

P ▲ R ▲ D O X™

# Paradox *Insight*™

Designed for your lifestyle

## Paradox Insight™ App User Guide



[www.paradox.com](http://www.paradox.com)

# Warranty

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For complete warranty information on this product, refer to the Limited Warranty Statement on the Paradox website ([www.paradox.com/terms](http://www.paradox.com/terms)). Terms and conditions are subject to change without notice, from time to time, at the sole discretion of Paradox. We invite you to visit our website for the latest Limited Warranty Statement. Your use of the Paradox product signifies your acceptance of all warranty terms and conditions. Please ensure that your use of the Paradox product is in compliance with local, national, and international laws.

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# Overview

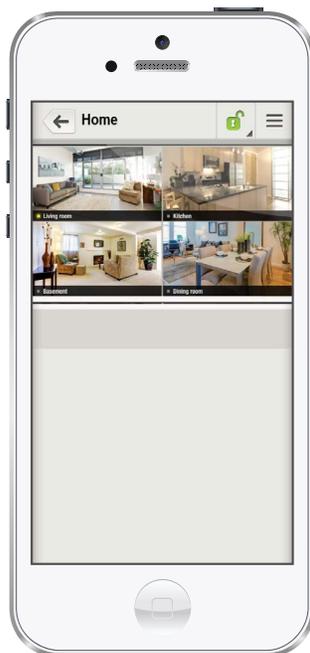
The **Paradox Insight™** app is all you need to monitor and control events in your home or office while you are on the go, directly from your iPhone. With this easy-to-use app, you can access unlimited live video and audio streaming anytime, from anywhere while making informed decisions in real-time. By connecting the Paradox advanced HD video cameras, you can even see and hear events as they are happening, both day and night.

## With the Paradox Insight™ app you can:

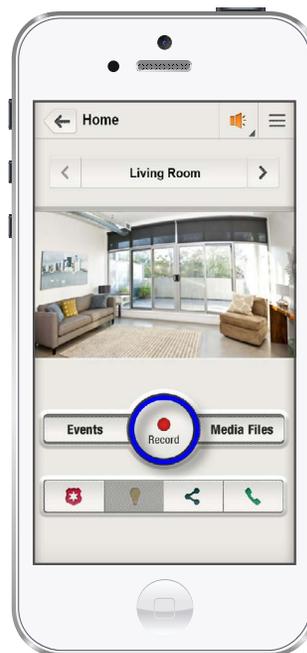
- Manage your security system from your mobile device, including arming/disarming, user permissions (to be performed by the Master User only) and media files
- View and record events in your secured locations and respond in real-time
- Define user privacy protection (to be performed by the Master User only) - set of permissions to limit non-master users and CMS system access
- Access secure multiple locations, controlled within a single system
- Receive and respond to alarms using a panic button, sending notifications directly to the Central Monitoring System (CMS) all within the app, or call any of your contacts listed in your mobile phone
- Build a network of up to 7 contacts you trust to receive notifications in case of an alarm or event, in addition to the Master User



**Secure and monitor multiple sites**



**View up to 4 site cameras**



**View and record live video from Paradox HD cameras**



**Report an emergency situation**

This guide includes the following topics:

- **Daily Use:** Monitor the sites
- **User Setup:** Define users and set user access
- **Site Setup:** Add a new site to your Paradox Insight™ app

# Daily Use

This section details how to use the Paradox Insight™ app to monitor your home or business, anytime from anywhere. The Paradox Insight™ app enables you to view and record video from Paradox cameras and perform the following actions:

- Arm and disarm your security system
- Report an emergency situation via the Central Monitoring System (CMS) using the panic button in the app, or call anyone on your mobile phone contact list
- Manage and send media files recorded by Paradox cameras
- Review events and alarms
- Manage Paradox Insight™ users and their access permissions (Master User only)

## Sign In

To enter your site:

1. Tap the **Paradox Insight**  on your smartphone screen.

Paradox Insight™ app lists all your sites and their details:

- Site name
- Alarm status
- Areas and cameras on-site
- Arming status of each area

2. Tap the selected site.

**Note:** The site password is paradox. The Master User has to change this password once the installation is completed.



3. Enter User Name and User Code and tap **Connect**.

**Note:** The default User Name for the Master User is master. Upon first login, it is highly recommended to change this default password to prevent unauthorized access and actions that can be performed by the Master User only.



4. View site's cameras.

You may turn your phone horizontally to show camera views within a site on the entire screen.



### Arm Your Security System

Tapping the arm status icon  sets the arm status:

 **Arm** - When your system is armed, it can respond to any breach in the protected zones by triggering an alarm and sending a report to your CMS and/or an email directly to you and up to 7 additional recipients - according to the user configuration you set (refer to Create a New User, page 11).

**Disarm** - When your system is disarmed, no alarm will be triggered.

 **Stay Armed** - Stay armed will bypass the interior protection (e.g motion detectors) and arm the perimeter sensors of your security system such as doors and windows. Movement within premises is enabled without triggering an alarm.

\* Stay armed has to be configured by the installer.

Arm status icon



### Arm your Security System (All Areas)

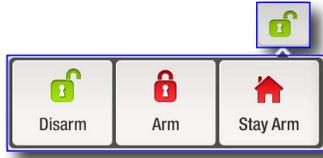
1. To arm your security system, tap , and then tap **All areas** .

2. Tap the selected arm status.



## Arm a Single Area

1. To set arming status for a specific area, tap **Arm** .
2. Select the area you want to arm and tap **Arm** .
3. Tap the selected arm status.



**Note:** Only three areas are shown at a time, you can scroll down to view other areas.

## View Live Streaming Video

You can view live streaming video from your site (Video on Demand-VOD).

- To view a live video stream (VOD), select a camera.  
The image pane shows a live stream from the camera.



## Record Video on Demand (ROD)

You can record up to two minutes of live video from a selected camera.

- To record streaming video from the selected location, tap **Record**.  
The camera records up to two minutes of video and saves it as a media file. To stop the recording at any time, tap **STOP**. An email with the first 30 seconds video and a link to download the full video is then sent to the authorized user who recorded the video and to the Master User.

## Sharing Videos

The Master User can share a video stream with up to 4 separate email recipients.

To share VODs, click Sharing  on the lower section of the Video on Demand screen.

A window opens, enabling you to enter up to 4 email addresses. Each email address is separated by a semi-colon (;).

Once you tap Send, an email with a link to the shared video will be forwarded to the selected recipients. The link will be available for two hours.

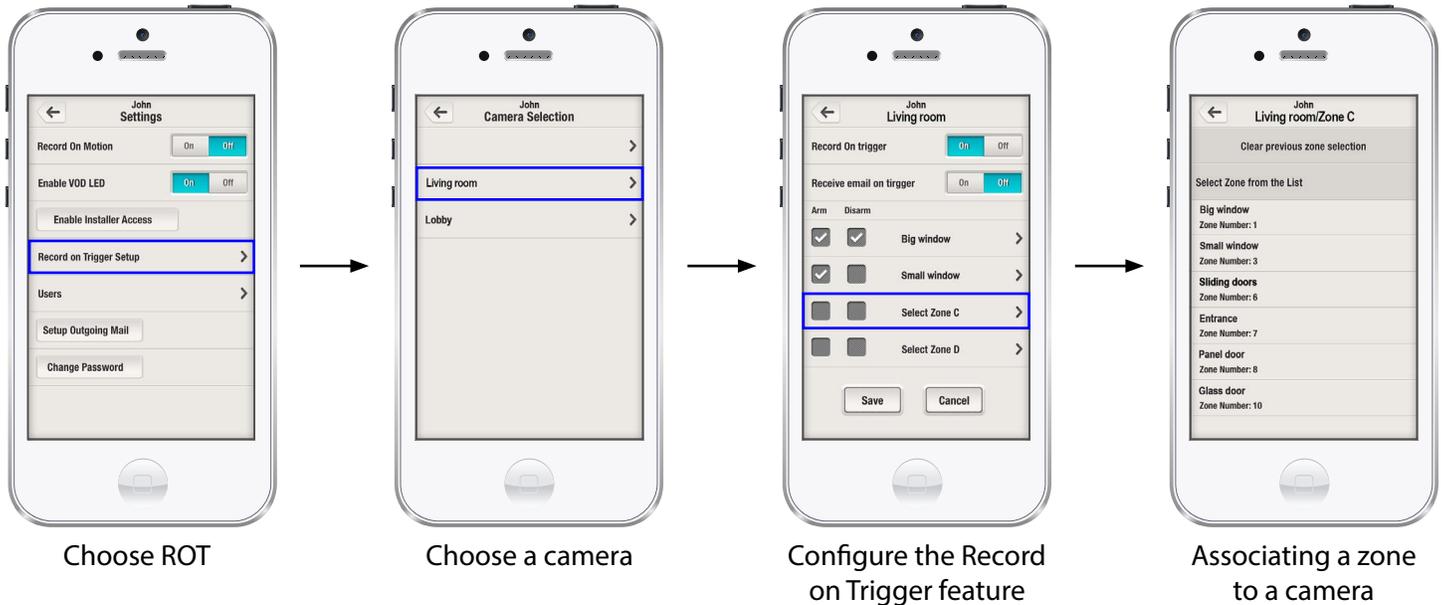
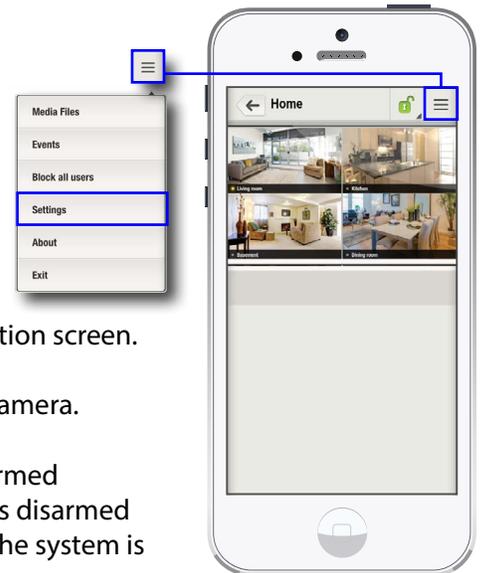


## Record on Trigger

Recording is performed based on a trigger received from up to four different devices. For example: opening a door triggers recording of a Paradox camera based on a trigger received from a door contact device.

To set the Record on Trigger feature, follow these steps:

1. Tap the menu icon on your site screen and select **Settings** from the drop down menu
2. Tap the **Record on Trigger setup** on the settings screen.
3. Select a camera on the Camera Selection screen.
4. Turn On the **Record on Trigger** feature from the Record on Trigger configuration screen.
5. Tap **On** to select receiving email on trigger.
6. Tap the arrow to the right of the zone to associate a zone with the selected camera.
7. Arm and /or Disarm specific zones:
  - Check the **Arm** box if you want the camera to record when the system is armed
  - Check the **Disarm** box if you want the camera to record when the system is disarmed
  - Check both Arm and Disarm if you want the camera to record both when the system is disarmed and armed
8. Repeat these steps for each zone you want to receive triggers from (up to four zones), the camera will record if any of the selected detectors are triggered.
9. Tap **Save**.



## Report an Emergency Situation\*

You can report an emergency situation to the CMS directly from your Paradox Insight™ app. To notify the Central Monitoring Services (CMS) of an emergency situation, tap **Emergency Services** from the VOD screen. A sub-menu appears showing three emergency types to choose from. Select the emergency type you want to report:

 **Police Emergency**

 **Medical Emergency**

 **Fire Emergency**



\* This feature must be pre-configured in the control panel by your installer.

## Call Other Paradox Insight™ Users

The Master User can call another Paradox Insight™ user, directly from Paradox Insight™ app.

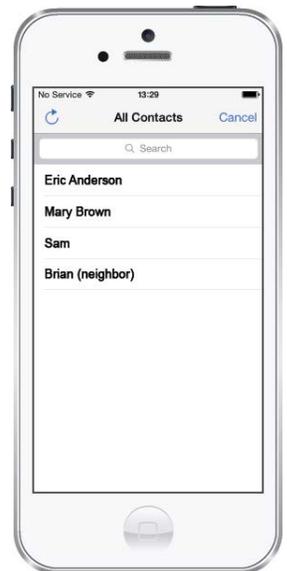
1. To call a user, tap the **Contact** button  to open a pop-up window that will display a list of the control panel users.
2. Select the Paradox Insight™ user you want to call.



## Call Phone Contacts

You can call any contact saved in your phone.

1. To call another contact, tap the **Contact** button .
2. From the pop-up window, tap **From Contacts**  to open your contact list.
3. Tap the contact you want to call.



## Media Files

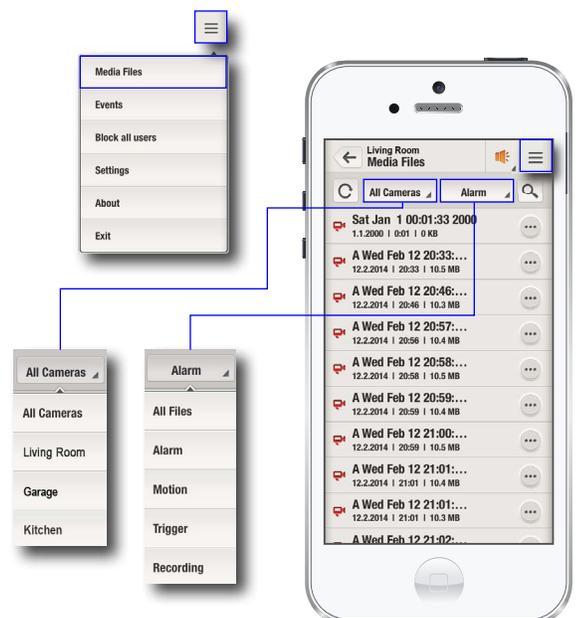
There are 4 types of video files that can be viewed:

1. Videos recorded by a user (ROD).
2. Videos recorded by an alarm (ROA).
3. Videos recorded on motion (ROM).
4. Videos recorded on trigger (ROT).

All recorded files except the ROD are 10 seconds long; the ROD files are up to 2 minutes long.

## View Media Files

1. To access the media files, tap **Menu**  and select **Media Files**.  
A list of recorded media files appear.  
You can search for a specific media file and filter the files according to: Alarm type and a specific camera or all cameras.
2. Tap on a selected media file to view it.

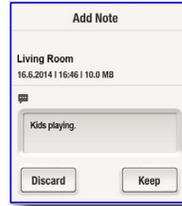


## Manage Media Files

You can manage the video recordings with the following actions:

1. To manage the media files, tap  to open a menu.
2. From the pop-up menu, tap the action you want to perform on the media file:

- **Download**  sends you an email message with a link to view and download an MP4 media file of the recorded HD video. The link stays active for 24 hours, after which the user must resend a new download email again.
- **Write Protect**  to prevent deletion of the media file and ensure its availability for future retrieval. A shield icon  shows that the file is write protected.
- **Add Note**  to the file. Enter note in text box and tap **Keep**.
- **Delete**  the file. Tap  to delete the media file and **Yes** to confirm.



Toggle between media files



\* To toggle between media files use the right and left arrows.

## View Events

You can view recorded events:

- To view the events list for a site, tap **Menu**  and select **Events**. A list of recorded events appears, showing from the most recent event first.



# User Setup

Paradox Insight™ users can view and record live streaming video from cameras on premises (e.g. vacation home, store or office), according to their access permissions.

The Master User defines each user's access permissions for each site.

- A user must first be defined as an authorized user by the installer (through the security system's control panel) to gain access to the site by the Master User
- A user can view live video stream at any time (Video on Demand - VOD) or be limited to view the live video stream up to 15 minutes after an alarm (VOD after Alarm).
- User access privileges are given to a specific site
- When a user watches VOD the application sends a notification to the Master User.

## User Types

There are four types of user:

1. Control panel users that are defined by the installer through keypads/control panel.  
These users have no user names and can only log in to the app with their codes. These users cannot view VOD and VOD after an Alarm. They can arm/disarm, view camera status and view events (no media files).
2. Authorized users as defined by the Master User and can arm/disarm the system, view camera status and can choose to watch live video (VOD) and VOD after alarm.
3. CMS users can only view VOD after alarm if defined by the Master User.
4. Master User has full permissions to the site to configure the Authorized Users and their permissions.

## Create a New User

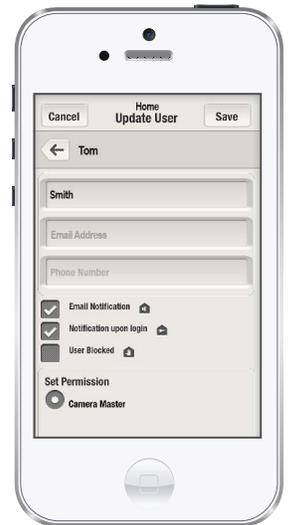
The Master User can define up to seven authorized users of Paradox Insight™ app, from the list of users defined in the Paradox Insight Control Panel.

1. To create a new user, connect to a selected site.
2. From the selected site, tap **Menu**  and select **Settings**.
3. In **Settings**, tap **Users**.
4. Tap **Add user**  to add a new user.
5. Select a user from the control panel users list.
6. Enter the user information in the following fields:
  - **User Name** Users have to enter their user name each time they log in. User Name is only used by the application and for privacy/security purposes
  - **Email address** Check the Email Notification box if you want the system to send you an email every time an alarm is triggered
  - **Phone number**
  - **Notification upon login (VOD)** sends a message to the Master User the first time a user taps **VOD** to watch live video streaming from a selected zone
  - **Set permission** enables a new user to watch live video steaming (**VOD**) or to watch recorded video after alarm (**VOD After an Alarm**)
7. Tap **Change** to save the new user or **Cancel** to exit without saving.



## Editing Users

1. To set user permissions to a specific site, enter the selected site.
2. Enter your system user code and tap **Connect**.
3. Tap **Menu** ☰ and select **Settings**.
4. In Settings, tap **Users** to open a list of all currently authorized Paradox Insight™ users.
5. Tap the **Edit** pencil ✎ to edit the user and then tap the selected control panel user.
6. Tap the Pencil icon ✎ next to the user you want to edit.
7. Make the required edits for the selected user.  
If a user entered an incorrect password 5 consecutive times, user access is blocked for 15 minutes. During the 15 minutes, to unblock a user, the Master User can uncheck the User Blocked box.
8. Tap **Save** to keep changes or **Cancel** to exit without making changes.



## Deleting a User

The Master User can delete a user by following the steps below:

1. Enter the selected site.
2. Tap **Menu** ☰ and select **Settings**.
3. In Settings, tap **Users** to open a list of all currently authorized Paradox Insight™ users.
4. Tap .  
The Users screen displays the list of users with an  to the left of their name.
5. Tap on the requested user you want to delete.  
A confirmation window appears.
6. Tap **Yes** to complete the deletion or **No** to cancel.

# Site Setup

You can view all sites that have been set up on your Paradox Insight™ app.

## Download and Install Paradox Insight™

If the Paradox Insight™ app has not yet been installed on your smartphone, you can download and install it directly from the AppStore (iPhone).

1. For iPhone, download and install by tapping **AppStore** .
2. Tap **Search**  and enter **Paradox Insight™**.
3. From the search results, select the app with the **Paradox Insight™** icon .
4. Tap **Install**  to download and install Paradox Insight™.  
The app immediately opens the settings screen for the first site.
5. Continue to **Create a New Site** in order to configure the new site.



## View Sites

Start the Paradox Insight™ app to open a list of all defined sites.

1. Tap **Paradox Insight™**  on the smartphone screen.
2. The site list shows the following site information:
  - **Site name** appears on the left of each site bar (e.g. Home, Office, etc.)
  - **Arm status** appears to the right of the site name
  - **Number of areas** and their alarm status
  - **Number of connected cameras**



An alarm is active at the site.



An indication that an alarm occurred in the past.  
To clear it either arm/disarm your security system.



No alarm events are registered for the site.



No connection to the site's security system.



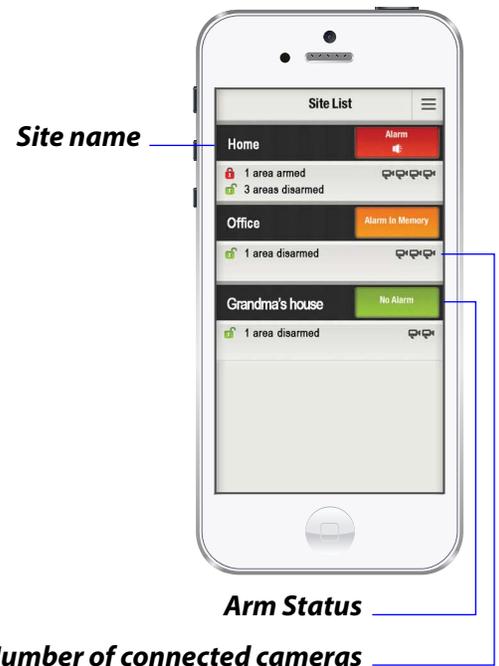
**Disarmed:** System is disarmed.



**Armed:** System is armed within this area.



**Stay:** System is armed in Stay mode within this area.



## Log in to an Existing Site

1. Tap on the requested site.
2. Enter your User Name. A User Name is given to an authorized user by the Master User only via the Paradox Insight™ app. (Refer to Users Type, Page 11). Users that are defined by the installer through the control panel (Control panel users) do not need to enter a User Name and have limited app permissions.
3. Enter the User Code and tap **Connect**.  
Your User Code is the security code for the Paradox security system provided to you by the installer.



## Create a New Site

1. Tap **Menu** and select **System Settings**.
2. Tap **Create Site** to select a site connection type.
3. Select a site connection type and click **Save**.  
The default value is DNS - ParadoxMyHome.

If you choose to connect to a site through DNS, enter the following site information:

- a. **Site Name:** Enter a unique name for the site.
- b. **Site ID:** Enter the site's ID as given to you by the installer.
- c. **Server Password:** Enter the password to access the site.  
The default password is **paradox**.

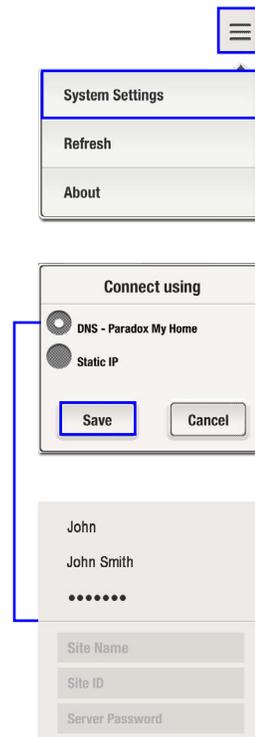
**Note:** It is recommended that the Master User changes the site password for security and privacy purposes.

4. Tap **OK** to save the new site.  
The app attempts to connect with the site. If all data is correct, the new site is added to the Site List screen.

If you choose to connect your site using Static IP, you will have to get a static WAN IP assigned to you by your ISP.

To connect through a Static IP, enter the following information:

- a. **Site Name:** Enter a unique name for the site.
- b. **Server Password:** Enter the password to access the site.  
The default password is **paradox**.
- c. **WAN IP address :** Enter the WAN IP and port# for each camera (up to 4).



5. Tap **Next** to continue configuring the site.  
The new site appears in the list, showing its status.

6. Continue to “**Site Settings**” on page 15 to set up the site, and “**Create a New User**” on page 11 to add users and give them permissions.

## Site Settings

**Note:** Only the Master User can configure site settings.

1. Tap **Menu**  and select **Settings**.  
The site Setting screens appears.

2. Set the following site settings according to your requirements:

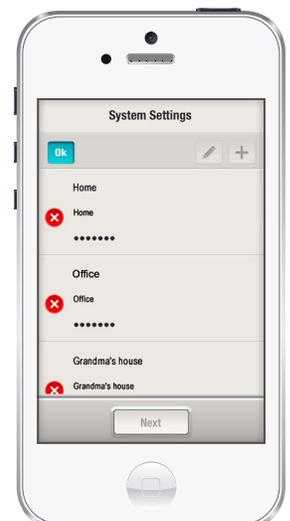
<b>Record on Motion (ROM)</b>	When set to ON, 10 seconds of video will be recorded each time the camera detects a motion when the system is disarmed.
<b>Enable VOD LED*</b>	Deactivates the camera’s blue LED indication (watching live videos) even when a user is watching (VOD)* using Paradox camera.
<b>Enable Installer Access</b>	Allows the installer to access and configure your camera. The Installer gains access for 30 minutes only.
<b>Record on Trigger (ROT) Setup</b>	Recording is done based on a trigger received from up to 4 different detection devices (zones), (e.g. opening a door can trigger recording). An email with 10 seconds of the recorded video is then sent to the user (refer to <b>Record on Trigger</b> , page 8).
<b>Users</b>	Defines the users who can access the site.
<b>Set Outgoing Mail</b>	Sets the email account (refer to <b>Setup Outgoing Mail</b> , page 16).
<b>Change Password</b>	Changes the password for the site. The default password is <b>paradox</b> (refer to <b>Change Password</b> , page 17) .

\* Local and national laws may restrict recording individuals without their knowledge or consent.

## Delete a Site

To delete a site from the Paradox Insight™ app:

1. Tap **Menu**  and select **System Settings**.
2. Tap **Delete**  and select the site you want to delete.
3. Tap **Yes** to confirm site deletion.



## Setup Outgoing Mail

Paradox Insight™ sends emails to all users at the following scenarios:

- When an authorized user activates Video on Demand ( VOD)
- When an authorized user activates Record on Demand (ROD)
- When Record on Trigger (ROT) is activated
- When a user is blocked
- When you choose to share a video
- When you download a file
- When an alarm occurs (ROA)
- Email validation for a new user

1. Tap **Setup Outgoing Mail** to set the email server that sends the emails.

2. Enter the following information in the fields:

- **Outgoing Server (SMTP)**
- **Port** number on the SMTP server
- **Use TLS (otherwise SSL)** security protocol
- **User Name** of the email account
- **Password** of the email account

3. Tap **Save** to save the changes or **Cancel** to exit without saving.



## Outgoing Mail Examples

**Note:** The following examples of common email settings may change.

Check with your email provider for specific settings and requirements.

### Gmail:

- **Outgoing Server (SMTP):** smtp.gmail.com
- **Port:** 465 (TLS/SSL), 587 (TLS)
- **User Name:** Gmail or Google Apps user email address
- **Password:** Gmail or Google Apps user account password

**Notes:** 1. Google may block sign-in attempts from some Apps or devices. Enable Less Secure App access on Gmail account to allow the camera to send email.

2. We recommend to download the link from:

<https://www.google.com/settings/u/3/security/lesssecureapps>

### Yahoo!:

- **Outgoing Server (SMTP):** smtp.mail.yahoo.com
- **Port:** 465 (TLS/SSL)
- **User Name:** Yahoo! user email address
- **Password:** Yahoo! user email account password

### Microsoft Office365 and Outlook Web Access:

- **Outgoing Server (SMTP):** smtp.office365.com
- **Port:** 587 (TLS)
- **User Name:** Outlook user full Exchange email address (user@domain.com)
- **Password:** Outlook user Exchange email account password

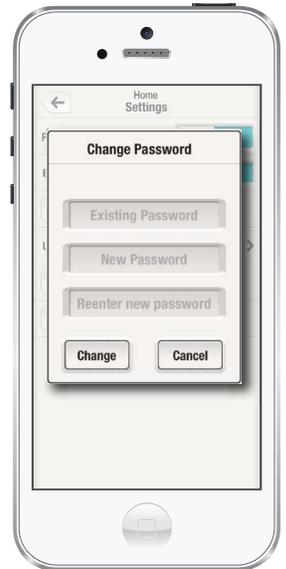
## Change Password

The Master User can change a site's password for all authorized users.

**Note:** The default password is **paradox**.

1. Tap  to change the current password for the site.
2. Enter the existing and new passwords in the required fields:
  - **Existing Password:** Enter the current site password
  - **New Password:** Enter the new password for the site
  - **Re-enter new password:** Re-enter the new password
3. Tap **Change** to save the changes or **Cancel** to exit without saving.

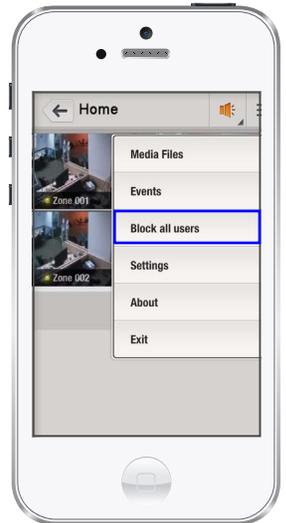
**Note:** A password cannot be changed unless all cameras are online.



## Block/Allow Login Access to all Users

To protect your privacy, as a Master User you can enable or block users access to the cameras.

1. To set the privacy mode, log in to the requested site.
2. Tap **Menu**  and select **Allow all users** or **Block all users**.
  - **Allow all users login access**, after being blocked
  - **Block all users**, to deny user access to all except the Master User who can access VOD



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The Paradox team wishes you a successful and easy installation.  
We hope this product performs to your complete satisfaction.  
Should you have any questions or comments, please contact us.

For support, contact your local distributor, or call +1-450-491-7444,  
Monday-Friday, 8:00am to 5:00pm EST or email us at [support@paradox.com](mailto:support@paradox.com).  
For additional information, visit the website at [www.paradox.com](http://www.paradox.com).

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