# END USER PYRONIX CLOUD GUIDE

Please note: This only applies if you have your own Pyronix Cloud account

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## HOW TO RENEW A SUBSCRIPTION

- 1. Log into your PyronixCloud account at <u>www.pyronixcloud.com</u>
- 2. Select 'Renew Subscription'.

Emma		$\bigcirc$	6			٨	$\bigcirc$
Active since 18th August 2020		Edit	Add Camera	Deregister System	Web Access	Renew Subscription	System Polling
User	Device	Last Connected	Per	mission		Notifica	tions

3. A system on the PyronixCloud can by paid either monthly or annually. Select '**Pay now**' on the plan you wish to use.



Please note: The pricing will be different if your panel is connected via a SIM module, as there is an additional charge for the data.

#### **Credit Card Payment**

To pay via credit card, you will need to enter your credit card details and select 'Submit'.

Choose y	our paymer/	nt method	
Card Number			
Card Expliny and Security	Month 01 V CVV	Year 2021 🗸	
Forename	Emma		
Surname	Wheeler		
First Line of Address			
State / County			
Postcode			
Country United Kingdom		~	
Please note: We	Submit	credit card details.	

4. Select your payment method. This can be via credit card or via your Paypal account.



Please note: If you do not have a PayPal account, there is an option to checkout as a guest.

#### **PayPal Payment**

Please select 'Step 1' and complete the procedure to make the initial payment for the first period.

Once the initial payment has been made, recurring payments can be organised in 'Step 2'.

	PayPal
	Log in to PayPal
	Enter your email address or mobile phone number to get started.
	Email address or mobile number
Setup with Paypal is a Two Step Process	Forgotten your email address?
1	Next
Step 1	OF
Pay for first payment period	Check out as guest
Step 2	Cancel and return to Pyronix Ltd.
Setup Recurring Payments	ală ↓



## CHANGING PERMISSIONS FOR A NEW USER

- 1. Log into your Pyronix Cloud account at <u>www.pyronixcloud.com</u>
- 2. In the '**Permission**' column, check the slider is set to '**On**' and the tab is green. Click on the slider to toggle on and off.

nce 18th August 2020		Edi	it Add Camera	Deregister System	ccess Renew Subscription	System Polling
User	Device	Last Connected	Perr	mission	Notificat	tions
4075	ProControl+ Android	11/08/2021 10:35:49	On Off		C Enabled	
	HomeControl+ Android	21/09/2021 16:12:38	On Off		Senabled	

3. This will bring up a box advising the changes have been made, select '**Save Now**'.



## CHANGING NOTIFICATIONS SETTINGS

- 1. Log into your Pyronix Cloud account at <u>www.pyronixcloud.com</u>
- 2. To amend the notifications received for a particular user, click on '**Enabled**' in the '**Notifications**' column.

		Edit Add	Carmera	Deregister System	Web Access	Renew Subscription	System Polling
Device	Last Connected		Per	mission		Notifica	tions
ProControl+ Android	11/08/2021 10:35:49	On	Off			Enabled	-
HomeControl+ Android	21/09/2021 16:12:38	On	Off		(	Enabled	

3. This will bring up a box displaying all the push notification events that are currently sent to this user. 'Alarms' and 'Events' are enabled by default. If you wish to receive 'Arm' and 'Disarm' these will need to be enabled by ticking the relevant check boxes.

Emma			Emma		
Select events to send to this device:			Select events to send to this device:		
Push Notification Event	Receive		Push Notification Event	Receive	
			Alarms		Advanced
Alarms		Advanced	Arm		Advanced
Arm		Advanced	Disarm		
Disarm		Advanced	Faults	Data Saved	
Faults		Advanced	Events		
Events		Advanced	Save	_	
Pava					OK
Save					

- 4. Tick the notifications you wish to receive. Once selected, press 'Save'.
- 5. Once saved, select ' $\mathbf{OK}$ '. To return to the home screen, select 'View Systems'.



## DELETING A USER FROM THE PYRONIX CLOUD

If you have an old mobile device you no longer use, or you have noticed the 'last connected' is not recent, this user can be deleted from your PyronixCloud account.

- 1. Find the user you wish to delete (check last connected date).
- 2. Select the users name e.g. Emma, this should be underlined and in blue.

Emma	HomeControl2.0 Android	22/09/2021 16:09:41	On Off	C Enabled
3. Once selected, a box will appear will a	an option to delete.			
Device				

Model Version Last Connection Access Allowed Push Notification Status Ann Version	Android 11 22/09/2021 16:09:41 Yes registered 2 02 059	Are you sure you wan	t to delete this app?
Delete		Yes Delete	No

#### 4. Once selected, you will be asked to confirm, select 'Yes Delete'.

This user will be removed from the system on the PyronixCloud account and will no longer be able to access the system via the smart device app.

If a user is removed by accident, the user is re-added to the PyronixCloud automatically when the user tries to connect the alarm system again with the correct code and password.

Please note: If your PyronixCloud account has 'Auto Allow HomeControl+ Apps To Connect' enabled, the recently deleted user will still be allowed to access to the alarm system if the correct user code and app code are entered when connecting via the smart device app.

System Options
Auto Allow HomeControl+ Apps To Connect Send email when system hasn't polled for 24 hours
Change

## CHECKING IF YOUR SUBSCRIPTION IS ON AUTO-RENEWAL

1. Log into your account at <u>www.pyronixcloud.com</u>



- 2. Select 'Renew Subscription'. This should display subscription information and payment history.
- 3. Under subscription information, if the subscription was currently recurring this would be advised next to 'current status'.
- 4. Within the payment history, it will state date, event, ID, amount and status. If an event shows 'recurring payment' and status 'created', a recurring payment has been created within the account.

Subscription Information.							
	Plan:	Pyronix Cloud Yearly Subscri	ption for ASCETTER				
	Payment:	Yearly (Credit Card)					
	Started:	21st November 2016					
	Last Payment:						
	Next Payment:	1st February 2022					
	Current Status:	Active					
		Update Subscrip Payment Hist	botion tory				
Date	Ev	ent	ID	Amount	Status		
21/11/2016 08:33:09	Pyronix Cloud Yearly Su	bscription for	PRY-2AE48232UB419011ALAELOR	610.00	Paid		
01/02/2016 19:27:35	Pyronix (	Cloud Trial			Activated		