



CONFIGURATION GUIDE

Contents

Introduction

What is SmartCell Services? | Getting started | Setting up an account | Site overview | Dashboard | User types | User examples

Adding panels

Communications module fitting | Panel connections | Panel configuration | Claim panel | Site details

Notifications

Billing details | Panel notifications | Renewing contracts

Engineers

Adding engineers | Allocating engineers | Removing engineer access

Other options

Panel events | Panel release | Technical support permissions | Changing passwords

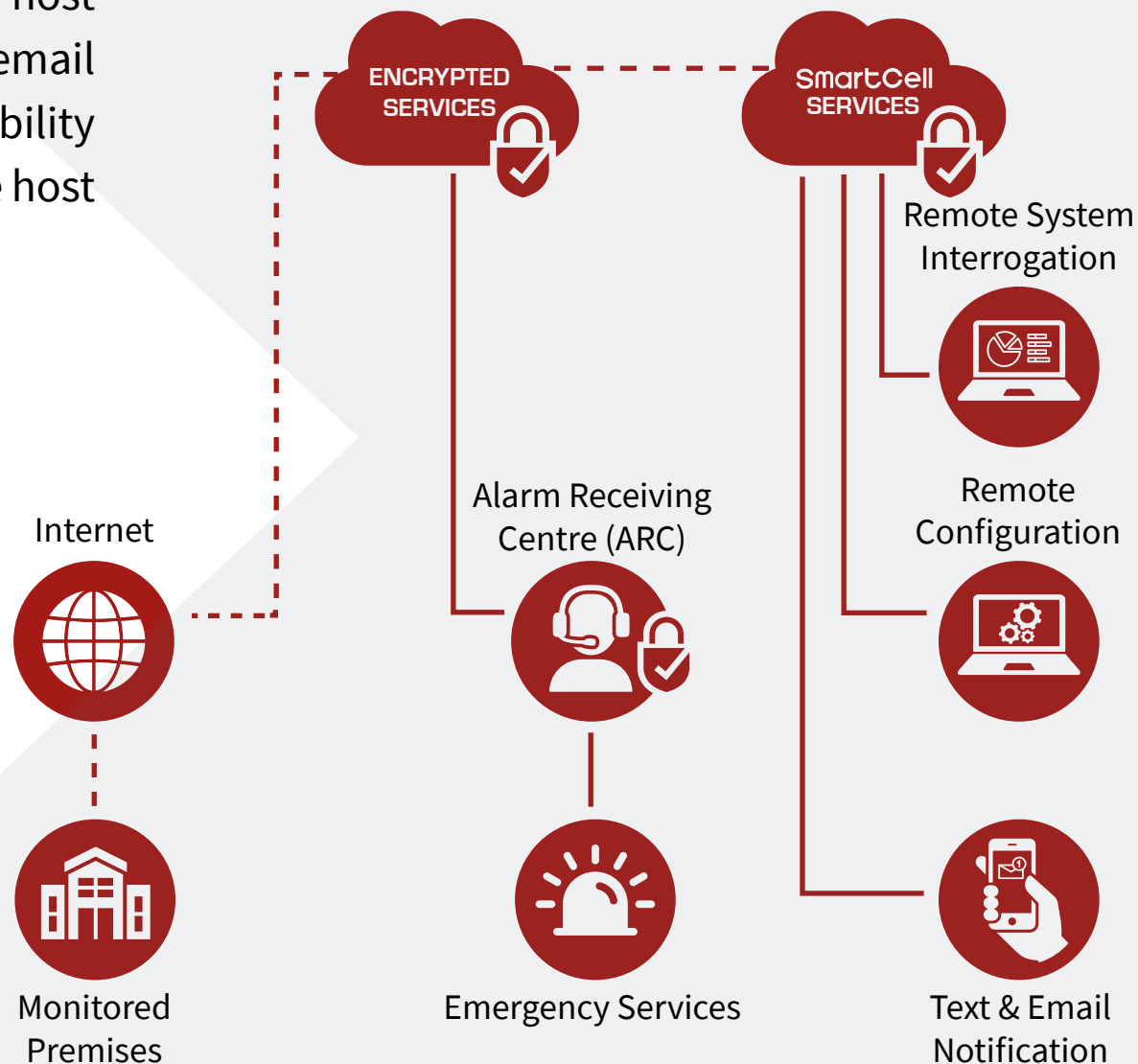
Introduction

[What is SmartCell Services?](#) | [Getting started](#) | [Setting up an account](#) | [Site overview](#) | [Dashboard](#) | [User types](#) | [User examples](#)



What is SmartCell Services?

SmartCell Services provides a whole host of benefits including SMS text and email notification upon fire and fault events, the ability to configure systems remotely, and a whole host of remote diagnosis options.



Getting started

This document provides a general overview of the steps required to enrol a SmartCell control panel on to SmartCell Services. These steps outlined in the Adding panels section, should be completed in the order outlined.

There is also a general overview of the options available to installers within the SmartCell Services platform.

The procedures outlined in this document must be carefully followed.

Setting up an account

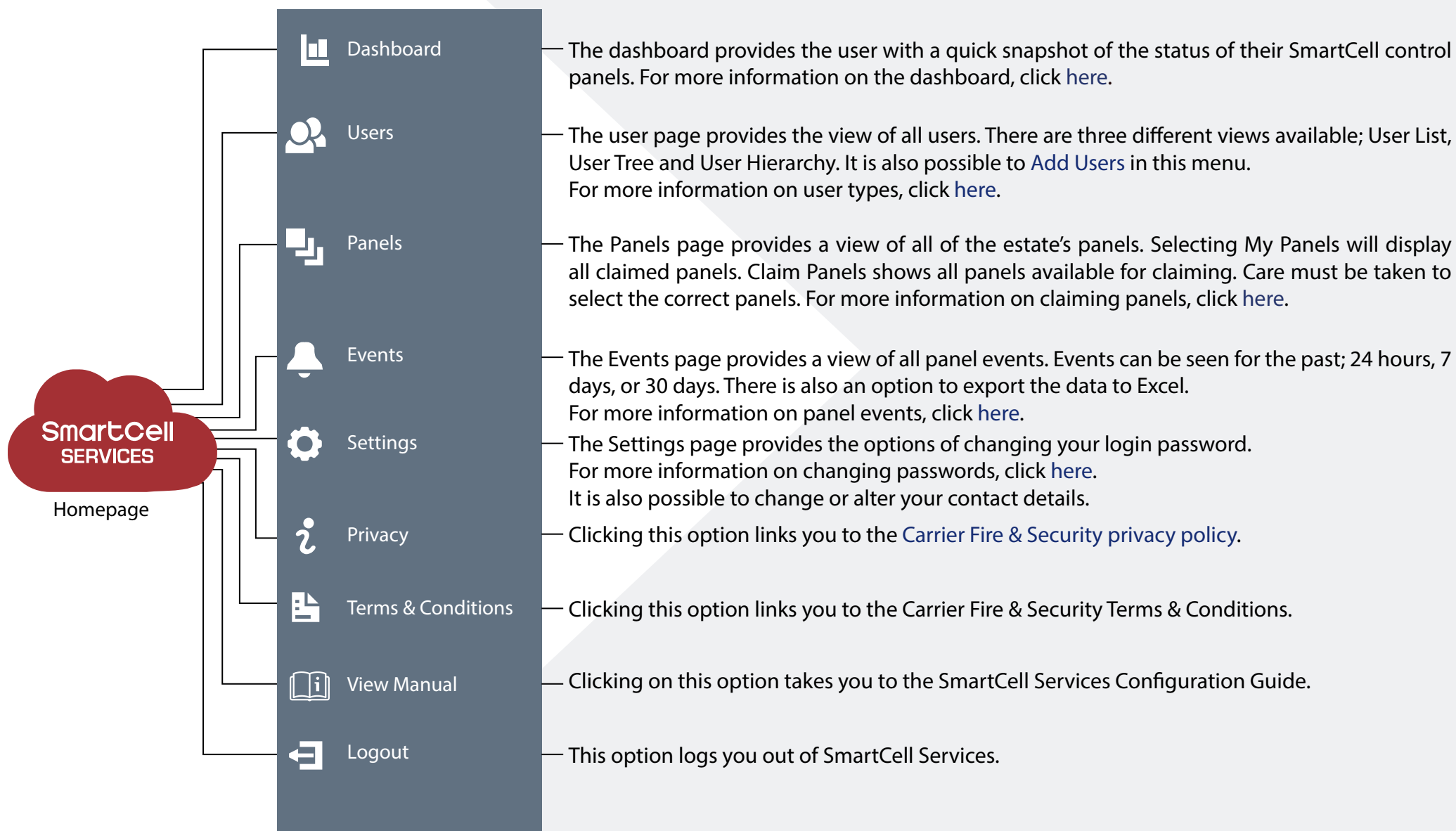
- Visit mysmartcell.com to register for SmartCell Services.

- Click on the  button.

- Complete the form.

- Once registered, a SmartCell Services staff member will email you with your login credentials.

Site overview

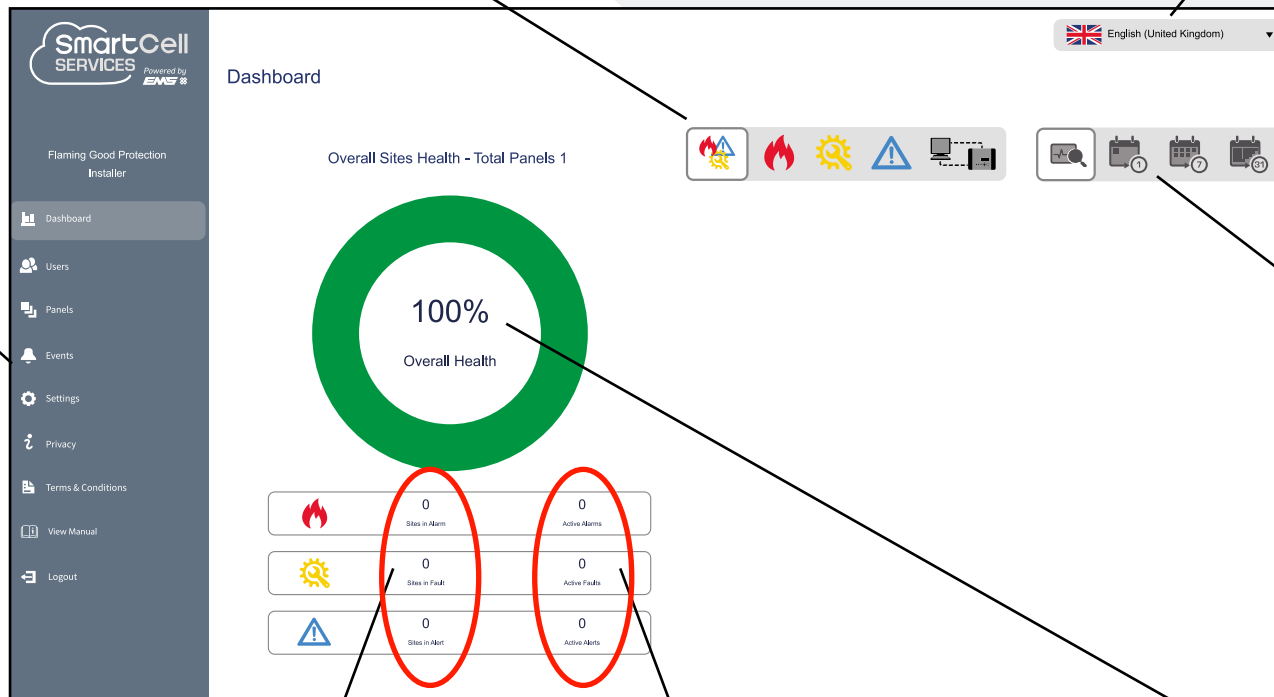


Dashboard

Main sidebar - categories previously outlined under [Site Overview](#) section

Data type selection - View all events, or filter; Alarms, Faults, Alerts. Alternatively the Panel Communication Status can also be viewed

Language selection



Data range selection - view current status, or data from the past; 24 hours, 7 days, or 30 days.

Total number of sites in stated condition (by site)

Total number of devices in stated condition (by device)

Current health status of all sites

User types

Installer - The main owner of the company account.

Four additional user types are also available:

Administrator - Has the same access rights as the top-level installer.

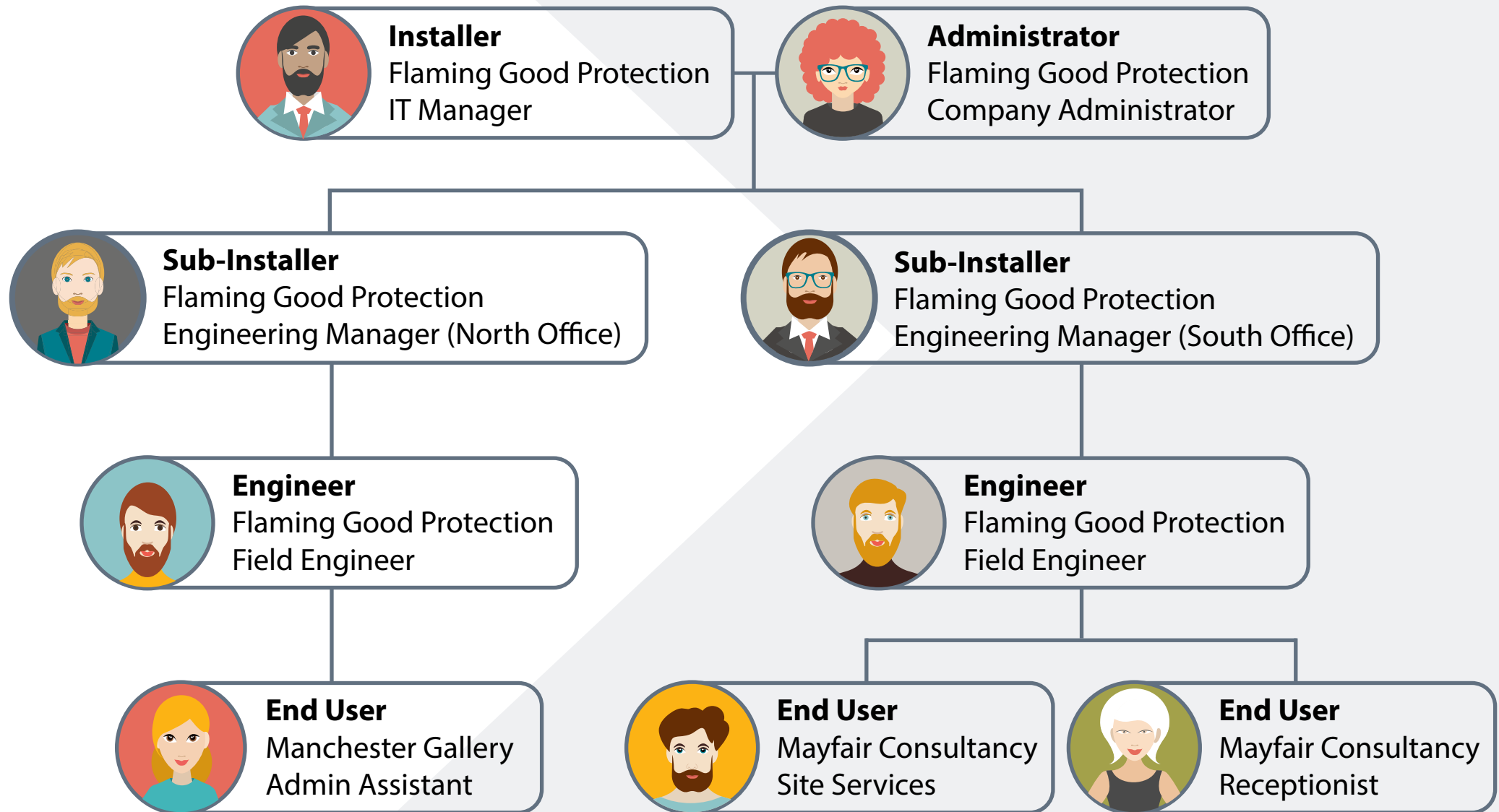
Sub-Installer - Used where companies have regional offices and staff within those offices who control the sites within their regional estate. Consequently, panels can be assigned regionally so that only sites within that region are visible.

Engineer - Used for the person who installs and maintains the system.

End User - Assigned to the person who actually uses the product.

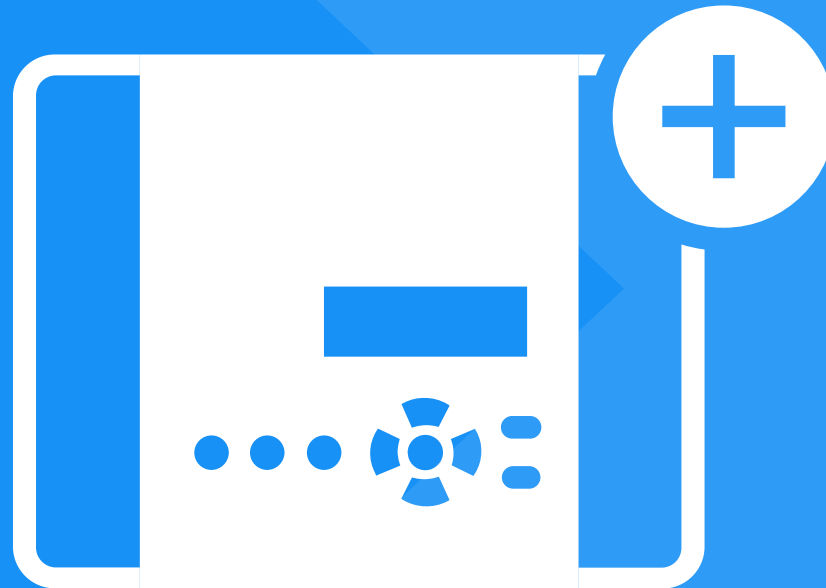
For examples of the above user types, click [here](#).

User examples



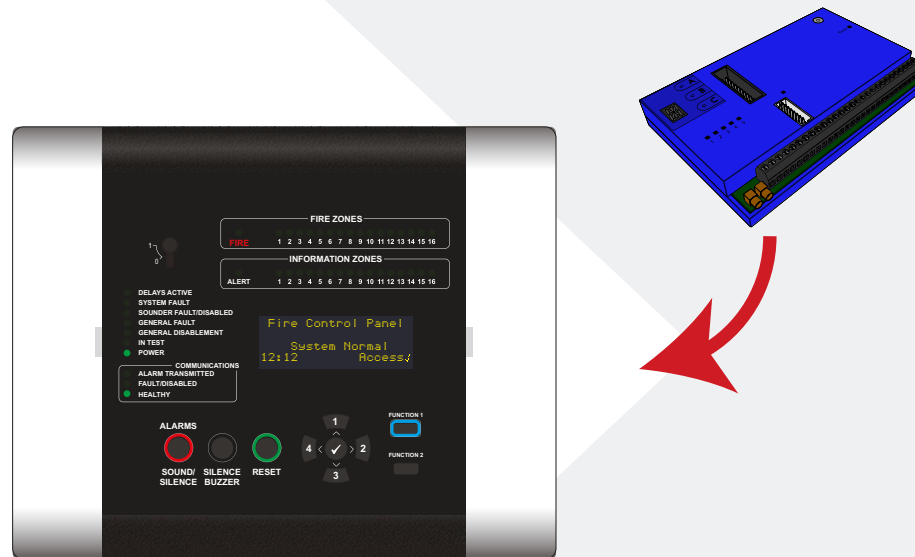
Adding panels

Communications module fitting | Panel connections | Panel configuration | Claim panel | Site details

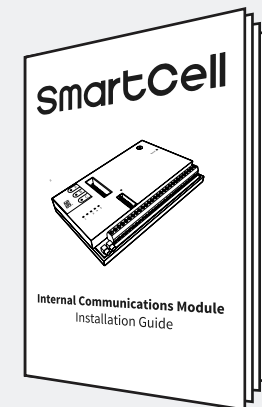


Communications module fitting

Fit the communications module inside the control panel.



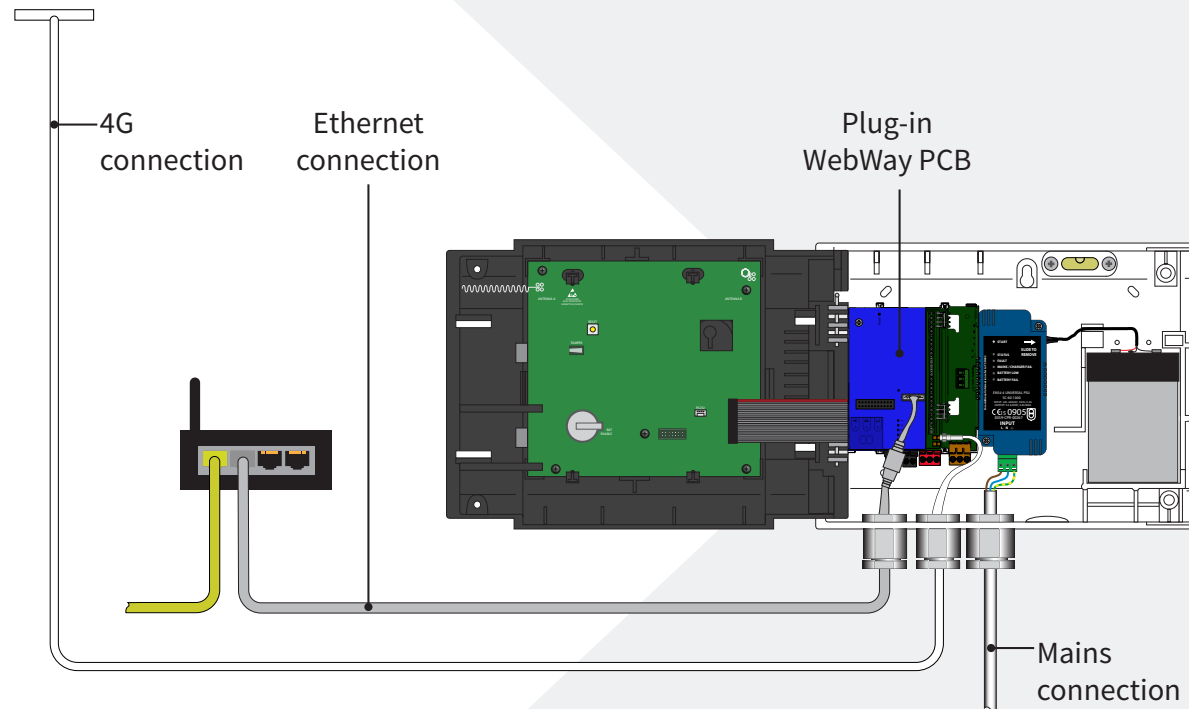
Refer to the SmartCell Internal Communications Module Installation Guide (MK374) for module fitting guidelines.



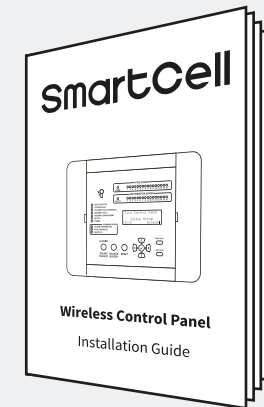
Free to download from www.mysmartcell.com

Panel connections

Make Ethernet and/or 4G SMS connections as necessary.



Refer to the SmartCell installation guide (TSD120) for aerial mounting location guidelines and details on cable entry points.



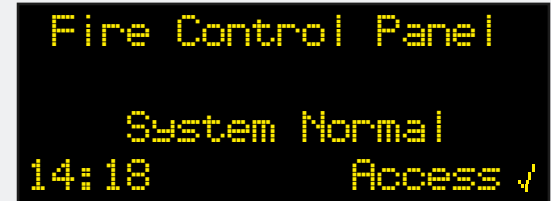
Free to download from www.mysmartcell.com

Panel configuration

Next, the panel must be configured.

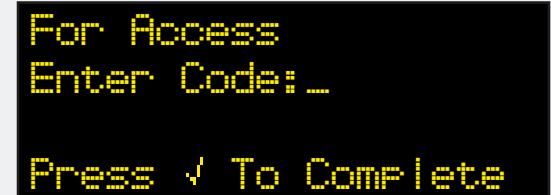
With the required connections made and mains power present, the internal communications card must be switched on by following the steps below:

With the SmartCell control panel in its normal state (enable key in the OFF position), the screen will display:



```
Fire Control Panel
System Normal
14:18           Access ✓
```

Press the  button and the screen will display:



```
For Access
Enter Code: _
Press ✓ To Complete
```

Enter the engineer PIN code (default '333333'), then press the  button to confirm. The screen will display:



```
* Welcome Service *
Access Level 3
Now Available
All Buttons Active
```

Followed by:

Press the  button until the screen displays:

```
+View System Status
  Enable/Disablesments
  Maintenance/Test
  Device Options  ⏏
```

Press the  button and the screen will display:

```
+Panel Information
  Language Select
  Factory Access
  Reports  ⏏
```

Press the  button until the screen displays:

```
+Passwords
  Panel Options
  System Options
  Communication  ⏏
```

Press the  button and the screen will display:

```
  Passwords
  Panel Options
  System Options
+Communication  ⏏
```

```
+Read/Write USB
  Remote Access
  H/W Communicator  ⏏
```

Press the  button and the screen will display:

```
Read/Write USB
+Remote Access
H/W Communicator
◇
```

Press the  button and the screen will display:

```
+Remote Access OFF
√ Continue Change >
```

Press the  button and the screen will display:

```
Using Remote Access
May Incur Costs
< Cancel Confirm >
```

Press the  button and the screen will display:

```
For Access Enter
Activation Code:
Press √ To Complete
```

Enter the engineer PIN code (default '333333'), then press the  button to confirm. The screen will display:

```
+Remote Access ON
√ Continue Change >
```

Press the  button and the screen will display:

```
+Internal Comms
  External Comms
                                     ⏏
```

Press the  button and the screen will display:

```
+View Status
  Edit Options
  Account settings
                                     ⏏
```

Press the  button and the screen will display:

```
View Status
+Edit Options
  Account settings
                                     ⏏
```

Press the  button and the screen will display:

```
+Module In Use      NO
                                     ⏏
Press ↵ To Select ⏏
```

Press the  button and the screen will display:

```
Module In Use ?
+NO
  YES
Press ↵ To Select ⏏
```

Press the  button and the screen will display:

```
Module In Use ?  
NO  
+YES  
Press √ To Select ◊
```

Press the  button and the screen will display:

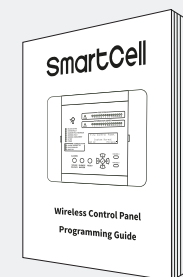
```
Module In Use YES  
ARC Enable NO  
+Services YES  
Press √ To Select ◊
```

Press the  button to scroll through the list and press the  button to change any options that are currently set as no, to yes. Applicable options are shown below:

```
+Module In Use YES  
ARC Enable YES  
Services YES  
Remote Confia YES  
IP Port Used YES  
GPRS Used YES  
Stats YES ◊
```

Note: refer to the SmartCell Control Panel Programming Guide (TSD155) for full details of the above options.

Free to download from www.mysmartcell.com



Once complete, press the  button and the screen will display:

```
View Status
+Edit Options
Account settings
◊
```

Press the  button and the screen will display:

```
+View Status
Edit Options
Account settings
◊
```

Press the  button and the screen will display:

```
+Module In Use  YES
Module Status   OK
ARC Enable      YES
Services        YES ◊
```

Press the  button to scroll through the list to check the status of the 'IP Status' and the 'GPRS Status' are as required, prior to account creation.

```
+Module In Use  YES
Module Status   OK
ARC Enable      YES
Services        YES
Remote Config   YES
IP Port Used     YES
IP Status       OK
GPRS Used       YES
GPRS Status     OK
GPRS Signal     GOOD
Stats           YES ◊
```

Once complete, press the  button and the screen will display:

```
+View Status
Edit Options
Account settings
```

Press the  button and the screen will display:

```
View Status
Edit Options
+Account settings
```

Press the  button and the screen will display:

```
+Create Account
View Settings
Edit Settings
```

Press the  button and the screen will show a list of available alarm receiving centres. If connection to an alarm receiving centre is not required, 'Services Only' can also be selected to initiate SmartCell Services:

```
+Services Only
Action24
Alarmmeldnet
ChubbParsi
```

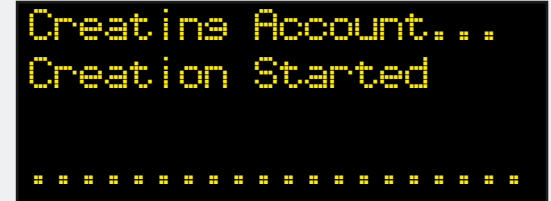
Note: care must be taken to select the correct option.

Press the  button and the screen will request confirmation as shown:

```
Services Only

Are You Sure?
✓ Continue < Exit
```

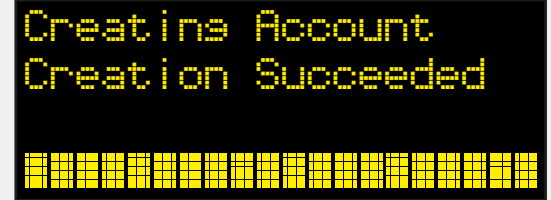
Press the  button and the screen will display:



```
Creating Account...  
Creation Started  
  
.....
```

**Note: if using GPRS only this process can take up to 15 minutes.
DO NOT cancel once the process has started.**

Once completed confirmation of successful account creation will be shown.



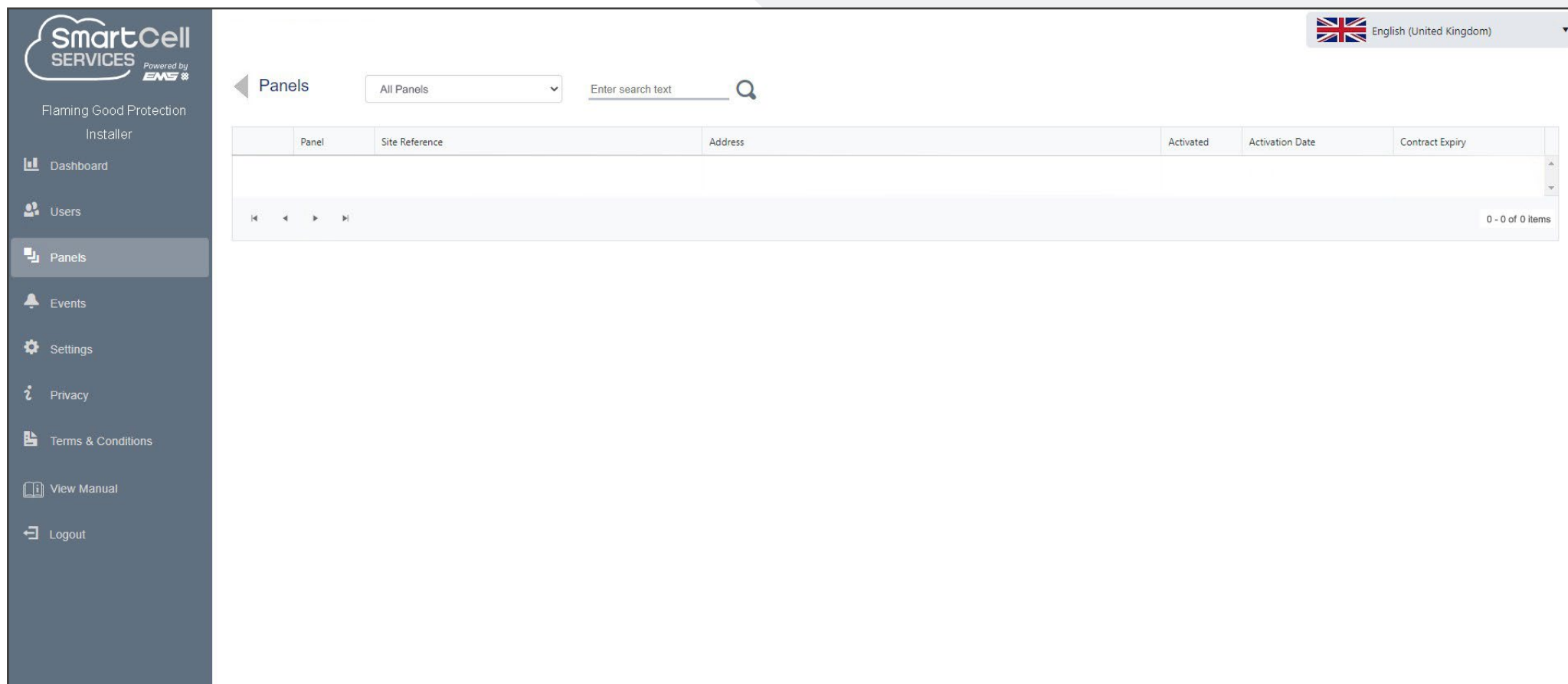
```
Creating Account  
Creation Succeeded  
  
*****
```

The newly created account will now be live and visible within SmartCell Services.

Claim panel

1 Log in to SmartCell Services.

2 Click on  Panels



The screenshot displays the SmartCell Services web application interface. The left sidebar contains the following navigation items: SmartCell SERVICES (Powered by EMS), Flaming Good Protection Installer, Dashboard, Users, Panels (highlighted), Events, Settings, Privacy, Terms & Conditions, View Manual, and Logout. The main content area is titled 'Panels' and includes a dropdown menu set to 'All Panels' and a search bar with the placeholder text 'Enter search text'. Below this is a table with the following columns: Panel, Site Reference, Address, Activated, Activation Date, and Contract Expiry. The table is currently empty, and the status at the bottom right indicates '0 - 0 of 0 items'. In the top right corner of the application, there is a language selector showing the UK flag and the text 'English (United Kingdom)'.

3 Next, click on the drop down list and select

Claim Panel



4 The screen will change to show all available panels.

Flaming Good Protection
Installer

- Dashboard
- Users
- Panels**
- Events
- Settings
- Privacy
- Terms & Conditions
- View Manual
- Logout

English (United Kingdom)

← Panels

Claim Panel

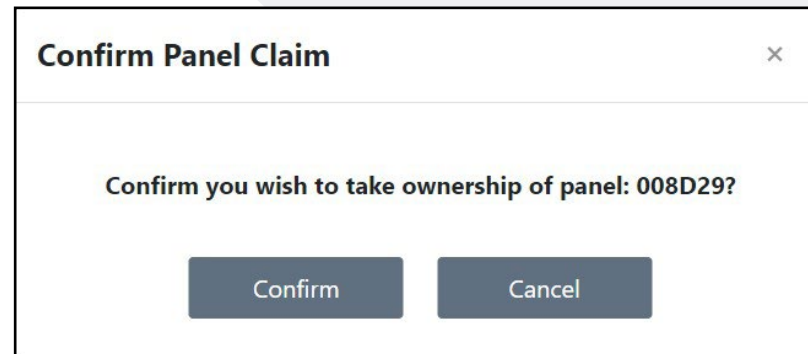
Enter search text

	Panel	Site Reference	Address	Activated	Activation Date	Contract Expiry
+	008D29	<PANEL ACTIVATED-NO ASSIGNED INSTALLER>			06-04-2023	
+	008A8D	<PANEL ACTIVATED-NO ASSIGNED INSTALLER>			12-03-2023	
+	004440	<PANEL ACTIVATED-NO ASSIGNED INSTALLER>			23-02-2023	
+	001D0D	<PANEL ACTIVATED-NO ASSIGNED INSTALLER>			05-10-2022	
+	007AF1	<PANEL ACTIVATED-NO ASSIGNED INSTALLER>			08-09-2022	
+	003BC6	<PANEL ACTIVATED-NO ASSIGNED INSTALLER>			06-01-2022	
+	007E55	<PANEL ACTIVATED-NO ASSIGNED INSTALLER>			03-01-2022	
+	00A335	<PANEL ACTIVATED-NO ASSIGNED INSTALLER>			17-09-2021	
+	007E62	<PANEL ACTIVATED-NO ASSIGNED INSTALLER>			07-07-2021	
+	004632	<PANEL ACTIVATED-NO ASSIGNED INSTALLER>			08-06-2021	
+	006789	<PANEL ACTIVATED-NO ASSIGNED INSTALLER>			21-04-2021	



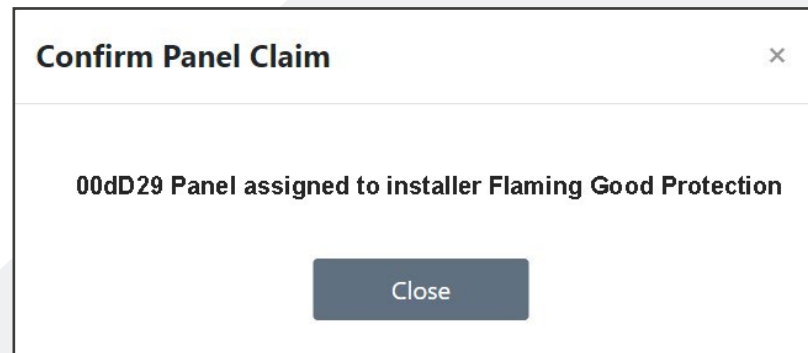
There may be multiple panels available for assigning in this list. Care must be taken to ensure that the correct panel ident is selected.

5 Check that the ident shown matches the ident written on the panel's ident label.



6 Once the correct panel has been identified, click on the associated  button.

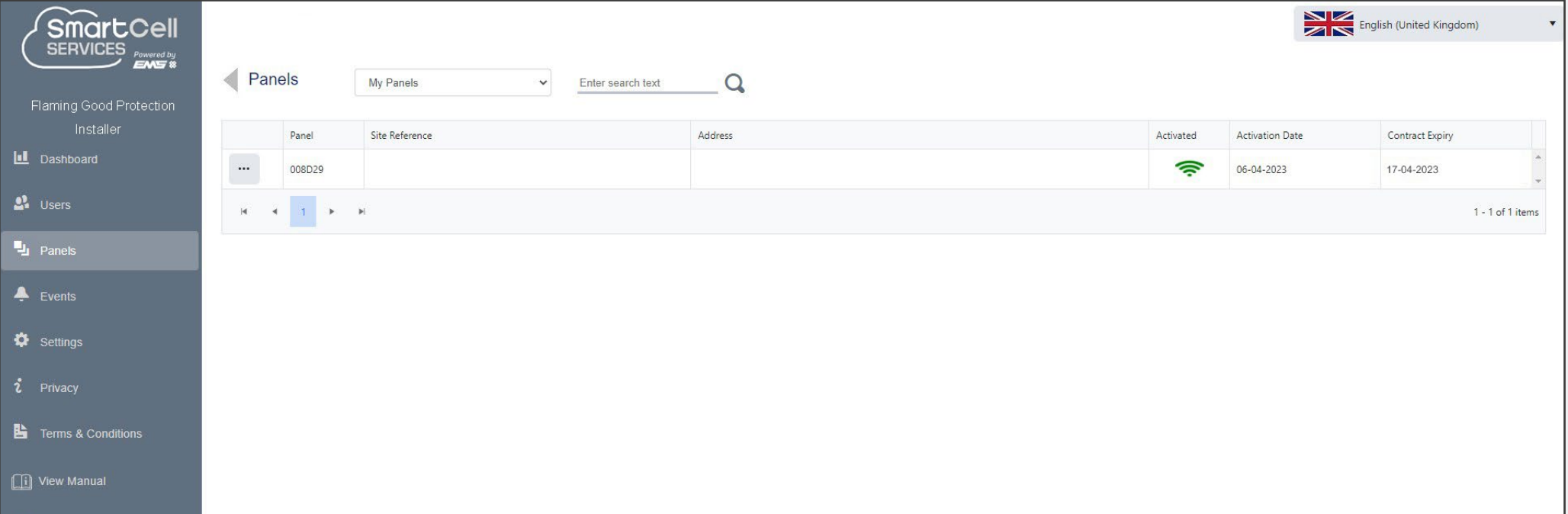
7 Click  to claim the panel.



Site details

1 Log in to SmartCell Services.

2 Click on  Panels



The screenshot shows the SmartCell Services web interface. The sidebar on the left contains the following links: Flaming Good Protection Installer, Dashboard, Users, Panels (highlighted), Events, Settings, Privacy, Terms & Conditions, and View Manual. The main content area is titled 'Panels' and includes a search bar and a table of panels.

	Panel	Site Reference	Address	Activated	Activation Date	Contract Expiry
...	008D29				06-04-2023	17-04-2023

At the bottom of the table, there is a pagination bar showing '1' and '1 - 1 of 1 items'.

3 Click on the  button next to the required panel.

4 Next, click on the  tab.

5 Enter all of the panel site details, ensuring all of the required fields are populated.

The screenshot shows the 'Panel Detail - 008D29 - Mayfair Consultancy' form in the SmartCell SERVICES interface. The left sidebar contains navigation links: Flaming Good Protection Installer, Dashboard, Users, Panels, Events, Settings, Privacy, Terms & Conditions, View Manual, and Logout. The top right shows the language set to English (United Kingdom). The form has tabs for Panel Status, Panel Site (active), Panel Notifications, Panel Events, Panel Technical Support, Panel Access, Panel Billing, and Panel Release. The 'Panel Site' tab contains sections for Site Contact Name, Address, Notification Language, and Technical Detail. The Site Contact Name section includes fields for Panel Ident (008D29), Installer (Flaming Good Protection Limited), Installer Id (Flaming Good Protection), Site Reference (Mayfair Consultancy), Site Contact Name (Keith Jones), Email (Kjones@gmail.com), Landline (+ 44 - 07453120956), and Mobile/Cell (+ 44 - 07453120956). The Address section includes Address 1 (Mayfair Consultancy), Address 2 (Mount Street), Address 3, Town/City (London), County, Postcode (W1K 2SQ), and Country (United Kingdom). The Notification Language is set to English. The Technical Detail section includes Panel Type, MAC Address, Software Package (6.01.01.011669), SPT #, and SIM #. The Update History section shows Activated: 06-04-2023, Last Updated: 14:57:00 18-04-2023, and Contract Expiry: 19-04-2024. At the bottom right are Save and Cancel buttons.

SmartCell SERVICES Powered by EMS

Flaming Good Protection Installer

Dashboard

Users

Panels

Events

Settings

Privacy

Terms & Conditions

View Manual

Logout

English (United Kingdom)

Panel Detail - 008D29 - Mayfair Consultancy

Panel Status Panel Site Panel Notifications Panel Events Panel Technical Support Panel Access Panel Billing Panel Release

Panel Site

Caution: details below will appear in Email/SMS notifications

Please note the first 20 characters will be displayed for SMS messages in relation to the site reference field.

Site Contact Name

Panel Ident 008D29

Installer Flaming Good Protection Limited

Installer Id Flaming Good Protection

Site Reference Mayfair Consultancy

Site Contact Name Keith Jones

Email Kjones@gmail.com

Landline + Int code - Local number

Mobile/Cell + 44 - 07453120956

Address

Address 1 Mayfair Consultancy

Address 2 Mount Street

Address 3

Town/City London

County

Postcode W1K 2SQ

Country United Kingdom

Notification Language English

Technical Detail

Panel Type

MAC Address

Software Package 6.01.01.011669

SPT #

SIM #

Update History

Activated: 06-04-2023

Last Updated: 14:57:00 18-04-2023

Contract Expiry: 19-04-2024

Save Cancel

6 Once entered, click

Save

Notifications

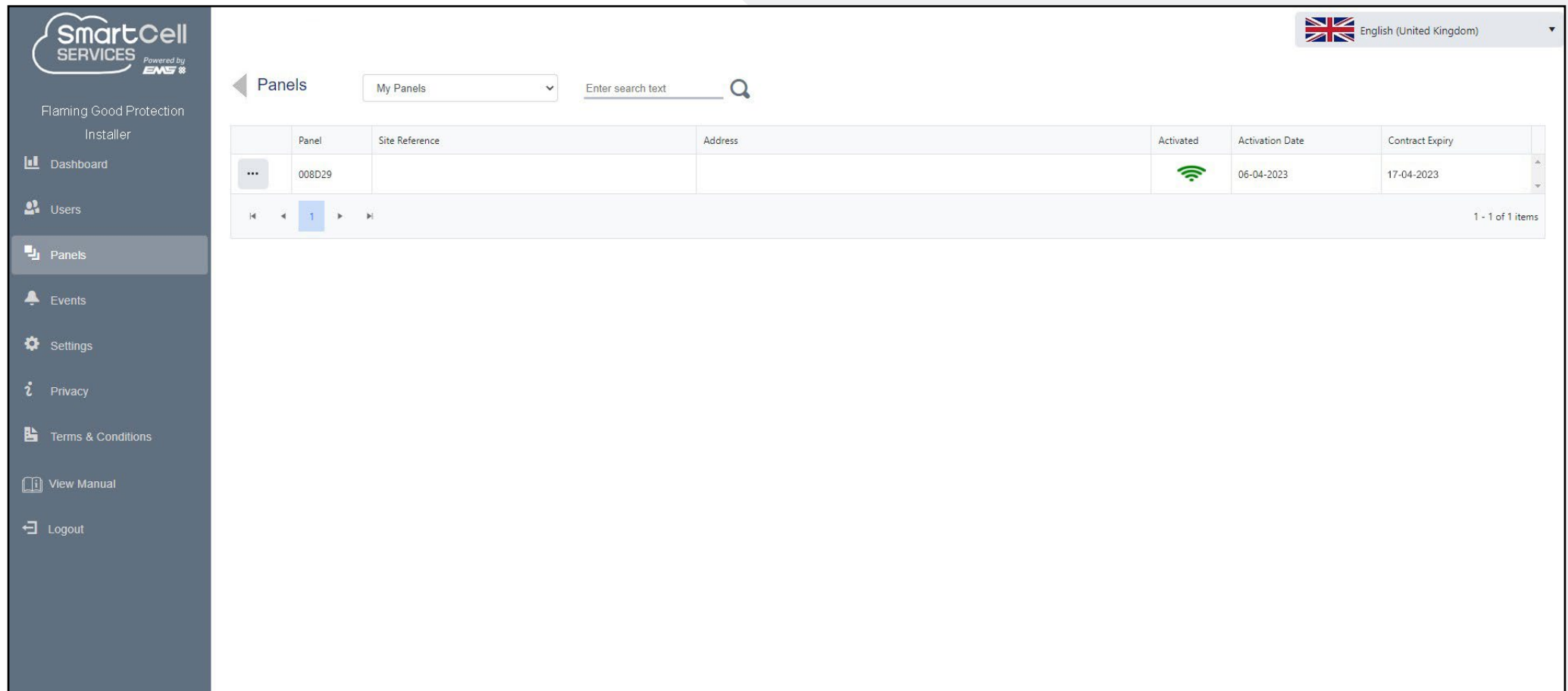
Billing details | Panel Notifications | Renewing contracts



Billing details

1 Log in to SmartCell Services.

2 Click on  Panels



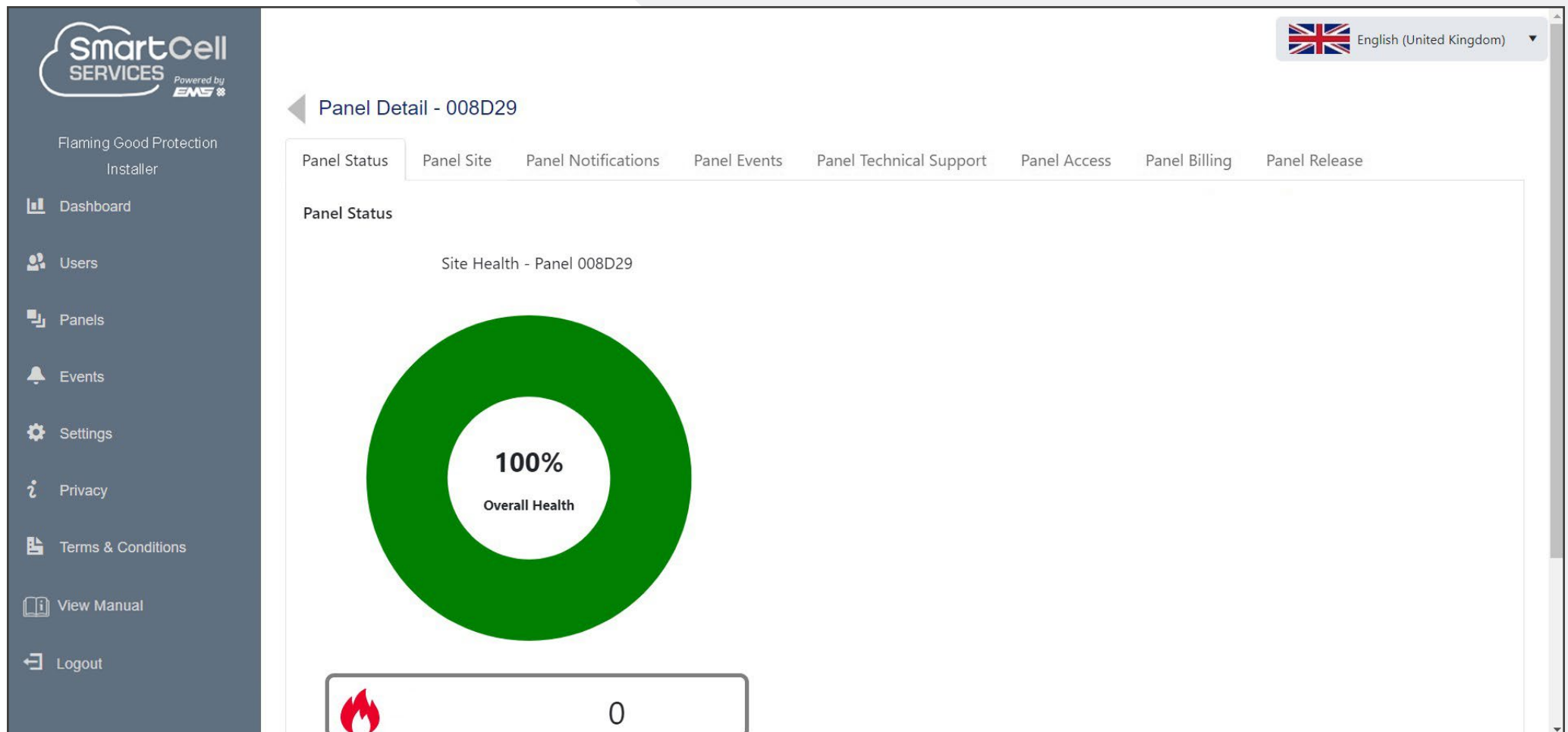
The screenshot displays the SmartCell Services web application. The left sidebar contains the following navigation items: SmartCell SERVICES (Powered by EMS), Flaming Good Protection Installer, Dashboard, Users, Panels (highlighted), Events, Settings, Privacy, Terms & Conditions, View Manual, and Logout. The main content area is titled 'Panels' and includes a dropdown menu set to 'My Panels' and a search bar. Below this is a table with the following data:

	Panel	Site Reference	Address	Activated	Activation Date	Contract Expiry
...	008D29				06-04-2023	17-04-2023

At the bottom of the table, there is a pagination control showing '1' and a status indicator '1 - 1 of 1 items'.

3 Click on the  button next to the required panel.

4 The screen will change to show the Panel Status display.



The screenshot displays the SmartCell SERVICES interface, powered by EMS. The left sidebar contains navigation links: Flaming Good Protection Installer, Dashboard, Users, Panels, Events, Settings, Privacy, Terms & Conditions, View Manual, and Logout. The top right shows the language setting as English (United Kingdom). The main content area is titled "Panel Detail - 008D29" and features a tabbed interface with the following tabs: Panel Status (selected), Panel Site, Panel Notifications, Panel Events, Panel Technical Support, Panel Access, Panel Billing, and Panel Release. The "Panel Status" tab displays "Site Health - Panel 008D29" with a large green donut chart indicating "100% Overall Health". Below the chart, there is a red flame icon and a counter showing "0".

5 Click on the **Panel Billing** tab, to view the Panel Billing screen.

6 Enter the billing details, ensuring all of the required fields are populated.

SmartCell SERVICES Powered by EMS

Flaming Good Protection Installer

Dashboard

Users

Panels

Events

Settings

Privacy

Terms & Conditions

View Manual

Logout

English (United Kingdom)

Panel Detail - 008D29

Panel Status Panel Site Panel Notifications Panel Events Panel Technical Support Panel Access **Panel Billing** Panel Release

Panel Billing

Use Panel Site Detail As Billing Detail

Billing Contact

Panel Ident 008D29

Installer Flaming Good Protection Limited

Installer Login Id Flaming Good Protection

Site Reference

*Billing Contact Barry Venison

Job Title

Landline + 44 - 0128524390

*Mobile/Cell + 44 - 07897200511

*Email #1 for Billing reminders barry.venison@fgp.com

Email #2 for Billing reminders optional

Email #3 for Billing reminders optional

Email #4 for Billing reminders optional

Billing Address *required

*Address 1 1 Old Kent Road

Address 2

Address 3

*Town/City Southwalk

County London

Postcode SE15UU

*Country United Kingdom

Panel Activated 06-04-2023

Contract Expiry 06-04-2024

Next Cancel

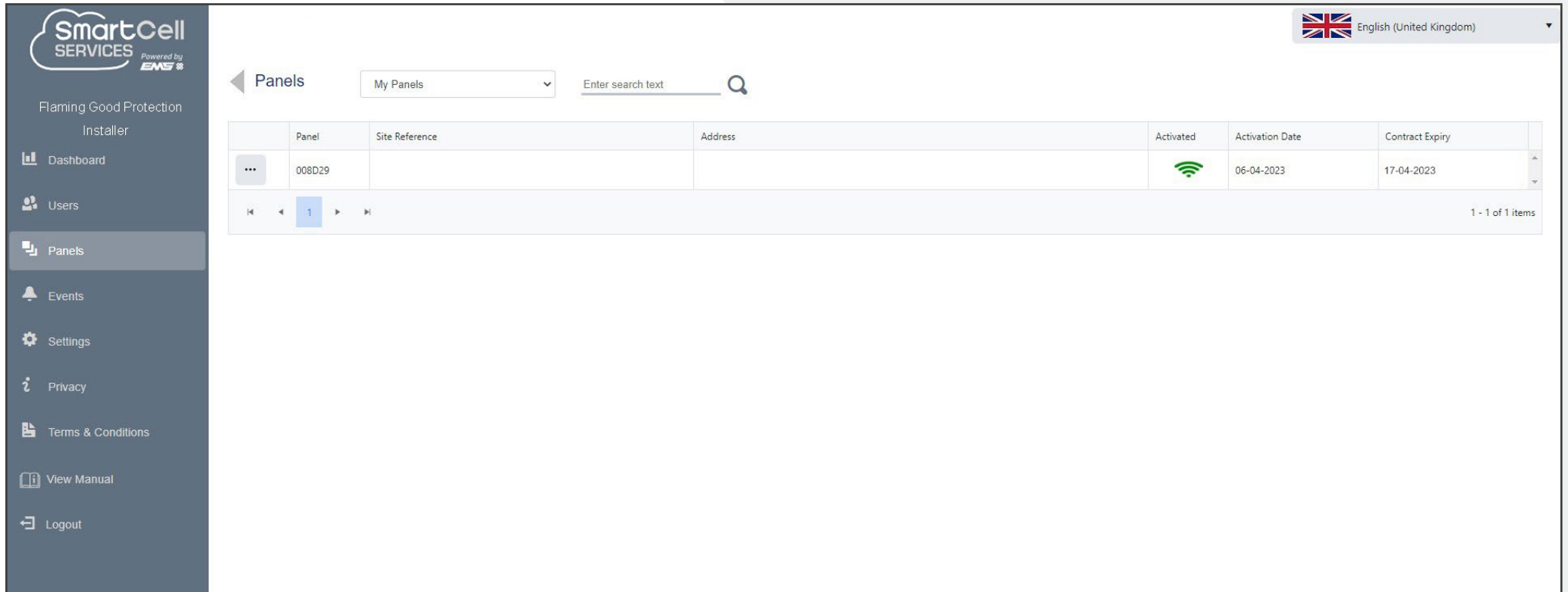
7 Click

Save

Panel notifications

1 Log in to SmartCell Services.

2 Click on  Panels

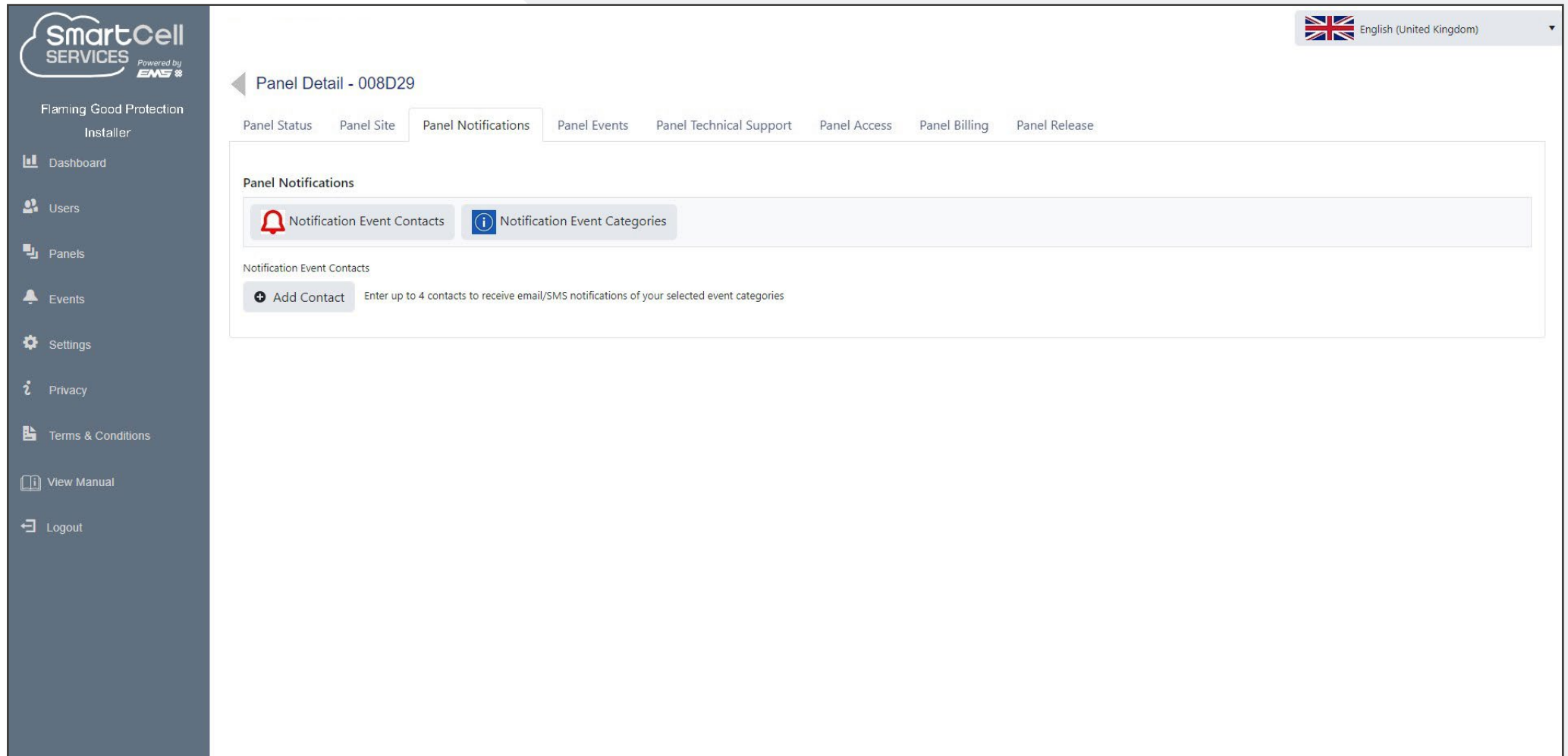


The screenshot shows the SmartCell Services web application interface. The left sidebar contains the following menu items: Flaming Good Protection Installer, Dashboard, Users, Panels (highlighted), Events, Settings, Privacy, Terms & Conditions, View Manual, and Logout. The main content area is titled 'Panels' and includes a dropdown menu for 'My Panels' and a search bar labeled 'Enter search text'. Below this is a table with the following columns: Panel, Site Reference, Address, Activated, Activation Date, and Contract Expiry. The table contains one row with the following data: Panel ID 008D29, Site Reference, Address, Activated status (indicated by a green Wi-Fi icon), Activation Date 06-04-2023, and Contract Expiry 17-04-2023. A pagination bar at the bottom of the table shows '1' and '1 - 1 of 1 items'. The top right corner of the application shows the language selection as 'English (United Kingdom)' with a UK flag icon.

Panel	Site Reference	Address	Activated	Activation Date	Contract Expiry
008D29				06-04-2023	17-04-2023

3 Click on the  button next to the required panel.

4 Next, click on the **Panel Notifications** tab.



The screenshot displays the SmartCell Services web interface. On the left is a dark sidebar with the SmartCell Services logo (Powered by EMS) and a list of navigation items: Flaming Good Protection Installer, Dashboard, Users, Panels, Events, Settings, Privacy, Terms & Conditions, View Manual, and Logout. The main content area is titled 'Panel Detail - 008D29' and features a language selector for 'English (United Kingdom)' in the top right. Below the title is a horizontal tab bar with options: Panel Status, Panel Site, Panel Notifications (which is highlighted), Panel Events, Panel Technical Support, Panel Access, Panel Billing, and Panel Release. The 'Panel Notifications' section contains two sub-tabs: 'Notification Event Contacts' (active) and 'Notification Event Categories'. Under the active sub-tab, there is a '+ Add Contact' button and a text prompt: 'Enter up to 4 contacts to receive email/SMS notifications of your selected event categories'.

5 Click **+ Add Contact**

6 Select the required events for both Email and SMS.

Panel 008D29 - Add new notification

New Notification

User Type ☒ Installer / Engineer ☐ End User

*** Contact Name**

*** Email**  ***required**

SMS 

Events	Email	SMS
Fire	☒	☒
Fault	☒	☒
Information	☒	☒
Operation	☐	☐
Access	☐	☐
Enable/Disable/Test Event	☐	☐
Configuration	☐	☐
Communications	☐	☐
Security	☐	☐

Save

Cancel

7 Once complete, click

Save



Flaming Good Protection
Installer

- Dashboard
- Users
- Panels
- Events
- Settings
- Privacy
- Terms & Conditions
- View Manual
- Logout

 English (United Kingdom) ▼

Panel Detail - 008D29

Panel Status Panel Site **Panel Notifications** Panel Events Panel Technical Support Panel Access Panel Billing Panel Release

Panel Notifications

 Notification Event Contacts  Notification Event Categories

Notification Event Contacts

 Add Contact Enter up to 4 contacts to receive email/SMS notifications of your selected event categories

Contact #1
Steve Watson
Email: steve.watson@fgp.com
SMS: +44 07887720041

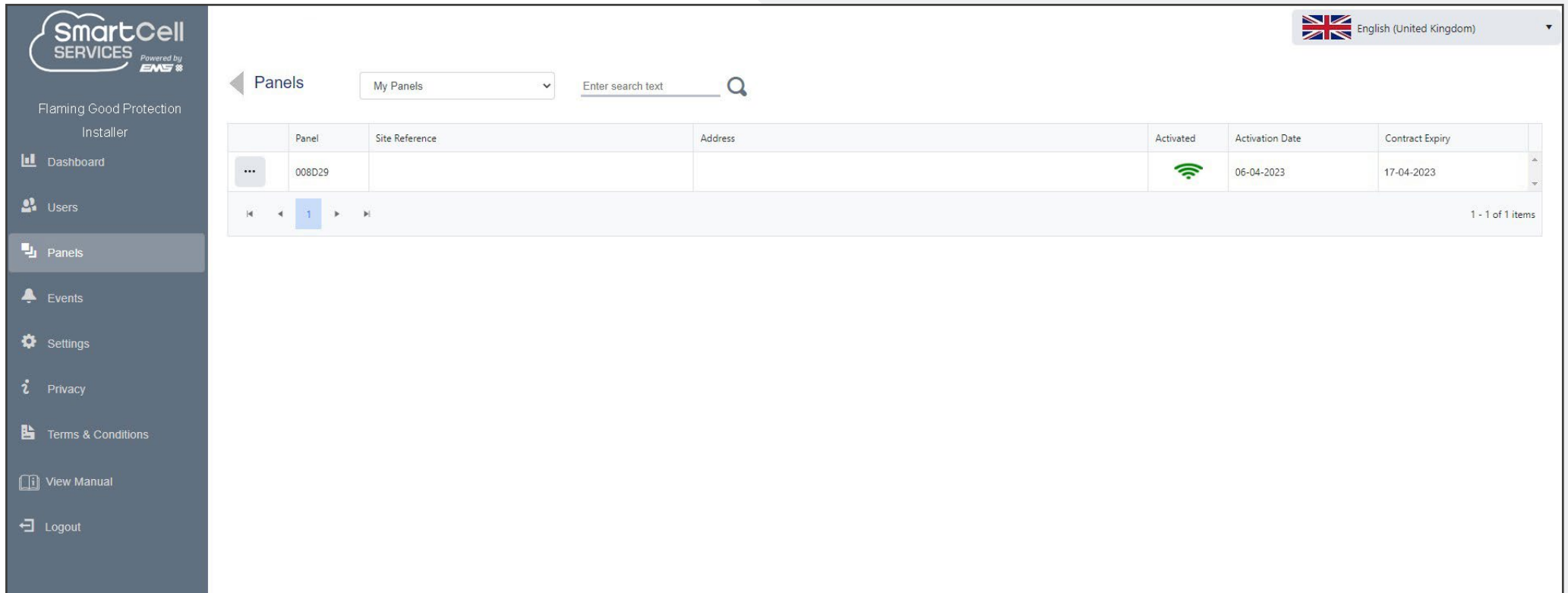
Notification	Email	SMS
Fire	☒	☒
Fault	☒	☒
Information	☒	☒
Operation	☐	☐
Access	☐	☐
Enable/Disable/Test Event	☐	☐
Configuration	☐	☐
Communications	☐	☐
Security	☐	☐

 Edit  Delete

Renewing contracts

1 Log in to SmartCell Services.

2 Click on  Panels



The screenshot displays the SmartCell Services web application interface. The left sidebar contains the following navigation items: SmartCell SERVICES (Powered by EMS), Flaming Good Protection Installer, Dashboard, Users, Panels (highlighted), Events, Settings, Privacy, Terms & Conditions, View Manual, and Logout. The main content area is titled 'Panels' and includes a search bar with the text 'My Panels' and a search icon. Below the search bar is a table with the following columns: Panel, Site Reference, Address, Activated, Activation Date, and Contract Expiry. The table contains one row with the following data: Panel ID 008D29, Site Reference, Address, Activated status (indicated by a green Wi-Fi icon), Activation Date 06-04-2023, and Contract Expiry 17-04-2023. The bottom of the table shows pagination information: '1 - 1 of 1 items'.

SmartCell SERVICES
Powered by EMS

Flaming Good Protection
Installer

Dashboard

Users

Panels

Events

Settings

Privacy

Terms & Conditions

View Manual

Logout

English (United Kingdom)

Panels

My Panels

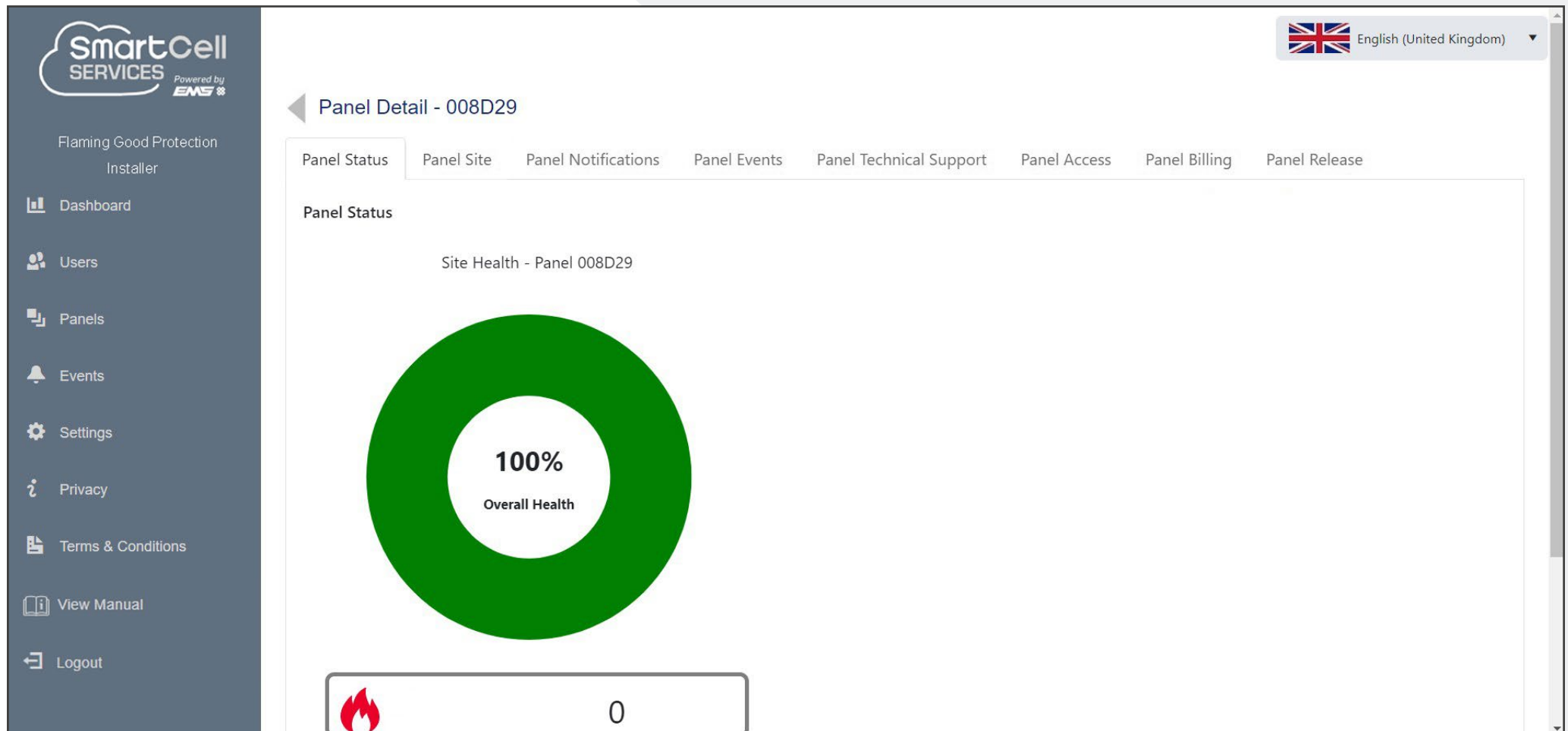
Enter search text

	Panel	Site Reference	Address	Activated	Activation Date	Contract Expiry
...	008D29				06-04-2023	17-04-2023

1 - 1 of 1 items

3 Click on the  button next to the required panel.

4 The screen will change to show the Panel Status display.



The screenshot displays the 'SmartCell SERVICES' interface, powered by EMS. The left sidebar contains navigation links: Flaming Good Protection Installer, Dashboard, Users, Panels, Events, Settings, Privacy, Terms & Conditions, View Manual, and Logout. The top right shows the language setting as 'English (United Kingdom)'. The main content area is titled 'Panel Detail - 008D29' and features a tabbed interface with 'Panel Status' selected. The 'Panel Status' tab shows 'Site Health - Panel 008D29' with a large green donut chart indicating '100% Overall Health'. Below the chart, a red flame icon is next to a box containing the number '0'.

5 Click on the **Panel Billing** tab, to view the Panel Billing screen.

6 Ensure the billing details are correct and that all required fields are populated.

SmartCell SERVICES Powered by EMS

Flaming Good Protection Installer

Dashboard

Users

Panels

Events

Settings

Privacy

Terms & Conditions

View Manual

Logout

English (United Kingdom)

Panel Detail - 008D29

Panel Status Panel Site Panel Notifications Panel Events Panel Technical Support Panel Access **Panel Billing** Panel Release

Panel Billing

Use Panel Site Detail As Billing Detail

Billing Contact

Panel Ident 008D29

Installer Flaming Good Protection Limited

Installer Login Id Flaming Good Protection

Site Reference

*Billing Contact Barry Venison

Job Title

Landline + 44 - 0128524390

*Mobile/Cell + 44 - 07897200511

*Email #1 for Billing reminders barry.venison@fgp.com

Email #2 for Billing reminders optional

Email #3 for Billing reminders optional

Email #4 for Billing reminders optional

Billing Address *required

*Address 1 1 Old Kent Road

Address 2

Address 3

*Town/City Southwark

County London

Postcode SE15UU

*Country United Kingdom

Panel Activated 06-04-2023

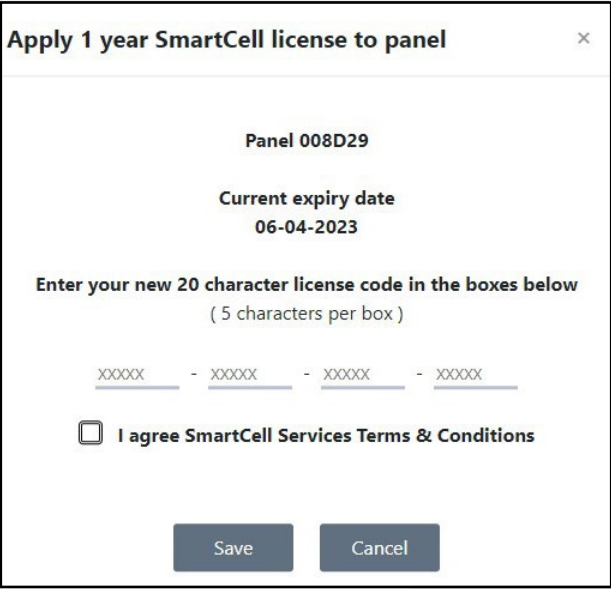
Contract Expiry 06-04-2023

Action Required [Renew Contract Here](#)

Next Cancel

7 Click on

Renew Contract Here



Apply 1 year SmartCell license to panel

Panel 008D29

Current expiry date
06-04-2023

Enter your new 20 character license code in the boxes below
(5 characters per box)

XXXXX - XXXXX - XXXXX - XXXXX

☐ I agree SmartCell Services Terms & Conditions

Save Cancel

8 Enter the 20 character licence code.

Note: this requires the purchase of a SmartCell remote services annual contract (part number SC-94-0001-99). Contact your supplier for more information.

9 Check and agree to the SmartCell Services Terms & Condition.

10 Finally click

Save

Engineers

[Adding engineers](#) | [Allocating engineers](#) | [Removing engineer access](#)

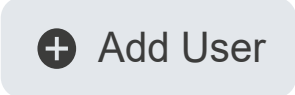


Adding engineers

1 Visit www.smartcellservices.com

2 Log in using credentials received via email.

3 Click on  Users

4 Click on 

5 Select the required user type.

- ☒ Administrator
- ☐ Sub-Installer
- ☐ Engineer
- ☐ End User

For more information on user types, click [here](#).

6 Enter the engineer's details.

**SmartCell**
SERVICES Powered by EMS

Flaming Good Protection
Installer

Dashboard

Users

Panels

Events

Settings

Privacy

Terms & Conditions

View Manual

Logout

◀ Add User

Contact

*required

VAR Code

EMS

*User Id

barry.venison

minimum 5 characters

*Password

.....

min 8:A-Z,a-z,0-9

*Confirm Password

.....

○ Administrator

○ Sub-Installer

○ Engineer

○ End User

*User Type

*Company Name

Flaming Good Protection

*Contact Name

Barry Venison

*Job Title

Engineer

*Email

barry.venison@fgp.com

*Confirm Email

barry.venison@fgp.com

*Landline

+ 44 - 01285424390

*Mobile/Cell

+ 44 - 07897200511

✓ Enabled

✓ WEB SERVICES

✓ PANEL CONFIGURATION

Address

optional

Address 1

1 Old Kent Road

Address 2

Address 3

Town/City

Southwalk

County

London

Postcode

SE15UU

Country

United Kingdom

Website Language

 English (United Kingdom)

Update History

Created at:

Last Updated:

Save

Cancel

7 Once entered, click

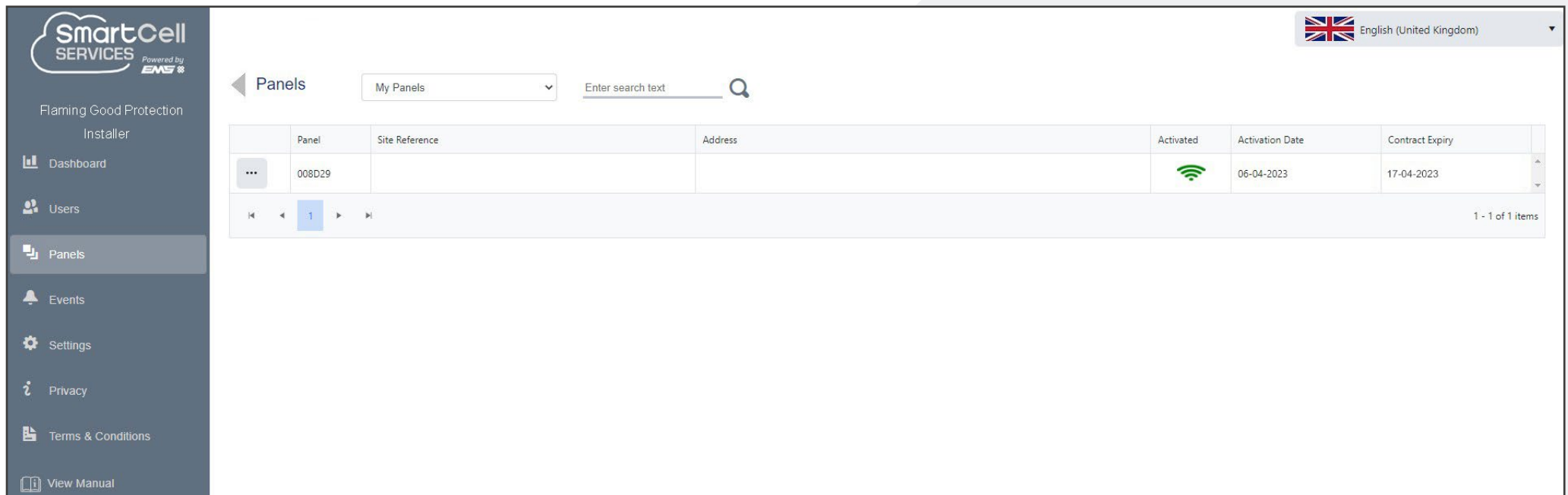
Save

Allocating engineers

As default, all of the engineers registered by the installer will have access to claimed control panels. This however can be changed on a panel by panel basis, to allow only specific engineers access. To do so, follow the steps below.

1 Log in to SmartCell Services.

2 Click on  Panels



The screenshot shows the SmartCell Services web interface. The left sidebar contains the following menu items: SmartCell SERVICES (Powered by EMS), Flaming Good Protection Installer, Dashboard, Users, Panels (highlighted), Events, Settings, Privacy, Terms & Conditions, and View Manual. The main content area is titled 'Panels' and includes a dropdown menu for 'My Panels' and a search bar. Below this is a table with the following columns: Panel, Site Reference, Address, Activated, Activation Date, and Contract Expiry. The table contains one row with the following data: Panel: 008D29, Site Reference: (empty), Address: (empty), Activated: (green Wi-Fi icon), Activation Date: 06-04-2023, Contract Expiry: 17-04-2023. The bottom of the table shows pagination: 1 - 1 of 1 items.

Panel	Site Reference	Address	Activated	Activation Date	Contract Expiry
008D29				06-04-2023	17-04-2023

3 Click on the  button next to the required panel.

4 Next click on the  tab.

5 Click on  Specific Users Only

6 Select the required users by checking their associated tick boxes.

Select specific users:

	IdNo	User Id	First name	Last name	Job Title	Company
☒	439	BARRY.VENISON	Barry	Venison	Engineer	Flaming Good Protection
☐	435	gavin.peacock@fgp.com	Gavin	Peacock	Engineer	Flaming Good Protection
☐	433	kenny.cunningham@fgp.com	Kenny	Cunningham	Engineer	Flaming Good Protection
☐	389	clive.mendonca@mcg.co.uk	Clive	Mendonca	End User	client

  **1**  

1 - 4 of 4 items

7 Once selected, click

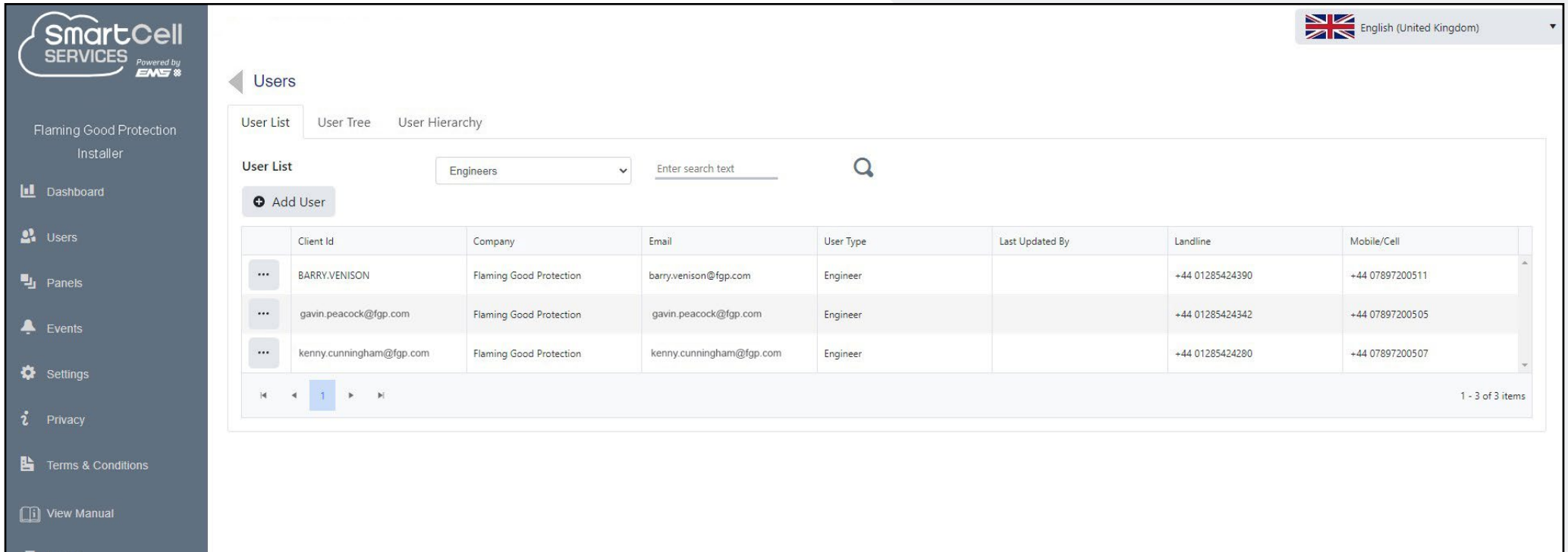
Save

Removing engineer access

It is possible to change the access rights for users, including removing all access. To do so, follow the steps below.

1 Log in to SmartCell Services.

2 Click on  Users



The screenshot shows the SmartCell Services web interface. The left sidebar contains the SmartCell Services logo and a navigation menu with items: Flaming Good Protection Installer, Dashboard, Users, Panels, Events, Settings, Privacy, Terms & Conditions, and View Manual. The main content area is titled 'Users' and has tabs for 'User List', 'User Tree', and 'User Hierarchy'. The 'User List' tab is active, showing a table of users. Above the table, there is a dropdown menu set to 'Engineers', a search bar with the placeholder 'Enter search text', and a magnifying glass icon. Below the search bar is a '+ Add User' button. The table has columns: Client Id, Company, Email, User Type, Last Updated By, Landline, and Mobile/Cell. It contains three rows of user data. At the bottom of the table, there is a pagination control showing '1' and '1 - 3 of 3 items'.

	Client Id	Company	Email	User Type	Last Updated By	Landline	Mobile/Cell
...	BARRY.VENISON	Flaming Good Protection	barry.venison@fgp.com	Engineer		+44 01285424390	+44 07897200511
...	gavin.peacock@fgp.com	Flaming Good Protection	gavin.peacock@fgp.com	Engineer		+44 01285424342	+44 07897200505
...	kenny.cunningham@fgp.com	Flaming Good Protection	kenny.cunningham@fgp.com	Engineer		+44 01285424280	+44 07897200507

3 Click on the  button next to the required user.

4 The following permissions can be unticked.



Enabled



WEB SERVICES



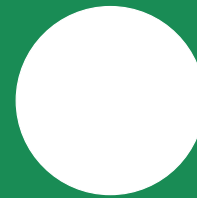
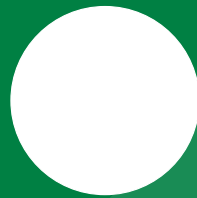
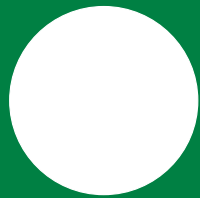
PANEL CONFIGURATION

5 Once complete, click

 Save

Other options

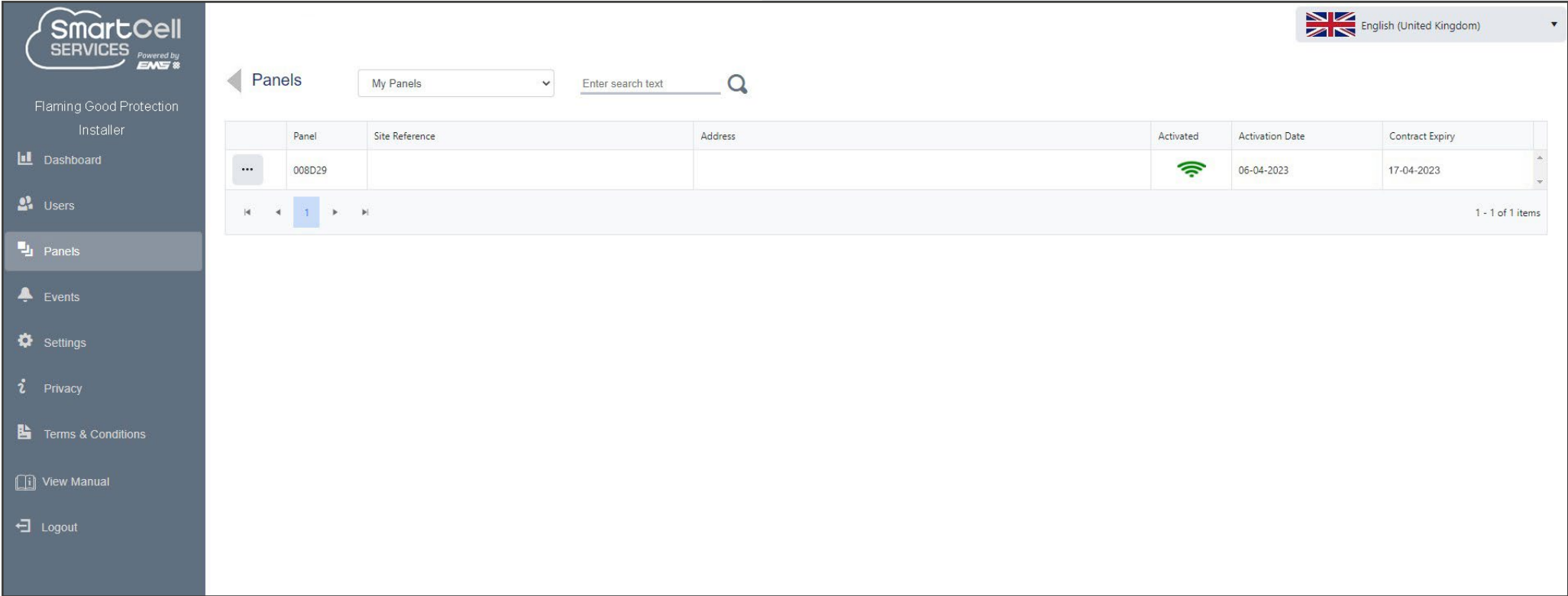
Panel events | Panel release | Technical support permissions | Changing passwords



Panel events

1 Log in to SmartCell Services.

2 Click on  Panels



The screenshot displays the 'Panels' section of the SmartCell Services interface. The header includes the SmartCell Services logo, a language selector set to 'English (United Kingdom)', and a search bar. The main content area features a table with the following data:

	Panel	Site Reference	Address	Activated	Activation Date	Contract Expiry
...	008D29				06-04-2023	17-04-2023

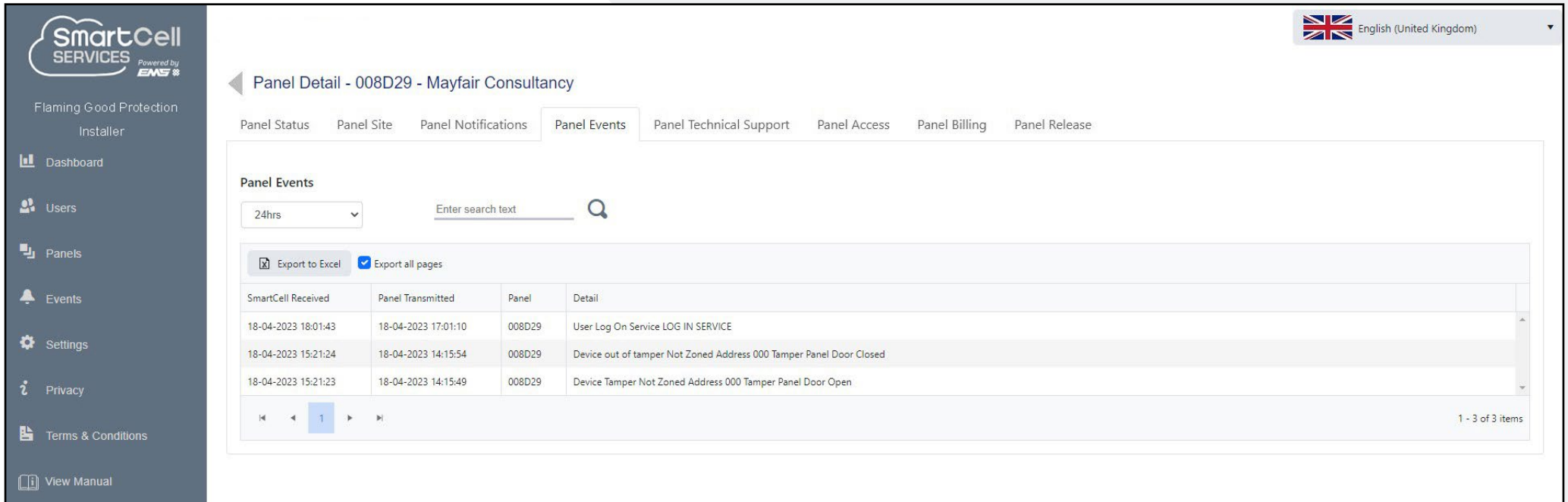
Below the table, there is a pagination bar showing '1' and '1 - 1 of 1 items'.

The left sidebar contains the following navigation items:

- Flaming Good Protection Installer
- Dashboard
- Users
- Panels**
- Events
- Settings
- Privacy
- Terms & Conditions
- View Manual
- Logout

3 Click on the  button next to the required panel.

4 Next click on the  tab.



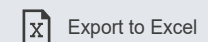
The screenshot displays the SmartCell Services web interface. On the left is a dark sidebar with the SmartCell Services logo and a list of navigation items: Flaming Good Protection Installer, Dashboard, Users, Panels, Events, Settings, Privacy, Terms & Conditions, and View Manual. The main content area is titled 'Panel Detail - 008D29 - Mayfair Consultancy'. It features a horizontal tab bar with the following tabs: Panel Status, Panel Site, Panel Notifications, Panel Events (which is selected), Panel Technical Support, Panel Access, Panel Billing, and Panel Release. Below the tabs, the 'Panel Events' section includes a dropdown menu set to '24hrs', a search input field with the placeholder 'Enter search text', and a table of events. Above the table are two buttons: 'Export to Excel' and 'Export all pages' (which is checked). The table has four columns: SmartCell Received, Panel Transmitted, Panel, and Detail. It contains three rows of event data. At the bottom of the table area, there are pagination controls showing '1' and a total count of '1 - 3 of 3 items'.

SmartCell Received	Panel Transmitted	Panel	Detail
18-04-2023 18:01:43	18-04-2023 17:01:10	008D29	User Log On Service LOG IN SERVICE
18-04-2023 15:21:24	18-04-2023 14:15:54	008D29	Device out of tamper Not Zoned Address 000 Tamper Panel Door Closed
18-04-2023 15:21:23	18-04-2023 14:15:49	008D29	Device Tamper Not Zoned Address 000 Tamper Panel Door Open

5 Events can be seen for the past; 24 hrs, 7 days, or 30 days, by clicking the associated dropdown option.

6 The events can also be filtered for keywords, using the text search field.

7 Should the user wish to output the events to Excel, this can be performed by clicking

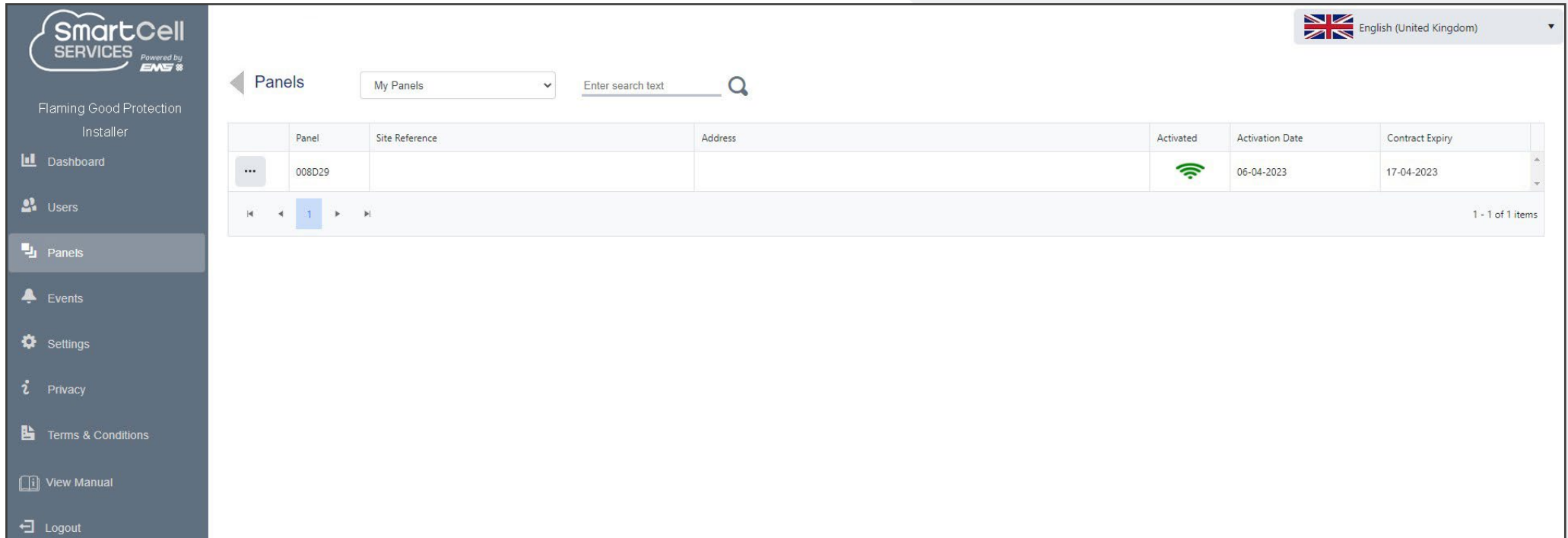


Panel release

It is possible to release the control of a panel when your service agreement ends. To do so, follow the steps below.

1 Log in to SmartCell Services.

2 Click on  Panels



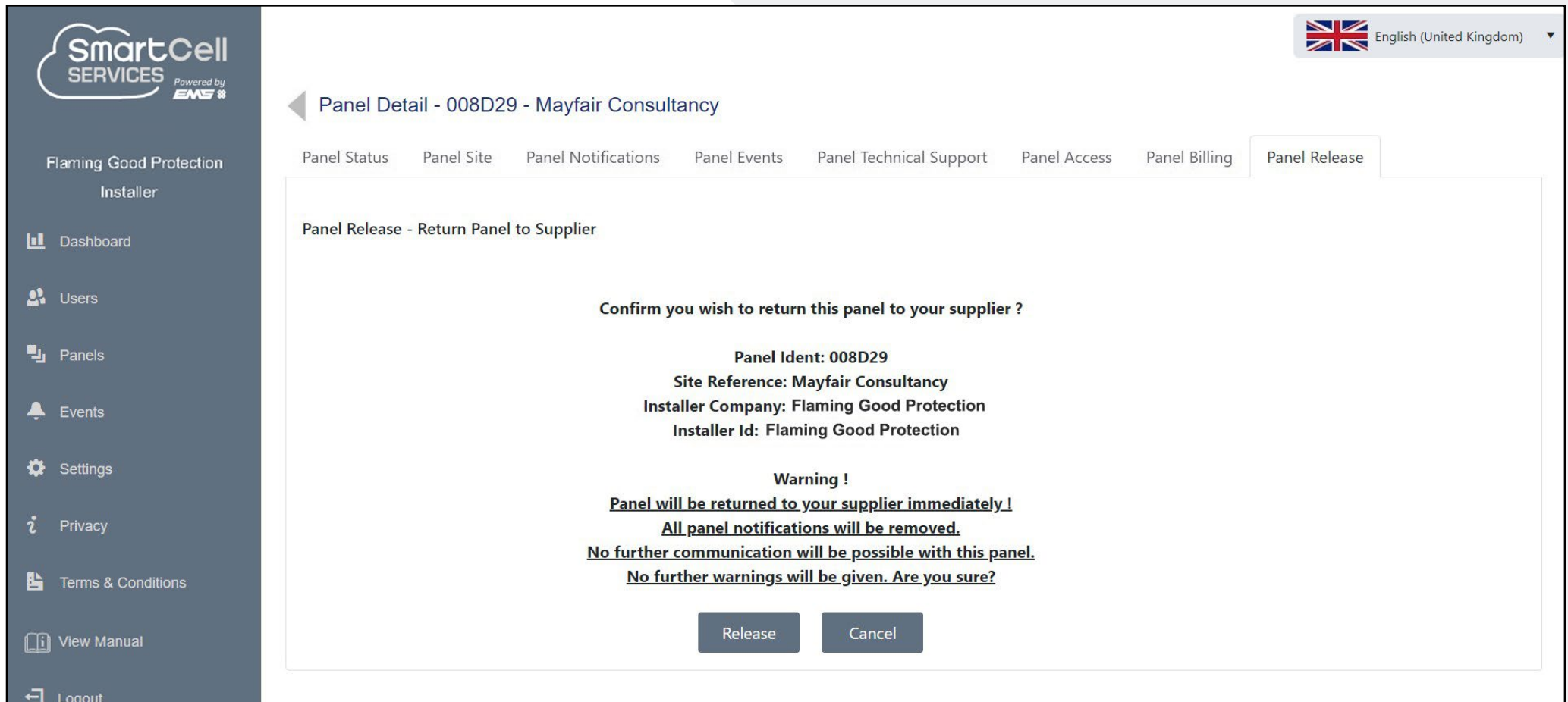
The screenshot displays the SmartCell Services web interface. On the left is a dark sidebar with the SmartCell SERVICES logo (Powered by EMS) and a list of navigation items: Flaming Good Protection Installer, Dashboard, Users, Panels (highlighted), Events, Settings, Privacy, Terms & Conditions, View Manual, and Logout. The main content area is titled 'Panels' and includes a dropdown menu set to 'My Panels' and a search bar. Below this is a table with the following columns: Panel, Site Reference, Address, Activated, Activation Date, and Contract Expiry. A single row is visible with the panel ID '008D29', an 'Activated' status indicated by a green Wi-Fi icon, and dates '06-04-2023' and '17-04-2023'. At the bottom of the table, it says '1 - 1 of 1 items'.

Panel	Site Reference	Address	Activated	Activation Date	Contract Expiry
008D29				06-04-2023	17-04-2023

3 Click on the  button next to the required panel.

Note: care must be taken to ensure the correct panel is selected.

4 Next click on the  tab.



The screenshot displays the SmartCell SERVICES web interface. The left sidebar contains the following menu items: Flaming Good Protection Installer, Dashboard, Users, Panels, Events, Settings, Privacy, Terms & Conditions, View Manual, and Logout. The top right corner shows the language selection as English (United Kingdom). The main content area is titled "Panel Detail - 008D29 - Mayfair Consultancy" and features several tabs: Panel Status, Panel Site, Panel Notifications, Panel Events, Panel Technical Support, Panel Access, Panel Billing, and Panel Release. The "Panel Release" tab is active, showing a confirmation dialog titled "Panel Release - Return Panel to Supplier". The dialog asks for confirmation to return the panel to the supplier and lists the following details: Panel Ident: 008D29, Site Reference: Mayfair Consultancy, Installer Company: Flaming Good Protection, and Installer Id: Flaming Good Protection. A warning section states: "Warning !", "Panel will be returned to your supplier immediately!", "All panel notifications will be removed.", "No further communication will be possible with this panel.", and "No further warnings will be given. Are you sure?". At the bottom of the dialog are two buttons: "Release" and "Cancel".

5 Click

Release

6 Confirmation will be shown.

Release Complete

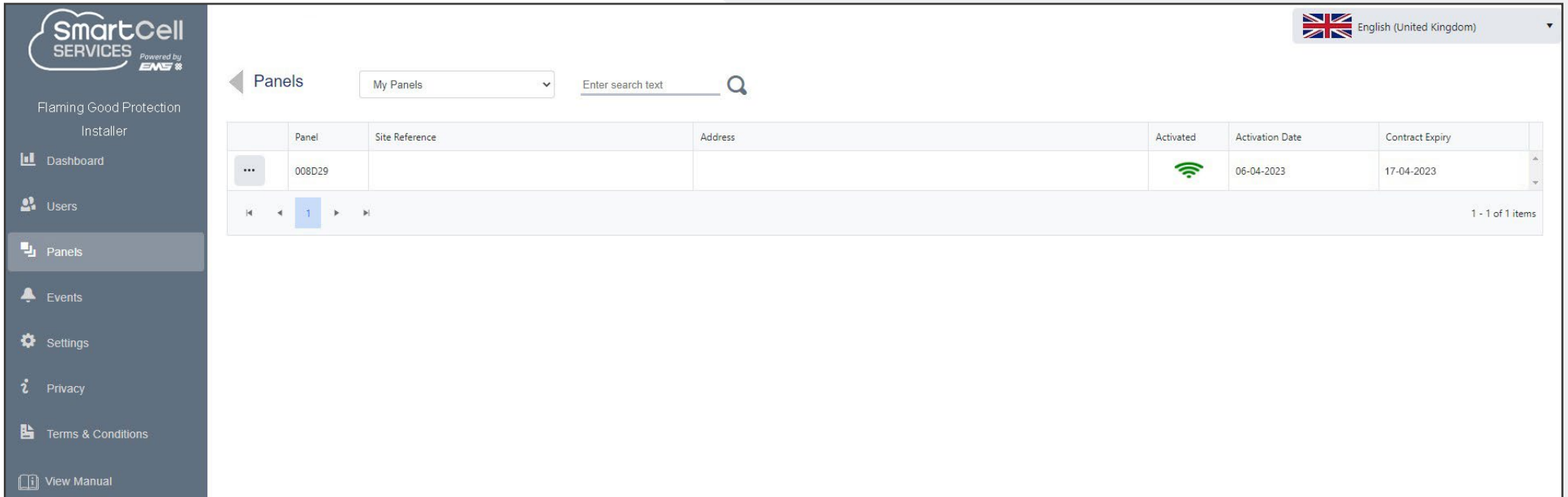
Panel 008D29 successfully released back to panel supplier

OK

Technical Support permissions

1 Log in to SmartCell Services.

2 Click on  Panels



The screenshot shows the SmartCell Services web interface. On the left is a dark sidebar with the SmartCell Services logo and a list of navigation items: Flaming Good Protection Installer, Dashboard, Users, Panels (highlighted), Events, Settings, Privacy, Terms & Conditions, and View Manual. The main content area is titled 'Panels' and includes a search bar and a table of panels. The table has columns for Panel, Site Reference, Address, Activated, Activation Date, and Contract Expiry. One panel is listed with ID 008D29, which is activated and has an activation date of 06-04-2023. A pagination bar at the bottom of the table shows '1' of 1 items.

Panel	Site Reference	Address	Activated	Activation Date	Contract Expiry
008D29				06-04-2023	17-04-2023

3 Click on the  button next to the required panel.

4 Next, click on the  tab.

5 Remote technical support assistance can be authorised for a limited period of two hours, by checking the tick box.

The screenshot displays the SmartCell Services web application. The top navigation bar features tabs for 'Panel Status', 'Panel Site', 'Panel Notifications', 'Panel Events', 'Panel Technical Support' (which is active), 'Panel Access', 'Panel Billing', and 'Panel Release'. The left sidebar contains the 'SmartCell SERVICES' logo, 'Powered by EMS', and a list of navigation items: 'Flaming Good Protection', 'Installer', 'Dashboard', 'Users', 'Panels', 'Events', 'Settings', 'Privacy', 'Terms & Conditions', 'View Manual', and 'Logout'. The main content area is titled 'Panel Detail - 008D29' and shows the following information:

- Technical Support**
- Share Temporary Panel Access With Supplier/Technical Support**
- Panel Id: 008D29
- Site Reference: Mayfair Consultancy
- Installer Company: Flaming Good Protection
- Installer Id: Flaming Good Protection
- Tick the box below to allow your service provider to have **FULL ACCESS to this panel for a limited period of 2 hours**
- ☒ **Allow Full Temporary Technical Support Access**
- Panel 008D29: Remote Technical Support Access Currently Enabled Until 12:36 19-04-2023**

The language is set to 'English (United Kingdom)' in the top right corner.

Changing passwords

1 Log in to SmartCell Services.

2 Click on  Settings

3 Next, click on the  tab.

4 Enter your current password, followed by the entry of your new password.

5 Ensure your new password meets the requirements shown on screen.

6 Once entered, click 

SmartCell

The information contained within this literature is correct at time of publishing. EMS reserves the right to change any information regarding products as part of its continual development enhancing new technology and reliability. EMS advises that any product literature issue numbers are checked with its head office prior to any formal specification being written.