SKYLINE Installation Procedure

Skyline# (562) 270-9453

When you call Skyline regarding a customer, they will ask for a Lead#, this is listed on the customer's page as Account ID.

Pre-Work

Arriving to the Home

1. Send text to customer with ETA (estimated time of arrival). Use approved template.
   a. *"This is (NAME) with Skyline Security. I am excited to install your Smart Home System for you today. Just letting you know that I will be arriving in/at approximately (time to arrival)."*
   b. Note: On same days the rep will be providing this information to the customer based on the ETA you give in GroupMe
2. Park in the street whenever possible. If street parking is not an option, be sure to ask the customer's permission to park in their driveway.
3. Grab essentials from vehicle
   a. Bring your tool bag and panel with you to the door.

Introduction and Expectations

1. Knock on the door, take a step back, and introduce yourself and show your badge to the customer to assure them that you are with Skyline.
   c. *"Hello, Mr./Mrs. (Name)? I am (Your Name) with Skyline Security. I'll be your Installation Professional today."*
2. Ask politely to enter the home to review account details and get started.
   a. *"Do you mind if I come in, so that I can review the equipment with you and get you and your family protected?"*
3. Ask customer if they would like you to wear shoe covers.
4. Conduct walkthrough with customer while reviewing package details.
   a. Review and take note of any existing equipment in the home.
      i. Verify if the existing system was active or at least "is on"
      ii. Note: If an existing system is not being monitored, let the customer know that you can, *"try and utilize the existing equipment, but that you cannot guarantee its functionality."*
   b. Review products purchased and any previously discussed locations for the products. (Note: On same day accounts the sales rep may do the walkthrough with you)
   c. Give professional recommendations on best locations for panel and sensors.
      i. For example: DO NOT ask *"where would you like your panel?"*, instead say, *"the panel requires access to a power outlet, and we also*

want the panel to be centrally located so that the 2-way communication will be audible throughout the home. What would you think about somewhere around here?" (and show them a couple options).

*Link to customer greeting VIDEO
*Link to Professional Recommendations videos

5. Return to your car to gather all the equipment to be installed.
   a. Review equipment order to ensure you have everything. If you are missing anything, reach out to your Lead tech or Regional to see if another tech nearby has the part.
6. Place Yard Sign in front of the customer's home and give stickers to customer.
7. Create an appropriate workstation near the location of the panel to reduce amount of clean-up in the home.

WORK (all product installations should be done to Skyline standards)

Panel and Preparation

1. Mount Panel
   a. *Link to install videos
2. Unpackage and Organize equipment
   a. Unbox all sensors and equipment
   b. Keep all trash contained in your work area
   c. Lay out equipment in order of programming and installation
3. Connect Panel to Wifi network
   a. *Screenshots or video

Programming
1. Z-wave equipment
   a. Follow individual product Standards
   b. Add all devices within 2' of panel. You will rediscover the network once they are all installed.
2. Existing Sensors (if any)
   a. Verify functionality of existing equipment, and alert customer of any that need to be replaced (if applicable)
   b. Replace batteries of all existing equipment
3. New Sensors
   a. Follow individual product standards
   b. Enter Zone Info into Orion and click SAVE

*Link to programming videos

Register Cell Unit
*Link to video on Skyline U – needs update
1. Click on Alarm.com tab in Orion
2. Fill out information on the form (Installer, SystemType, etc.)

a. Installer (your login name)
b. System type (panel type)
c. Serial Number (cell radio #)
d. Service Package – set to Interactive
e. Master User Code – set to 1234
f. Time Zone – set to your appropriate location
g. Cell Network – usually Verizon, but select appropriate carrier
h. Property Type – typically Single Family or Business

3. Add any Additional Services
   a. Pro Video with Analytics – for up to 4 indoor and/or outdoor cameras
   b. Pro Video Plus – for more than 4 cameras
   c. Basic Doorbell Camera – installing 1 Skybell
   d. Doorbell Cam & Pro Video – if you have a Skybell and a camera
   e. Image Sensor Plus
   f. Z Wave Lights – Smart Lights (Bulbs, Dimmers, Plug-Ins)
   g. Z Wave Thermostat
   h. Z Wave Locks
   i. LiftMaster Integration – Garage Door Controllers

4. Click on Create Alarm.com account
   a. After a few moments, alarm.com info will be populated

5. **Screenshot the Login information at the top of the screen to use later**

Input Equipment Zones
*Link to video on Skyline U
Do this while the cell unit is registering, and panel is rebooting

1. Click on Equipment Zones Tab in Orion
   a. ID – this is the zone #
   b. Type – What type of sensor (i.e. door, window, glassbreak, etc.)
   c. Event Code – reporting type (i.e. burglary, fire, medical, etc.)
   d. Location – where is the sensor (kitchen, living room, etc.)
   e. Comments – if you need to be more specific about zone location (i.e. multiple windows in the same room)

2. Click on Save Zones
   a. Note: if you leave the page without saving, you will have to start over.

Installation
*Link to product videos

1. Install all security sensors
   a. Follow all individual product standards
2. Install Z-wave devices
   a. Follow all individual product standards
3. Install cameras

*Link to Alarm.com videos

a. Help customer setup their Alarm.com account and download the Alarm.com mobile app
b. Start camera configuration process in Alarm.com
   i. For Skybell – link to install videos
   ii. For ODCs – link to install videos
   iii. For Stationary cameras – link to install videos
c. Utilize Airport Utility App to verify if camera location (0 - -60 dbm is acceptable) will work without interference. Go to potential camera location and look for the dbm to the router.
   i. Link to Airport Utility App training video
d. Install cameras to individual product standards
   i. Run wire while cameras are configuring

Testing
*Link to video on Skyline U
1. Test system with devices installed in proper locations
   a. Send signals from all sensors, panics, and duress
      i. Arm the system
      ii. Trigger every zone
      iii. Press each panel panic
      iv. Disarm system with the Duress Code - 2580
   b. Verify all signals went through via "Event History" tab on Orion
      i. Alternatively, you can call Brinks to verify a full set went through.
      ii. Note: If a signal is missing you must resend it.
2. Conduct 2-way test
   a. Select 2-way test on Orion
   b. wait about 1 minute, then send Medical panic signal from the panel.
   c. Follow operator instructions.
   d. write down confirmation #.
3. Run ADC system check via MobileTech

POST WORK

1. CLEAN UP
   a. Remove all packaging/trash from the customer's home
   b. Wipe down and sweep/vacuum any surfaces where you may have left dust/debris
   c. Ensure all customer belongings (ie. Furniture) are placed back in original position.
   d. NOTE: Do NOT ask if the customer wants you to clean up. Clean up proactively.
2. Setup customer's Alarm.com app (on camera installs this will already be done)

3. CUSTOMER TRAINING
    a. Guide the customer in the use of their system at the alarm panel and devices (thermostat, door lock), on the Alarm.com website, and on their mobile app.
        i. Link to Alarm.com Best Practices
    b. Help customer setup rules, scenes, notifications, schedules, and Geofencing in Alarm.com
    c. Test each command with the customer to verify they understand how to use the system.
    d. Inform customer of who to contact in case of concerns with the system. Give them user manual and ensure they have phone #s for Brinks and Skyline.
    e. Encourage the customer to leave a positive review for us on Google via Podium app.
        i. Link to video

4. 2ND QA CALL to SKYLINE
    a. Call Skyline to conduct 2nd QA and verification of Equipment Order at customer's house.
5. Load up Vehicle
    a. Take all tools and extra equipment back to vehicle
    b. Say goodbye to customer and thank them for trusting Skyline to protect their home and family

PLEASE NOTE - The above steps are all extremely important! As a Technician, you get paid for the account upon funding. Any errors or steps not taken on your part could hold up funding and your pay.

Registering Cell Unit

(1)

	(801) 361-8579
ate	9/29/2017 03:00 PM - 05:00 PM
Account ID	456540
Monitoring ID	204.B003
Secondary ID	
Receiver #	8442243052
Station	Guardian
Account Holder	Guardian

- 🗐 Customer Notes
- 🗒 Event History
- 📹 Equipment
- 📶 Equipment Zones
- ⊕ Add System
- 🔗 Alarm.com
- ((•)) Two-Way Test
- 🗎 Document Center

(2)

ALARM.COM

Installer	
Sales Rep	
System Type	
Serial Number	
Monitoring ID	204.B003
Receiver Number	8442243052
Forwarding Option	Always
Service Package	
Master User Code	
Phone Line Present	No
Ignore Coverage Errors	No
Time Zone	Pacific
Cell Network	
Property Type	

If no monitoring ID/receiver number then call Skyline

EVENT GROUPS TO FORWARD

3

EVENT GROUPS TO FORWARD

- ☑ Alarms
- ☐ Armings
- ☑ Cancels
- ☐ Cancel Verify
- ☑ Crash And Smash
- ☐ Etl Settings
- ☑ Panel Not Responding
- ☐ Pass Through
- ☑ Phone Tests
- ☐ RF Receiver Jamming
- ☐ Sensor Tests
- ☑ Troubles
- ☐ Video Verification

- ☐ All Events
- ☐ Bypass
- ☐ Cancels Without Restorals
- ☐ Commercial
- ☑ Dual Path Supervision
- ☐ Opening After Alarm
- ☑ Panics
- ☑ Phone Comm Failure
- ☐ Residential
- ☑ Sensor Tampers
- ☑ Trouble Restorals
- ☐ Vector Custom
- ☐ Visual Verification Fibro

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≪   ALARM.COM   🏠

- ☐ RF Receiver Jamming
- ☑ Sensor Tampers
- ☐ Sensor Tests
- ☑ Trouble Restorals
- ☑ Troubles
- ☐ Vector Custom
- ☐ Video Verification
- ☐ Visual Verification Fibro

SERVICES

[▼] [ADD]

PRESS HERE TO SELECT SERVICES THEN PRESS ADD

	Name
X	WeatherToPanel
X	SevereWeatherAlerts
X	TwoWayVoice

⬡ Create Alarm.com Customer

⬡ Validate Cell Coverage

⬡ Check Modem Serial Number

Once you have selected and added all needed services, press the "Create Alarm.com Customer"

INPUTTING YOUR ZONES

1 On the customer account page on Skyline Mobile (Orion), go to the "Equipment Zones" tab.

- Customer Notes
- Event History
- Equipment
- Equipment Zones
- Add System
- Alarm.com
- Two-Way Test
- Document Center

2 Update the zones here. Remember to be detailed. Example – If you have 3 Living Room Wind. You cannot just put Living Room Wind. 1, 2, 3 – They must be for example Living Room Wind. Left Middle, Right. Be sure to also select if the item is new or existing.

EQUIPMENT ZONES
Account 456540

ID	Type	Event Code	Location	
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| 1 | Add Zone |