



[www.x10home.com](http://www.x10home.com)

## *NetWatchman* White Paper Series

# **Easy and Reliable Use By Housekeepers and Guests**

Many of our customers have housekeepers, guests or other non-family members who will frequently need to enter the property. Alarm industry studies have shown that housekeepers, workers and guests are one of the largest sources of false alarms. Of course, any time you permit strangers to enter your premises by accessing your alarm system there is some inherent reduction in security. And, of course, only you can decide the correct tradeoff between absolute security and convenience. NetWatchman provides you with several innovative choices for securing your home while avoiding the worry of false alarms caused by guests.

### **Guest Passwords**

This simple feature is an absolute necessity for customers who are using our Professional Monitoring services. In a typical configuration, our professional dispatchers will call your home to offer assistance prior to dispatching emergency personnel. If you activate your alarm accidentally, you know it is important that you answer any incoming phone call and be prepared to provide the dispatcher with your secret password.

When you establish or subsequently edit your dispatch information, you may optionally setup a second password useable by guests, housekeepers or other workers. In fact, if you have a tenant or regular housekeeper, you can additionally note their name along with their guest password. Make certain that your guest knows the password they should use and make certain they know that answering the phone after a false alarm is required.

### **Guest Fobs**

Of course, the simplest option is to not arm the alarm on the days your guest or housekeeper will enter. For most customers who are concerned with their security, this is not a viable choice. The other simple option is to provide your housekeeper with a fob (or code) that they can use for disarming. NetWatchman ships with spare fobs that can be loaned to others --- this is simple! Additional fobs are easily and inexpensively purchased. Rest assured that lost fobs can be quickly de-activated by contacting Genesis promptly.

### **Know When A Guest Arrives and Leaves**

Many choices are provided in the text that follows. Virtually all of these choices will log the arrival and departure of your housekeeper, workers or guests. There are even features that will log unexpected/undesired activity --- perhaps a housekeeper who entered a room, closet or cabinet that was forbidden. Peace of mind is important and NetWatchman give you the information you need. Logs can be sent to your email at regularly scheduled times. You can even access the logs as needed via your home's web page or via many cell phones.

### **Remote Controlled Arm / Disarm**

Every NetWatchman comes with the basic capability of remote access. As discussed in your HomeOwner's Reference manual, you can remotely arm, disarm or obtain status. You can do this via an internet browser. Some customers may have also established this capability via text/email messages sent from their cell phones. Some customers may also have this capability via Touch Tones sent from any remote phone. Perhaps a guest arrives unexpectedly at your vacation home while you are away. Perhaps your contractor arrives to perform work and you stepped out to the grocery store. Remote controlled access is a handy feature for these occasions. We do, however, advise against using remote controlled disarming for housekeepers who require regularly scheduled access. If you forget to perform the remote task or if you are unreachable a false alarm will occur. And, quite frankly, there are many technical complexities that may make this remote capability temporarily unavailable --- again risking a false alarm.

### **Add-A-Feature: Timed Disarm and Re-Arm**

*The system disarms before your guest or housekeeper arrives* (B833)

As you are aware, you can inexpensively purchase add-on features that customize NetWatchman around your unique needs. It's as simple as downloading a song from a website. One such feature is Timed Disarm. We will install Timed Disarm for you without any "programming" skills required. Your license to use the feature also includes making changes --- we'll just handle it for you. With Timed Disarm you can establish a block of time that occurs once per week during which your alarm automatically disarms. At the end of the time block, a re-arm automatically occurs. (If you come home before the re-arm automatically occurs and you enter any other arm/disarm command, the re-arm is removed from the schedule).

### **Add-A-Feature: Expected Arming Confirmation (Housekeeper/Guest)**

*Receive notification if they fail to properly arm the system* (B834)

Concerned that your housekeeper may forget to properly use their fob to arm as they leave? Concerned that the housekeeper may have left a sensed door open blocking the timed re-arm? Purchase the Expected Arming Confirmation feature! At a time you

specify, NetWatchman will check its arming state. If the system is not properly armed, a signal will be sent to our computers. We will then notify you of the problem.

**Add-A-Feature: Send Additional Logs (A835)**

Every NetWatchman includes a feature that periodically sends you log information via email. Without additional charge, you can further customize this feature to send logs on a particular day (perhaps you'd like the logs sent on the day after your housekeeper typically arrives). If you need logs more frequently --- perhaps several times per week --- you can purchase a more customized log schedule.

**Add-A-Feature: Timed Sensor Logging (HouseKeeper/Guest)**

***Know when they arrive (B836); Know where they wandered in the house (B837)***

If your housekeeper has their own fob used for arming/disarming, use of that fob will always be logged. If you are using Timed Disarm, however, you may not know the actual arrival time of your housekeeper. Timed Sensor Logging provides that information. When this feature is purchased you will designate a particular sensor that the feature watches. You'll also establish a time interval during which the sensor is watched -- presumably the same time interval during which the housekeeper is expected to be in the house. When the sensor first activates --- typically the motion of the housekeeper first arriving --- a log entry is made. Another log entry is made if motion from the sensor ceases for more than a specified time --- typically 30 minutes. So, when the housekeeper leaves (or stops moving through the house) a log entry is made. By the way, this feature is also useful for knowing when a person has done something they shouldn't be doing. Depending upon where you've placed sensors you can log activity that was forbidden. Put a door sensor on the closet in which you keep valuables (your safe, a gun collection, a wine collection, your liquor cabinet, etc). Perhaps you have a motion sensor in your master bedroom -- a place where your kids are forbidden when they come home from school. Timed Sensor Logging keeps you informed when you can't be there by making a log entry.

**Add-A-Feature: Housekeeper Automatic Disarm (C838)**

***Make it automatic -- your housekeeper / guest doesn't need to understand the alarm***

This is the ultimately simple method for granting your housekeeper access --- they don't need to know anything or do anything!!! Designate a door or motion sensor through which the housekeeper must enter. Establish a time interval during which the housekeeper is expected every week. When the housekeeper enters through that path during that time, the alarm automatically disarms. Couldn't be simpler! As you can imagine, this feature works best when you have multiple motion sensors (only one causes the automatic disarm) or when you have a door sensor on the door that will be used for entry. When you have this sensor configuration, automatic disarm may be more secure than Timed Disarm because the disarm waits until a specific entry process has occurred.

Housekeeper Automatic Disarm also logs the specific time of entry. Like Timed Disarm, Housekeeper Automatic Disarm also re-arms the system at the end of the assigned time window. Housekeeper Automatic Disarm can be configured to notify you in the event the housekeeper fails to close doors or windows that may have sensors.

Several customers have decided to use a path through their garage to permit housekeeper access. If there are aesthetic issues regarding a sensor on the front door, this may be a better solution. If your housekeeper enters through a side garage door, you could mount the automatic disarm sensor on that door or on the door that leads from your (attached) garage into your house. Remember, whoever opens the door also disarms the alarm --- so make certain the door is physically strong (good lock, solid core door, hinges can't be removed from outside, no glass in or near door ).

#### **Add-A-Feature: Restricted Access by Zone (C839)**

If your installation includes many, multiple motion sensors (or door sensors on specific valuable items such as closets, china cabinets, etc), Restricted Access may be a useful feature. With Restricted Housekeeper Access, guest fobs used for disarming will not disarm the entire premises. Though this feature is similar to Timed Sensor Logging described above, it provides a higher and more immediate level of response. Instead of logging a violation, a signal is immediately sent to our computers. You could choose to receive a call from our Professional Monitoring service. If the sensor is located on rare art or a safe, you could elect to dispatch police. This feature is typically deployed in our professionally installed product line.

#### **Add-A-Feature: Notification Upon Entry (B840)**

##### ***Receive Notification when they enter***

Several features above provide a log record of the time when a housekeeper enters your property. Under certain circumstances, you may want to be notified upon entry or exit. Assuming your housekeeper uses a specific fob, this feature will send you an email upon that fob is used to arm or disarm.

#### **Add-A-Feature: Notification of Forbidden Access (B875)**

##### ***Receive Notification if a Housekeeper / Guest goes where they're not allowed***

Timed Sensor Logging (discussed above) can provide a log record if a housekeeper activates a sensor in a forbidden area (for example, opening a liquor cabinet). Under certain circumstances, you may prefer notification instead of simple logging. This is not an alarm – it does not summon police. It will, however, send you an email upon occurrence.

**Add-A-Feature: Remotely Arm/Disarming by Sending Email (A886)**

Unless specifically disabled, every NetWatchman can be remotely armed, disarmed or status-checked from most internet-browser-enabled devices. This feature is described in your HomeOwner's Reference Manual. There is no charge for this feature. For a small optional setup fee, some customers may ask us to optionally enable a feature which allows them to arm, disarm or obtain status by sending a specially formatted text message. This capability provides the added assurance of a reply email that confirms the command or status. For more information on this exciting capability read the White Paper at: [www.x10home.com/pdfdocs/emailcmd.pdf](http://www.x10home.com/pdfdocs/emailcmd.pdf)