MASmobile

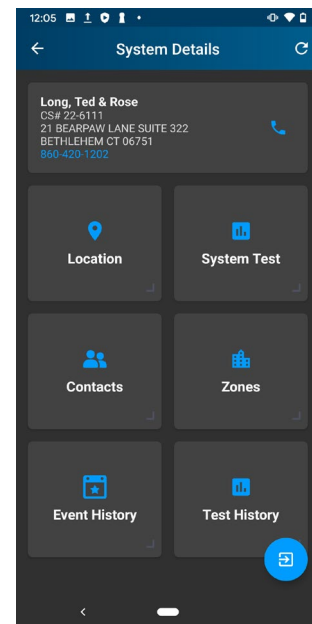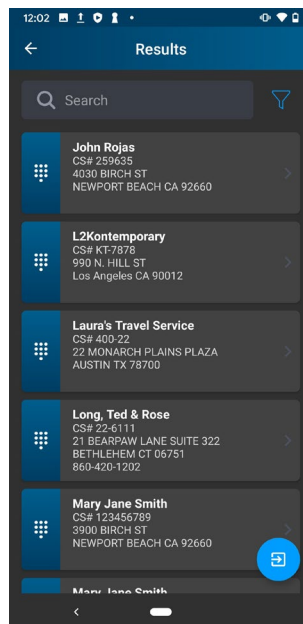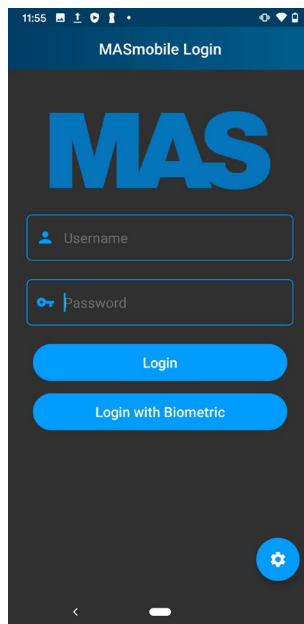## User Guide

for Android and iOS

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Welcome

MASmobile allows Southern & Northern Monitoring users to securely access and manage alarm systems monitored by the MASterMind Platform. Features include Site and System Search, System Test, View Contacts, View Zones, Event History, and Test History. Simply obtain login and service URL information from the administration team via email on masweb@southernmonitoring.co.uk or by calling 02392 265114.

Intro to MASmobile

MASmobile integrates seamlessly with the MASterMind Platform. After securely signing into the app, perform a site and system search using the CS Number, Site Name, or Phone Number. View details of the site and system, and turn system test on before work begins. View contacts, zones, event and test history in realtime.
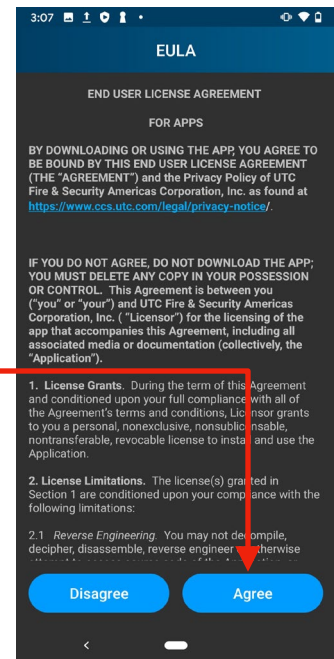
End User License Agreement

Before using MASmobile, the EULA must be accepted.

After installing the app and opening for the first time, the EULA will be displayed. Tap Agree to Accept the EULA. If Disagree is tapped, the app will close.
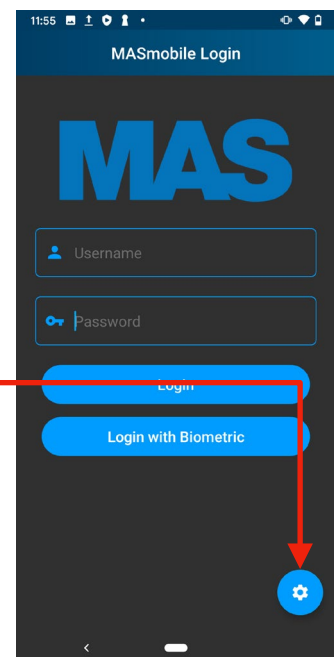
Request a Login

Simply obtain login information from the administration team via email on masweb@southernmonitoring.co.uk or by calling 02392 265114.

A service URL is also provided (See Service Information).

Settings

Tap the Settings button to access MASmobile settings. Set the web services URL, change the default application theme/color scheme, or view app info.
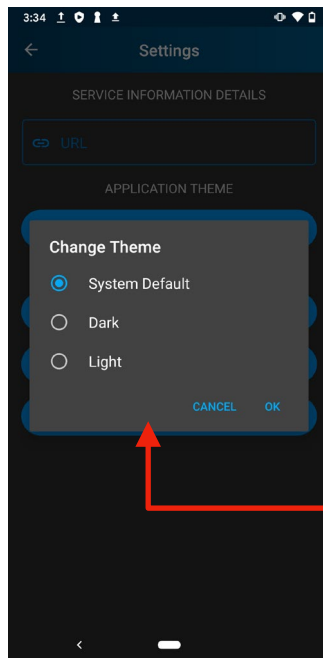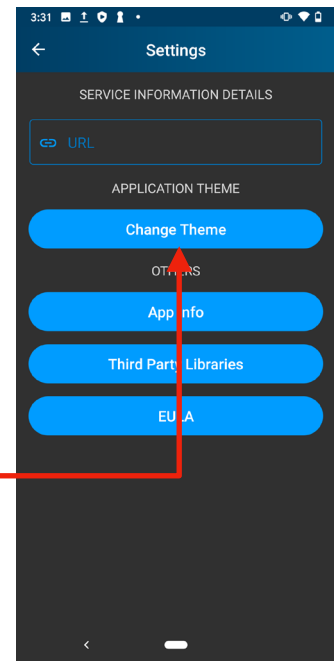
Application Theme/Color Scheme

The application theme (or color scheme) provides the light or dark color experience while using the app. The default setting is System Default and will use the current device setting. Dark or light may also be selected.

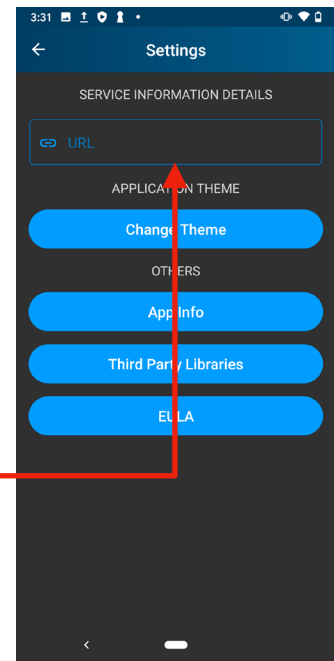*Tap on Change Theme to change the default application theme/color scheme.*

Tap the preferred setting and tap on OK.

Service Information

Service Information Detail includes the URL to the MASterMind Web Services. Please enter https://www.smonweb.co.uk:46537 into this field.
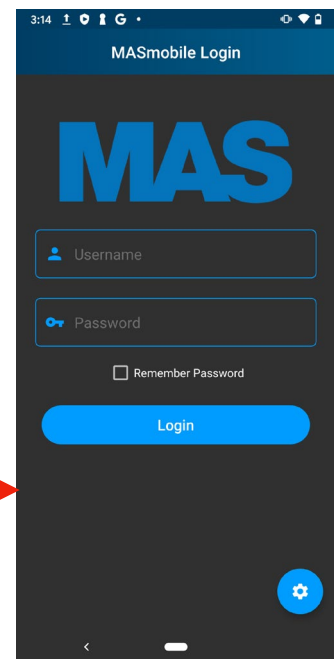
Type the URL for the MASmobile web services here.

Login

First Time Login

The first login after a new installation will include inputs for Username, Password, a Remember Password checkbox, and a Login button.
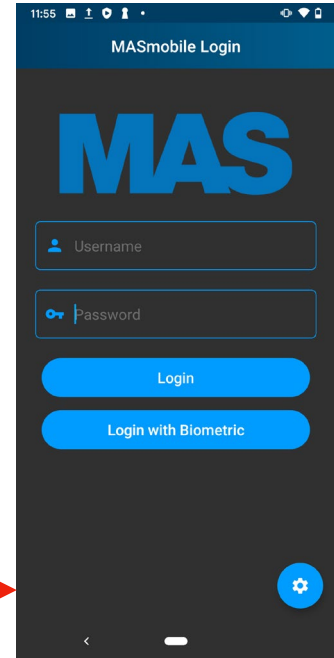
Login with Biometric

If the device includes Biometric support and it is configured, after the first successful login to MASmobile, the Login with Biometric button will display.

To login using Biometrics, simply tap the Login with Biometric button and follow the instructions displayed to use your fingerprint or face ID.

To change the credentials used by Biometrics, sign in to MASmobile manually with different credentials first. Subsequent Biometric logins will use the new credentials. Change Password.
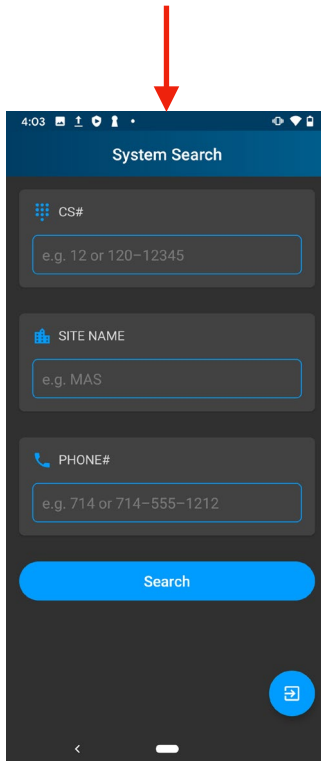
Manage Accounts

MASmobile allows accounts to be managed by placing a system on or off test. It also provides additional site and system information.
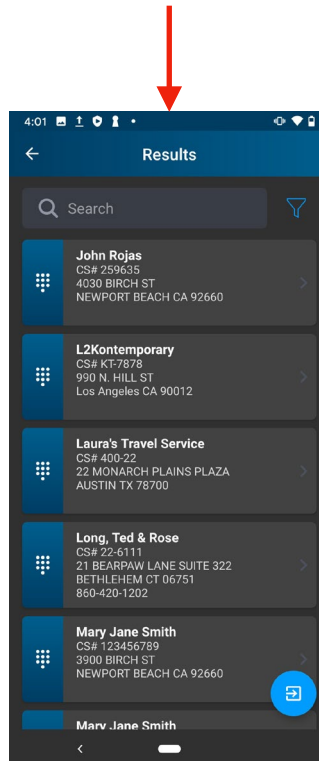
Search

MASmobile includes robust site and system search functionality. Initially, a search can be done using a full or partial CS Number, Site Name, or Phone Number. Subsequent real-time filtering capabilities allow further refinement of the search as you type. Real-time filter context may be CS Number, Site Name, Phone Number, or All.
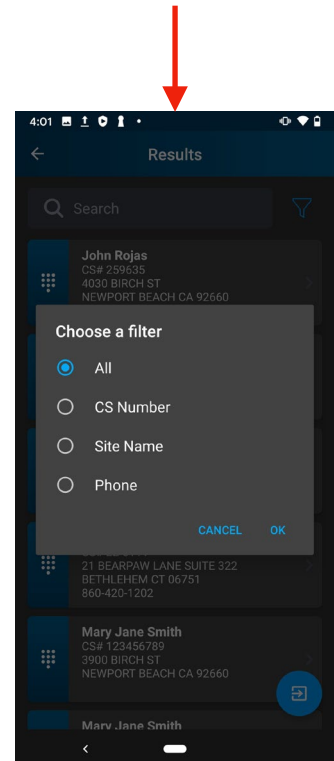
Type search terms in any of the provided fields.

Results are displayed. Choose a result or tap the filter button to filter further.

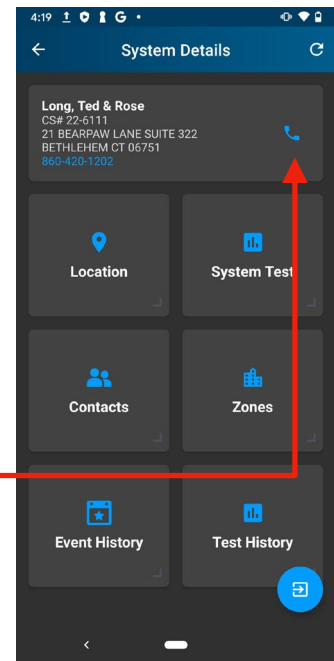*Choose which fields to use to refine the search.*

System Details

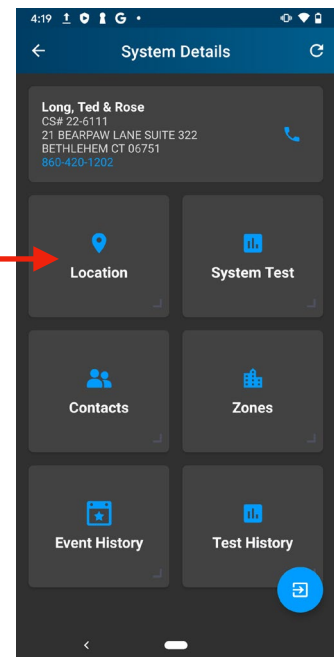In System Details, the site name, CS Number, address, and phone number are displayed.

Tap the phone icon to call the site phone number.

Location

Tap on the Location button to launch the default map software on your device. The map app will launch and will navigate immediately to the site address.
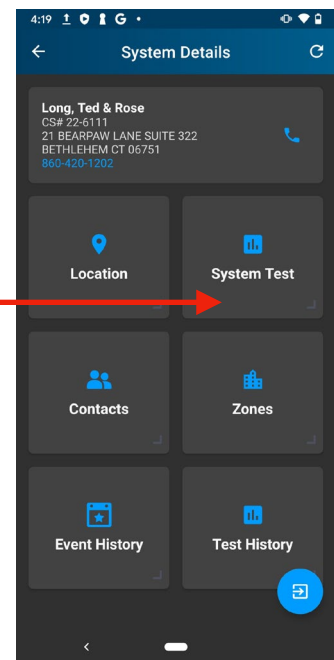
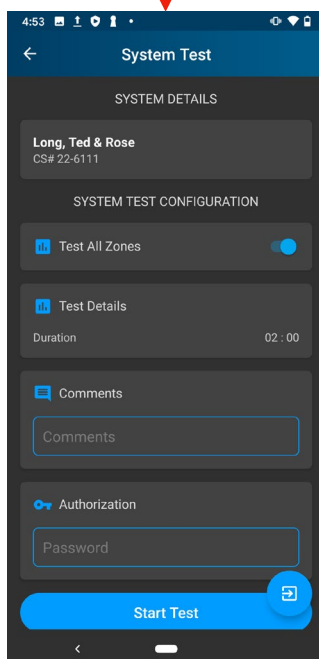*Tap the location button to launch the maps app.*

System Test

System Test allows a system to be placed on test, or an existing test to be cleared or extended.
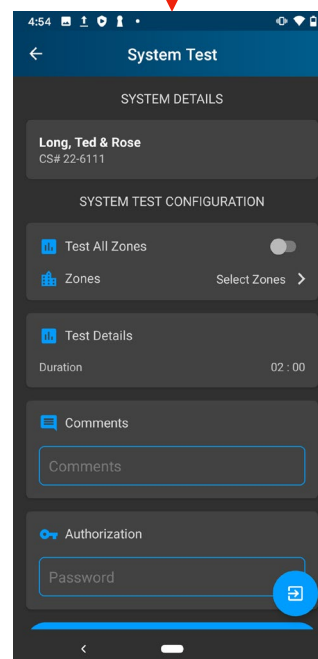
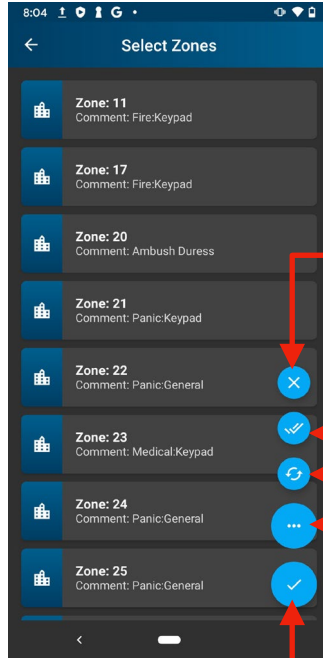*Tap the system test button to manage the system test status.*

Tap Test All Zones toggle to display option to choose specific zones to place on test.

Tap select zones to choose specific zones.

Tap zones to place on test.
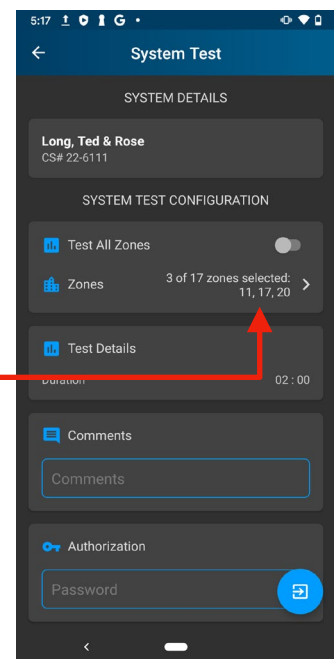
Tap "x" button to clear zone selection.

Tap double checkmarks button to select all zones.

Tap revert button to revert the selection.

Tap button to hide or display expanded buttons.

Tap checkmark button to finalize zone selection.

After tapping the checkmark button in Select Zones, the System Test screen is displayed along with the selected zones.

Type a comment for the system test (optional).

Type the login password again as a security precaution (required).

Tap Start Test to place the system on test.

After successfully placing the system on test, the System Details screen will display a red box around the System Test button.

Tap the System Test button to clear or extend the current test.
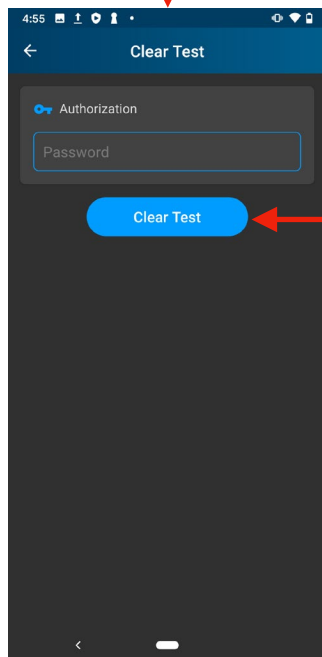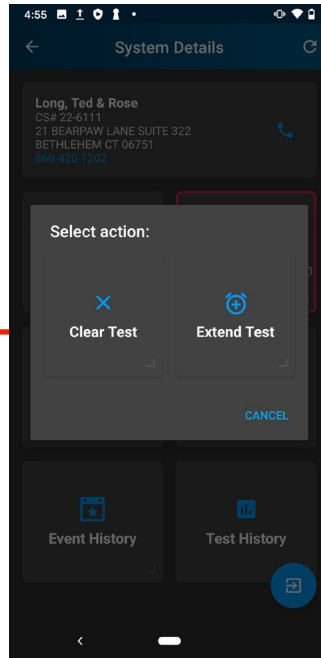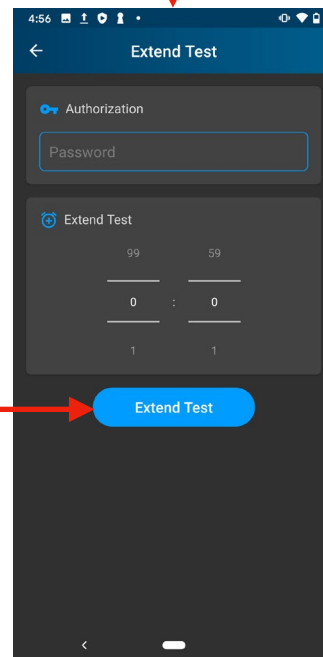
Tap Clear Test to clear the current system test.
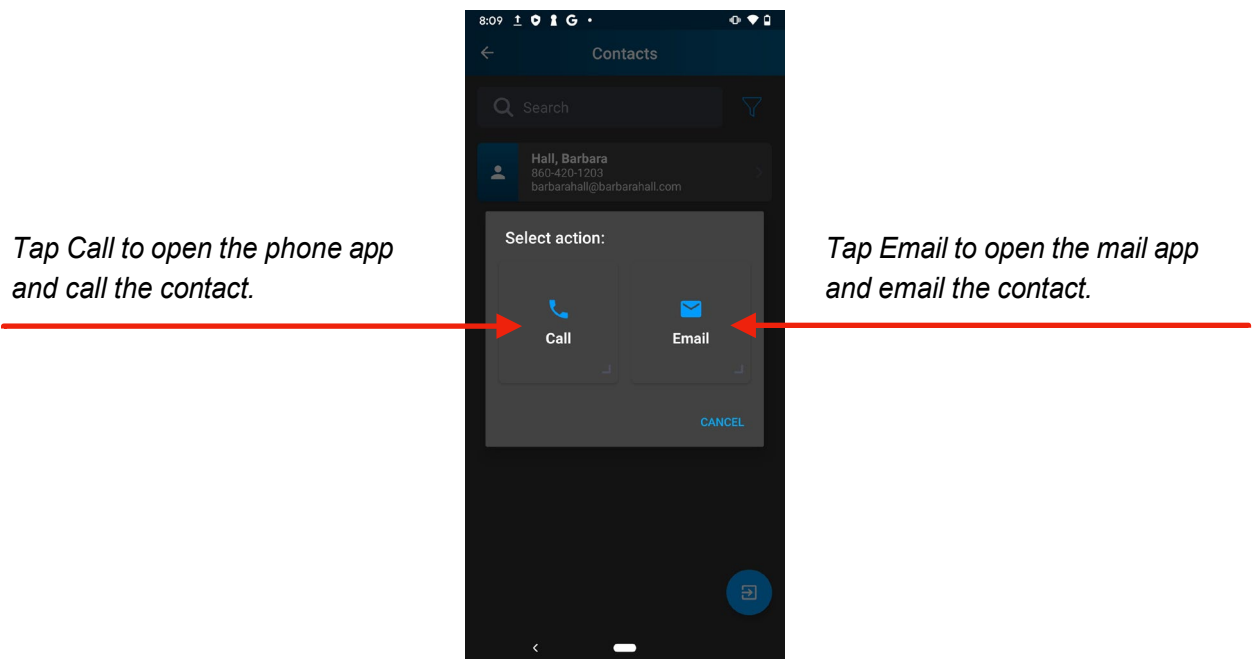
Tap Extend Test to extend the current system test.

Tap to Clear Test.

Tap to Extend Test.

Contacts

MASmobile allows site contacts to be viewed.

Tap contact to call or email. Note: Call or email options are only displayed when there is a phone number and email address.

Tap Call to open the phone app and call the contact.

Tap Email to open the mail app and email the contact.

Zones

MASmobile allows zone details to be viewed.

Tap Zones to view Zone Details for the selected system.

View the Zone Details.

Event History

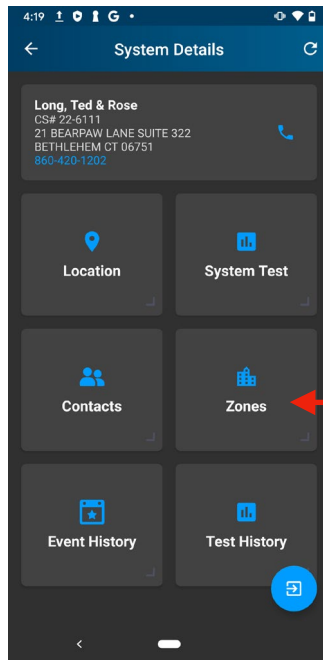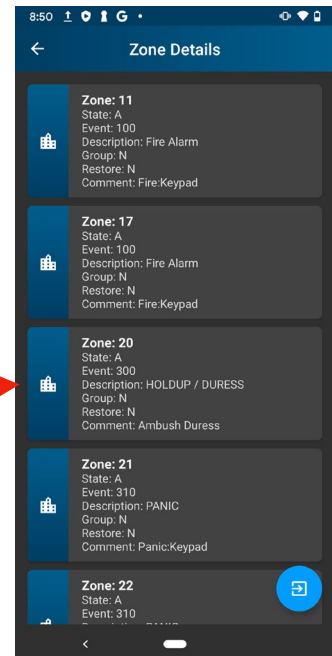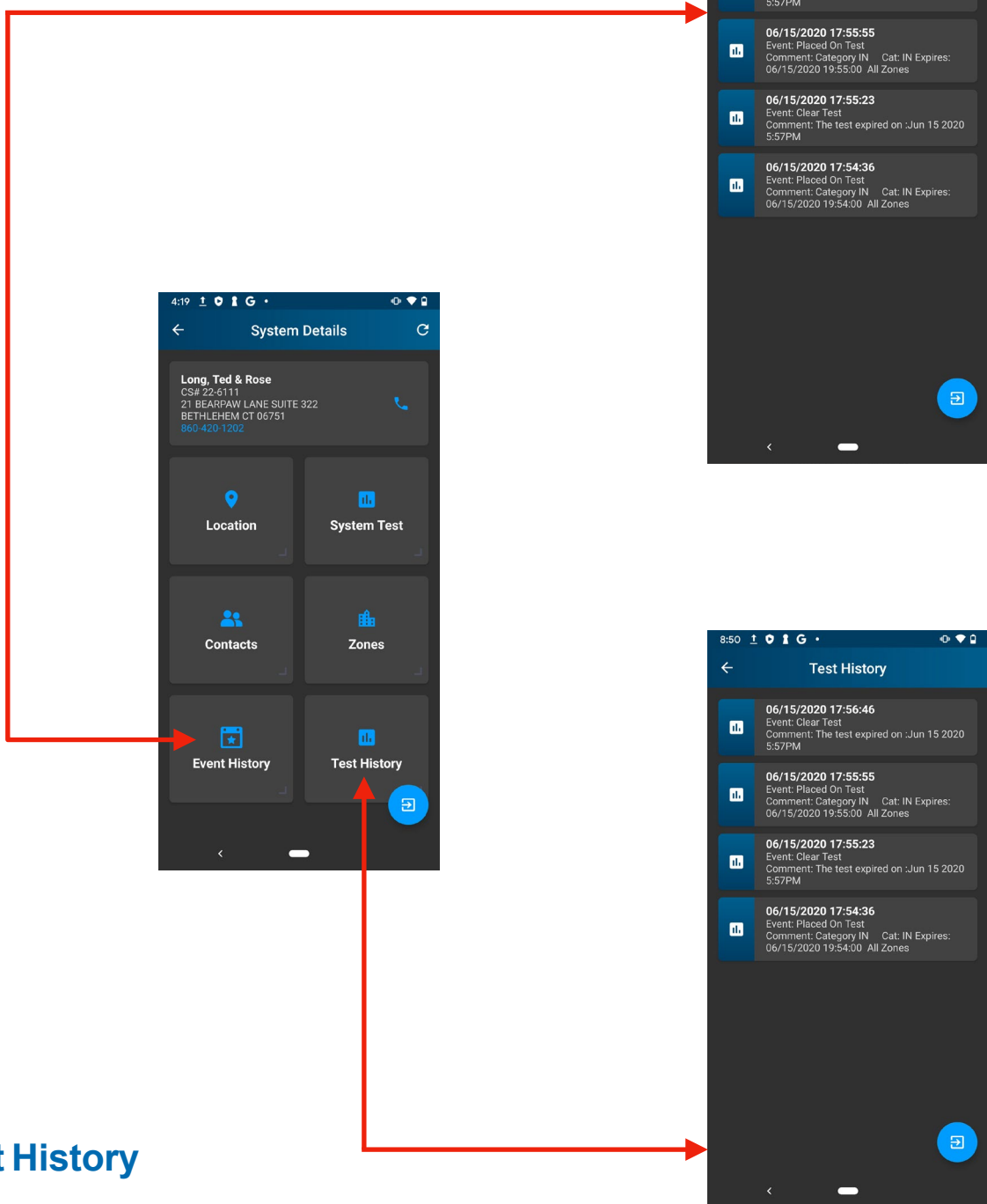MASmobile allows event history to be viewed.

Test History

MASmobile also allows test history to be viewed separately.

Additional Features

Session Management and Background Refresh

MASmobile includes advanced Session Management. When a successful login occurs, a new session is established. This session will remain active while the app is in the foreground.

MASmobile sessions may remain active for a short time while not active (not in the foreground). How long is dependent upon platform settings, device support, and administrator settings. Android and iOS platforms handle app background activity differently and may have various limitations.

- *Android - MASmobile for Android will logout the user once the background idle timeout defined by the administrator is reached.*

- *iOS - MASmobile for iOS will logout the user after 25 seconds when the app is not in the foreground.*

Support

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