

General Advisory

ConnectAlarm
2-Factor Authentication (Revised)

Android 2.14.280.76
iOS 2.14.3.49

Date: May 30, 2019
Region: EMEA
Product: ConnectAlarm
Brand: DSC



Overview

Currently PowerSeries Neo and PowerSeries Pro panels are configured to register and connect to connect.tycomonitor.com cloud server (PowerManage) and users can access their panels through ConnectAlarm with a pin code, which is usually 4-digits. This has been a common practice throughout the industry.

To improve panel access security, we are introducing 2-factor authentication. With this change, end users will be required to take another step and sign up with their email of choice prior to accessing the panel. Once the email is successfully verified, the user will be able to add their panel to the app and be granted access. The master user must register first and provide the email and Master User Code. Additional users may be invited by the master user. Invitations are configured by specifying the invitee email address, which also needs to be registered first.

These additional steps are intended to enable the system to identify that a legitimate user has access to the email address specified as well as access to the physical panel. The change is applicable to new and existing users/panels.

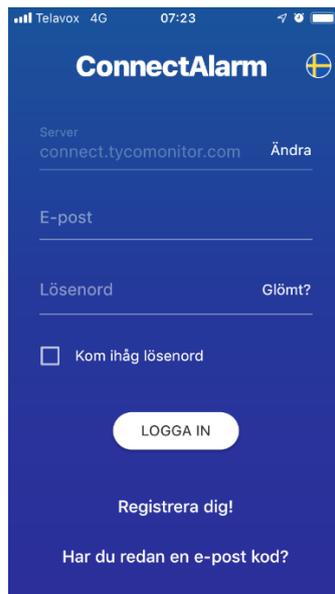
Below are screenshots showing the process for an IOS device. The same steps are needed on an Android device.

Note - The user is presented with the option to remember the email address / password and if saved, in subsequent attempts to access the panel, the user will only need to add the 4-digit pin code as before. Therefore, the additional steps are performed only once to add another layer of security, yet keep daily access to the panel simple and user friendly.

With this update of the app we are also adding support for older PowerSeries Neo Communicators 4.11 and 4.12. Therefore, if your users have these older communicators and intend to move from the NeoGo app to ConnectAlarm, now they can!

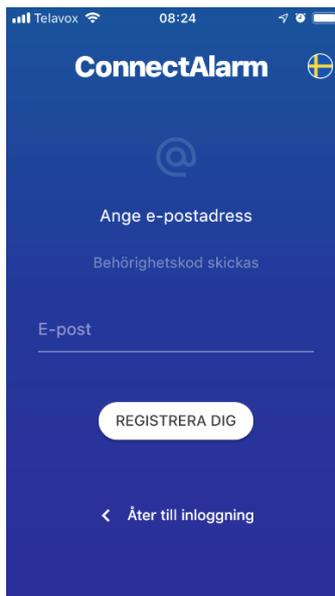
Please refer to www.dsc.com/connect-alarm for further details about the Programming Manual, specifically for these older communicators. In addition, please refer to the updated ConnectAlarm video at the same link.

1. Öppna appen, tryck på "Registrera dig!".



The screenshot shows the ConnectAlarm login interface. At the top, the status bar displays 'Telavox 4G', the time '07:23', and battery level. The app title 'ConnectAlarm' and a Swedish flag icon are at the top right. Below the title, there is a 'Server' field with the URL 'connect.tycomonitor.com' and an 'Ändra' link. An 'E-post' field is present but empty. Below that is a 'Lösenord' field with a 'Glömt?' link. A checkbox labeled 'Kom ihåg lösenord' is unchecked. A white 'LOGGA IN' button is centered. Below the button, the text 'Registrera dig!' is displayed, followed by the question 'Har du redan en e-post kod?'.

2. Nästa steg blir att ange din mailadress dit aktiveringskoden skickas.



The screenshot shows the ConnectAlarm registration interface. The status bar displays 'Telavox', Wi-Fi, the time '08:24', and battery level. The app title 'ConnectAlarm' and a Swedish flag icon are at the top right. A large '@' symbol is centered above the text 'Ange e-postadress'. Below this, it says 'Behörighetskod skickas'. An 'E-post' field is present but empty. A white 'REGISTRERA DIG' button is centered. At the bottom, there is a back arrow and the text 'Åter till inloggning'.

3. Öppna din E-post, där skall en "E-post kod" skickats till dig.



4. Öppna appen och ange E-post koden och tryck på FORTSÄTT.

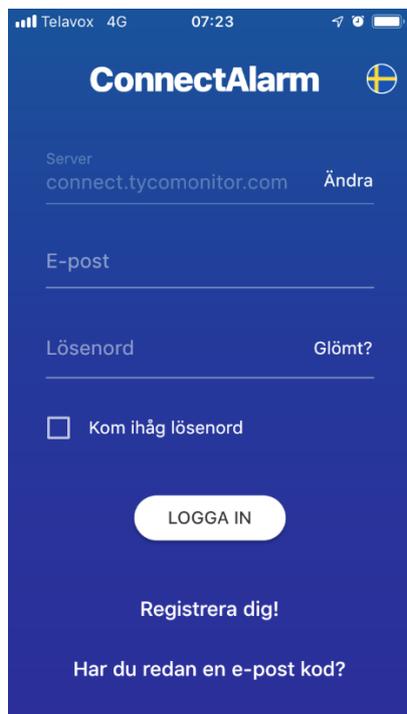


5. Ange här ett lösenord för ditt konto, tryck på FORTSÄTT.
(Minst 8 tecken vara av 1 bokstav, 1 siffra och ett specialtecken)



The screenshot shows the 'ConnectAlarm' app interface. At the top, there's a status bar with 'Telavox', signal strength, Wi-Fi, and the time '08:03'. The app logo 'ConnectAlarm' and a Swedish flag icon are at the top right. A large blue checkmark is centered on the screen. Below it, the text reads 'Ditt konto är aktiverat' (Your account is activated) and 'Ange lösenord för ditt konto' (Enter password for your account). There are two input fields: 'Lösenord' (Password) and 'Repetera lösenord' (Repeat password). At the bottom, there is a white button with the text 'FORSSÄTT' (Next).

6. Ange nu inloggningsuppgifterna för ditt konto och logga in.



The screenshot shows the 'ConnectAlarm' app interface for login. The status bar at the top shows 'Telavox', 4G signal, and the time '07:23'. The app logo 'ConnectAlarm' and a Swedish flag icon are at the top right. The screen displays the following fields and options: 'Server' with the URL 'connect.tycomonitor.com' and an 'Ändra' (Change) button; 'E-post' (Email) input field; 'Lösenord' (Password) input field with a 'Glömt?' (Forgot?) link; a checkbox labeled 'Kom ihåg lösenord' (Remember password); a white button with the text 'LOGGA IN' (Log In); and a link 'Registrera dig!' (Sign up!). At the bottom, there is a question 'Har du redan en e-post kod?' (Do you already have an e-mail code?).

7. Klart! I nästa steg skall du lägga till ditt 12 siffriga app-ID och logga in med masterkoden.