

## TUTORIAL VIDEO

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## REGISTRATION

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Where/How do I get the PIN number?

Upon registration of your Telguard device by your Security Dealer, Telguard will send you an email notification with a link to the registration page, and the four digit PIN number required to register.

I know that my Security Dealer signed me up, but I have yet to receive the email with my PIN number.

Check your Spam/Junk mail folder. Although not frequently, Telguard emails have been marked as spam at times. Make sure you add [admin@telguardonline.com](mailto:admin@telguardonline.com) as a contact to prevent this from happening in the future. If you still do not see any email from Telguard, contact your security dealer to ensure that the correct email address was entered.

If necessary, your security dealer will be able to provide you with the PIN number.

[I have more than one alarm system. Can I use the same username and password to access multiple accounts?](#)

No. Although a password can be recycled, at this point, you need to have a unique username for every Telguard Interactive account.

[What are the limitations when choosing a username?](#)

A username can contain any combination of letters, numbers and special characters: ~ ! @ # \$ % ^ & \* ( ) . Commas are not allowed, but periods are. A username should be anywhere from 6 to 15 characters in length.

[What are the limitations when choosing a password?](#)

A password can contain any combination of letters, numbers and special characters: ~ ! @ # \$ % ^ & \* ( ) . Commas are not allowed, but periods are. A password can be anywhere from 7 to 20 characters in length. To increase security a combination of letters, number and a special character is recommended, although not required.

## LOG IN

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[I want to log in, but I forgot my Username/Password.](#)

Click on the [Forgot Username or Password?](#) to retrieve your username and password information. You will need to provide the email address that the account was assigned to. Once you do this, you will receive an email confirmation. If the email address you entered comes up “not found”, contact your security dealer.

[I was typing in the wrong password, but now that I know I have the right one, the website keeps giving me the same “Login Failed, Passwords are case sensitive!” error.](#)

The website will give you up to 5 consecutive opportunities to enter the wrong password. After entering the wrong password for the fifth time, the website will lock out your username for the next 30 minutes. When your username is locked out, you will continue to see the same error message no matter what password you enter. At this point, you have two options: a) Wait 30 minutes without trying to submit any login credentials, or b) use the [Forgot Username or Password?](#) to get a new password. Neither Telguard, nor your Security Dealer can reset any passwords.

[I clicked on the \[Forgot Username or Password?\]\(#\) link, but I keep getting the error “Email not found”](#)

The email address you provided does not match the email address we have as a primary email contact. Please contact your Security Dealer so they can verify what email address they have registered.

## ARMING ERRORS

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I try to arm/disarm the system but after the animation stops spinning I get an error message, with the options to "Cancel" or "Try again".

These error messages could be caused by a variety of issues related to installation/wiring. If you see this message after the installation has taken place, contact your Security Dealer so they can assess where the problem is and provide further guidance.

The animation seems to display the opposite of my Alarm Panel status.

This is probably caused by an alarm programming error. Contact your Security Dealer and advise them of the issue so that they can provide further assistance.

The Alarm Panel seems to be arming/disarming on its own.

This is more than likely caused by loose wiring during the installation. Contact your Security Dealer and advise them of the issue so that they can provide further assistance.

# ADMINISTRATIVE

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## How do I add other users for this account?

Log into your account on [www.mytelguard.com](http://www.mytelguard.com) as an administrator—or using the primary username. Once there look for the Address Book tab, and click on the “Add Contact” button. Follow the instructions on the page to add a new user. You can select from three different levels of users:

- Notification Only: will not be allowed to log into the website or the mobile app, will not have a username and password, just the ability to receive notifications.
- Remote Arm/disarm: will get a username and password and will be able to do everything except add/edit/remove other users.
- Administrator: will have access to everything the previous levels have, including adding, editing and removing other users.

Keep in mind that this will add a new user to the Telguard Interactive account, it will NOT provide a new keypad code, or reprogram the alarm panel in any way.

## How many users can I have under my account?

You can have up to 5 users under a single account. Upon registration you will have a single username (primary username) and password. You will have the option to add up to four more users to the account. Once you reach the limit of 5, the “Add Contact” button will disappear, and will not be available until you have room to add another user.

## How do I change my username and password?

Once a username is set up, it cannot be changed. The only way to get a new username is to completely delete that user (only an administrator can do this). The password, however, can be reset at any time.

## I like how Telguard Interactive can recognize who arms my system based on the code used to arm it. Where do I go to add more User codes to my system?

Telguard Interactive can learn what codes are being used and allow you to assign a name for each code. However, all user codes used on the panel must be programmed through the panel. If you are not certain on how to do this, please contact your Security Dealer so that they may walk you through the panel programming steps based on your alarm panel’s specific brand and model.

# MOBILE APP

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## Where Can I find the links to the mobile apps?

When you go to [www.mytelguard.com](http://www.mytelguard.com)'s homepage, you will see a tab labeled "Mobile Apps". Clicking on that tab will get you access to links for the different phones we are compatible with.

You can also search for the application using the keyword "Telguard Interactive". The app is available through iPhone App Stores, Google Play stores, and Blackberry App Worlds.

## I have a phone type that is not listed in your website (Windows Phone, WebOS, etc); does this mean I cannot use Telguard Interactive?

No. It simply means that we currently do not have an application specific for that platform. However, you can still log into [www.mytelguard.com](http://www.mytelguard.com) from your mobile browser and have access to the same features available through the mobile apps.

## I downloaded the mobile app, but it is not working.

Make sure that you are using the latest version of the Telguard Interactive App. If restarting the app and restarting the phone does not fix the issue, the next step is to remove the application. Uninstall and delete the Telguard Interactive app completely from your phone. Once you have done this look for the app and download it again. If doing this still does not yield positive results, contact your security dealer so that they may take the necessary steps to find a solution. Your security dealer will need to obtain information related to your phone's model/brand and operating system, so have this information ready.

## I keep looking for the app, but I cannot find it.

Try going to the [www.mytelguard.com](http://www.mytelguard.com) website and using the link provided. If you still cannot find it, chances are there is an incompatibility with the OS version your phone has. Make sure that your phone's OS is updated to the latest version, and if you still cannot find the app, contact your Security Dealer so that they may take the necessary steps to find a solution. Your security dealer will need to obtain information related to your phone's model/brand and operating system, so have this information ready.

# END USER NOTIFICATIONS

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Why am I not getting all notifications to my phone?

As far as arming/disarming notifications, Telguard Interactive will only send arming/disarming events that contain user information (i.e. keypad arming, website or mobile app arming).

When it comes to alarm events, only emergency events will be delivered as alarm notifications. For more specific details on which events will be transmitted as email/SMS notifications, contact your Security Dealer.

I use the “Quick Arm” button on my panel, but I never receive the arming notification.

Since the “Quick Arm” option does not require a user code to work, it will not send user information. Because of this, Telguard Interactive will not be able to send a notification. Other arming options are available.

# GENERAL QUESTIONS

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Is my current alarm system compatible with Telguard Interactive?

Telguard Interactive is compatible with a slew of alarm panels. Brands like Honeywell, GE/Interlogix, DSC, Bosh, DMP, Napco, and Elk all have compatible devices. Contact your Security Dealer to make sure that your specific model meets the necessary requirements for a Telguard Interactive Installation.