

Navigating the Ajax Security System mobile app

Clear steps to arm, monitor, and stay connected. Wherever you are.



Revision 1.2

About this document

This guide is designed to help authorized users navigate the Ajax Security System mobile app with ease. It provides clear, step-by-step instructions for installing the app, viewing system status, managing alarms, and reviewing system events. No technical background required. Each section is written to make daily security operations simple, consistent, and reliable across all business environments.

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The information in this guide is provided for general use and may vary depending on your system configuration or app version. Always follow your organization's internal security policies and the procedures established by your security provider.

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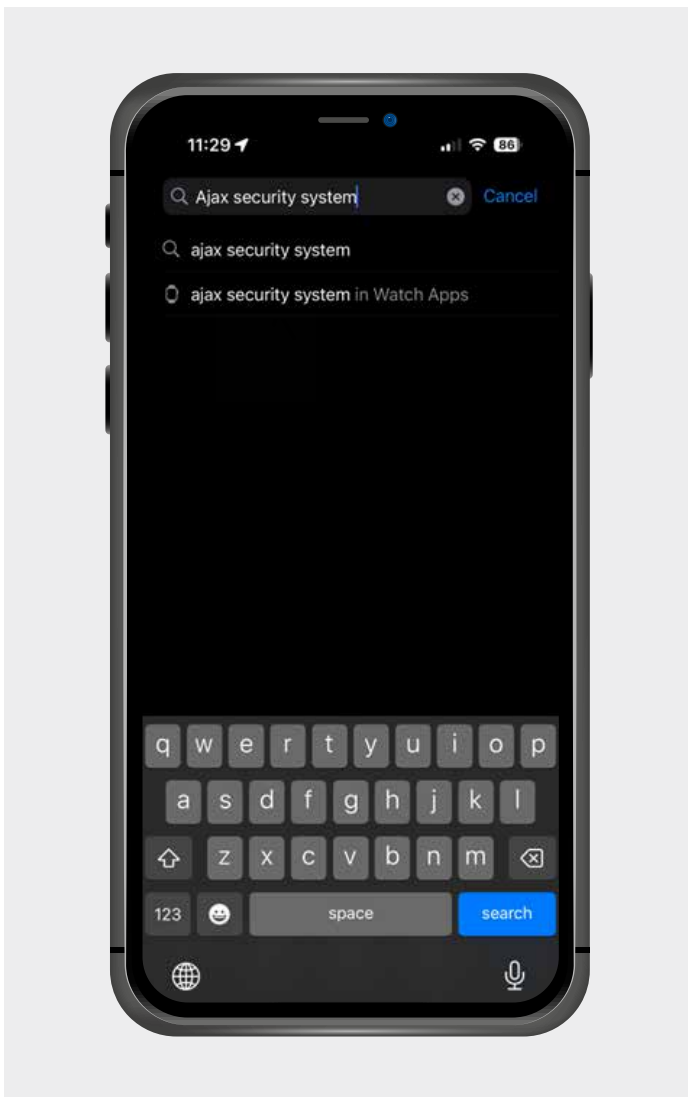
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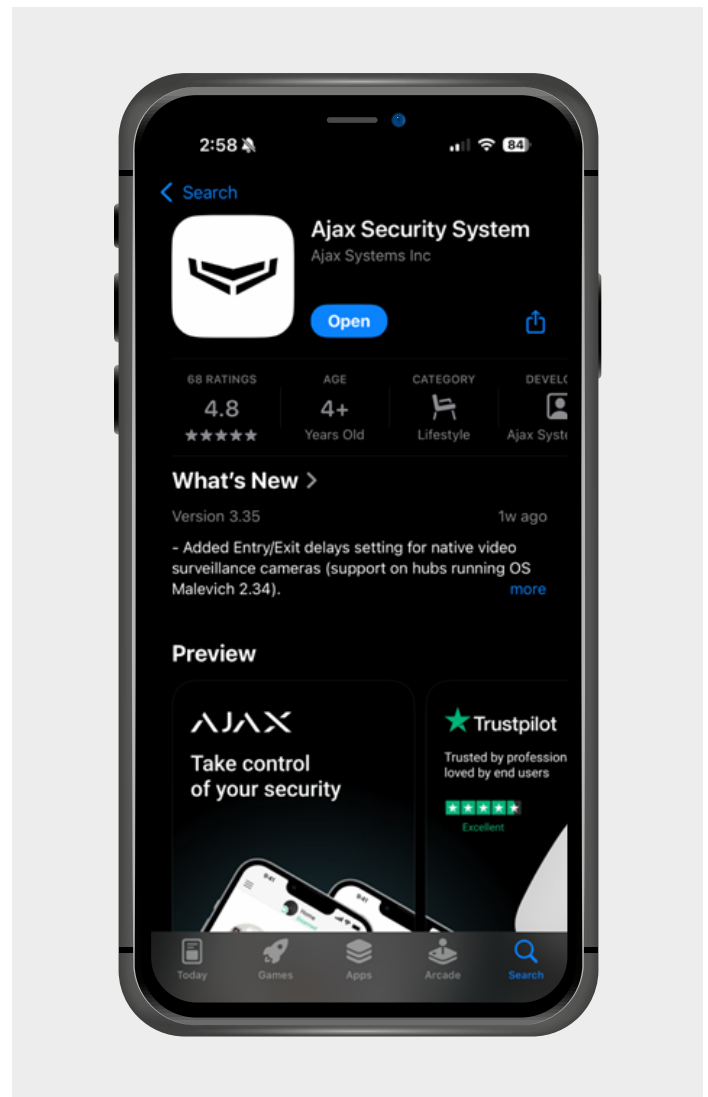
Install the mobile app

Before you start:

Have your login details ready. You should have received your username or invitation email from your security administrator or manager. You'll use this information to sign in and create your password after installing the app.



Step 1. On your phone, open the **App Store** (iPhone) or **Google Play** (Android). In the search bar, type **"Ajax Security System"** and select the app published by **Ajax Systems Inc.**



Step 2. Tap **Get/Install** to download the **Ajax Security System** app. When it finishes, tap **Open**.

Recommended: allow **Notifications** so you receive important alerts.

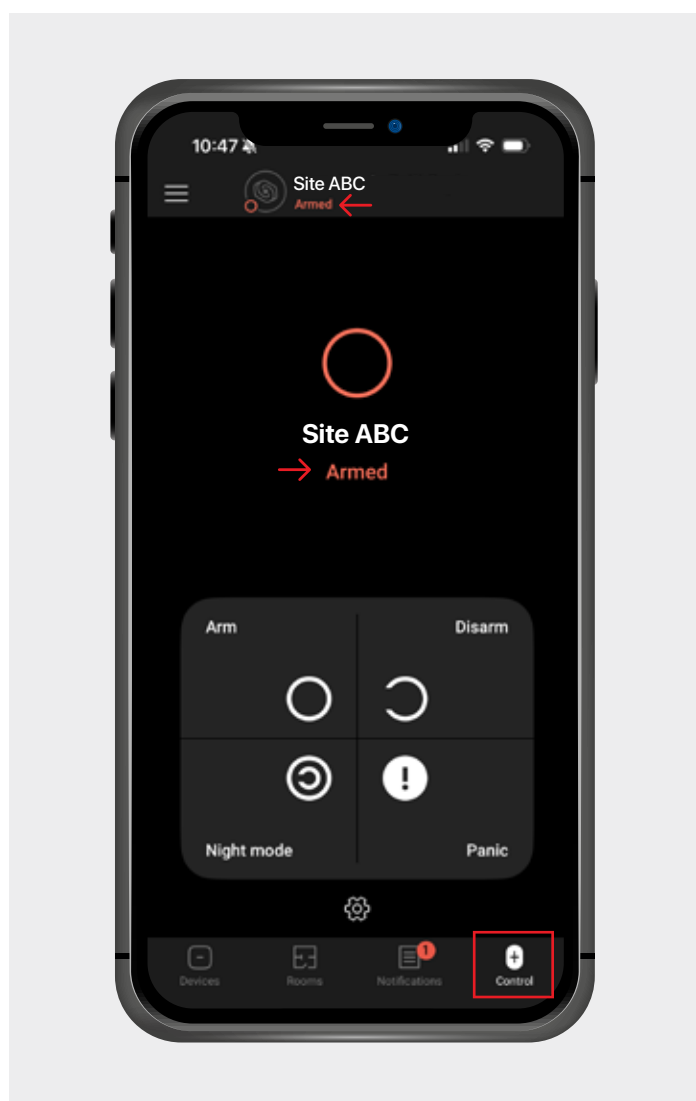
Next: You're ready to sign in for the first time. Keep your login details handy.

Basic actions and functionalities

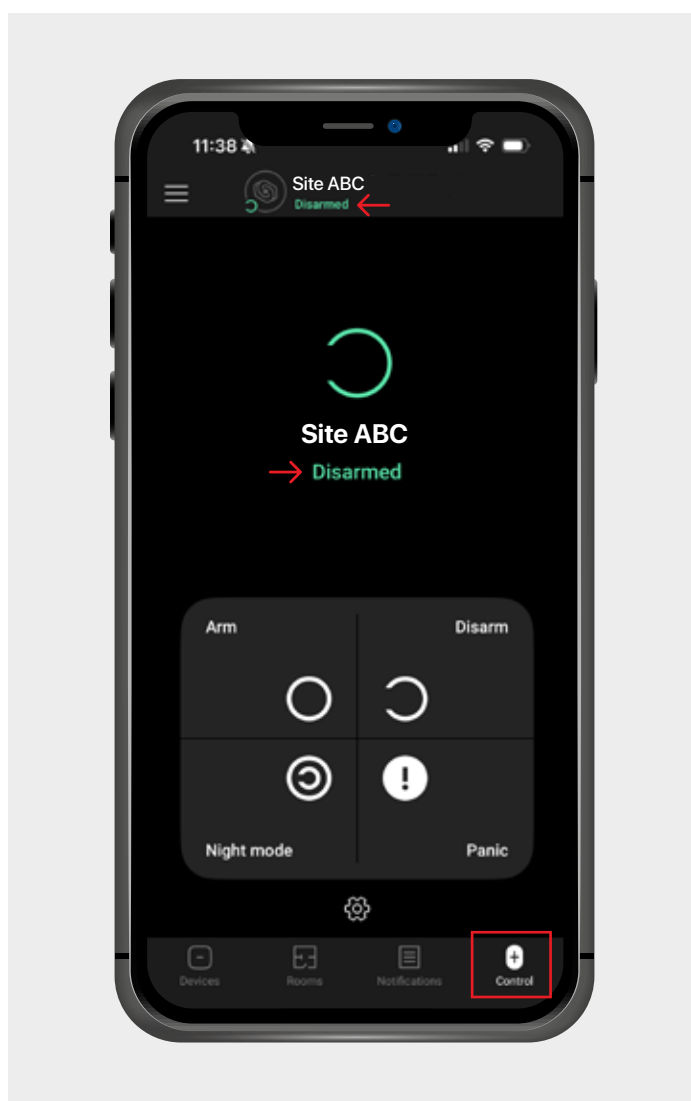
Once the **Ajax Security System app** is installed, open it to access the **Control tab**. This is where you can **arm, disarm, or activate specific modes** for your site.

Arm / Disarm

Use the **Control tab** to manage your site's security status.



Tap the **closed circle icon** to **arm** the system when the site needs to be secured, for example, after hours or when no authorized personnel are present.



Tap the **open circle icon** to **disarm** the system before authorized personnel arrive or when normal activity resumes on site.

The system's current status is always visible in two places:

- Above the control panel, displayed in large text.
- At the top of the screen, showing a smaller, quick-reference indicator.

Tip: Always confirm the displayed status before leaving or entering the site to ensure the correct security mode is active.

Night Mode

Night Mode allows you to keep specific areas secured while others remain accessible. Ideal for partial protection during off-hours, overnight cleaning, or limited staff presence.

Tap the **Night Mode icon** (a full circle with a reversed "C" inside) to activate it.

When active, only selected zones, such as perimeters, exterior doors, or storage areas, remain armed, while other specific areas stay disarmed for movement.

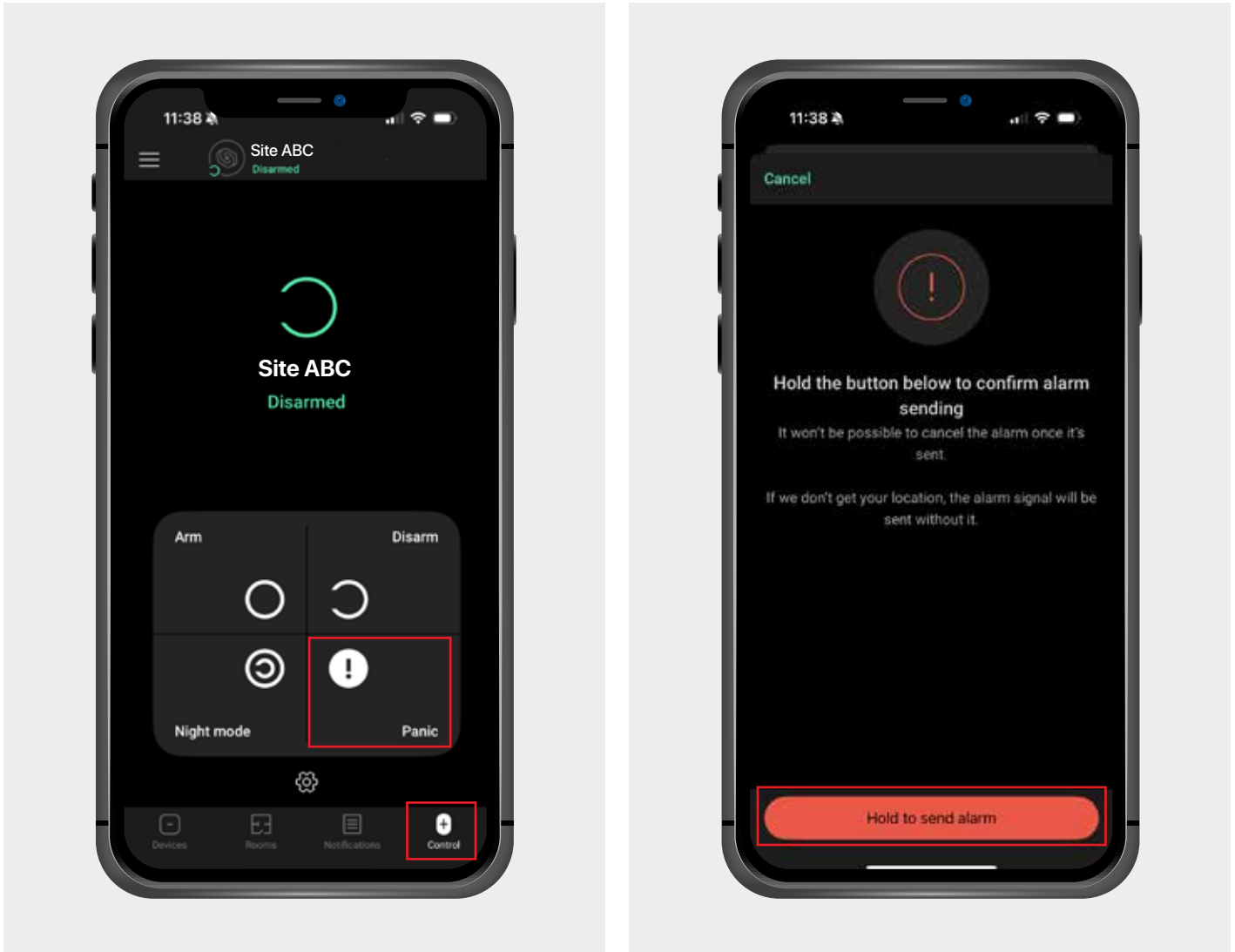
To exit Night Mode, simply tap **Disarm** or **Arm**, depending on what's required for your site's current activity.



Tip: Use Night Mode to maintain protection without disrupting authorized work inside the facility.

Panic button

The **Panic button** is used to immediately alert the monitoring center of an emergency.



Tap **Panic** from the Control tab when you need urgent assistance (for example, a break-in, threat, or medical issue).

The system will instantly send a signal to the monitoring command center.

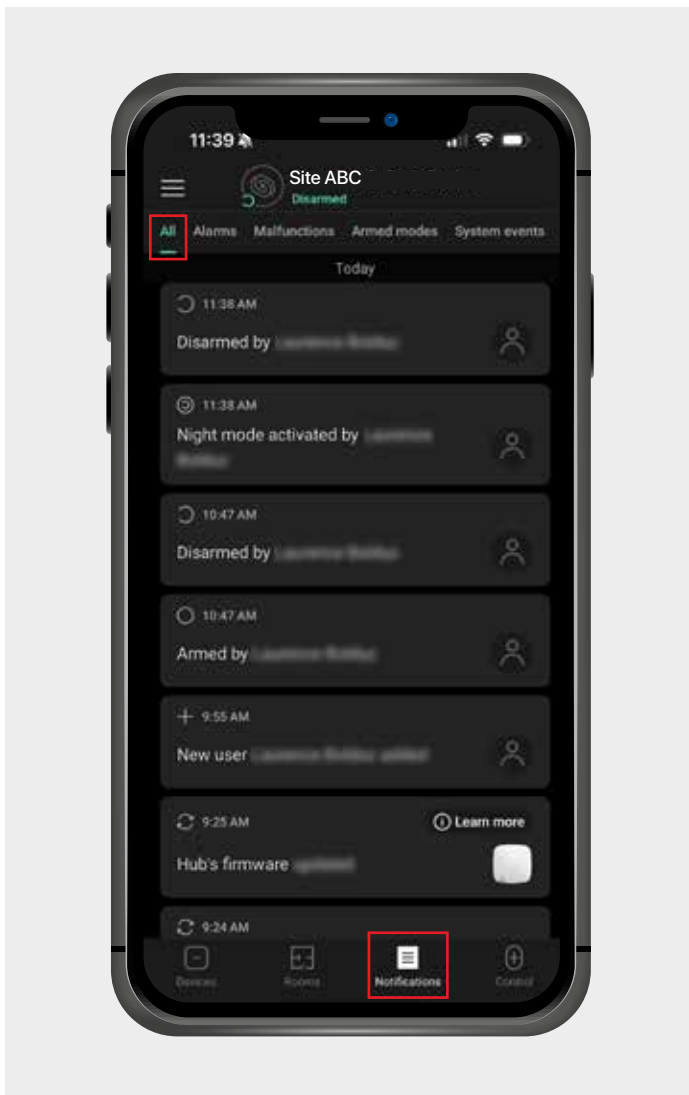
Operators will act according to your site's procedures, such as dispatching emergency responders or contacting your designated security contact.

Important: Use this only for real emergencies. The alert goes directly to the command center.

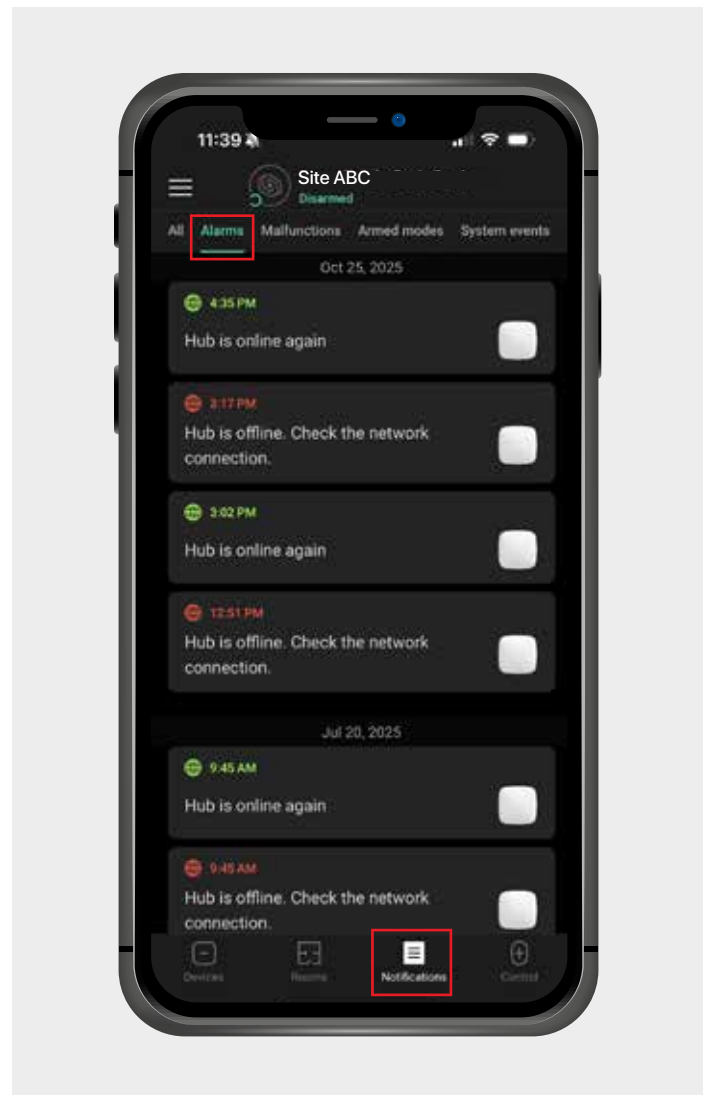
View all events

To review recent activity:

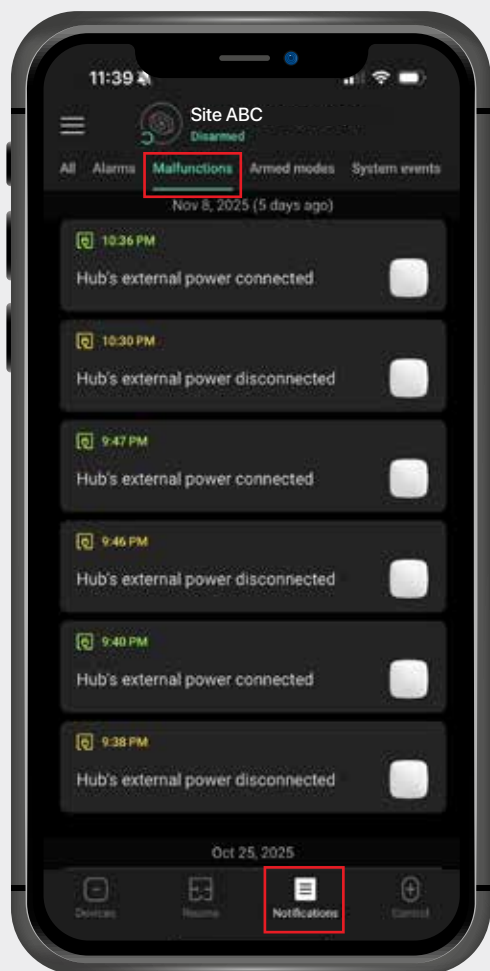
1. Tap the Notifications tab at the bottom of the screen.
2. Choose between:
 - **All.** To see every event in one list
 - **Alarms.** Motion, tampering, or triggered devices
 - **Malfunctions.** Low battery, communication errors, or sensor issues
 - **Armed modes.** Records of arming, disarming, or night mode
 - **System Events.** Configuration changes, firmware updates, or user actions



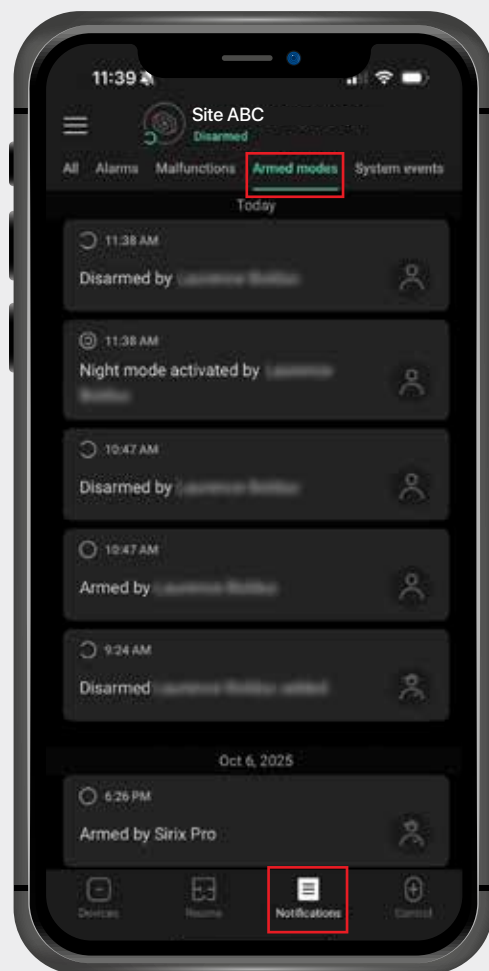
All tab



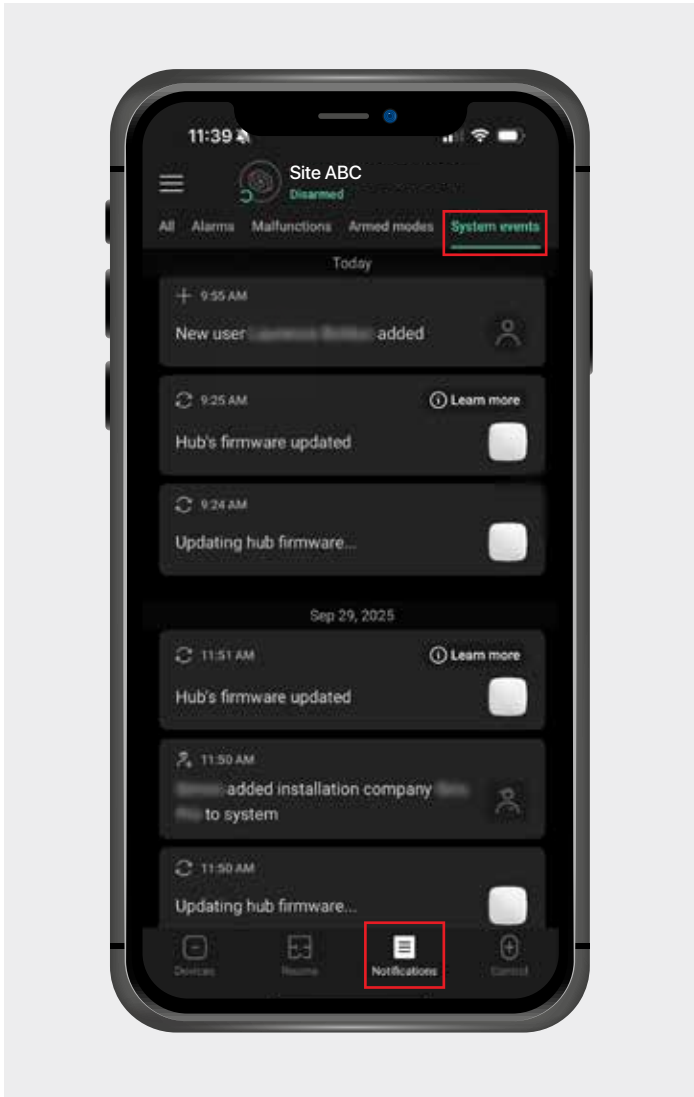
Alarms tab



Malfunctions tab



Armed modes tab



System events tab

App settings and account management

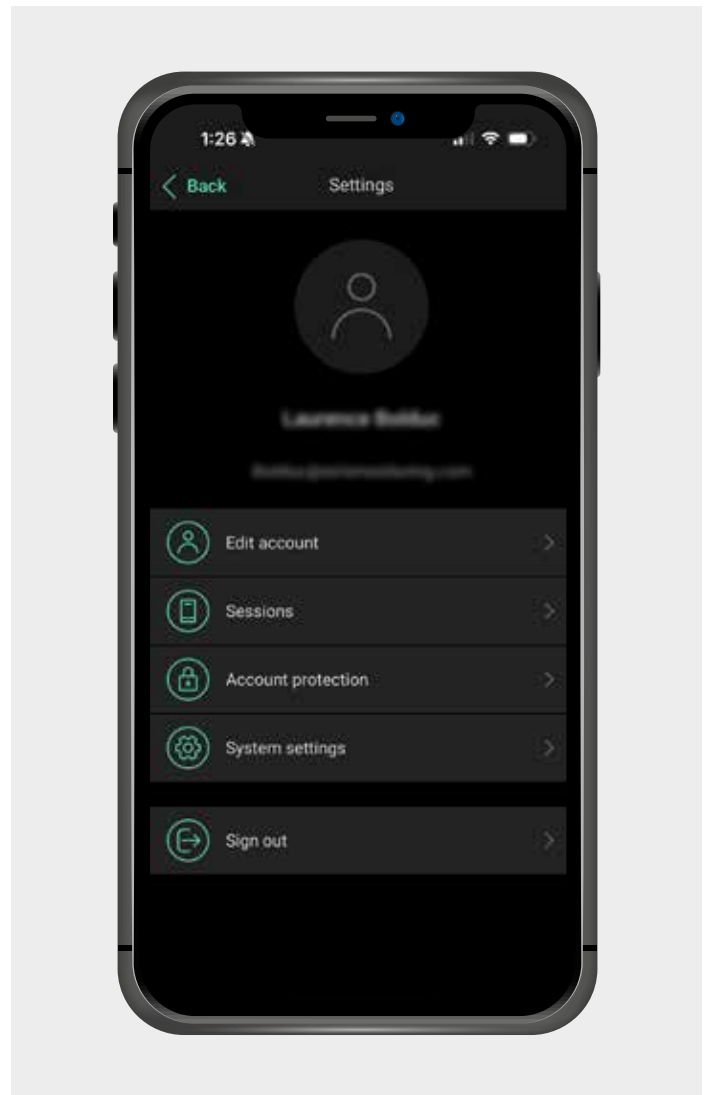
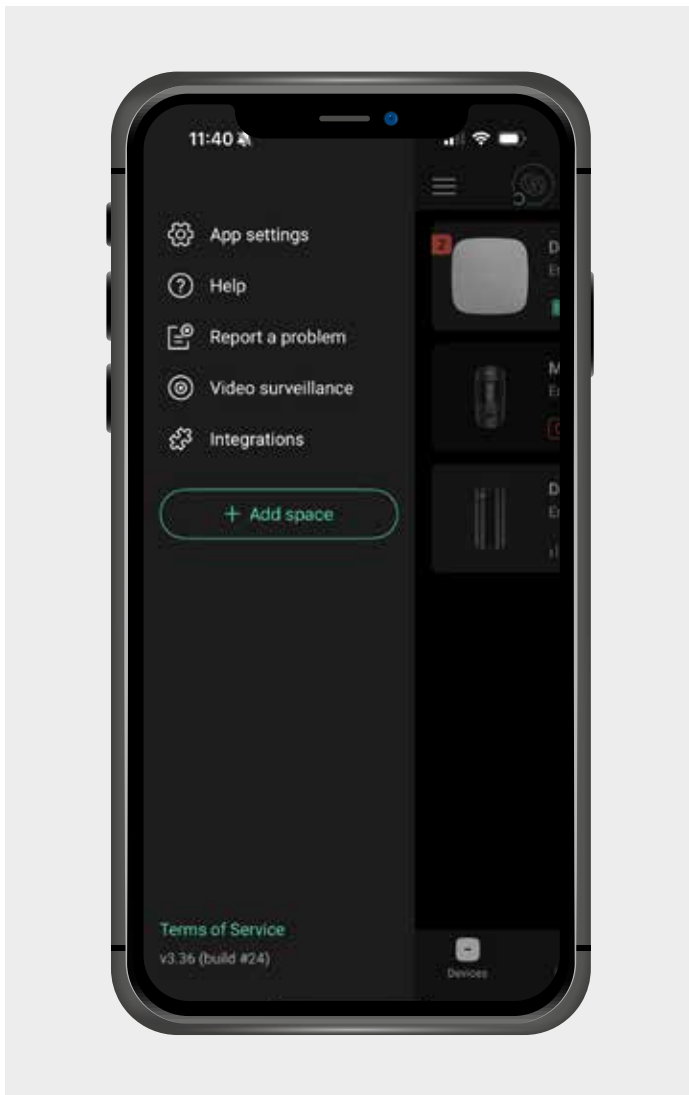
To access additional options, tap the **menu icon** (≡), also called the **hamburger menu**, located in the top-left corner of the app.

This opens a sidebar where you can access **App Settings**, **Help**, and other useful tools.

App Settings

In this section, you can manage your personal and security preferences:

- **Edit account.** Update your name, email, phone number, password, or app language.
- **Account protection.** Enable two-factor authentication (2FA) for stronger login security.
- **System settings.** Adjust general app behavior or connection preferences if permitted by your organization.
- **Sign out.** Safely log out when you finish your session, especially on shared or company devices.



Tip: Review your account details regularly and enable 2FA to protect access to your organization's security system.

Best practices

Following a few good habits ensures your system operates reliably and your site remains protected.

- **Check system status** daily to confirm your site is armed or disarmed as expected.
 - **Review notifications** regularly to stay informed about alarms, malfunctions, or updates.
 - **Keep the app updated** to ensure compatibility and access to the latest security features.
 - **Report anomalies promptly** to your security administrator or monitoring center.
- 💡 **Consistent attention helps maintain strong, uninterrupted protection for your site.**

Privacy

The security system is designed to protect property and people, not to monitor personal behavior. Only authorized users can access the system and its data.

- Do not share your login credentials.
- Use the app only for purposes related to site security.
- Follow your organization's privacy policies regarding video, audio, or data access.

🔒 **Treat all security information as confidential and handle it responsibly.**

Acceptable use

Use of the Ajax Security System app must always follow company guidelines and ethical standards.

- Do not use the system to collect or share information unrelated to security.
- Do not alter settings or user permissions without authorization.
- All app activity may be logged for accountability and system integrity.

⚠️ **Using the app properly ensures accuracy, reliability, and compliance with company policies.**

Sirix

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For any questions or assistance, please contact our support team. We are dedicated to prompt problem resolution and mutual success.

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