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NetWatchman White Paper Series

Ordering and Installing NetWatchman Applications Frequently Asked Questions

Overview

NetWatchman provides a unique and unusual approach to Home Automation. With your first NetWatchman purchase you are acquiring an affordable, portable, consumer-installable burglar alarm. This product can easily be expanded to provide burglary protection in a larger, estate-class home by adding additional modules to sense motion in additional rooms. We've chosen to base NetWatchman on motion sensor technology because it offers a cost-effective means of protecting large spaces and because the more expensive alternative of door/window sensors requires mechanical skills (mechanical alignment can be critical, is difficult with some door frames, and requires drilling/screws). This base product is also web-enabled. Every NetWatchman collects extensive information in its logs (e.g. who armed/disarmed and when) and mails those logs to the owner. Every NetWatchman can be accessed over the internet to obtain current arming status, records of alarms that may have occurred, and the ability to securely arm/disarm remotely. Alarm messages and other alerts are sent to your cell phone or other mobile device via email. Many customers additionally order Professional Monitoring which re-directs alarm messages to a 24 hour, US-based, live dispatcher who, in turn, calls the premises to offer assistance, notifies police as appropriate and places additional calls to your work/cell numbers and other designated friends/family.

Many customers will find that this base product, especially with additional sensors and Professional Monitoring, fully meets their needs for a burglar alarm. But, we also understand that some customers are looking for a more customized solution that goes beyond basic burglary to address broader safety requirements for their family. These customers are concerned about their children arriving safely at home, they worry about elders at home, they need to know about the comings/goings of their housekeepers, they are interested in security lighting as an extension of their alarm, and more. Solutions for these customers have traditionally required a very high-end alarm company at great expense, or engineering-level technical skills to do-it-yourself. We wanted to provide these customers with a toolbox of ready-to-use solutions, requiring no technical expertise, no expensive field personnel and limited only by the customer's imagination. To address that need, we've created a library of nearly 100 inexpensive solutions that go far beyond basic burglary. Many of these building blocks are ready-to-use and, to the degree that further skill is required, we've come up with a method that allows the consumer to tell us how they want it to work – and we'll complete the rest.

So, at any time you wish to add a feature, here's the general approach:

- Shop for the feature you wish to download – this is similar to shopping for a music download or shopping for an 'app' that is loaded on your smart phone;
- We'll ask you a few questions about how you would like it to operate
- We'll modify your NetWatchman configuration on our computers and notify you when the changes are ready
- You'll press a button to receive your custom-created application; an email arrives in your mailbox confirming that the process was successful. It's that simple!

What "is" a 'download'?

This is the paragraph for 'techies' – if you're interested, great, otherwise, skip ahead... Inside your NetWatchman is complex data telling your NetWatchman how it should uniquely operate in your household. We keep a copy of that configuration data on our computers. When you remotely access your NetWatchman over the internet, your cell phone or browser is actually speaking with our computers, not directly with your NetWatchman. Our computers, acting on your behalf, will use that configuration information to establish a physical link to your home, obtain the required info, and present it to your browser. It's all very complicated...and actually earned us a patent!

Although we draw a similarity to purchasing music, the actual technical detail is quite different. The NetWatchman Master Unit you purchased already has all the software features you need. When your NetWatchman calls our computers to receive the new functionality, information sent, or 'downloaded', does not include any new software. You're not paying for new software, you're actually paying us for the labor/service necessary to alter the custom configuration we maintain and then send it to your NetWatchman.

How Do I Identify the Features I Need?

Whenever there is a large library of features, there is a potential problem helping customers navigate to the features they need. We've also discovered that different customers have different preferences for how that navigation should operate. We've attempted to provide three very different methods for customers to locate downloadable features:

- **White Papers:** For customers who prefer to discover features through in-depth reading we've provided a series of White Paper on our website. These papers are organized categorically by type of feature (for example, security lighting, family safety, phone/callerid, etc) and then, below that, hierarchically (papers cascade downward with greater depth/detail). You can start this road of discovery on our main website, www.x10home.com, by clicking on the 'My Ideas' tab. That first web page provides broad categories and starts the downward drilling into white

papers. When you find a feature of interest, it will be identified by a feature number. Feature numbers are a letter (typically A through E) and a three digit number (A873). This is how you will later order the feature for customization into your NetWatchman.

- Shopping / Browse: For customers who prefer a more traditional shopping experience, we've loaded our most popular features into our web store. You can enter the store through our main website (www.x10home.com) by clicking on the 'Purchase' tab or you can go directly to the store via it's own URL www.HomeWatchman.com. When you are in the store, the navigation bar on the far right edge has a category titled 'App Store' and subcategories of features. The web store provides a more traditional shopping means of clicking through these categories. In addition, the web store has a search engine tab – enter keywords of interest and this becomes an additional tool for shopping.
- Tabular Search: Definitely the least friendly method. In a single table we've summarized all of the available feature numbers along with a brief title. If you're already familiar with the feature you want and are attempting to quickly lookup the feature number for ordering, this table may help. The table also has links backward into White Papers. Access the table at www.x10home.com/pdffdocs/AppList.pdf

I found a feature in the White Papers, how do I place an order?

Go to the 'Purchase' tab on our home page www.x10home.com. This will take you to the web store. Use the search engine to search for the feature number. Place the item in your Shopping Cart and complete the purchase.

A few features are discussed in White Papers and are *not* loaded as product numbers in the Web Store. If you come upon this problem, go to the web store, select the shopping category labeled 'custom/special' on the far right edge. Purchase the Custom Software Item with the appropriate Pricing Level (if you wanted feature C555, and couldn't find C555 elsewhere in the store using the search engine, purchase Custom Software Pricing Level C on the Custom/Special page). Later in the Checkout Process, you'll be asked to supply the Custom Software Feature Number (in our example, C555). Question? Give us a call at 408-249-5034.

How do I make the purchase and then receive my feature?

Here's a step by step description:

- Step 1: Locate the feature in the Web Store. Place the feature in the shopping cart along with other purchases. Checkout as you would with any web based store providing a credit card, shipping address etc. Make certain your email address on the order is correct – your application purchase is delivered electronically using that email address.
- Step 2: Expect to receive an order confirmation from the web store via email.

- Step 3: A second email will arrive a few hours later. If the feature you ordered can be immediately configured, this email will confirm that your changes are waiting on our computers. In that event, that email will provide instructions for starting the download. In most cases, this second email will contain an electronic form asking you for additional information --- how do you want us to configure the feature. For example, if you ordered a 'timer' that will operate lights on a schedule, the form will ask for the start time, stop time and lights to be operated. When you complete the form, press the 'Email' button located on the form. This sends data from the form to us using your email.
- Step 4: As noted earlier, we maintain a copy of your unique NetWatchman configuration on our computers. We will add the feature and configure it by using the information you provided on the form. We will then send you an additional email confirming that the changes are ready to load.
- Step 5: Using the instructions in the confirming email, you'll perform the download. This typically involves pressing the button on the back of your Master Unit. Your Master Unit connects with our computers and receives the updated configuration.
- Step 6: Our computers will send you one last email confirming that the changes were properly loaded. In that email you should see the words '**Changes Loaded**' followed by a correct description of the changes you expected. Make certain you receive this email as it is your confirmation that your changes were actually implemented.