

## Getting Into the UltraSync+ Application

### 1. Download the UltraSync+ app



### 2. Open the SmartHome app and click on the "i" icon in the upper right to view the "Site Information"

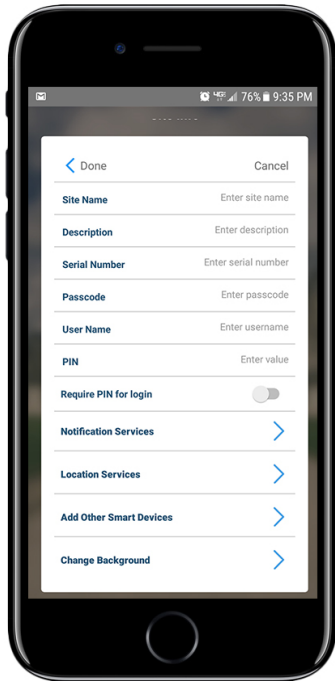


Automatically transitions to



### 3. Fill the blanks with the correct information:

#### Site Information Screen



**Site Name:** Freeform (Anything you want)

**Description:** Freeform

**Passcode:** 17171717

**User Name:** Each "User Number" has a "User Name" associated with it.

**Pin:** Each "User Number" also has a digit PIN associated with it.

Click on "Done" in the upper left when completed filling in the blanks. (There is no "Save" button here)

### 4. Click on "Done" in the upper left

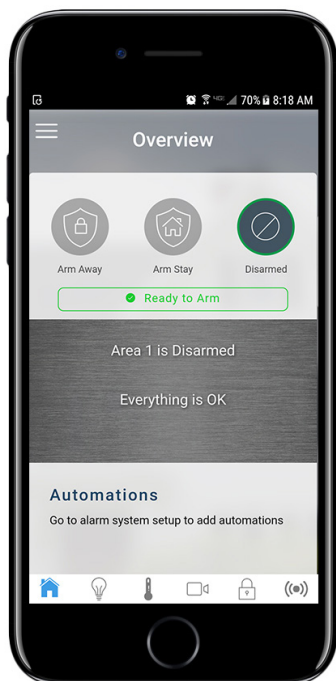


## 5. Click anywhere on the “My Sites” screen



**You will be returned to this Home page.**

Simply click on the upper ½ of the screen anywhere and you will be sent to the following screen OR an error screen that lets you know that one or more of the above blanks was completed incorrectly.



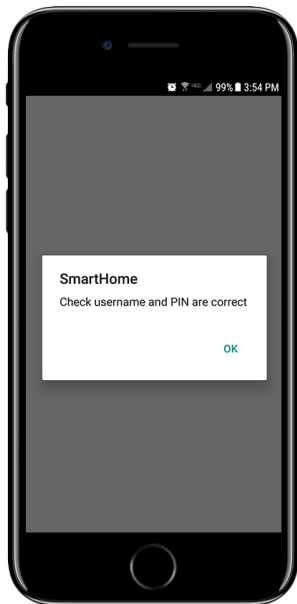
When all the blanks are correctly filled in, this SmartHome screen appears. Now you can arm/disarm the system, as well as all the other operations you own.



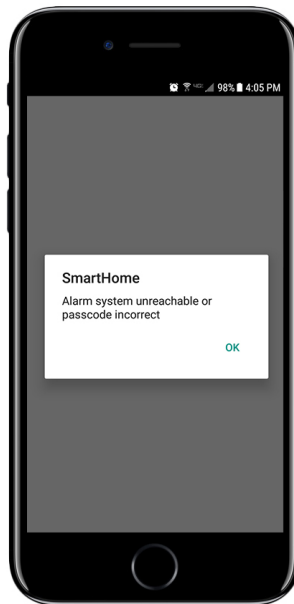
## Troubleshooting the UltraSync App

When clicking the upper ½ of the “My Sites” screen, other screens may appear if any of the “Site Information” blanks are incorrectly filled in.

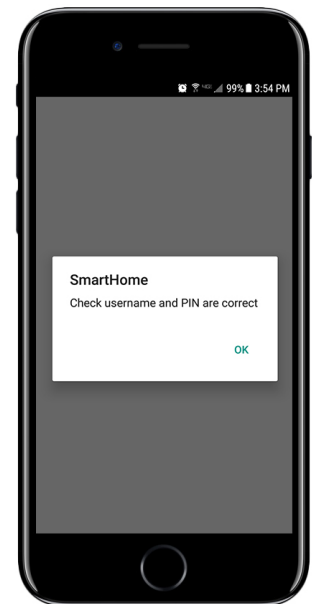
**A**



**B**



**C**



**These are the three most common error screens and their message is very indicative of the problem:**

**A.** Either the Username (like User 1 or Jane Doe) is not EXACTLY LIKE the info input into the HUB or the 4 digit PIN (password) is incorrect. Double check your label in your Quick Start Guide.

**B.** Either the Hub is not online or the 8 digit passcode is incorrect.

**C.** The serial number is incorrect.