

User Manual



SRG 717



SECUREMOTE™

For Garage Door Openers, Electric Gates,
and Electric Door Strikes

**FIRST
WATCH**
SECURITY



(SRG717) SecuRemote™ device front



(SRG717) SecuRemote™ device side

SAFETY INFORMATION



TO AVOID DAMAGE OR MALFUNCTION:

- Do not drop the device or allow objects to fall on the device.
- Do not allow the product to be submerged in water.
- Must plug into a 110 volt outlet to operate safely.
- Avoid mounting the location sensor and location marker within 3/4" of each other.



POWER SUPPLY

- Input: 110 Volt AC (220 with adapter)
- Output: 5 Volt 7.2 watt DC
- UL listed E 144572
- Level 3 (Continuous)
- RoHS lead free compliant (ECO friendly)
- Indoor use only
- No user serviceable parts inside



CPU SRG717

- Mount in a dry, weather protected area.
- Contact Wires: Dry contacts max current 2 amp resistive load. Normally open contacts.
- CAUTION! Do not plug red/white wire cord set into any A/C or D/C power circuit/outlets
- No usable service parts inside
- Temperature Operating Range: -20°F to 110°F
- Operating Voltage: 5 Volts D/C
- RoHS Lead Free Compliant (ECO friendly)



CAUTION! DO NOT ACTIVATE DEVICE WHILE OPERATING A VEHICLE.
CAUTION! DO NOT OVERRIDE ANY FACTORY (OEM) GARAGE SAFETY SENSORS.
CAUTION! DO NOT USE PHONE WHILE OPERATING A VEHICLE.

GENERAL WARRANTY

First Watch® Security device using SecuRemote™ technology to operate garage doors, gates and door strikes.

Satisfaction Guaranteed

First Watch® Security, SecuRemote™ branded products are manufactured to provide quality which you can count on. We offer a 1 year guarantee against electrical and mechanical defects. BELWITH IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Limited Warranty

This warranty is a limited electrical and mechanical warranty which is limited to the original owner (non-transferable).

BELWITH warrants that each First Watch® Security, SecuRemote™ product shall be free from electrical defects for a period of 1 year from time of purchase.

Except as expressly provided in this warranty to the contrary, (1) BELWITH makes no, and disclaims all, warranties, representations and guarantees (whether expressed, implied or statutory) including, but not limited to, any implied warranty of electrical for a particular purpose, and (2) BELWITH shall not be obligated or liable for labor or other costs related to installation, repair or replacement or for loss of, or damage to, any material which is not sold by BELWITH. BELWITH does not cover consequential damages, any impact that any software may have on the Smartphone or other mobile devices or software on laptops, personal computers or tablets. This warranty is the only expressed warranty provided by BELWITH. No employee, representative, agent, nor any other person has authority to assume or incur on behalf of BELWITH any obligation or liability in place of or in addition to this warranty.

BELWITH assumes no liability related to the following and no liability of others' products: Normal wear and tear, any misuse of product, including but not limited to, Improper Installation, Using Improper voltage (DO NOT use high voltage), Using the products in a way they were NOT intended, Use with Other Products, including but not limited to and garage door operators that aren't installed using proper safety guidelines or building codes or have improper safety features.

As part of this warranty you agree to hold BELWITH harmless from any and all liabilities, losses, actions, damages, or claims (including all reasonable expenses, costs, and attorneys fees) arising out of or relating to any use of, or reliance on the Software or Device.

If a consumer is asked to return product to BELWITH, product must be packaged properly to protect merchandise from being damaged.

If any of BELWITH's direct customers (Retailers or Wholesalers) receive any claims or take delivery of any allegedly defective BELWITH products from the consumers, the direct customer shall communicate and otherwise cooperate in a reasonable manner with BELWITH concerning the administration, processing and remedying of such claims, including, but not limited to, delivering repaired or replacement BELWITH products or, in the appropriate case, purchase price refunds to consumers. Decisions and all warranty claims are at BELWITH's sole discretion, not the direct customer decision.

For other legal related matters please refer to the BELWITH website at www.belwith.com or contact Customer Service at Belwith® Products, LLC directly at 1-800-235-9484. For notice of claim please contact:

Corporate Offices
Customer Service Manager
Belwith® Products, LLC.
3100 Broadway S.W.
Grandville, Michigan 49418



ACKNOWLEDGEMENTS

You should always download the SecuRemote™ directly from your smartphone's store as this practice ensures future automatic app improvements/updates. However, there may be situations where this is not feasible. For instance, if a BlackBerry® smartphone is not on a subscription plan the phone will not allow the installation of the "app world" store. In this case consider two other options:

1. Use your smartphone's web browser to download the SecuRemote™ app from www.firstwatchsecurity.com
2. Use your computer's web browser to download the app from www.firstwatchsecurity.com to your computer and then use your desktop manager to install it to your smartphone.

However, neither one of these two options will keep the app automatically updated. Instead, updates will require manual downloads as described above. The file name of the app shows the latest revision number.

The communication range between SecuRemote™ and a smartphone is approximately 60 to 100 feet assuming no obstructions between the two devices other than a typical aluminum or wood panel overhead garage door. Doors or walls made of steel, particularly heavy gauge, will impact this range adversely. In such cases try to position the SecuRemote™ device behind or as close to a window or a brick wall as possible. Changing the orientation of the internal antenna by rotating the device 90° may improve the range.

Requirements Prior to Purchase:

- Access to 110 Volt AC Outlet
- One of the following operating systems:
 - iPod® touch (4th and 3rd generation)
 - iPhone® 4, iPhone 3GS and iPhone 3G
 - iPad® 2 and iPad
 - Google / Android™ V2.1+ / Android™ tablet (as long as it meets requirements)*
 - BlackBerry® / RIM® V4.7+
- The digital data network of the cellular phone carrier and the availability of Bluetooth® wireless communication readily available in smartphones.
- Access to respective Apple®, BlackBerry®, and Android™ application stores to download the free application.
- Garage door openers, electric gates, Keeler™ Architectural Door Hardware Locks, electric door strikes.

Registars:

FCC PERMIT NUMBER: X3ZBTMOD2

CE: 0307-ARAJ0079

BQB ID: B016360

IEEE: D4-02-4A

WHAT'S IN THE BOX

Actual size not shown

1. Location Sensor
2. Wiring Harness includes Location Marker with White Wires (30 feet) and Bell Wires (6 feet).
3. Location Marker Buffer
4. Screws (Qty. 6)
5. Wire Staples (Qty. 10)
6. Mounting Plate
7. 110 Volt AC Power Supply
8. Instructions (Qty. 2)
9. SecuRemote™ Device
10. Adhesive Pads (Qty. 2)

1.



2.



6 feet

30 feet

3.



4.



5.



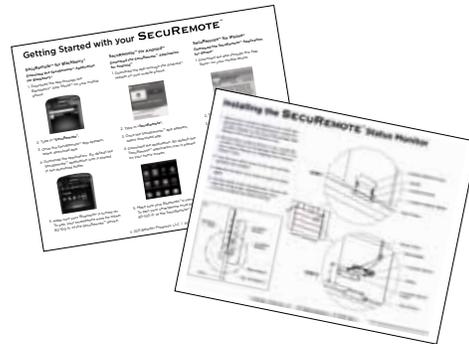
6.



7.



8.



9.



10.



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1. Introduction

1.1 What is SecuRemote™

SecuRemote™ is wireless integrated access management system comprising:

- One physical access control device
- A free, downloadable smartphone application
- A status monitor
- Online User-Access Management (First Watch® Online).

1.1.1 Requirements Prior to Purchase:

- Access to 110 Volt AC Outlet
- One of the following operating systems:
 - iPod® touch (4th and 3rd generation)
 - iPhone® 4, iPhone 3GS and iPhone 3G
 - iPad® 2 and iPad
 - Google / Android™ V2.1+ / Android™ tablet*
 - BlackBerry® / RIM® V4.7+
- The digital data network of the cellular phone carrier and the availability of Bluetooth® wireless communication readily available in smartphones.
- Access to respective Apple®, BlackBerry®, and Android™ application stores to download the free application.
- Garage door openers, electric gates, Keeler™ Architectural Door Hardware Locks, electric door strikes.

1.1.2 How It Works

SecuRemote™ uses unique technology to transparently deliver powerful communication, authentication, and functionality. The communication process starts when the primary user pairs his/her phone with a SecuRemote™ device. The device registers the first user's phone number as that of the "Administrator."

NOTE: The Administrator must change the default Administrator password after initial pairing. The SecuRemote™ application cannot be used until this is done. We recommend that you also change your Bluetooth® password at this time.

The Administrator can then add up to four additional users (for a total of five users) from his/her smartphone. (More users can be added through First Watch® Online.) Each user will receive a text message with a link to download the application. Users must be within 60 to 100 feet of the device to use SecuRemote™.

1.2 Local Mode

Local mode provides direct access functionality for up to 5 users and unlimited devices directly from the administrator's smartphone. Users can have unlimited access or temporary access. Local mode does not require a subscription fee.

1.3 Online Mode

Online mode provides a scheduling engine that allows the administrator to associate multiple schedules to multiple users and/or devices. An annual subscription fee is required for an online account. For more information visit www.firstwatchonline.com.

OPERATING MODE	LOCAL	FIRST WATCH® ONLINE
CAPABILITIES		
SecuRemote™ Activation Range	Within Bluetooth® range (60' - 100')	Within Bluetooth® range (60' - 100')
Data Location	On the SecuRemote™ device	Online
Communication Method	Bluetooth® Communication between device and smartphone	Bluetooth® communication between device and smartphone + Web connectivity through cellular or WiFi network
Manage User Access	Within Bluetooth® range (60' - 100')	Anywhere with web-access
# of Users:	Up to 5 users per device	Unlimited
# of Devices:	Unlimited	Unlimited
ACCESS MANAGEMENT FEATURES		
Add/Edit/Delete Users	Yes	Yes
Register/Edit/Remove Devices	Yes	Yes
URL Invite to New User	Via SMS	Via E-mail
E-mail Notification Alerts	Yes	Yes
Door Status Check	Works with status monitor	Works with status monitor
Create/Modify Schedules	Limited	Yes
Audit Log Availability	No	Yes
Multiple E-mail Recipients	No	Yes



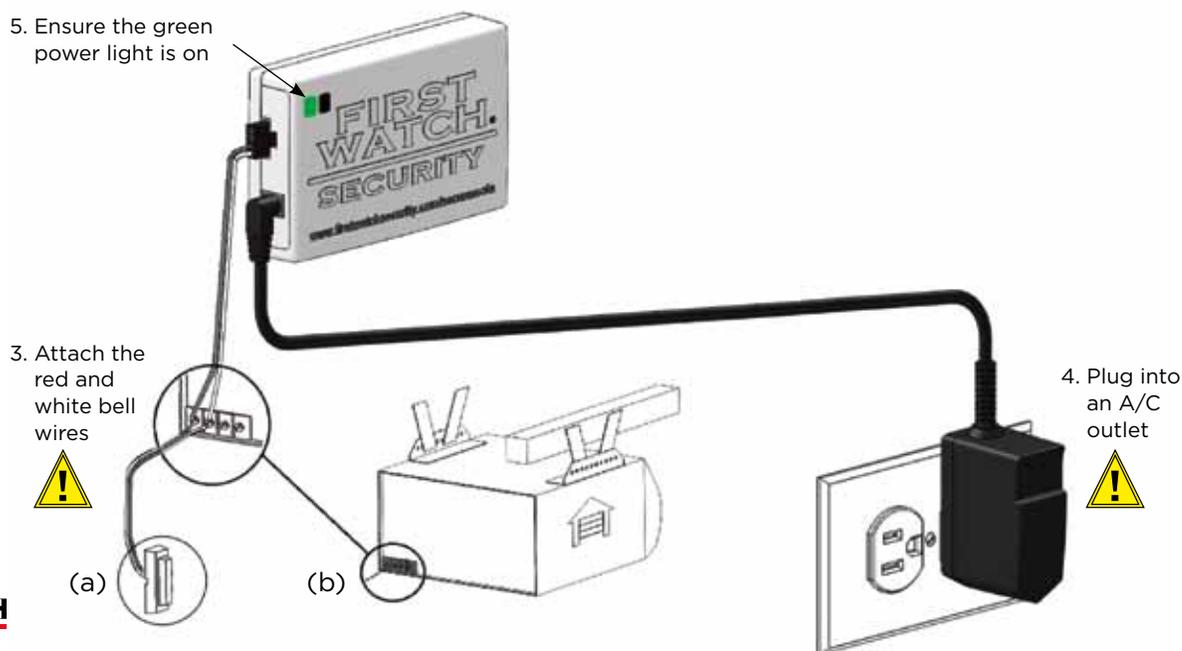
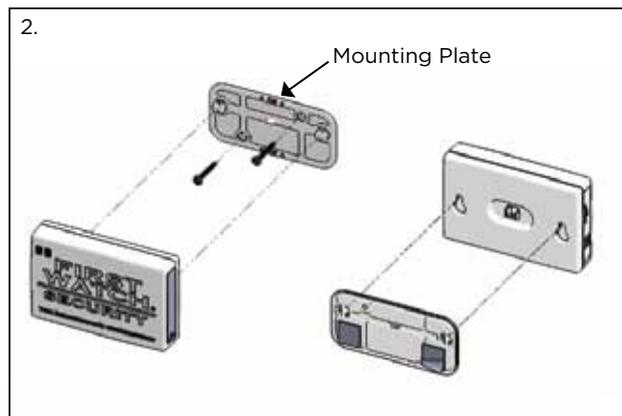
2. Using SecuRemote™

Setting up and using SecuRemote™ is easy.

2.1 Install the SecuRemote™

1. Unwrap the SecuRemote™ device and take note of the serial number on the side of the device. You will need it when pairing the device with your smartphone.
2. Attach the mounting plate to a wall or ceiling location close to an A/C outlet using the screws included in the box OR use the double-sided tape provided to place the device near the garage door opener OR alternately near the wall counsel.
-  3. Attach the red and white bell wires of the SecuRemote™ device to (a) the wall counsel button or (b) to the control connectors on the door opener. Match the wire colors together. Do not disconnect the existing wires to the garage door unit. (To avoid electric shock, DO NOT insert wires into A/C outlet!)
-  4. Plug the SecuRemote™ into an A/C outlet. (Caution: Must plug into a 110 Volt A/C outlet)
5. The blue light will flash three times indicating activity with the device. The green power light remains on and indicates the device has power and is on.

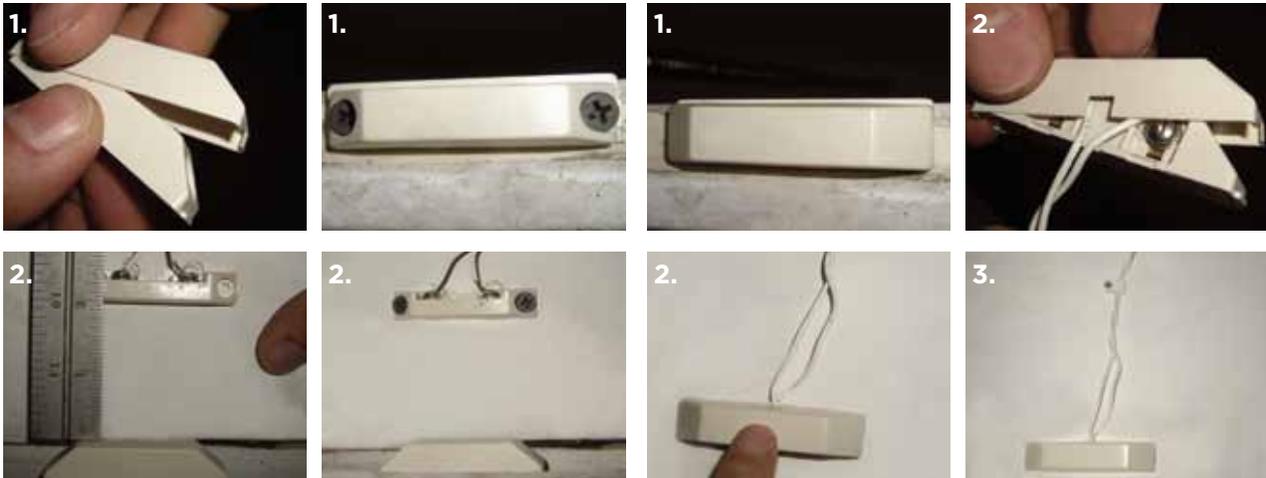
NOTE: For information regarding installation of the SecuRemote™ for electric gates or strikes please contact our Customer Service department.



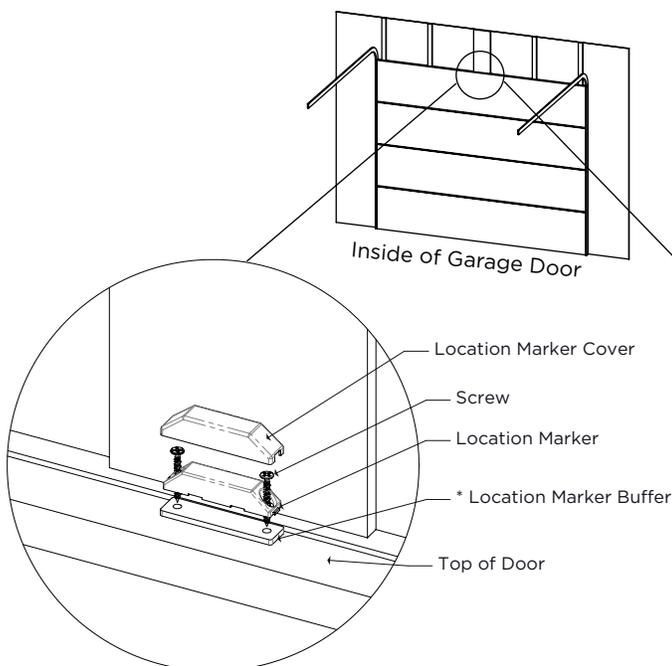
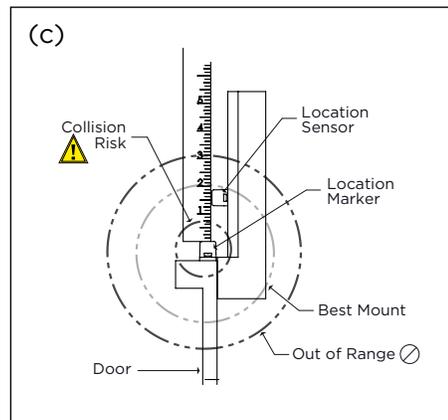
**FIRST
WATCH**
SECURITY

2.2 Install the SecuRemote™ Status Monitor

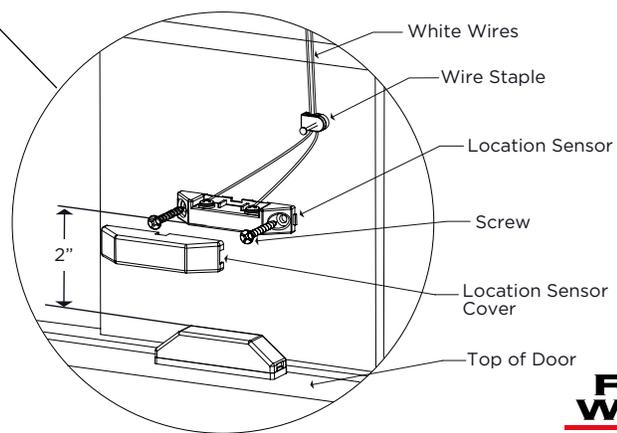
1. Remove the Location Marker Cover. With the garage door in the closed position, install the Location Marker on the top of the garage door. Replace the Location Marker Cover.
2. Remove the Location Sensor Cover. Install the Location Sensor on the garage wall within 2" of the Location Marker (c). Replace the Location Sensor Cover.
3. Tack the two white wires to the wall with the supplied wire staples.
4. Operate the door from close to open to close again.
5. The blue light on the SecuRemote™ device will flash for a few seconds, indicating you have correctly installed the Status Monitor.



* Location Marker Buffer is only required when mounting on a steel door.



Step 1



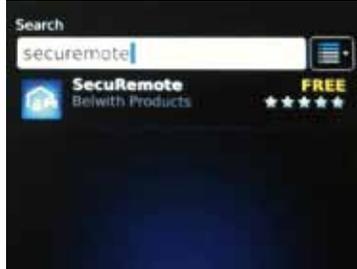
Step 2

3. Download, Pair, and Operate Software for BlackBerry®

For BlackBerry® / RIM® V4.7+*

3.1 Download through the BlackBerry® App World™

- A. Search for the keyword “SecuRemote”
- B. Download the application. By default, the SecuRemote™ application icon is placed in the download folder. You can move it to the home folder by using the move option. (See 3.2)



A. Search for the app

3.2 Move the SecuRemote™ Application

NOTE: By default, the SecuRemote™ application icon is placed in your download folder. You can move it to the home folder as follows:



A. Click on the Downloads icon



B. Select the SecuRemote™ icon



C. Select the “Move To Folder” option from the menu



D. Select “Home”, to place the SecuRemote™ icon on the home screen

3.3 Turn Bluetooth® Connection On



A. Go to the Manage Connections Folder



B. Check Bluetooth® so it is turned on

3.4 Plug n Pair™ for your BlackBerry®

NOTE: Perform this step the first time you activate your SecuRemote™ device, or after reinstalling. Your smartphone must be within 60 to 100 feet of the SecuRemote™ device.

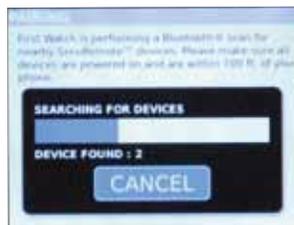
- A. Click on the SecuRemote™ icon to “Run” the application.
- B. From the BlackBerry® menu, select “Pairing” from the list of options
- C. The application will search for SecuRemote™ devices within Bluetooth® connectivity range and display the SecuRemote™ devices found.
- D. Select the SecuRemote™ device whose name matches the serial number on your SecuRemote™ device. Click on “Finish Pairing”
- E. You will be prompted to enter the Bluetooth® access code (1234).
NOTE: The Bluetooth® access code is always numeric. You do not need to hold down the Alt key.
- F. Upon successful pairing, you will be prompted to “Continue”. Click on “Continue”
- G. The “Additional Information” pop-up will appear, instructing you to add users and/or assign a user-friendly name to your SecuRemote™ device. Click on “Close”. You may click on the do not show again check box to disable this feature
NOTE: You can rename the device anytime you wish, see 6.2 for more information.
- H. You will be directed to the “Home” screen. The Home Screen will display the SecuRemote™ device with the same name that appears on your box.



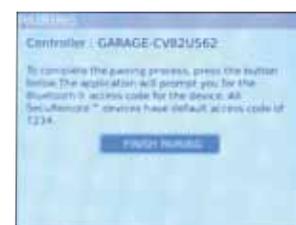
A. Run the app



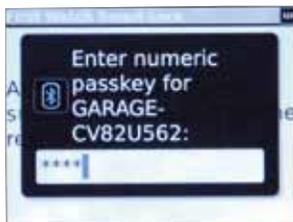
B. Begin Pairing



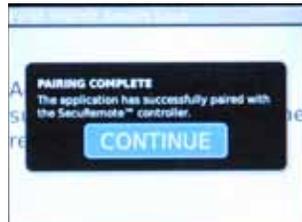
C. Search for devices



D. Select your device and finish pairing



E. Enter access code



F. Successful Pairing



G. Additional Info

3.5 Operate SecuRemote on your BlackBerry®

- A. Click on the SecuRemote™ icon to “Run” the application.
- B. Select the “Operate” button.
- C. The wheel of the status bar will begin spinning and indicate that the device is operating with the garage door.
- D. When the device is done operating, the status bar will indicate the status of the garage door: “Garage is Open Press to Refresh Status” or “Garage is Closed Press to Refresh Status.”
- F. After 30 seconds, the app returns to its default state.



B. Select the “Operate” button



C. The device works to open the garage door



D. The status bar indicates the position of the garage door



B. Select the “Operate” button



C. The device works to open the garage door



D. The status bar indicates the position of the garage door

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You should always download the SecuRemote™ directly from your smartphone's store as this practice ensures future automatic app improvements/updates. However, there may be situations where this is not feasible. For instance, if a BlackBerry® smartphone is not on a subscription plan the phone will not allow the installation of the “app world” store. In this case consider two other options:

1. Use your smartphone's web browser to download the SecuRemote™ app from www.firstwatchsecurity.com
2. Use your computer's web browser to download the app from www.firstwatchsecurity.com to your computer and then use your desktop manager to install it to your smartphone.

However, neither one of these two options will keep the app automatically updated. Instead, updates will require manual downloads as described above. The file name of the app shows the latest revision number.

4. Download, Pair, and Operate Software for iOS devices



For iOS devices: iOS 4.3.2 and higher operating system.

- iPhone® 3G, 3GS and 4G
- iPod touch® 3G and 4G
- iPad® 1 and 2.

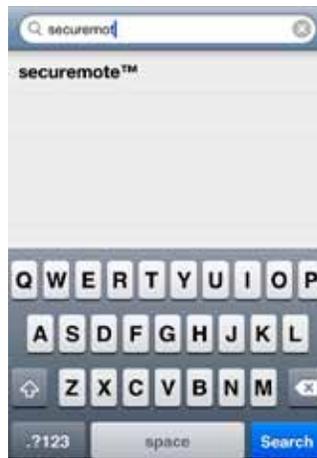
If you are accessing SecuRemote™ through an iPhone®, perform the following steps:

4.1 Download the SecuRemote™ App through the App Store™

- Enter the App Store™
- Search for keyword “SecuRemote™.”
- Download the application by touching “Free”, then “install”. You will then need to enter the password to your Apple® product. By default, the SecuRemote™ application icon is placed in the first available spot on your home screen.



A. Enter the app store



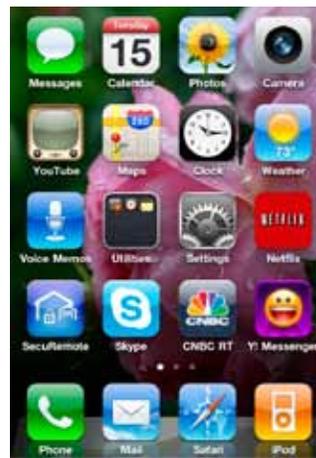
B. Search for SecuRemote™



C. Download the application
Press the free button



C. Download the application
Press the Install button



The SecuRemote™ application is installed

4.2 Plug n Pair™ for your iOS device Made for iPod iPhone iPad

NOTE: Perform this step the first time you activate SecuRemote™, or after reinstalling. Your smartphone must be within 60 feet to 100 feet of the SecuRemote™ device.

- A. Launch the **“Settings”** app on the home screen.
- B. Choose **“General”** from the list on the first screen.
- C. Choose the **“Bluetooth®”** Option and ensure Bluetooth® is turned on.
- D. Click on your device and enter the pin for your device. (default 1234)
- E. Your SecuRemote™ device is connected.



A. Touch Settings



B. Touch General



C. Turn Bluetooth® on



D. Click on your device



D. Enter your 4-digit pin



E. Your SecuRemote™ device is connected

You should always download the SecuRemote™ directly from your smartphone's store as this practice ensures future automatic app improvements/updates. However, there may be situations where this is not feasible. For instance, if a BlackBerry® smartphone is not on a subscription plan the phone will not allow the installation of the “app world” store. In this case consider two other options:

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2. Use your computer's web browser to download the app from www.firstwatchsecurity.com to your computer and then use your desktop manager to install it to your smartphone.

However, neither one of these two options will keep the app automatically updated. Instead, updates will require manual downloads as described above. The file name of the app shows the latest revision number.

4.3 Operate SecuRemote™ on your iOS device



- A. Click on the SecuRemote™ icon to “Run” the application.
- B. You will be directed to the SecuRemote™ “Home” screen.
- C. If you have more than one SecuRemote™ device, select the device to operate (select the menu option “Home” and you will be directed back to the home screen).
- D. Touch the “Operate” button to open or close your garage door.
- E. The Status Bar will indicate that it is operating and the wheel icon will spin.
- F. The Status Bar will indicate the status of your garage door.



A. Touch the SecuRemote™ application



D. Touch the “Operate” button



E. The device is operating



F. Your device is done operating, the status of your garage appears on the status bar.

5. Download, Pair and Operate Software for Android™

After installing the SecuRemote™ device, download the appropriate software for your smartphone.

Download for Android™ based Phones

For Android™ OS 2.1 and higher operating system version.

- Motorola®
- HTC®
- Samsung®
- Google™
- Dell®
- Android™ Tablet*

5.1 Download SecuRemote™ Application

- A. To Download through the Android™ Market, search for the keyword **“SecuRemote.”**

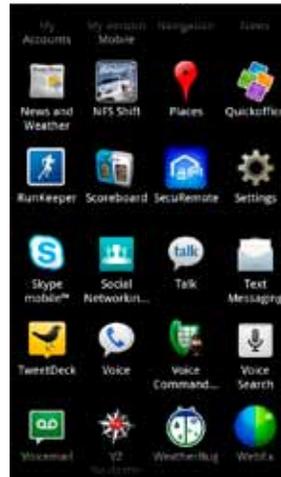


- A. Search for the SecuRemote™ application

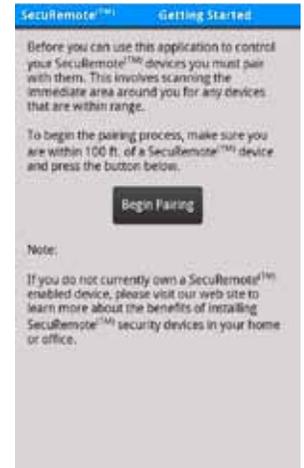
5.2 Plug n Pair™ for your Android™

NOTE: Perform this step the first time you activate your SecuRemote™ device, or after reinstalling. Your smartphone must be within 60 to 100 feet of the SecuRemote™ device.

- A. Touch the SecuRemote™ icon to **“Run”** the application.
- B. A screen will appear prompting you to pair your smartphone to the SecuRemote™ device. Click on **“Begin Pairing”**
- C. The application will search for SecuRemote™ devices within Bluetooth® connectivity range and display the SecuRemote™ devices found.
- D. Touch the SecuRemote™ device whose name matches the serial number on your SecuRemote™ device. Click on **“Finish Pairing”**
- E. You will be prompted to enter the Bluetooth® access code (1234).



- A. Run the app



- B. Begin Pairing

NOTE: The Bluetooth® access code is always numeric.

- F. Upon successful pairing, you will be prompted to click OK, Click on **“OK”**
- G. The **“Additional Information”** pop-up will appear, instructing you to add users and/or assign a user-friendly name to your SecuRemote™ device. Click on **“Close”**
- H. You will be directed to the SecuRemote™ **“Home”** screen. The Home Screen will display the SecuRemote™ device with the same name as appears on your box.



- D. Select your device



- E. Enter access code

5.3 Operate SecuRemote™ on your Android™

- A. Click on the SecuRemote™ icon to “Run” the application.
- B. You will be directed to the SecuRemote™ “Home” screen.
- C. If you have more than one SecuRemote™ device, select the device to operate (select the menu option “Home” and you will be directed back to the SecuRemote™ home screen).
- D. Touch the “Operate” button to open or close your garage door.
- E. The Status Bar will indicate that it is operating and the wheel icon will spin.
- F. The Status Bar will indicate the status of your garage door.



A. Run the app



D. Touch the “Operate” button



E. The device is operating



F. Your device is done operating, the status of your garage appears on the status bar.

6. Application Menu Options

The following options are accessible through the Local Mode main menu:

6.1 Plug n Pair™

This function exchanges information between the SecuRemote™ and each applicable smartphone so that they can work together. Pairing is required the first time you use SecuRemote™, if you switch from online mode to local mode, or if your Bluetooth® PIN is changed. To pair, the smartphone must be within 60 feet to 100 feet of the SecuRemote™ device.

6.2 Rename Device

This option allows you to change the device name to a user-friendly name. For example, you can change the device name from the device serial number (default) to “Joe’s Garage Door”.



- A. Click on the SecuRemote™ icon to **“Run”** the application.
- B. Select the garage from the silver bar at the top of the SecuRemote™ home screen.
- C. You will be asked to create a new name for your device, enter a name and select **“Save.”**
- D. An alert will tell you the device was successfully renamed, click **“OK.”**

For BlackBerry®
RIM® V4.7+



B. Select your garage



C. Enter a new device name

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For
iOS devices
Google
Android™ V2.1+



Select **“Rename Device”**



Select a device to
rename

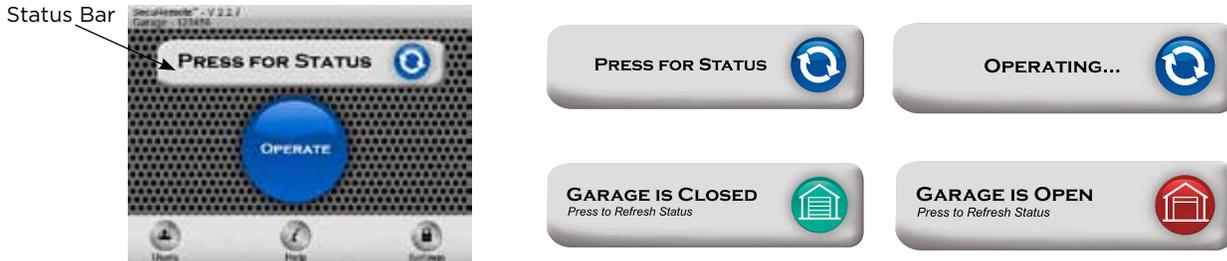


Enter a new device
name

6.3 Status Indicator

This option allows you to query the current status of the door that the SecuRemote™ device is controlling. Once you press the status bar, the position of Open or Closed will be shown for 30 seconds. After the 30 seconds, your status bar will return to the “**Press for Status**” option.

NOTE: This option requires the status indicator accessory to be installed along with the SecuRemote™ device. If the supplied status indicator accessory is not installed, it will always show door status as “Open”.



6.4 Users



User List provides the following functionality for each selected user:

- Add/Delete/Modify users
- User Access (Unlimited, Temporary, First Watch® Online) or (Unrestricted, Temporary, First Watch® Online)
- Access Alerts (E-mail)
- Send SMS to a User (iPad® and iPod touch® users can send an e-mail instead of SMS)

Up to four additional users can be added through the local mode operation, and can be granted unlimited or temporary access. They must be invited to join the SecuRemote™ network by the Administrator, through his/her “contacts” list. If someone is not in your contacts list, their mobile phone number must be added to the contact list before you can add them to your SecuRemote™ device.

6.4.1 Add Users

- A. Click the “**Users**” option on the SecuRemote™ main menu. The “Users” screen will appear.
- B. Click on “**Add user from contacts.**”
- C. Enter your Administrator’s password.

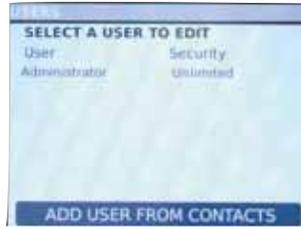
NOTE: Administrator password is alphanumeric. The default password is 12345678. Press the Alt button when entering the Admin password.

- D. Your “**Contacts**” list will appear. Click on the contact name you want to add.
- E. The “**Add User**” screen appears, listing your contact’s name and smartphone number.
- F. Select “**Security Level**” from drop down menu option. “**Unlimited By**” is the default.
- G. If you would like to receive an e-mail whenever this user activates your device, click on “**Notify E-mail**” and add your e-mail address. Click “**Save.**”
- H. You will get a “**User Added**” dialog box with the option to send a SMS message to added user. Select “**YES**” to send SMS message to user. Otherwise select “**NO**”.
- I. You will return to the “**Select a User to Edit**” screen. You can add another user OR you can select any user to edit/delete.
- J. Click on back button to return to “**Home**” screen.

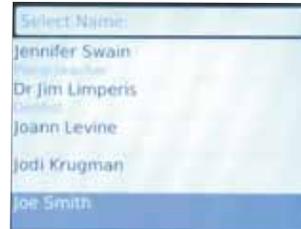
6.4.2 Add Users: BlackBerry®



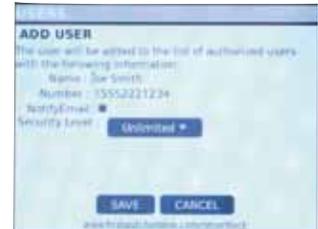
A. Select the “Users” option



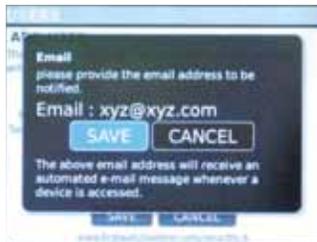
B. Click “add user from contacts”



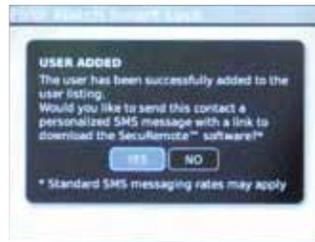
D. Select user from your contacts



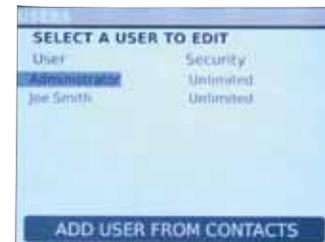
E. “Add user” screen
F. Select security level



G. E-mail notifications



H. SMS message



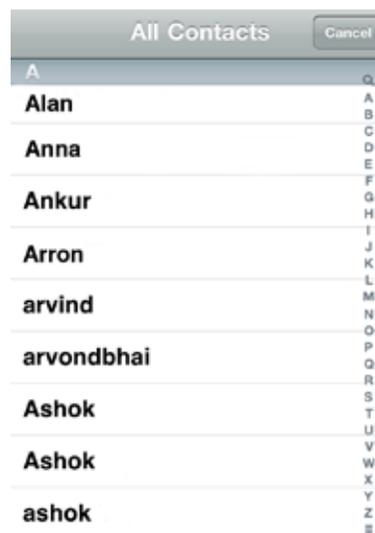
I. Return to “select user to edit” screen

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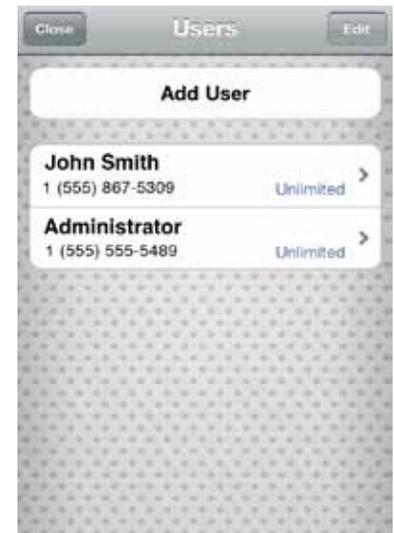
6.4.3 Add Users: iOS device



Touch the “Users” Icon



Select a User from Contacts



Select a user to edit

6.4.4 Add Users: Android™



Touch the “Users” Icon



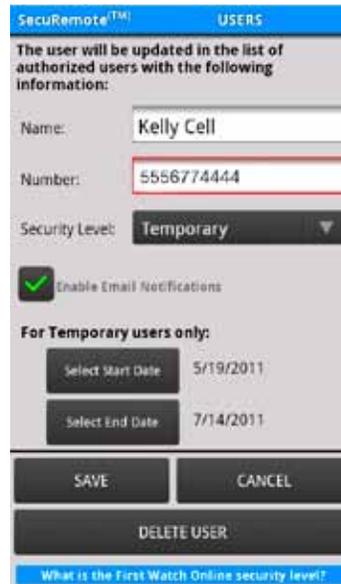
Choose “Add User From Contacts”



Touch “YES” to send the new user an SMS notification



Enter an e-mail for a notification to be sent



Return to the “Edit User” screen

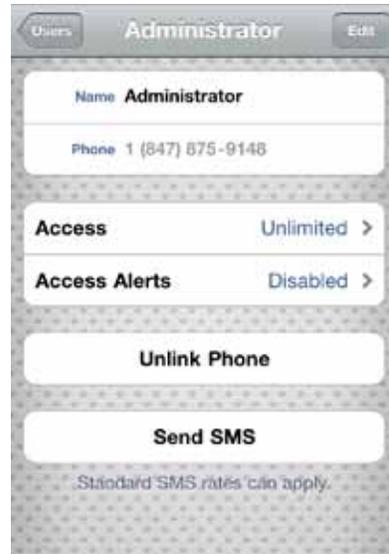
6.4.5 Unlink Secure Key

This feature is added for higher security. If a user replaces any phone, the Administrator needs to “unlink secure key” for this user so the new (or replacement) phone can operate the SecuRemote™ device.

iOS device



Touch the “Users” Icon

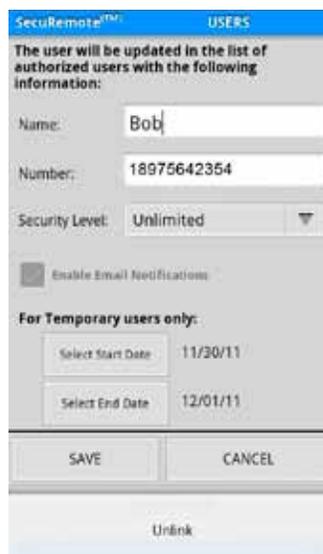


Touch “Unlink Phone”

Android™



Touch the “Users” Icon



Touch “Unlink”



6.5 Help



This option is an option within the SecuRemote™ application to help you learn about all the features on your device. Select the Help icon from the SecuRemote™ home page to view the help topics.

- Installation Instructions
- Password Instructions
- Pairing Instructions
- Operation
- Contact Customer Service
- First Watch® Online Security Help Information
- About

6.6 Settings



6.6.1 Password Information

This option allows you to set, change, or remove password information: Changing the Administrator or Bluetooth® passwords or disabling a user password requires knowledge of the Administrator password.

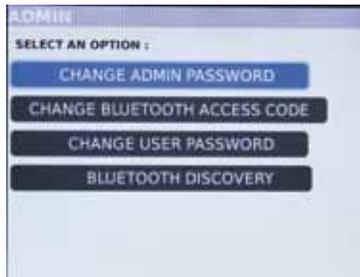
- Change Admin Password
This password allows the user to add, delete or edit any user information. It will also allow the user to change their Bluetooth® PIN, disable a user PIN, and enable or disable Bluetooth® Discovery.
- Change Bluetooth® access code - Default is “1234” (Numeric, minimum 6 characters, once the Bluetooth® PIN is changed the app needs to re-pair with the device through the pairing menu option using the new Bluetooth® E PIN).
This access code allows users to pair their phone with the SecuRemote™ device. By changing this access code from the default value, it will provide higher security by not allowing any user to pair their phone with SecuRemote™ devices.
- User Password - Default is “1234” and can be changed but not disabled by the user. The user password can be disabled by the Administrator.
This option allows the user to force a user to enter a PIN whenever the user wishes to operate the device. An unlimited amount of users with the admin password can enable or disable this PIN option by using the “**Change User Pin**” option from the settings menu.
- Bluetooth® Discovery.

NOTE: The Administrator must change the default Administrator password after initial pairing. The SecuRemote™ application cannot be used until this is done. We recommend that you also change your Bluetooth® password at this time.

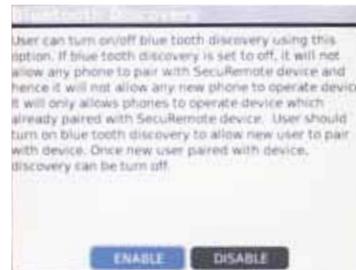
6.6.2 Turn Discovery on/off

This is added for higher security. Using this feature, the user can turn off Bluetooth® discovery on the SecuRemote™ device so the phone cannot detect this Bluetooth® device during a Bluetooth® scan and hence cannot Plug n Pair™ to the SecuRemote™ device. Phones that are not paired will not detect the First Watch® device. If the owner of the SecuRemote™ device would like to add a new user, SecuRemote™ Bluetooth® discovery is required to be on so the newly added user can detect the device, pair with it and connect to it to operate it. This feature turns the internal radio OFF making it virtually impossible to hack the First Watch® devices. Once the new user is paired, the owner can turn off Bluetooth® discovery. To use this feature, the user needs to be within Bluetooth® range of the device.

BlackBerry®



Select “Bluetooth® Discovery”



“Enable” Bluetooth® discovery

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iOS device



Touch “Bluetooth® Discovery”



Touch “ON”

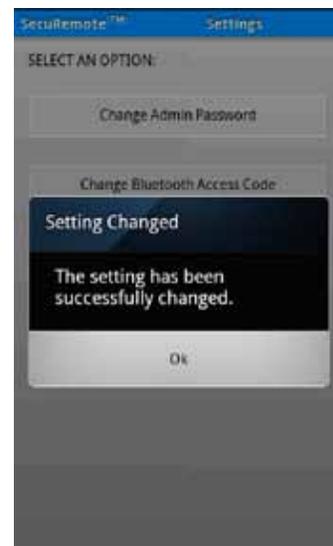
Android™



Touch “**Bluetooth® Discovery**” in the SecuRemote settings



Touch to “**Enable**”



Settings changed

6.7 Factory Reset for SecuRemote™

This function will reset all passwords and also wipes all the user(s) and pairing information. After a factory reset, you need to re-pair the smartphone with the SecuRemote™ device, add all users, and change Administrator and Bluetooth® passwords. To remove users and “wipe the slate clean” on your SecuRemote™ device, press and hold the reset button with a paper clip until the blue light flashes, release the button. To prevent damage, please avoid excessive pressure on the button

6.8 Factory Reset for SecuRemote™ Application

- **Blackberry®**: Manage connection → Set Up Bluetooth® → Cancel → Select this device from Paired Device list → Delete Device from menu option. Now launch SecuRemote™ application and select pairing from menu. Refer to the Pairing section for more detail.
- **iOS device**: Settings → General → Bluetooth® → Select this device from the list (Click on the arrow button for this device) → Forget this Device. Now select this device to be paired with the device. Launch the SecuRemote™ application.
- **Android™**: Menu → Settings → Wireless & Networks → Bluetooth® Settings → Press & hold this device from the Bluetooth® devices list → Unpair. Now launch the SecuRemote™ application and select pairing from the menu. Refer to the Pairing section for more detail.

6.9 Removing the Application from your Smartphone

This only applies to BlackBerry®

- Run the SecuRemote™ application and do a factory reset from the menu.
- Close the application. From the menu, delete the application.
- Install the new version of the application from the application store from your smartphone.

6.10 Update the SecuRemote™ Application

Update the SecuRemote™ Application for BlackBerry®

BlackBerry® smartphones will automatically notify you of an update for your SecuRemote® application.

Update the SecuRemote™ Application for iOS devices

Enter the App StoreSM by touching the App StoreSM icon on your home screen. Touch the **“Updates”** option in the bottom right corner. This will display any applications that have updates available for your phone. To just update the SecuRemote application, select the SecuRemote™ Application and touch the **“Update”** option in the upper right corner. To update all applications on your phone, touch **“Update All”** in the upper right corner of the Updates page.

Update the SecuRemote™ Application for Android™

Update the SecuRemote™ application by setting your Android™ up for automatic updates. Press the Android™ Market icon from your home screen. Press the **“Apps”** icon. Using the Menu Option from your phone, select **“My Apps”**. Press SecuRemote™ Door Opener and select **“allow automatic updating”**.

INTRODUCING KEELER™ DOOR LOCK

Belwith® Products, LLC proudly introduces Keeler™ Architectural Door Hardware using SecuRemote™ technology. It is born from a bold new vision to allow people to operate and control their entry doors from their smartphone. The SecuRemote™ technology blends seamlessly with beautiful architectural door hardware to provide unmatched security, control, and security.



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Electronic SecuRemote™ Technology is fully integrated with mechanical and decorative hardware components.

For more information regarding Keeler™ hardware products and user manual visit www.keelerproducts.com



7. Frequently Asked Questions

When operating the device, it gives an error message such as: “not authorized user” OR “unknown error occurs”

- **Answer:** User is not trusted on the SecuRemote™ device as a Local OR Online User. Please ask the Administrator to add this user as a Local or Online user. If added as a local user, make sure the user re-pairs with the SecuRemote™ device using the pairing option from SecuRemote™ menu.

I am the Administrator and have lost my phone. How do I set my new phone as Administrator to the SecuRemote™ device?”

- **Answer:** Do a factory reset of the SecuRemote™ device by pushing and holding the reset button using a paper clip until blue light starts to flash, then release the button. This will delete all local users from the SecuRemote™ device and reset the Administrator password and save the Bluetooth® PIN as “1234”. Download and install the SecuRemote™ application to the smartphone. Start the application and finish pairing with the SecuRemote™ device. This will establish the new phone as the administrator again. The User needs to re-enter all local users to the SecuRemote™ device again. As the SecuRemote™ device is defaulted to factory re-set, all local and online users need to pair with the SecuRemote™ device using the pairing option.

How do I set the SecuRemote™ device to vacation mode?

- **Answer:** The SecuRemote™ device can be set to vacation mode by changing Bluetooth® access code from setting option.

One of the local users lost his/her phone. How do I delete local user from SecuRemote™ Device so this phone cannot access the device anymore?

- **Answer:** Any local user with unlimited privilege can delete this user from the SecuRemote™ device using delete option under user list. This is verified through the Administrator password so the user needs to know the Administrator password.

How do I delete all local users from the SecuRemote™ device?

- **Answer:** This can be done using one of the following methods:
 1. Factory reset of the SecuRemote™ device. This will also reset the Administrator password and Bluetooth® access code.

OR

 2. Delete the user using the delete option from user list. This needs to be done for all users except the Administrator. User cannot delete the Administrator.

How do I block access to all local users?

- **Answer:** A user can block access to all users by changing the Bluetooth® access code.

A user forgot the Administrator password and/or Bluetooth access code, how do I reset it?

- **Answer:** The only way to reset the Administrator password or Bluetooth® access code is to perform factory reset operation. This will reset the Administrator password and reset the Bluetooth® access code to “1234”. Please note that it will also delete all users including Administrator.

I received a “device not found” error when trying to change Administrator and/or Bluetooth® access code OR trying to get the user list.

- **Answer:** Administrator password, Bluetooth® access code and local user info are stored in the SecuRemote™ device. In order to change any of this information, the user needs to be within Bluetooth® range of SecuRemote™ device. If the device is not in Bluetooth® range, the user will get “device not found” error.

I received an error for “maximum allowable local users are added” when trying to add new user

- **Answer:** SecuRemote™ allows a maximum of 5 local users including the Administrator. If the Administrator wants to add a new user, the Administrator needs to delete any existing local user or edit any existing local user with the new user information.

How do I check the status of my garage door?

- **Answer:** Select the status option from the application menu. SecuRemote™ version SRG717 provides status within 60 feet to 100 feet range. SecuRemote™ version SRG717 provides status from anywhere provided it has web connectivity with the cellular network.

How do I add the application to my smartphone without web connectivity?

- **Answer:** You can use BlackBerry® desktop manager to install the application to a BlackBerry® phone. For other platforms, please contact our Customer Service department to access the application from our server. (Not Recommended)

My iPhone® shows that the Bluetooth® is connected but the SecuRemote™ device shows that the device is not connected.

- **Answer:** This is an issue with the Bluetooth® functionality of your iPhone®. Turn the Bluetooth® off and then on from the Bluetooth® from the Bluetooth® setting screen. Now try to re-connect your Bluetooth®. Please refer to your smartphone user manual for further information.

My iPhone doesn't show the Discoverable device list. What do I do?

- **Answer:** Ensure the SecuRemote™ device is powered on and the phone is within Bluetooth® range of the SecuRemote™ device. If it is within range, power cycle the SecuRemote™ device. If the problem still is not resolved, please power cycle the iPhone because this issue is with Bluetooth functionality of the iPhone®.

What do I do when my iPhone® gives an error that this device is not authorized to operate?

- **Answer:** Select Settings → SecuRemote™ Device (GARAGE-XXXXX) → Forget this garage door.
Click on the operate button so it will prompt the user to pair with the device, select yes and verify if the problem is resolved. If not, please follow the factory reset procedure for the SecuRemote™ device.



FIRST WATCH[®] ONLINE
User Manual



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* General Warranty See page 3 of SecuRemote™ User Manual

1.0 First Watch® Online

First Watch® Online allows users to expand the capabilities of SecuRemote™. This web-based user management and authorization system lets the SecuRemote™ Administrator use a computer to remotely manage users and their access times/days, and to monitor door use. We have a selection of flexible plans with finely personalized access schedules designed to fit everyone. First Watch® Online brings more convenience, control and security to families.

1.1 Sign up for First Watch® Online

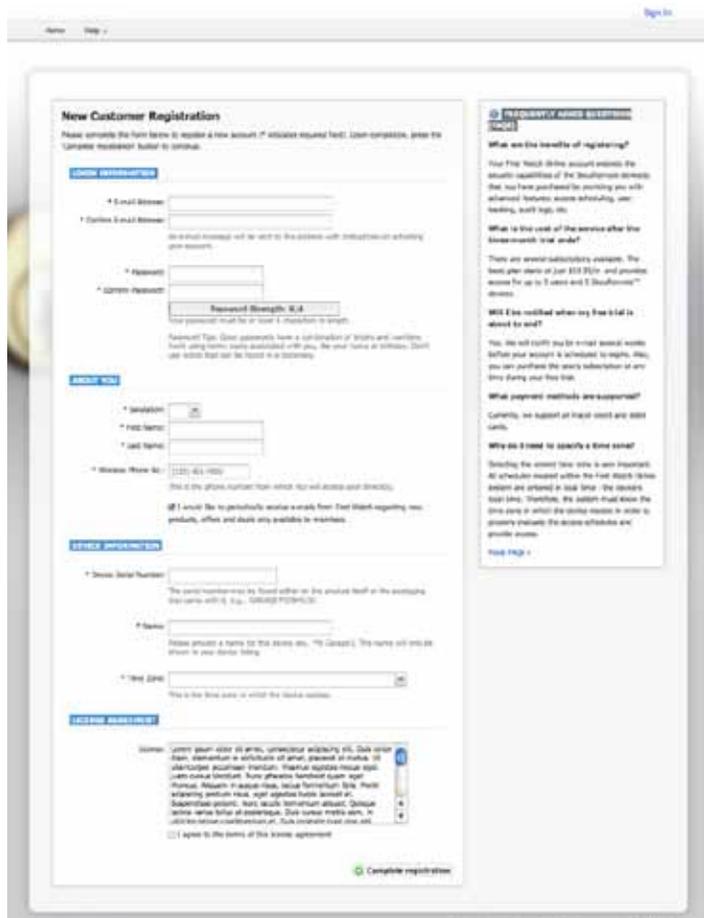
Go to www.firstwatchonline.com and click on the “SIGN UP TODAY” button to begin your free three-month trial of First Watch® Online.



1.2 New Customer Registration

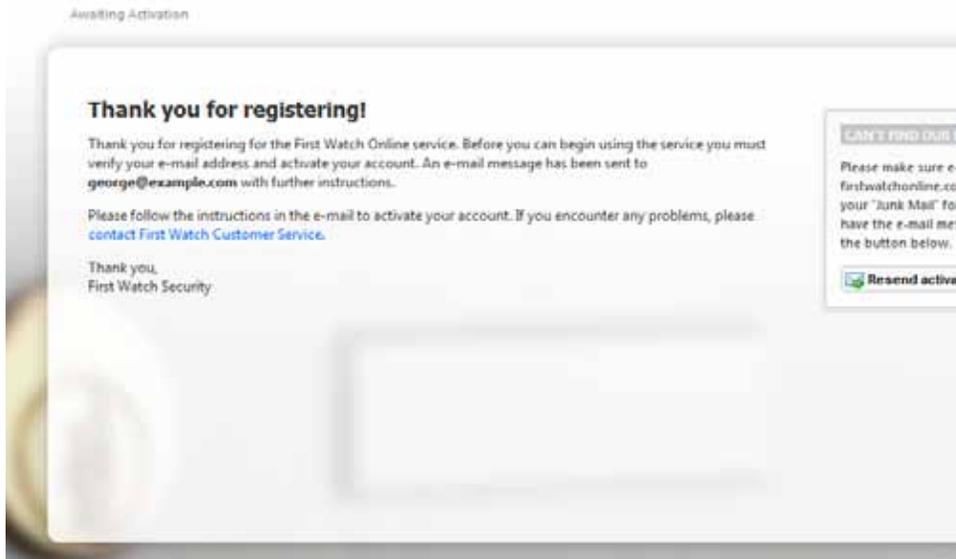
The “New Customer Registration” screen appears. This screen collects basic login information about you and your SecuRemote™ device as follows.

- The E-mail address you enter is the username you will use to log-in again
- Only one account per e-mail address is allowed.
- Passwords must be at least 6 characters long. There is no requirement for password complexity.
- Registration requires a first name, last name and wireless phone number. This information is stored for the account.
- A valid SecuRemote™ serial number is required to complete registration.
- Since devices may be installed in different geographical areas, it is important to know which time zone each device is in. This way schedules can be specified in local time for each device.



1.3 Activate Your Account

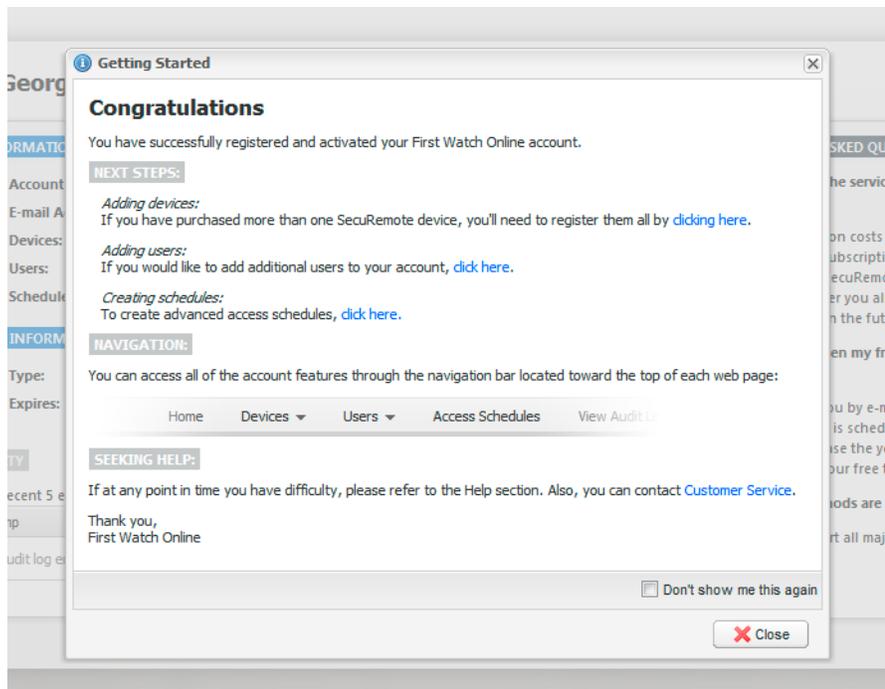
Upon successful registration, the following screen appears and an e-mail entitled “Action required to activate your First Watch® Online service” is sent to you, with further instructions. Click (or copy and paste) on the link provided in the e-mail to verify ownership of the e-mail address.



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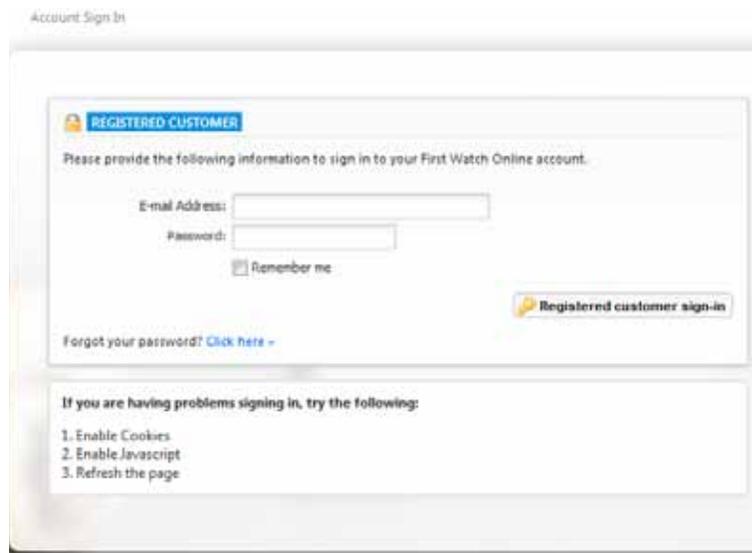
1.4 Begin First Watch® Online

Once you access the link, you are automatically logged into the site, and your three-month membership begins. You can now begin building your account, adding SecuRemote™ devices, authorized users, and user schedules.



2.0 Sign-In Page

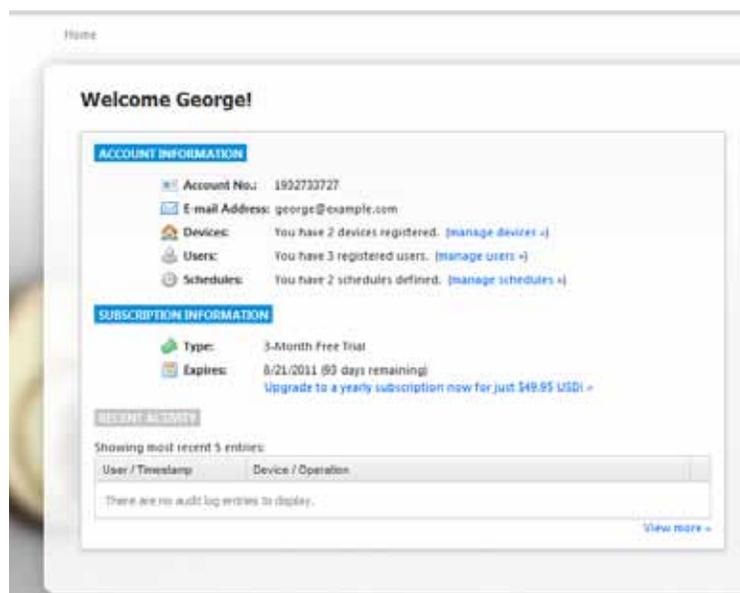
- A. The e-mail address and password you used during registration are required to log on to First Watch® Online. Your account must have been previously activated via the confirmation link sent to your e-mail.
- B. The “Remember me” check box indicates you wish to be automatically logged in on future visits.
- C. You can choose to have your password reset by following the “Forgot your Password?” prompt. This requires you to know the e-mail address and last name used to register the account. An e-mail message is then sent to you with a link that can be used to complete the password reset.



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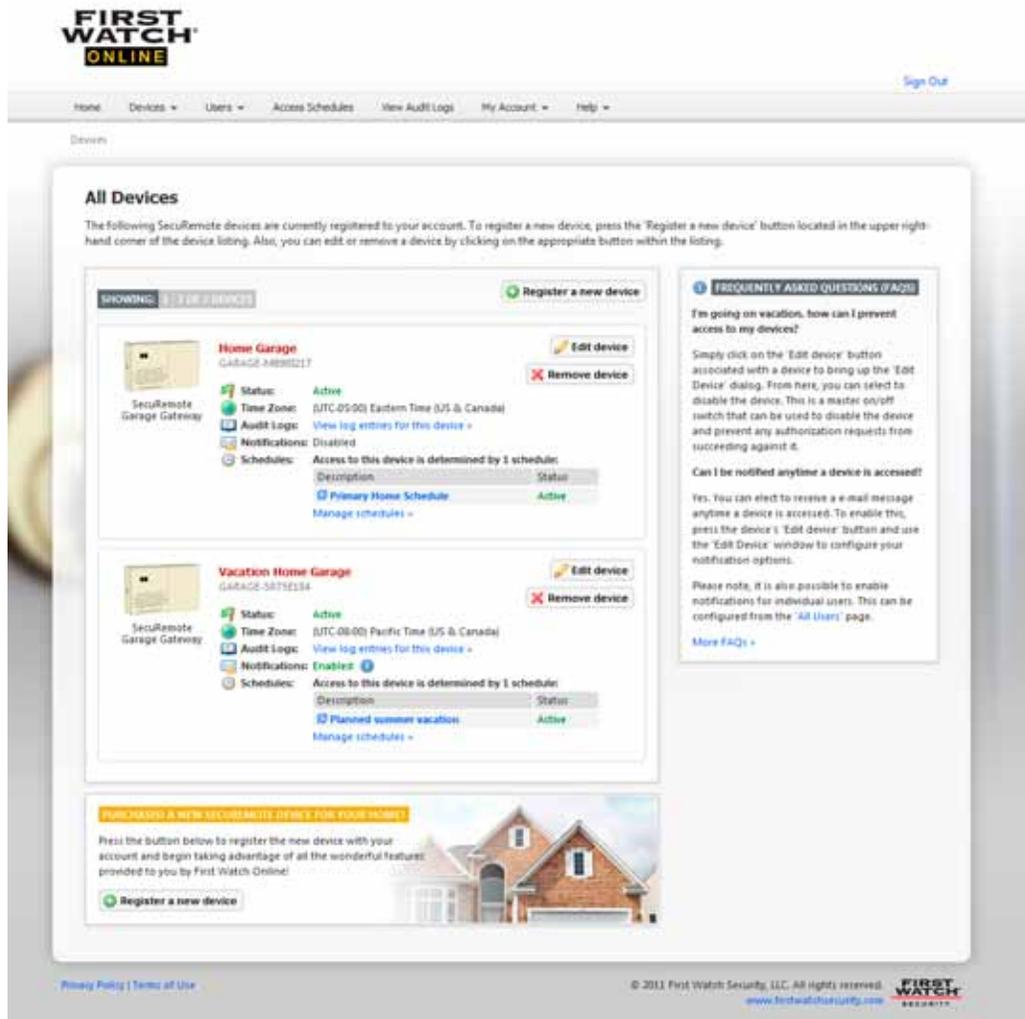
3.0 Secure Home Page

- A. The “Subscription Information” area shows the current subscription you have purchased and how much time is left on that subscription. If the subscription is a free trial or is near expiration, there will be link below prompting you to subscribe/extend your subscription.
- B. The “Account Information” area displays the number of users, devices and schedules that are currently defined on the account.



4.0 All Devices

- A. All devices belonging to the account are shown using a “card” display.
- B. Clicking on a device name will bring up the **“Edit Device”** dialog for that device. This dialog allows you to disable a device (when leaving for vacation, for example). The account administrator can still operate this device.
- C. If the device is disabled, its “Status” is changed to “Disabled” and is shown in red. Also, a message appears below the device name alerting you, since this is considered an exceptional condition.
- D. The **“View log entries for this device”** link transfers you to the **“Audit Logs”** page and automatically filters the log entries based on this device’s serial number.
- E. Notifications can be set on a per-device level. This ensures that the administrator receives notification whenever this device is operated.
- F. Hovering your mouse cursor over the blue  icon will show you where the notifications will be sent.
- G. If scheduling is enabled for the account, the schedules affecting this device are displayed. In addition, their status (active, disabled, expired), is also shown.



5.0 New Device Registration

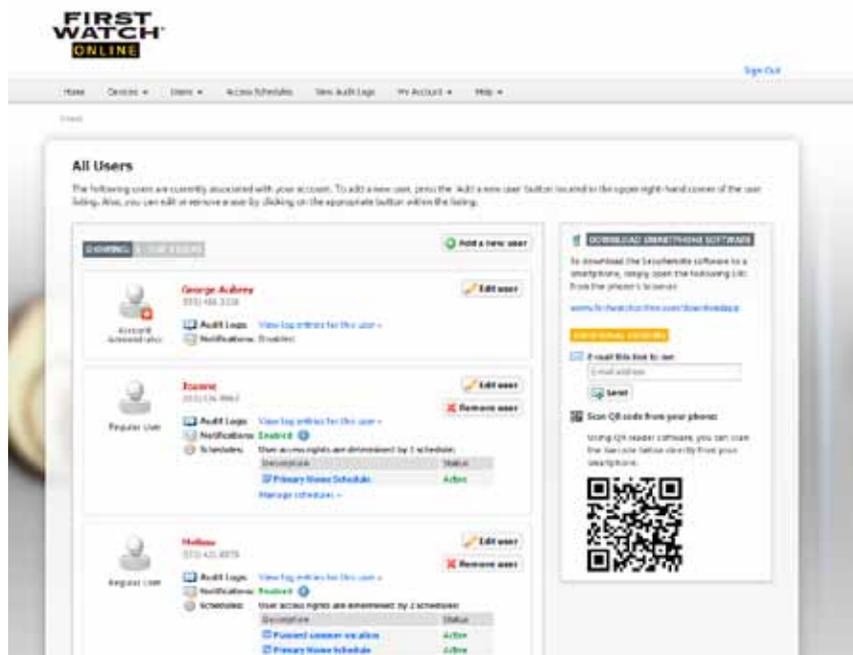
- A. Requires entry of serial number, name and time zone just like the account registration form.
- B. Allows you to set notification preferences for the device.



6.0 All Users

- A. The account administrator cannot be removed from the account.
- B. Clicking on the user's name brings up the **“Edit user”** dialog.
- C. The **“View log entries for this user”** link transfers you to the **“Audit Logs”** page and automatically filters the log entries based on this user's phone number.
- D. Schedules are not shown for the administrator since they are immune to scheduling.
- E. Schedules affecting each **“Regular User”** are shown in their **“card”** along with their status (active, disabled, expired).
- F. The page offers a link to the app download page. This link can also be transmitted to the user via e-mail message or by scanning the QR tag with appropriate software.
- G. Security Link is an advanced security feature that allows the First Watch® Online service to uniquely identify a user's smartphone. When a SecuRemote™ app is run for the first time it generates a unique security token, a large random number, that it sends to First Watch® Online everytime an authorization request is made. This token must match the one used on previous requests in order for the request to be authorized. This ensures that no other smartphone can be used to initiate an authorization request on behalf of that user.

Occasionally, a user may need to switch to a new smartphone. In order to allow the new phone to work with the service it's necessary to remove the previous security token from First Watch® Online. This is accomplished by pressing the **“Unlink phone”** button. Once the unlink is complete, the user can proceed with their new phone. The first authorization request will carry the new security token and will link the new phone to their user record.



7.0 Add New User

- A. You cannot enter a user with a name or phone number that already belongs to another user on the account.

Users

Add New User

To add a new user to your account, please complete the form below and press the 'Save new user' button.

USER INFORMATION

Name:
The name provided here will be shown in the user listing of the First Watch Online service as well as the user listing in the phone's application.

Phone Number:
This is the phone number from which the user will access the device(s).

Notifications: Notify me whenever this user operates a device
Notifications are sent in accordance with your chosen notification options. To change how you are notified, please see the 'Account Information' section in 'My Account.'

8.0 Access Schedules

8.1 Scheduling Disabled

If you do not have scheduling enabled, a page detailing the differences between a “scheduled” account vs. a “non-scheduled” account is shown. It uses a few graphics to illustrate that a scheduled account uses a “scheduling engine” to determine access to the devices.

Scheduling is not enabled

Currently, all users associated with your account have unrestricted access to the devices registered on your account.

To increase security and provide you with greater control over your devices, we have developed a scheduling system that can be used at no additional charge. This system provides you with time and date-based control over who can access your registered devices.

Upon enabling this feature users will no longer have automatic access to all devices*. Instead, you will have to create the necessary schedule(s) to provide access. Please note, this feature is only useful if you have added additional users to your account.

WITHOUT SCHEDULING

DEVICES DIRECT ACCESS USERS

Without scheduling, all users associated with your account have 24/7 access to all of your registered devices.

Enabling scheduling is not recommended if you only have one user associated with your account or have no need to maintain time-based access schedules for your users.

WITH SCHEDULING

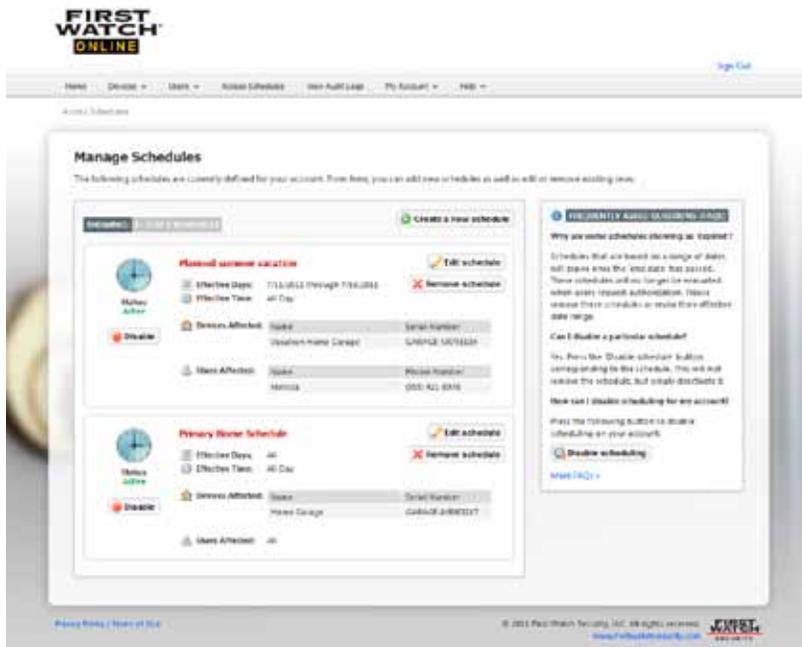
DEVICES SCHEDULING ENGINE USERS

To enable scheduling, press this button (can be disabled later):

* The 'Account Administrator' user is not affected by scheduling and has full access to all registered devices at all times.

8.2 Scheduling Enabled

- A page showing all of your existing schedules, in a “card” layout, is shown.
- Clicking on the schedule name takes you to the “Edit Schedule” page.
- Each schedule card shows when the schedule is valid, which users it affects, and which devices it controls. The phone number and serial number is shown alongside each user and device respectively.
- Each card has a button that can be used to enable or disable a schedule. This allows someone to disable a schedule without having to delete it.
- If a schedule has expired, a message is shown alerting the user that the schedule is useless and should either be corrected or removed.
- The page contains a button that can be used to disable scheduling. This causes all existing schedules to be deleted and the account to be reverted to a “non-scheduled” account.



9.0 Create New Schedule/Edit Schedule

- A. The user must select a schedule type (“By day of week” or “By date range”) in order to save the schedule.
- B. The date and time are specified in “Device Local Time”. For example, a schedule set to allow access until 9^{PM} will allow access to that device as long as the device’s local time has not passed 9^{PM}. This creates a condition where a device in Chicago (CST) will no longer be operable after 9^{PM} even though a device in Los Angeles (PST) will continue to work for another two hours and is using the same schedule.
- C. If a “By date range” schedule’s date range passes, the schedule is considered to be expired. This is determined by checking the schedule’s “To” date and “To” time and comparing it against all existing devices and their time zones. If the date and time has passed in every device’s local time zone it is considered expired.
- D. When a user requests access to a device on a “scheduled” account, the system will check for any schedule that provides them with access to the device. If no compatible schedules are found, access is denied. This allows the account administrator a lot of flexibility in defining schedules that are layered.



10.0 Audit Logs

- A. Audit log entries are shown in UTC by default on all accounts since it's possible that they have multiple devices in different time zones.
- B. Audit logs are maintained for 365 days, the maximum length, by default for each account. The user can reduce this to as little as 7.
- C. Downloading the logs in Excel, CSV or XML format will download the entire audit log history. It is not affected by the filters used on the table above.

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