AUTROMASTER MOBILE

GETTING STARTED (CUSTOMER)

MADE IN
NORWAY

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Chapter 1. AutroMaster Mobile

AutroMaster Mobile is a remote solution for monitoring and controlling Autronica Fire and Security systems that are connected to the cloud, consisting of a modem, a cloud platform, and a mobile app. It gives an overview of AutroSafe or Autroprime systems and can be used in addition to or without AutroMaster. The app shows events (faults and alarms) and issues that appear in the systems and allows managing these issues in real time.

AutroMaster Mobile can be used by customers to monitor and manage single systems, or by certified service engineers to monitor and manage a collection of systems in different sites.

The cloud solution can be accessed through a web interface or a mobile app that is available for smartphones and tablets running Android or iOS.

1.1. Subscription model

Full access to AutroMaster Mobile requires a subscription.

Autronica Fire and Security AS offers different subscriptions (including a free trial subscription):

- *End-user subscriptions*

Chapter 2. Before you start

Before you can connect a system to AutroMaster Mobile, you must buy a modem. You must also purchase a subscription, so that you can access the AutroMaster cloud solution.

2.1. Order the modem

To connect a system to AutroMaster Mobile, order the required hardware (`116-AMM-MODEM`).

Figure 1. Box containing the required modem

The modem must be installed into your system by qualified service personal.

2.2. Purchase a subscription

Access to the AutroMaster Mobile cloud solution requires a subscription. Subscriptions apply to one site and are required both for *end customers* and *service technicians*. You can purchase your subscription through Autronica's e-commerce solution or the usual sales channels.

When your subscription is activated, you will receive an email with a temporary password. The first time you log in to the cloud solution, you will be prompted to change your password.

2.3. Access the cloud solution

The cloud solution is available through the *AutroMaster Mobile web portal* (*https://amm.autronicagroup.com/*) or the AutroMaster Mobile app.

The functionality available in the web portal and the app is similar, but not identical. For the best user experience, you should complete tasks that can be done remotely (for example, adding a new site) through the web portal and tasks that must be done in the field (for example, adding a modem or commissioning a loop unit) through the app.

> The screenshots in this guide show either the web portal or the app, depending on what is the typical user scenario for the described task.
>
> The instructions cover both alternatives. If there are relevant differences, these are pointed out.
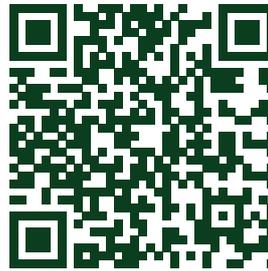
2.3.1. Install the app

The AutroMaster Mobile app is available on Google Play (Android) and in the App Store (iOS).

Google Play (Android)

App Store (iOS)

Install AutroMaster Mobile from Google Play

Install AutroMaster Mobile from the App Store

After installing the app on your device, log into your user account.

> If this is the first time you log in to the cloud solution, you will be prompted to change your password.

On your home screen under **Sites**, you should see the sites that you have access to.

Chapter 3. Get started with AutroMaster Mobile

To start monitoring your systems, add other users to the site and get familiar with the system overview.

3.1. Add users to a site

As a *Manager* (see *Section 4.3, "User roles"*), you can invite other users either as a *Manager* or a *Technician*.

To invite other users:

1. Go to **User Management**.
2. Tap or click **[Add user]**.
3. Fill in the required information, select the suitable user role (see *Section 4.3, "User roles"*), and click **[Add]** to invite the user.
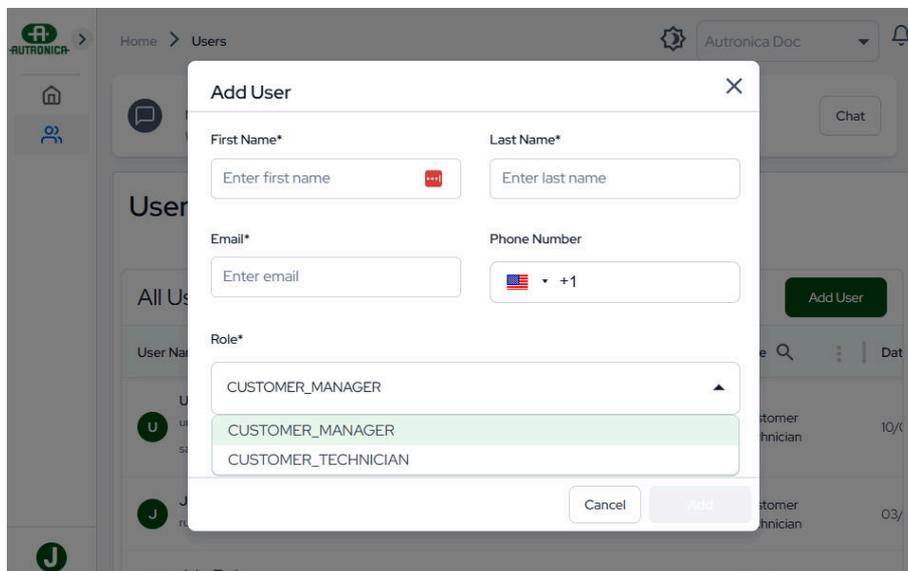

Figure 2. Add a user

After you add them, the user receives an invitation email with a temporary password and shows up in the list of users.

3.2. Assign users to a site

As a *Manager* (see *Section 4.3, "User roles"*), you can assign other users to a site.

To assign a user to a site:

1. Go to **User Management**. You can see existing users.
2. Select **Assign Site** from the three-dot menu for the user to assign the user to a site.
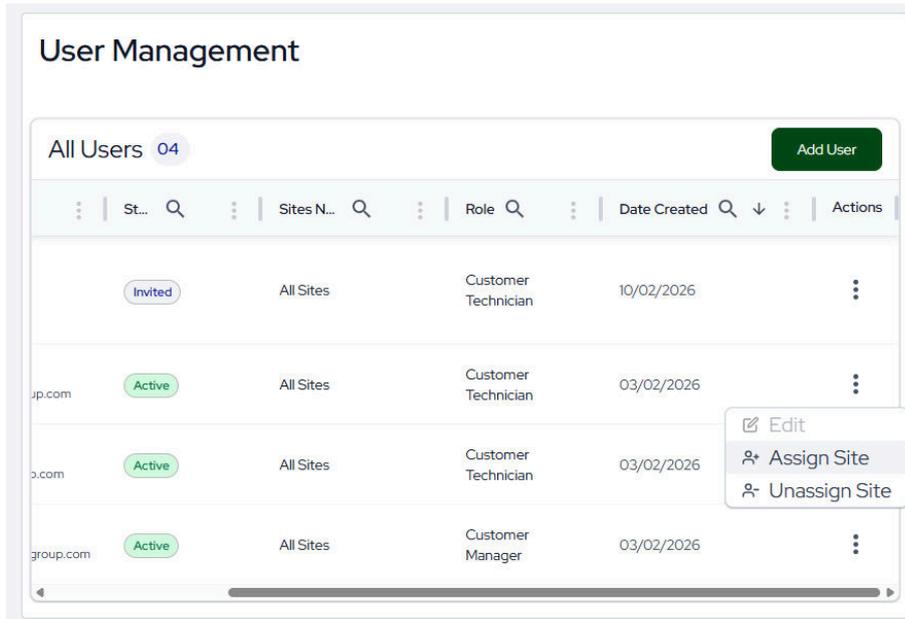
Figure 3. Assign a user to a site

3.3. Monitor your sites and systems

You can get an overview of your sites and their status from your dashboard. To reach the dashboard, go to **Home**. The dashboard contains information about which sites need attention and how many open tickets you have.

> ℹ️ The site locations view is currently not functional and shows dummy data.

From the **Sites** list (web portal) or tab (app) you can access your sites. Click on a site to see the site overview.

The site overview shows status information about the site - alarms, faults, and disablements - and the list of systems that exist in the site (in the app, the system list is available on a separate tab). See the different tabs for detailed information. On the **Devices** tab, you can see information about all devices, including their event history.

Select a system from the systems list to go to the system overview. The information presented in the system overview is similar to what you can see in the site overview, but filtered to present information for only the specific system.

3.4. Configure notifications

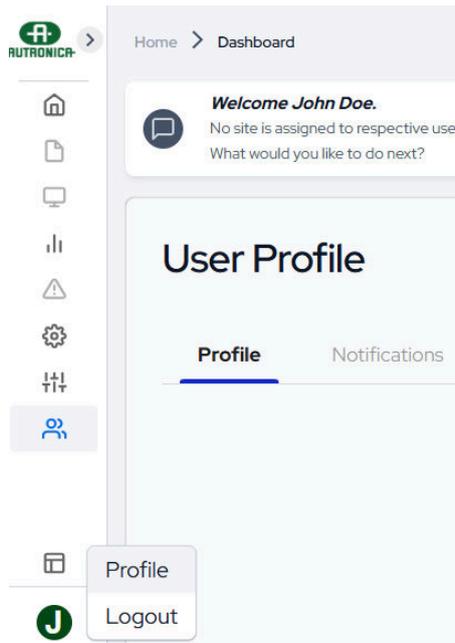To enable or disable notifications for your sites, go to your profile in the main portal.

Figure 4. User profile

On the **Notifications** tab, you can configure push notifications and email notifications for different kinds of alerts.

> ℹ️ Make sure to allow push notifications in your browser and for your app. Otherwise, they will not work correctly.

Chapter 4. Reference

4.1. Connection status

Indicator		Description
Success	**Failure**	
4G	4G	The modem has mobile network connection.
IP	IP	There is a connection between the modem and the system/panel.
⚙	⚙	AutroMaster Mobile has retrieved and parsed the system configuration file.
⎍	⎍	AutroMaster Mobile is receiving a heartbeat from the system.

Table 1. Connection status indicators

4.2. System status

Status	Description
Standalone	The system has been created, but has never been online.
Normal	The system is online and everything is normal (no alarms, no faults, no disabled zones).
Fault	The system has at least one active fault.
Alarm	The system has at least one active alarm.
Pre-alarm	The system has an active pre-alarm.
Partial-disabled	The system is partially disabled (one or more devices or zones).
Disabled	The system is fully disabled (all devices or zones or the panel).
Offline	The system is offline.

Table 2. System status

4.3. User roles

Action	Manager	Technician
Can see all sites managed by their organization.	✔	–
Can see and monitor assigned sites.	✔	✔
Can add a manager or technician.	✔	–
Can assign a technician to a site.	✔	–
Can disable a user.	–	–

Table 3. User roles and permissions

A. Appendix

A.1. List of figures

A.2. List of tables