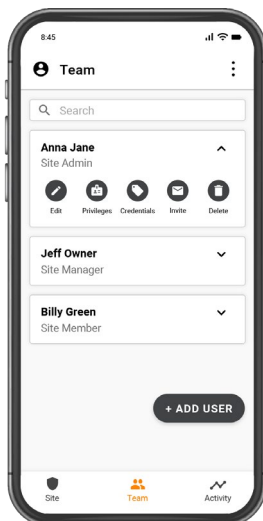
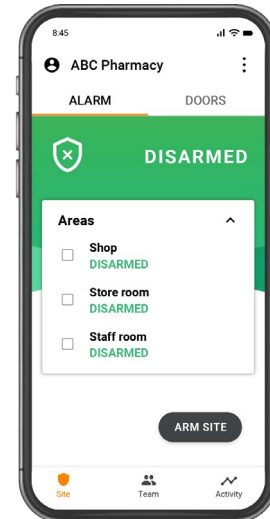


Day One with Gallagher SMB

Welcome to your Gallagher SMB security system. This quick start guide will introduce you to key features of the SMB app to get you kickstarted using your system.

Arming & disarming your alarm

The Site screen will display upon opening the app. Select **ARM SITE/DISARM SITE** to arm and disarm your alarm.



Adding users to the system

Use the navigation bar to open your **Team**. Select **+ADD USER** to give someone access to your business.

A user can be assigned one of three roles:

Site Manager: Full access to control all aspects of the system.

Site Admin: Arm & disarm the alarm and access areas of the business as designated by a Site Manager.

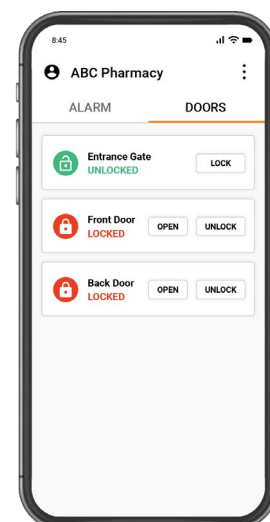
Site Member: Access areas of the business as designated by a Site Manager.

Unlocking doors when on-site

Hold your phone near a Gallagher reader to momentarily unlock a door. The app does not need to be open.

Unlocking doors remotely

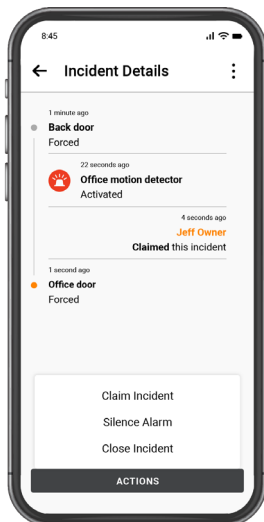
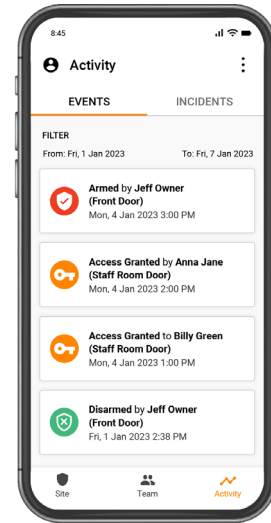
Use the navigation bar to open your **Site**. Select the **Doors** tab. Choose **OPEN** to momentarily unlock a door or **UNLOCK** to permanently unlock a door.



Day to day with Gallagher SMB

Viewing activity on your site

Use the navigation bar to open your **Activity** and select the **Events** tab. Select **FILTER** to filter activity by a date range. Tap **SEND REPORT** to email a report of the activity.



Managing Incidents

A red banner will display at top of the **Site** screen when an alarm is triggered. Select **VIEW INCIDENTS** and tap on an incident for more information. Select **ACTIONS** to take one of the following actions:

Claim Incident: Make other Site Managers aware that you are dealing with it.

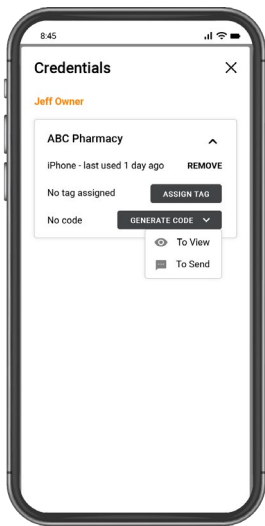
Silence Alarm: Turn off the siren.

Close Incident: Shows that no further action is required.


Assigning a user an SMB Key

Use the navigation bar to open your **Team**. Tap the user you want to assign a tag, select **CREDENTIALS** and **ASSIGN TAG**. Hold the tag near your device to assign it.





Assigning a user an SMB User Code

Use the navigation bar to open your **Team** . Tap the user you want to assign a code, select **CREDENTIALS** and **GENERATE CODE**.


A dropdown will appear with the following options:

To View: The generated code will display

To Send: The generated code will be sent to the users email, and will not display

Troubleshooting


Need Help with your system?

If you encounter issues with your system, contact your SMB Installer. To do so, use the **options menu**  near the top right of the app to navigate to **Settings**. Select **CONTACT INSTALLER**

Lost connection to the internet?

If the internet connection fails, the No Internet Connection screen will display. Select **CONNECT WITH BLUETOOTH** to control your system.

Want to learn more about Gallagher SMB?

If you want to learn more about what your system can do, select the **User Icon**  near the top right of the app, and tap **Help**.