

# REGISTRATION

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## Where/How do I get the PIN number?

Upon registration of your Telguard device by your Security Dealer, Telguard will send you an email notification with a link to the registration page, and the four-digit PIN number required to register.

## I know that my Security Dealer signed me up, but I have yet to receive the email with my PIN number.

Check your Spam/Junk mail folder. Although not frequently, Telguard emails have been marked as spam at times. Make sure you add [admin@telguardonline.com](mailto:admin@telguardonline.com) and [noreply@telular.com](mailto:noreply@telular.com) as contacts to prevent this from happening in the future. If you still do not see any email from Telguard, contact your security dealer to ensure that the correct email address was entered.

If necessary, your security dealer will be able to provide you with the PIN number.

## I have received the HomeControl Flex email, what do I do now?

Click the link provided in the invitation email or go directly to [www.HomeControlflex.com](http://www.HomeControlflex.com) website and click [Register](#). Enter all required information to complete registration.

## I have more than one alarm system. Can I use the same username and password to access multiple accounts?

No. Although a password can be recycled, at this point, you need to have a unique username for every Telguard HomeControl Flex account.

## What are the limitations when choosing a username?

A username can contain any combination of letters, numbers and special characters: ` ~ ! @ # \$ % ^ & \* ( ) . Commas are not allowed, but periods are. A username should be anywhere from 6 to 15 characters in length.

## What are the limitations when choosing a password?

A password can contain any combination of letters, numbers and special characters: ` ~ ! @ # \$ % ^ & \* ( ) . Commas are not allowed, but periods are. A password can be anywhere from 7 to 20 characters in length. To increase security a combination of letters, number and a special character is recommended, although not required.

# LOG IN

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I want to log in, but I forgot my Username/Password.

Click on the [Forgot Password?](#) to retrieve your username and password information. You will need to provide the email address that the account was assigned to. Once you do this, you will receive an email confirmation. If the email address you entered comes up “not found”, contact your security dealer.

I was typing in the wrong password, but now that I know I have the right one, the website keeps giving me the same “Login Failed, Passwords are case sensitive!” error.

The website will give you up to 5 consecutive opportunities to enter the wrong password. After entering the wrong password for the fifth time, the website will lock out your username for the next 30 minutes. When your username is locked out, you will continue to see the same error message no matter what password you enter. At this point, you have two options: a) Wait 30 minutes without trying to submit any login credentials, or b) use the [Forgot Password?](#) to get a new password. Neither Telguard, nor your Security Dealer can reset any passwords.

I clicked on the [Forgot Password?](#) link, but I keep getting the error “Email not found”

The email address you provided does not match the email address we have as a primary email contact. Please contact your Security Dealer so they can verify what email address they have registered.

## ARMING ERRORS

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I try to arm/disarm the system but after the animation stops spinning I get an error message, with the options “Okay”, “Cancel” and “Try again”.

These error messages could be caused by a variety of issues related to installation/wiring. If you see this message after the installation has taken place, contact your Security Dealer so they can assess where the problem is and provide further guidance.

The animation seems to display the opposite of my Alarm Panel status.

This is probably caused by an alarm panel programming error. Contact your Security Dealer and advise them of the issue so that they can provide further assistance.

The Alarm Panel seems to be arming/disarming on its own.

If the issue is not related to a panel feature that allows for scheduled or auto-arming, this is likely caused by loose wiring during the installation. Contact your Security Dealer and advise them of the issue so that they can provide further assistance.

## ADMINISTRATIVE

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How do I add other users for this account?

Log into your account on [www.HomeControlflex.com](http://www.HomeControlflex.com) as an administrator—or using the primary username. Once there, look for the Address Book tab, and click on the “Add Contact” button. Follow the instructions on the page to add a new user. You can select from three different levels of users:

- Notification Only: will not be allowed to log into the website or the mobile app, will not have a username and password, just the ability to receive notifications.
- Remote Arm/disarm: will get a username and password and will be able to do everything except add/edit/remove other users.
- Administrator: will have access to everything the previous levels have, including adding, editing and removing other users.

Keep in mind that this will add a new user to the Telguard HomeControl Flex account, it will NOT provide a new keypad code, or reprogram the alarm panel in any way.

#### [How many users can I have under my account?](#)

You can have up to 5 users under a single account. Upon registration, you will have a single username (primary username) and password. You will have the option to add up to four more users to the account. Once you reach the limit of 5, the “Add Contact” button will disappear, and will not be available until you have room to add another user.

#### [How do I change my username and password?](#)

Once a username is set up, it cannot be changed. The only way to get a new username is to completely delete that user (only an administrator can do this). The password, however, can be reset at any time.

#### [I like how HomeControl Flex can recognize who arms my system based on the code used to arm it.](#)

#### [Where do I go to add more User codes to my system?](#)

HomeControl Flex can learn what codes are being used and allow you to assign a name for each code. However, all user codes used on the panel must be programmed through the panel. If you are not certain on how to do this, please contact your Security Dealer so that they may walk you through the panel programming steps based on your alarm panel’s specific brand and model.

## MOBILE APP

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#### [Where Can I find the links to the mobile apps?](#)

When you go to [www.HomeControlFlex.com](http://www.HomeControlFlex.com) homepage, you will see two buttons under the Login button to download the mobile apps. Click on the button for your phone type, Apple for iOS and Google Play for Android.

You can also search for the application using the keyword “HomeControl Flex”. The app is available through iPhone App Stores and Google Play stores.

I have a phone type that is not listed in your website (e.g. Windows Phone); does this mean I cannot use Telguard Interactive?

No. It simply means that we currently do not have an application specific for that platform. However, you can still log into [www.HomeControlFlex.com](http://www.HomeControlFlex.com) from your mobile browser and have access to the same features available through the mobile apps.

I downloaded the mobile app, but it is not working.

Make sure that you are using the latest version of the HomeControl Flex app. If restarting the app and restarting the phone does not fix the issue, the next step is to remove the application. Uninstall and delete the HomeControl Flex app completely from your phone. Once you have done this look for the app and download it again. If doing this still does not yield positive results, contact your security dealer so that they may take the necessary steps to find a solution. Your security dealer will need to obtain information related to your phone’s model/brand and operating system, so have this information ready.

I keep looking for the app, but I cannot find it.

Currently, HomeControl Flex has apps available only for iOS and Android platforms. Try going to the [www.HomeControlflex.com](http://www.HomeControlflex.com) website from your mobile device and use one of the available links. If you still cannot find it, chances are there is an incompatibility with the OS version your phone has. Make sure that your phone’s OS is updated to the latest version, and if you still cannot find the app, contact your Security Dealer so that they may take the necessary steps to find a solution. Your security dealer will need to obtain information related to your phone’s model/brand and operating system, so have this information ready.

# END USER NOTIFICATIONS

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## Why am I not getting all notifications to my phone?

As far as arming/disarming notifications, HomeControl Flex will only send arming/disarming events that contain user information (i.e. keypad arming, website or mobile app arming).

When it comes to alarm events, only emergency events will be delivered as alarm notifications. For more specific details on which events will be transmitted as email/SMS notifications, contact your Security Dealer.

## I use the "Quick Arm" button on my panel, but I never receive the arming notification.

Since the "Quick Arm" option does not require a user code to work, it will not send user information. Because of this, HomeControl Flex will not be able to send a notification. Other arming options are available.

# Video

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## What cameras are available to use with the HomeControl Flex service?

HomeControl Flex supports the Arlo Netgear cameras. The list of cameras and their features can be found by visiting [www.telguard.com/Arlo](http://www.telguard.com/Arlo).

## I do not see the Video tab to add my Arlo Netgear cameras to my HomeControl Flex account.

First your HomeControl Flex account must be enabled by your Security Dealer to view the Video tab. If you do not see the Video tab within your end user portal, contact your security company to have this feature enabled.

## Can I use the same Arlo account for multiple HomeControl Flex systems?

The HomeControl Flex service and Arlo accounts are intended to be 1 to 1. This means that an Arlo account can only be added and viewed on one HomeControl Flex system at a time.

## I keep getting an error message whenever I try to view my cameras live.

This is more than likely caused by low batteries or another hardware issue. Contact your Security Dealer and advise them of the issue so that they can provide further assistance.

## I see my cameras capturing video clips but I am not receiving email/text notifications.

Log into your portal and click the Address Book, check that for each user that wants to receive video notifications, there is a check in the Video column next to the user's email/phone number.

## IFTTT

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### What is IFTTT?

IFTTT stands for If This Then That. It is a free web-based service that people use to create chains of simple conditional statements, called applets. An applet is triggered by changes that occur within other web services such as Gmail, Facebook, HomeControl Flex, GE, Android mobile services and 300+ others. You may turn a GE light off when the HomeControl Flex system is armed for example, by using an applet: If HomeControl Flex system is armed, then turn GE light off. For more information visit [www.telguard.com/flex](http://www.telguard.com/flex).

## FlexHub

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### What is the FlexHub?

The Telguard FlexHub is a z-wave controller. It is a home automation device used to monitor and control z-wave devices within a home or business. It uses HomeControl Flex as the backbone for functionality.

## GENERAL QUESTIONS

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### Is my current alarm system compatible with HomeControl Flex?

HomeControl Flex is compatible with a slew of alarm panels. Brands like Honeywell, GE/Interlogix, DSC, Bosh, DMP, Napco, and Elk all have compatible devices. Contact your Security Dealer to make sure that your specific model meets the necessary requirements for a HomeControl Flex Installation.

### What happened to the Telguard Interactive service?

Telguard Interactive is now known as HomeControl Flex. HomeControl Flex takes all the features you have grown to love and enhanced them with the ability to have more interaction with your security system. HomeControl Flex allows integration with Arlo Netgear cameras, IFTTT, and Z-Wave devices while giving the portal an updated look.

### Will I need to create a new HomeControl Flex account if I initially signed up for Telguard Interactive?

No. Your Telguard Interactive account was transitioned over to HomeControl Flex for you. Just sign in with your existing credentials and begin experiencing all the new features.