

# 3.1: UltraSync Service Release Notes

Edition 01  
May 16<sup>th</sup> 2017

## 1. New Features and Changes for UltraSync SR 3.1

### UltraSync+ Mobile App

- **UltraSync Mobile App Branding**
  - Branding for the UltraSync Mobile app will now align with new UltraSync Logo.
  - Color Scheme for app icons and splash screen will now be a neutral gray color with the new UltraSync Logo.
  - The iOS and Android apps will receive this update on the new version of the UltraSync Mobile app available in May 2017.
  - The UltraSync Secondary Touchscreen will receive the splash screen update on newly manufactured units with Manufacture dates of June 2017 and later.
- **Logo in “Dealer Info” Page**
  - Dealers now have the ability to add their company logo to the dedicated DEALER INFO page in the UltraSync App.
  - To enable this feature, dealers should upload their logo to the “Company Branding” section found in the Company Details section of the UltraSync Portal.
  - Acceptable File formats include PNG, TIFF and JPEG
- **Amazon Alexa Integration**
  - Several devices connected to the UltraSync Hub can now be controlled by voice commands through an Amazon Echo (Alexa)
  - Voice Commands will work through the following Amazon Devices with Alexa:
    - Echo
    - Echo Dot
    - Echo Tap
    - Echo Look
    - Amazon Mobile App
    - \*\*\*Not available through Amazon PrimeNOW mobile App.
  - To enable support for Amazon Alexa Voice Control, the Master User must login to their site on the UltraSync Mobile App, go to the Menu and Select Amazon Alexa, and Enable. Once enabled, the Master User must copy the details into the UltraSync Skill within the Amazon Alexa App.
    - Steps to use Alexa Voice Commands
      - Enable Alexa Support in the UltraSync App
      - Download the UltraSync Skill in the Amazon Alexa App
      - Enter credentials enabled in the UltraSync Mobile App into the Amazon Skill.
      - Discover devices in the Amazon Alexa Smart Home Page.
  - Devices and commands supported:
    - Z-Wave Switches
      - Turn Device On
      - Turn Device Off
    - Z-Wave Dimmers
      - Turn Device On
      - Turn Device Off
      - Set Device to Specific % (0-100%)
    - Z-Wave Thermostats
      - Change Fan Setting
      - Change System Setting
      - Set Device to Specific Temperature Setting
    - Z-Wave Locks

- Not Supported
  - UltraSync Hub Arming/Disarming
    - Not Supported
  - UltraSync Camera Event Triggers
    - Not Supported
  - UltraSync Automations (Scenes)
    - Alexa will allow triggering of UltraSync Automations (Scenes).
    - Scenes that include Locks, Arming/Disarming, Cameras will still be allowed to be triggered, but the UltraSync Hub will disregard commands to Locks, Arming/Disarming and Cameras per Amazon's Terms and Conditions.
    - To Trigger an UltraSync Automation, the user must simply state Alexa, Turn On \*Automation Name\*
    - Generic Automation names can cause Alexa to get confused. Rename basic names to something more specific, or add "Scene" to the end of the name.
      - Bad Automation Names:
        - Lights On
        - Garage Door
        - Thermostat Temp
      - Good Automation Names
        - Arrive Home
        - Movie Time
        - Good Night Scene
- **Carrier Infinity and Bryant Evolution Integration**
  - Carrier Infinity and Bryant Evolution Thermostats are now supported in the UltraSync Mobile App.
  - To integrate, the user must follow these steps:
    - Go to UltraSync Mobile App
    - Go to the Site Info Screen of the Site they wish to add the thermostat(s). (i Button)
    - Select "Add Other Smart Devices"
    - Select the correct thermostat to integrate
    - Follow the steps to enter the thermostats Username and Password.
  - \*\*\* Thermostat must be setup in the Carrier/Bryant App first. (Must get username and password)
  - \*\*\* Thermostats are not supported in UltraSync Automations (Scenes)
  - \*\*\* User Interface will vary slightly from other thermostats due to the different operation of the Infinity and Evolution Thermostats.
- **Event History – Advanced Filter Options**
  - Filtering Events in History can now be done at a greater level. Users can now filter by individual devices, instead of just full categories.
  - Supported Filter Categories
    - Start From Date
    - Security Events
    - Video Events
      - Filter by All Video Events or a Specific Camera
    - Area Events
      - Filter by All Area Events or a Specific Area
    - User Events
      - Filter by All User Events or a Specific User
    - Sensor Events
      - Filter by All Sensor Events or a Specific Sensor
  - \*\*\* Advanced filtering may cause no events to show initially in event list. This is due to the event list pulling the last 40 events. To expose additional events, the user must press "Load More" on the bottom of the event list.
- **Multiple Area Arming Support**
  - When Arming or Disarming a Hub that is programmed for multiple Areas (Partitions), the user can now select to "Arm All" or "Disarm All".
  - User must do a single area or all areas, a list that can be selected is not available.
  - Systems that only have one Area (Partition) programmed will not expose this feature.
- **Arming Icons Update**

- For better recognition of the current arming status in the UltraSync Mobile App, the Arming Icons now include a color ring around the icons.
  - Disarmed – Green
  - Armed Stay – Yellow
  - Armed Away – Red
- **Cameras Tab Icon Update**
  - Icons on the Cameras tab have been updated to allow for additional features.
    - Play Last Clip Button Minimized in Size
    - Record Button changed to a red record icon.
    - New Automations Trigger Button.
- **Automation Triggers Available in Cameras Tab**
  - Automation triggers are now available in the cameras tab to allow user to view the “live preview” of a camera while triggering an Automation.
  - A button with an arrow is located under each camera. Once pressed, a row that exposes the Automation Triggers will appear.
  - To collapse the Automation Triggers, the user simply presses the arrow button a second time.
- **Panel Status Update**
  - Additional Panel (Hub) statuses will now be shown in the Message Center on the Overview Screen.
  - New Status Messages Include
    - Tamper
    - Low Battery
    - Sensor Bypassed
    - And more
- **Sensor Status Update**
  - Additional sensor statuses will now be shown on the Sensors Screen to provide additional information to the user.
  - New Status Messages Include
    - Tamper
    - Low Battery
    - Sensor Bypassed
    - Sensor Missing
    - And More
- **Arming Status Update**
  - The Arming Status section shown on the Overview and Sensors Screen (Below the Arming Buttons) will now include additional arming states.
  - New Arming States Include:
    - Entry Delay
    - Exit Delay
    - Exit Delay 2
- **Z-Wave Status Optimization**
  - To provide faster status updates in the UltraSync Mobile App, the Z-Wave device status polling was optimized.
  - Lights Tab will pull 4 devices at a time.
  - Locks Tab will pull 2 devices at a time.
- **Menu Items are Hidden if User Doesn't have Permission**
  - Users without access to certain device tabs on the UltraSync Mobile App will no longer see those tabs.
  - Users with access to that device category will still see the device tab, even if there are no devices in currently in it.
- **Message added to device tabs that have no devices.**
  - A message has been added to tabs that don't have any devices programmed yet to encourage customers to call their dealer and add that device type.
  - Message states “Contact your security and home automation dealer to add XXXXX”
- **Updated Language**
  - All language strings have been reviewed and updated as needed.
- **Refresh Button Added to Thermostat Page**
  - The refresh function has been added to the thermostat page.

- The refresh button has been optimized to allow for longer device status updates. (Up to 60 Seconds)
- **User Setup – Added Area Group Setting**
  - Master Users can now select which area(s) the users they setup are allowed to access.
- **Optimization of Live Video and Recorded Clip Viewing**

## UltraSync Self-Contained Hub


- **Support for Amazon Alexa Integration**
  - Allows the Hub to take commands from Amazon Alexa Devices.
  - Setup of Amazon Alexa Integration is done in the UltraSync Mobile App.

## UltraSync 7” Secondary Touchscreen

- **Touchscreen User Interface Updates**
  - The UltraSync Mobile App User Interface Updates introduced in December of 2016 will now be carried over to the UltraSync Secondary Touchscreen.
  - User Interface Updates Include:
    - Users Menu
    - Change PIN Menu
    - History
- **UltraSync Touchscreen – Carrier COR, Bryant Housewise, ecobee3 Thermostat Support**
  - Support for the Carrier COR, Bryant Housewise and ecobee3 Thermostats are now available on the UltraSync Secondary Touchscreen.
  - Setup is identical to the UltraSync Mobile App.
  - Setup can be found in the “Touchscreen” section in the Menu.
  - Each Touchscreen must add the COR Thermostat separately.
  - \*\*\* Carrier Infinity and Bryant Evolution Thermostats are not supported.
- **Multiple Area Arming Support**
  - When Arming or Disarming a Hub that is programmed for multiple Areas (Partitions), the user can now select to “Arm All” or “Disarm All”.
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## UltraSync Web Portal

- **New UltraSync Web Portal User Interface Implemented**
  - The site summary banner has been improved to include more relevant data.
  - The 'New Site' button is now a 'Plus'  sign at the top, right hand side of the web page.
  - Upon login, the default page is now presents an UltraSync Dashboard.
    - Users can still create a New Site from this initial page
  - The two menu options have been consolidated into a single vertical view, which can be collapsed or expanded by clicking on the menu icon (three horizontal lines)
  - 'User Preferences' has been moved under the drop down menu on the top right hand side of the page.
    - The 'User Preferences' page is where a user can choose which columns to display on the 'Operational Status' and 'Event History' pages.
- **Interactive Dashboard**
  - A login-based interactive dashboard has been implemented and users can click on each chart to view a list of the filtered results.
- **Firmware button updated**
  - When your UltraSync Hub is on the latest firmware, the 'Update' button will now display '**Revert**' indicating that you are on the currently released firmware version.
- **Your company logo can now be displayed on the user app**
  - To enable this feature, dealers should upload their logo to the "Company Branding" section found in the 'Company Details' section of the UltraSync Web Portal.
  - Acceptable File formats include PNG, TIFF and JPEG with a file size limit of 1MB.
- **UltraSync Distributors now have the ability to assign a default VFNN.**
- **Error messages** – when a user request is rejected, the reason is now clearly stated for the user to see.
- **Data Privacy – Customer fields are no longer mandatory**
  - Customer fields such as address, and contact details are no longer mandatory when creating a new site.
- **The 'Service Request' page now shows the serial number (SID) of the panel with every transaction.**
- **Portal stability, performance, and general enhancements**
- **Should we list the 'no longer able to open multiple browser tabs for single firmware upgrades' feature?**

## DLX900 Downloader Software (v. 5.8.5)

- **Features**
  - Updated screens to reflect panel changes.
  - Corrected language selection options for Modular Hub and Self-contained Hub.
  - Resolved firmware update issues when using UltraSync.
  - Resolved issue where second language was loading 192 zones when connecting to lower zone panel.
  - Resolved issue where, if the selected account was not of the same panel family as the panel calling in for auto-answer, the auto-answer secession would not proceed.
  - Resolved issue where an account that had never had auto-answer options set for account specific settings it would also not perform global auto-answer functions.
  - Resolved issue causing Z-Wave devices to display improperly when reading ROM on the Z-Wave screen.
  - Save prompt on customer screen has be redesigned to be more user friendly.
  - Resolved some factory default settings

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## BUGS Squashed (Take out the BOLD lettering below)

- iOS - 12+ Zwave Devices per Tab failing to load status.
- iOS - PIN doesn't save when creating new user.
- iOS - Changing background on iPad causes app to crash.
- iOS - Pin field doesn't save on iPad and smaller phones.
- iOS - Blank (Ghost) webview issue.
- iOS - Status on locks fails to pull with 4+ locks
- iOS - "%" in scene name causes "URL Error" message.
- iOS - Live stream video may incorrectly pull main stream instead of substream.
- Android - Login Failure shows blank Overview Tab
- Android - "%" in scene name causes "URL Error" message.
- Android - 12+ Zwave Devices per Tab failing to load status.
- Android - PIN doesn't save when creating new user.
- Android - Error message incorrectly shown when enabling notification on NX595
- Android - Timeout not long enough for push notifications registration
- Android - Live stream video may incorrectly pull main stream instead of substream.
- Touchscreen - Does not show maximum configured Automations (Scenes)
- Touchscreen - "%" in scene name causes "URL Error" message.
- Touchscreen - Video PLAY button can still be pressed if no clip present.
- Touchscreen - Small chime noise plays every Wi-Fi connection is lost.
- Self-Contained Hub – TBD
- Self-Contained Hub - TBD
- Self-Contained Hub – TBD
- UltraSync Portal – Page refresh issues when using Chrome

## 2. Versions

The following firmware version is provided in this release:

Firmware: 5-16-2017 Service Release 3.1 (B0403001A58P00**2006-XX**)  
iOS Rev: TBD  
Android Rev: TBD  
Touchscreen Rev: TBD

The latest firmware will show on top when you upgrade and the file name includes the date of the release.  
The previous firmware version will display on the bottom and shows the date it became available.