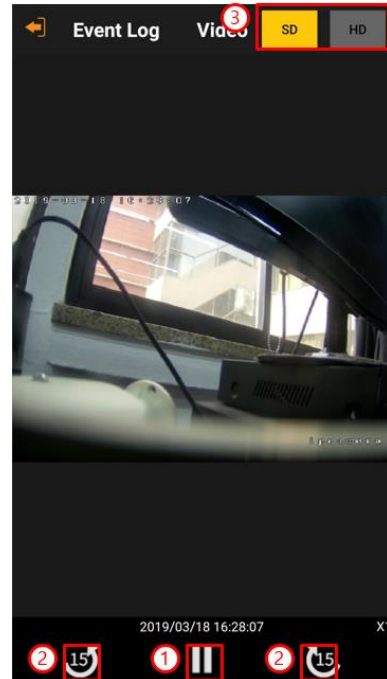
## 2.3 Event Log > Detail

1. Display Device and User information.
2. Event Details.
3. Display Device's Event Video information



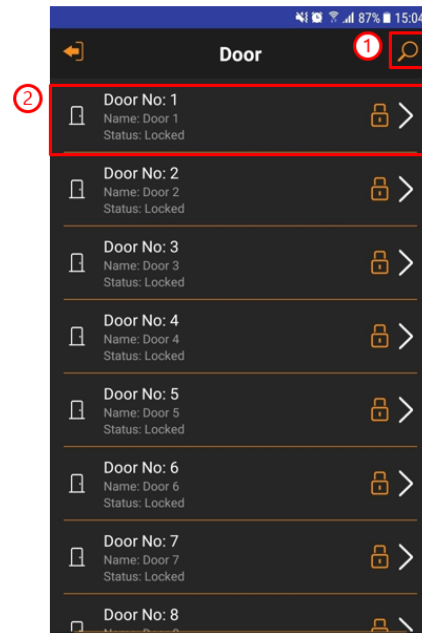
## 2.4 Event Log > Video (This option varies by model and may not be available.)

1. Play / Pause Video.
2. Move playback time 15 seconds before / back
3. Select Main / Sub Stream



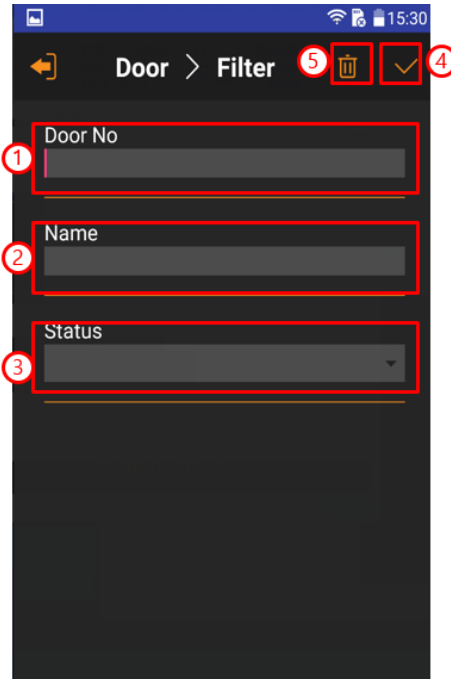
## 3.0 Door

1. Identify your door. Search for name as option.
2. Displayed is detailed information of door.



### 3.1 Door > Filter

1. Enter the door number.
2. Enter the name of the door.
3. Select the door status.
4. Search Door by using search condition.
5. Delete the search filter.



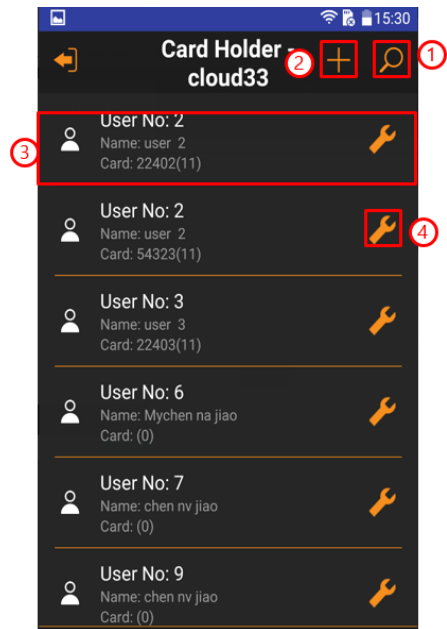
### 3.2 Door > Detail

1. Lock Door.
2. Unlock Door.



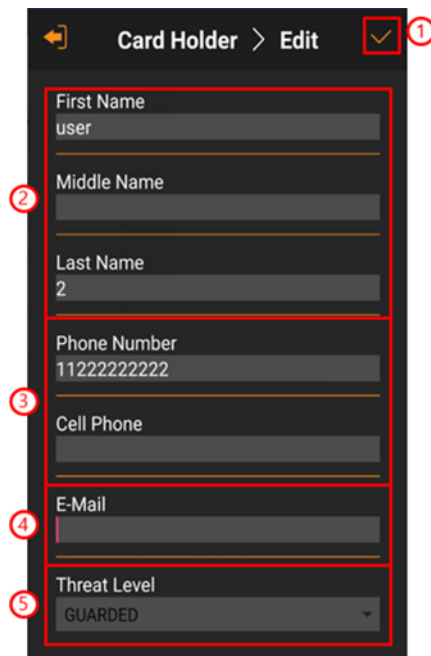
## 4.1 Card Holder

1. Search Card Holder information.
2. Add Card Holder information.
3. Displays detailed information of Card Holder.
4. Edit Card Holder information.



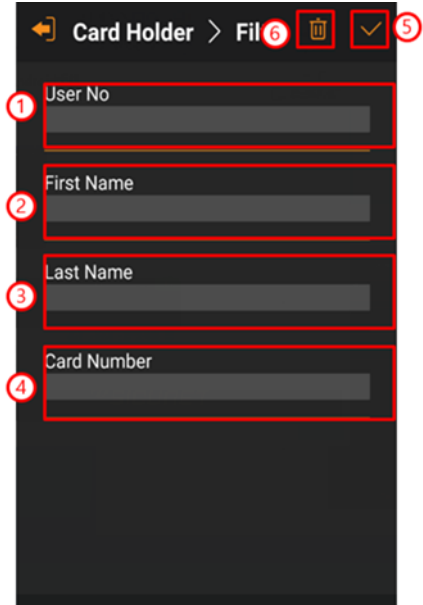
## 4.2 Card Holder > Add/Edit

1. Apply the modified value.
2. Input username information.
3. Input phone number information.
4. Input E-mail information.
5. Select threat level.



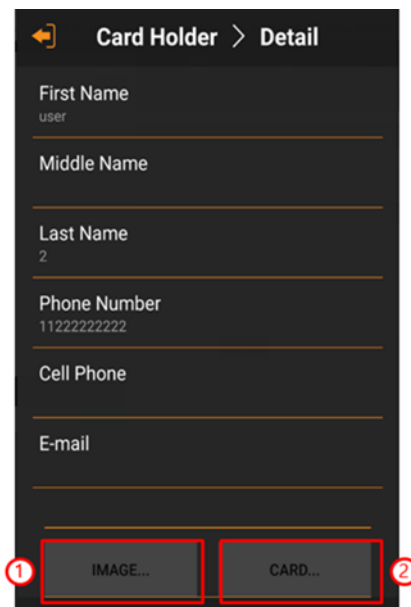
### 4.3 Card Holder > Filter

1. Enter the Card Holder number.
2. Enter Card Holder First Name.
3. Enter the Card Holder Last Name.
4. Search Card Holder using search criteria.
5. Initialize the search filter.



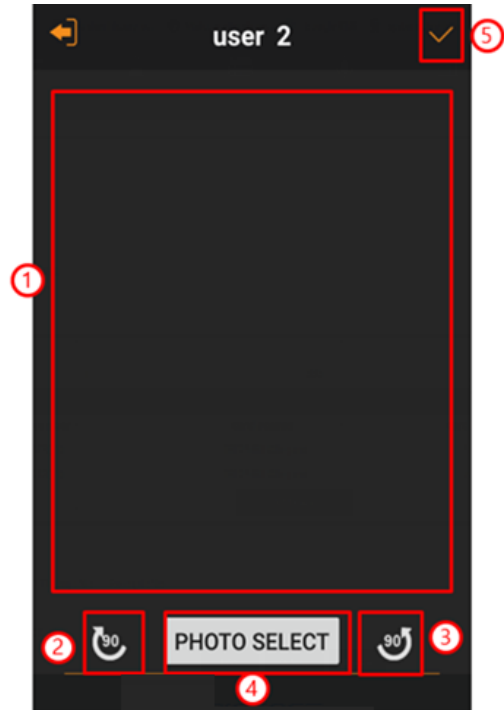
### 4.4 Card Holder > Detail

1. Display User Image.
2. Display Card.



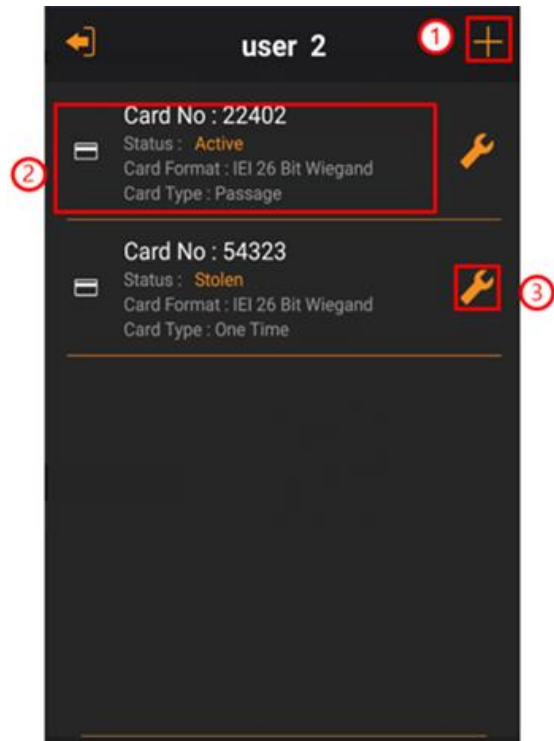
## 4.5 Card Holder > Image

1. Display User Image.
2. Rotate photo 90degrees to the right.
3. Rotate photo 90 degrees to the left.
4. Select photo.
5. Apply photo.



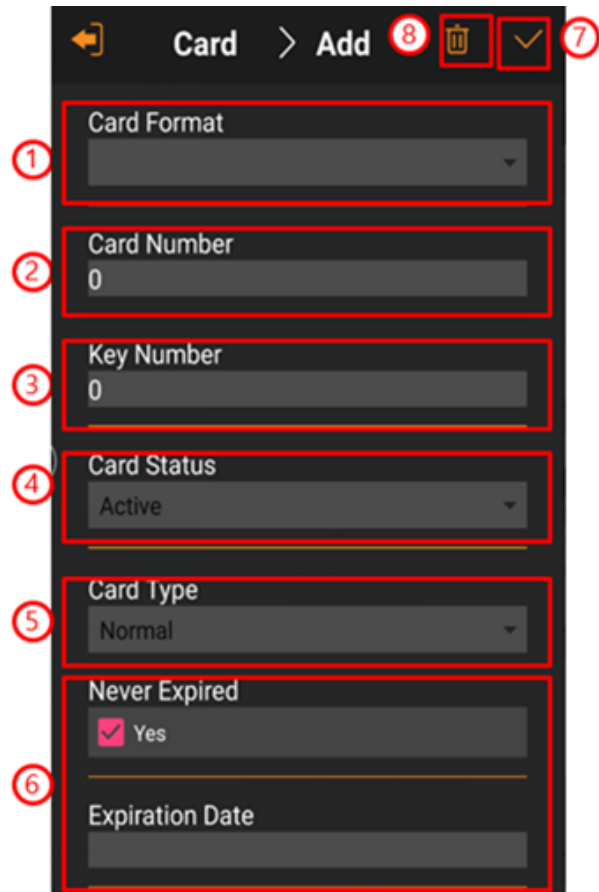
## 4.6 Card Holder > Card

1. Add Card.
2. Display card list.
3. Edit Card.



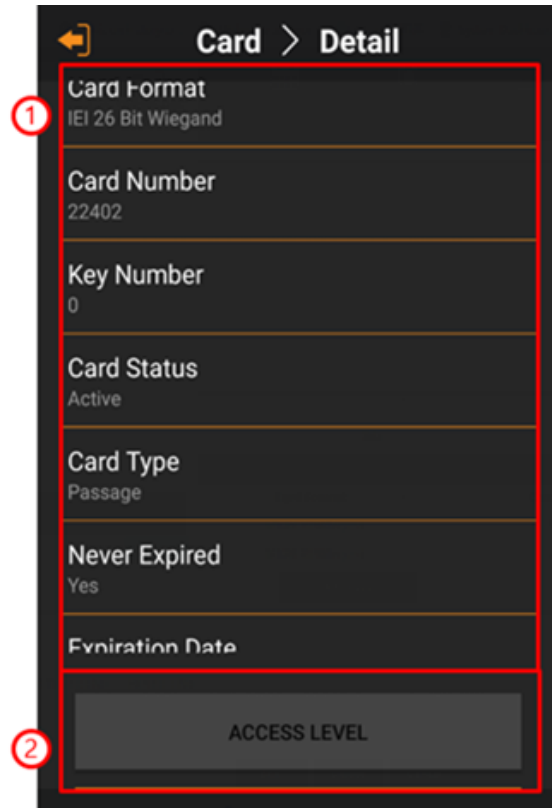
## 4.7 Card > Add/Edit

1. Enter the card format.
2. Enter the card number.
3. Enter key number.
4. Select card status.
5. Select card type.
6. Select never expired or set expiration date.
7. Apply card information.
8. Initialize the search filter.



## 4.8 Card > Detail

1. Display card information.
2. Display and Edit Access Level.



## 5.0 Threat Level

(Threat Levels are defined using the full log in to the system.)

1. Select Threat Level.
2. Save selected Threat Level.

