USER GUIDE

DEFENDEX — mobile app

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A short guide to the DEFENDEX app: security status, arming and disarming, the panic button, notifications and siren, archive and cameras. The app is available for Android on Google Play; there is no iOS version yet — it is in development. The app also has a built-in Help (menu ⋮) that is updated from the server.

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1 Signing in

- Your login and password come from the installer or the security company. If you were given a temporary password, the app asks you to set your own on first sign-in.
- “Invalid login or password”: check the keyboard layout and letter case.
- “Server connection error”: no internet or a wrong server address. Check “Server settings” on the sign-in screen; the usual address is `https://defendex.cortex.eu`.
- Fingerprint or face sign-in switches on automatically after the first sign-in if the phone supports it.

2 Main screen “My objects”

Each card is one object (house, flat, office).

- **ONLINE / OFFLINE** — whether the panel is in touch. OFFLINE means the panel has not reported for a while: no power, no GSM or radio network.
- **Lock icon** — armed (closed) or disarmed (open).
- **Red bar and “ALARM”** — an alarm nobody has cleared. It clears on arm/disarm or on the next “NORMAL” event.
- 🔌 **No AC power**, 🔋 **Battery low** — the panel reported a power problem.
- **GSM / Radio** — signal level and how long ago the last frame arrived.
- Pull the list down to refresh. **+** adds an object by its number (ACC) if the security company allowed that. Long-press a card to remove the object from your list (it stays on the server).

3 Object card

- Top — status, connection, power.
- **ARM** / **DISARM**. With several partitions, each partition has its own buttons. “Command sent” means the server accepted it. The status changes only after the panel confirms: until then the partition shows a yellow dot and “awaiting confirmation…”, and the buttons are disabled (usually 3–10 seconds).
- If no confirmation arrives within a minute and a half, the previous status stays, a red message “⚠️ … command was not confirmed by the device” appears, the same event is added to the object log and a notification (and Telegram message) is sent. Retry or call the security company.
- If the panel is offline, the app warns you. You may still send: the panel executes the command when it reconnects.
- **HOLD FOR ALARM** — panic button. Keep your finger down until it triggers.
- Below — the object’s event feed: alarms, arming, disarming, communication tests, power problems. Zone and user names come from the object’s directory.

4 Archive

All events of all your objects. Filters: object, type (alarms, arming, disarming, communication test), dates. The archive is kept on the server; reinstalling the app loses nothing.

5 Cameras

- Camera icon on the main screen.
- A camera is always bound to an object and, optionally, a zone. Tap **+**, choose the object and zone, enter a name and the stream link provided by the security company. Links work from any network, but only while you are signed in.
- If video does not open: check the internet, then tap “Retry”. If it stays down for more than 10 minutes, the camera itself most likely has no stream: you will get a “No video from camera” event; tell the security company.
- Cameras you add are visible to all users of that object.

6 Notifications

Menu ⋮ → “Notifications”.

- **Push notifications** — the master switch for this phone.
- **Connection tests** and **“No connection”** — receive or not. Alarms, arming/disarming and power events always arrive.
- If notifications do not arrive: make sure they are allowed for the app in the phone settings and battery saver is off for DEFENDEX.

7 Siren

The siren is set **per object and only on this phone**: object card → ⚙ icon at the top right → “Communication & siren” → “Siren” switch → “Save”. Other users of the same object have their own setting.

- **App open** — on alarm the siren sounds continuously (alarm volume), the phone vibrates and a red bar “Alarm! Siren is sounding” appears at the bottom.
- **App closed or screen off** — a notification arrives with the siren sound. Notifications must be allowed and the “Siren” channel enabled in the phone’s notification settings for DEFENDEX.
- **Stop** — the **“Mute”** button on the bar silences it until the next new alarm. The siren also stops by itself on disarm or zone restore. The “ALARM” status stays until a disarm or “NORMAL” arrives.
- “No connection” and connection tests never start the siren — only alarms (burglary, fire, panic, tamper).
- To test: enable the siren and ask the security company for a test alarm, or trigger a zone on an armed object.

8 Radio channel

Radio icon on the main screen. For objects with a radio transmitter: system, slot, transmitter number, signal level and the time of the last frame. Service radio events (signal level, repeater state) are shown separately.

9 Settings and password

- Menu ⋮ → “Settings”: **language** (Russian, English, Latvian) and **server settings** (server address; normally no need to change).
- **Communication & siren** is in the object card (⚙): the “no communication test” threshold and the siren on this phone. Change the threshold only if you know what you are doing: too small causes false “OFFLINE”.
- **Changing the password:** after signing in with a temporary password the app opens the change screen itself; the new password must be at least 6 characters. Forgot it — contact the security company for a temporary one.
- **Web account:** the same objects, status and history at **client.cortex.eu** with the same login and password.

10 Troubleshooting

What you see	What to do
Object OFFLINE although everything works at home	Wait 15 minutes. If it does not return, check the panel’s power and tell the security company.
ARM does not change the lock	Wait a minute, refresh. If the panel is OFFLINE the command runs later.
Alarm does not clear	Disarm and arm again. If “ALARM” stays, tell the operator.
Siren does not sound	The siren is enabled on this phone, alarm volume is not zero, notifications and the “Siren” channel are allowed.
Siren sounds but the alarm is over	Press “Mute”. If the object still shows “ALARM”, disarm and arm it.
No notifications	See “Notifications”.
Video does not open	See “Cameras”.
“Server connection error”	Internet first, then the server address on the sign-in screen.

The support phone number is in your contract with the security company. For questions about the app itself — SIA KORTEKS: info@cortex.lv, +371 26485222.