

Alula Registration

Use these instructions to register devices, including radios for Alula

1. Go to alulaconnect.com
2. Once signed in, you must add customer to Alula. Follow the steps below.

The screenshot shows the Alula Connect dashboard. On the left, the 'Analytics' section displays a pie chart titled '438 Assigned Devices in Account' with a legend for BAT, BAT-CDMA, BAT-LTE, CONNECT-PLUS, CONNECT-XT, and CAMERA. The main navigation menu includes Dashboard, Customers, Devices, Receivers and Groups, Technicians, Dealer Portal, and Account Transfers. The 'Account Transfers' panel on the right shows a search bar, a 'Filter Customers' dropdown, and a table of customers. Red arrows point to the user profile icon in the top right, the 'Customers' menu item, and the 'Add Customer Account' button.

| Username | First Name | Last |
|-----------------|------------|------|
| JOSEPHINE TONG1 | JOSEPHINE | TON |
| MARVIN WOFFORD | MARVIN | WOF |

3. Fill out ALL required information. You must select a username even if the customer is NOT USING INTERACTIVE OPTIONS. Select blue Save button at the bottom of page.
4. Follow the next steps to add the hardware (CBU).

The first screenshot shows the 'Account Transfers' form with fields for Username* (Testaccount2), First Name* (Test), and Last Name*. A red arrow points to the 'More Actions' dropdown. The second screenshot shows the 'Account Transfers' form with the 'Add Hardware' button highlighted. A red arrow points to the 'Add Hardware' button. The third screenshot shows the 'Device Features' form with the 'Save' button highlighted. A red arrow points to the 'Save' button.

5. Enter the Mac* and CRC* Numbers. Numbers are found on each CONNECT device.
6. Select "Home Automation" if customer is using ZWAVE options. Hit Save.

The first screenshot shows the 'Add a New Device' form with fields for MAC* (12:34:45:67:89:00) and CRC Number* (2244). A red arrow points to the 'Continue' button. The second screenshot shows the 'Add a New Device' form with the 'Add Hardware' button highlighted. A red arrow points to the 'Add Hardware' button. The third screenshot shows the 'Device Features' form with the 'Save' button highlighted. A red arrow points to the 'Save' button.

7. The next steps allow you to “Take Action” with the device. Select the Device on the next screen.
8. Select the Receiver Group, Timezone, Caller ID Phone and Device Address. Do not worry about Central Station Aux. Number.
9. You must CHECK the “Override Panel Acct. Number” to input the last 4 of the monitoring account number. Hit Save.
10. INSTALL THE CONNECT-XT DEVICE
11. After CONNECT-XT is online, initiate a Communication Test. The CONNECT-XT DOES NOT SUPPORT A TEST INITIATE FROM THE DEVICE ITSELF. You have to do this from the AlulaConnect website to get the CBU connected.

The first screenshot shows a user profile for 'Test McTesterson' and a table of devices. A red arrow points to the 'CONNECT-XT' device in the table.

The second screenshot shows the 'Add Hardware' form. Red arrows point to the following fields: 'Receiver Group' (AK30 prefix IP/IP), 'Timezone' (US/Pacific), 'Override Panel Acct. Number' (checked), 'Central Station Acct. Number' (0189), 'Central Station Aux. Number' (empty), and 'Caller ID Phone' ((555)555-5555).

The third screenshot shows the 'Device Actions' menu for the selected device. A red arrow points to the 'Initiate Communication Test' option.

12. Check your signal history in Rapid Response to verify communication is good.
13. After verifying signals, follow the instructions to finish the CONNECT-XT troubleshooting.
14. If you have anything in ORANGE, additional troubleshooting is required.

The first screenshot shows the 'Device Profile Information' form. A red arrow points to the 'Name' field, which contains the value '081112068131071033'.

The second screenshot shows the 'Account' menu. A red arrow points to the 'Overview' option.

The third screenshot shows the 'Device Status' section. A red arrow points to the 'AC Status' field, which is labeled 'FAIL'.

15. Once completed, have customer download the Alula Connect App on their smart phone.
16. PUSH NOTIFACTIONS DO NOT COME DEFAULTED ON. Go to Notfcations in the app to enable the push notifications for your customer.
17. The app has SHS corporate phone numbers for any additional concerns or questions.