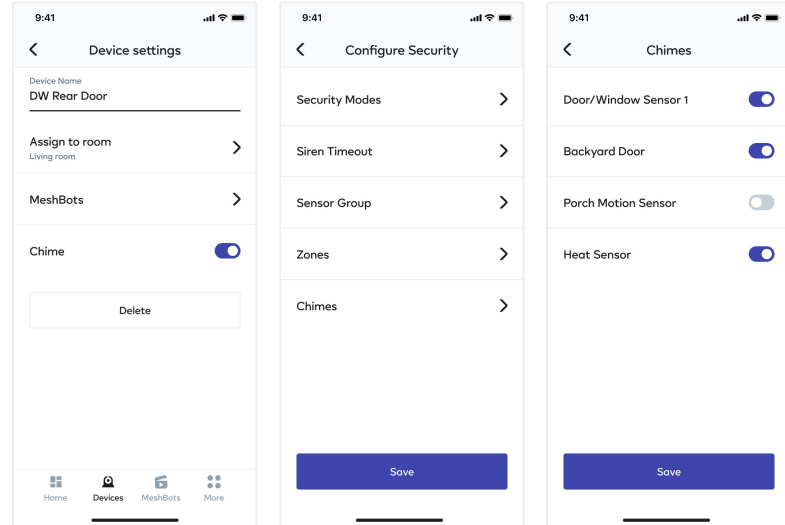
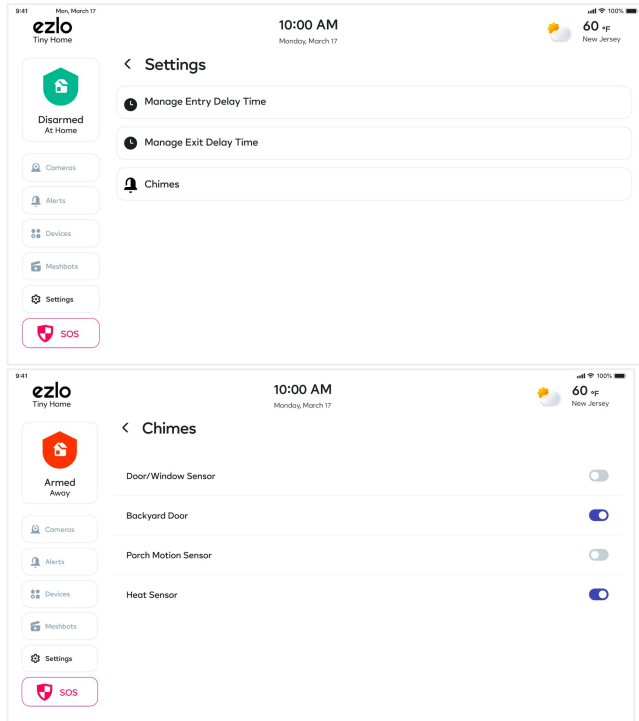


Ezlo Protect v1.3

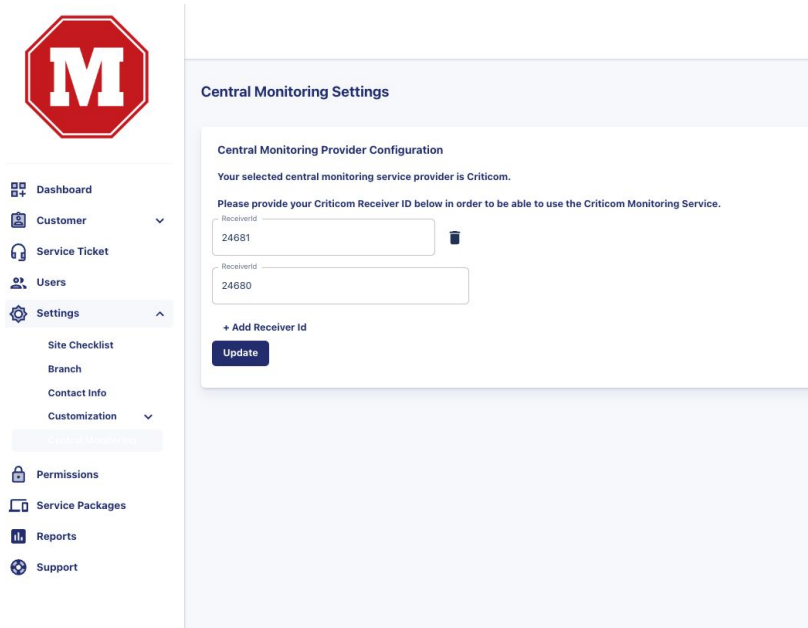
New Features

Selectable Chimes for individual sensors

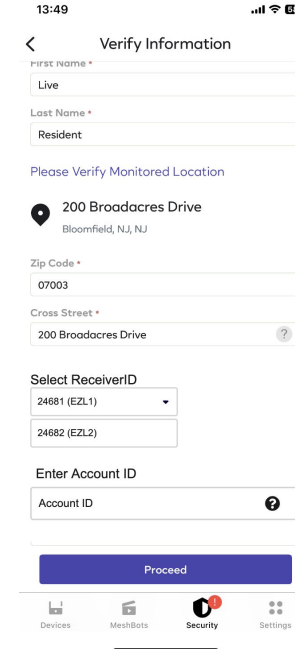


Introducing selectable chimes, which gives users the ability to individually configure chime alerts for sensors. This feature enables users to specify which sensors play an audible alarm when activated allowing more granular and personalized smart home control and security.

Multiple ReceiverID from Installer app



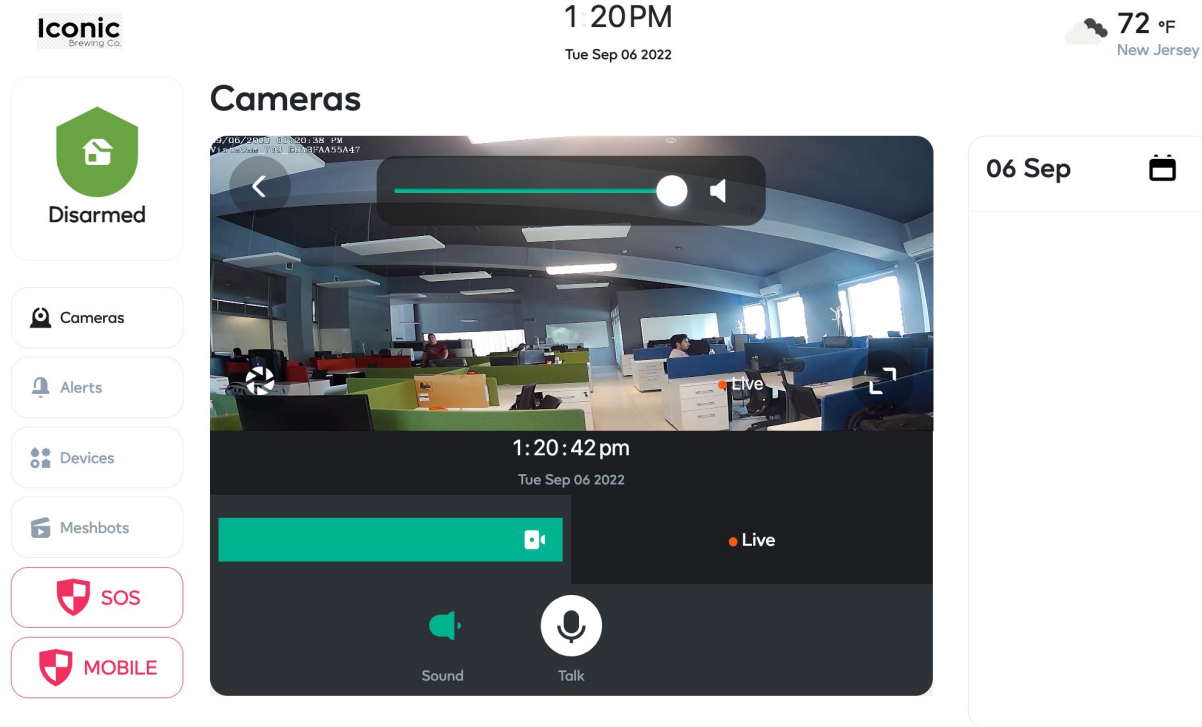
The screenshot shows a web interface for 'Central Monitoring Settings'. On the left is a navigation menu with items: Dashboard, Customer, Service Ticket, Users, Settings (expanded), Site Checklist, Branch, Contact Info, Customization, Permissions, Service Packages, Reports, and Support. The main content area is titled 'Central Monitoring Provider Configuration' and includes the text: 'Your selected central monitoring service provider is Criticom. Please provide your Criticom Receiver ID below in order to be able to use the Criticom Monitoring Service.' There are two input fields for 'ReceiverId' containing the values '24681' and '24680'. Below these is a '+ Add Receiver Id' link and an 'Update' button.



The screenshot shows a mobile app screen titled 'Verify Information'. It contains several input fields: 'First Name' with 'Live', 'Last Name' with 'Resident', 'Please Verify Monitored Location' with a location pin icon and '200 Broadacres Drive, Bloomfield, NJ, NJ', 'Zip Code' with '07003', and 'Cross Street' with '200 Broadacres Drive'. Below these is a 'Select ReceiverID' dropdown menu with options '24881 (EZL1)' and '24882 (EZL2)'. At the bottom is an 'Enter Account ID' field with 'Account ID' and a question mark icon. A large blue 'Proceed' button is at the bottom of the form. The mobile app's bottom navigation bar shows 'Devices', 'MeshBots', 'Security' (with a red notification badge), and 'Settings'.

Multiple CMS receiver ID's offer additional redundancy for monitoring services allowing partners to channel security events to multiple receiving endpoints.

2-way audio on touchscreen - doorbell ring



Users can now engage in two-way audio communication directly from the Protect dashboard via the touchscreen panel. This feature empowers users to communicate with individuals at home or respond to events, all from the main control panel.

Rename CMSN

company6
Partner Master User

Central Monitoring Settings

Central Monitoring Provider Configuration

You can choose your central monitoring service provider below.

Monitoring Provider

- CMS Criticom Monitoring Services
- Rapid Response Monitoring Services

Save

CMS Setting page permission

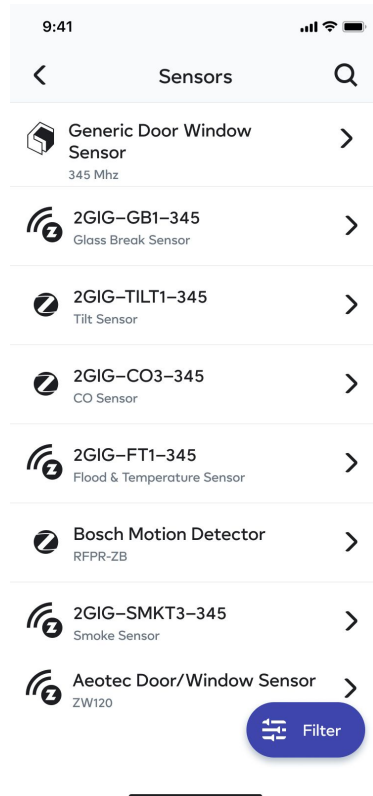
Partners stay in full control of their platform by tailoring custom permissions for each user. Create control restrictions, limited access policies, or grant additional access to installers and other partner users as needed.

Permission Name:

| <input type="checkbox"/> MODULES | <input checked="" type="checkbox"/> VIEW | <input type="checkbox"/> CREATE | <input type="checkbox"/> EDIT | <input type="checkbox"/> DELETE |
|---|--|-------------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Customer | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> Service Ticket | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Reports | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Site Checklist | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Service Packages | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Users | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Contact Info | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Branch | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Customization | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Permissions | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> CMS Settings | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

↑
DISABLED ↑
DISABLED

Generic 345 MHz sensor entries in DPW



Generic 345MHz device pairing flow supported now on the installer apps. No RF sensor left out even without a device pairing wizard.

Trigger based on specific door code in meshbots

90014687

TRIGGER

NOT

Node Type
Device

Node
SmartCode 916

Capability
PIN code used

value
Action

PIN code

f 🗑

+ Add Trigger

+ Add Group

Locked

Unlocked

Code 1

Joe's code

Dog walker's code

ACTION

TRUE

FALSE

+ Add ActionExecute actions in parallel

Save

Now supporting Meshbot triggers based on specific door codes used. Users can now custom their smart home and security environment to respond dynamically to individual door code inputs, including pin code user name, adding a personalized touch to doorlock use notifications.

Billing cycle start date info on customer screen

The screenshot displays a web interface for customer monitoring. On the left is a sidebar with a red octagonal logo containing a white 'M'. Below the logo is a 'Home' button and a 'CUSTOMER' section with menu items: Customer Info, System Info, Monitoring (highlighted), Packages, Site Checklist, Login As, Tickets, and History. The main content area is titled 'Central Monitoring Settings' with a red 'NOT ACTIVATED' badge. A dropdown menu shows 'Criticom'. Below this, a green notification box states 'Customer has a Service Package with Professional Monitoring' with a 'Change Plan' button. A text box indicates 'Billing cycle started on Installation Date : 2023-10-24 14:03:34 Only the active package fee is applied'. A red error box follows, stating 'Professional Monitoring Service is not configured. Zones need to be set up by an installer on site in order to configure professional monitoring.' Below are two configuration sections: 'CMS Provider Configuration' with 'Criticom' and '24681' (CMS Dealer ReceiverID #) and an 'Edit' button; and 'CMS Customer Configuration' with '1001' (Account ID) and an 'Edit' button. A final green notification box at the bottom says 'Customer has a Service Package with cellular connectivity'.

Partners and system admins can now visualize billing cycle start date from the partner portal under customer monitoring info.

New Partner creation fields

Partner

Ezlo Admin

Randy S.
Ezlo Admin

Create New Protect Partner

Partner Info

| | | |
|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | | |
| <input type="text"/> | <input type="text"/> | |
| <input type="text"/> | <input type="text"/> | |

Master User Account Info








| | |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> |
| <input type="text"/> | |

Cancel Create

Updated partner user creation flow with additional detailed fields for OEM master users.

Partner Portal Support Screen update

 Partner

-  Dashboard
-  Service Tickets
-  Users
-  Permissions
-  Knowledge Base ▼
-  Service Packages
-  Reports

 Support

Version 2.3.3

Support

  **Randy S.**
Master User ▼

Manuals

 Full Dealer Manual  Dealer Quick Start Guide

Knowledge Base

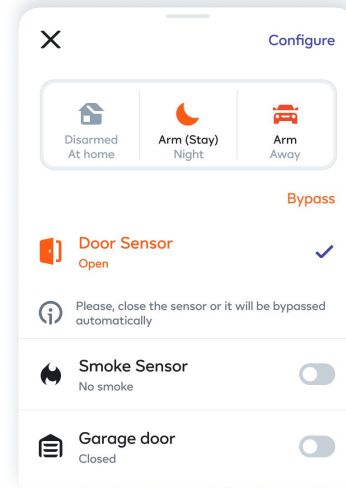
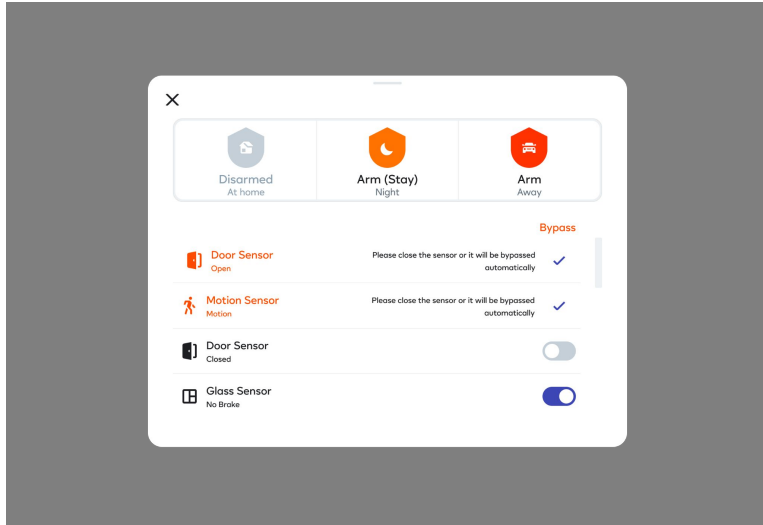
 Browse our [knowledge base articles](#) for more information.

Contact

 You can reach our Customer Care team 7- days a week at +1 888 907 9357 or protect-support@ezlo.com

Support screen updated to include the latest digital knowledge assets for always available documentation on the latest protect features for master partner users and installers.

Selectable bypass



Currently tripped sensors no longer prevent security systems from arming while active. Sensors can now be bypassed when arming or disarming the system if they're tripped.

Release notes

What's new in Ezlo Protect v1.3

- **Selectable Chimes:**

Now, Ezlo Protect allows users to personalize their smart home security by selecting which sensors trigger a chime when tripped. Users can now tailor their system to match their routine, selectively enabling or disabling audible alerts for selected sensors for enhanced user experience and peace of mind.

- **Augmented Redundancy via Multiple CMS Receiver IDs:**

Partners can leverage multiple CMS Receiver IDs, empowering them to route security events to multiple receiving endpoints.

- **Two-Way Audio from Protect Dashboard:**

Now users can enjoy seamless two-way audio communication directly from the Ezlo Protect dashboard using the touchscreen panel. Enhancing interactive home security experience by communicating with individuals at home and responding to events with superior convenience. The protect dashboard now becomes an interactive, communications and control station.

- **Effortless Password Reset Journey:**

The reset password button now optimizes the user experience by seamlessly redirecting users to the login page on the apps after completing the password reset. Enjoy a streamlined process, ensuring swift access to accounts with improved efficiency and user-friendly navigation.

- **Universal 345MHz Device Pairing:**

The Ezlo Protect Installer app now supports a generic 345MHz device pairing flow, ensuring compatibility for all RF sensors. No device is left behind, even without a device pairing wizard. Installers can now seamlessly integrate and manage an entire array of 345MHz devices effortlessly with the streamlined generic pairing process.

- **Door Code-Based Meshbot Triggers:**

Meshbots introduce the pincode use feature allowing triggers based on specific door codes used. Users can now personalize their smart home automations by associating unique actions or notifications with distinct door code inputs, enhancing both security and convenience. Users are now able to track every single entrance or exit to their properties.

- **Arming Flexibility with Tripped Sensors:**

With the latest update, currently tripped sensors no longer hinder arming or disarming. Bypassing tripped sensors seamlessly during system activation is now possible, providing enhanced control over the security setup.

- **Upgraded Support Screen with Latest Digital Knowledge Assets:**

The Support Screen has undergone a significant enhancement, now featuring the most up-to-date Ezlo Protect digital knowledge assets. Master partner users and installers can now access a wealth of always-available documentation on the latest Ezlo Protect features.

- **Efficient Pincode Management Across Multiple Locks:**

Residents can now save pin codes simultaneously to multiple locks using the Ezlo Protect Resident app. This streamlined feature enhances efficiency in pincode administration, offering unparalleled convenience for managing multiple locks within the smart home and security ecosystem.

- **Enhanced Alarm Customization with Sensor Groups:**

This version of Ezlo Protect introduces Sensor Groups, allowing installers to effortlessly assign sensor devices to predefined groups with specific entry delay times. With groups templates at the firmware level, alarm settings are easily fine-tuned for increased control and peace of mind in home security.